

Installation of BACNET driver fails – IMP-C Panel PC w/Windows 10

Error:

When installing the BACNET driver you may receive the following error message:

"There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor"

Cause:

This error message may appear if you are trying to install the BACNET driver on a machine that has no network interface available. Please ensure that a network adapter is installed on the machine and a network connection is available.

Affected models:

IMP-CnnnPT models with Windows 10 64Bit OS. Intel 82574L Gb Ethernet adapters with Microsoft drivers version 12.12.50.6 (20/3/2015).

Solution:

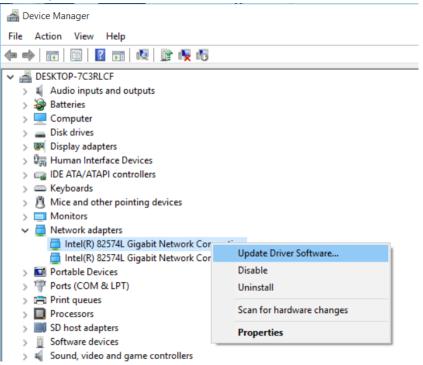
Update the drivers for the network adapter, and then retry the installation of the BACNET driver.

Updating the network adapter drivers:

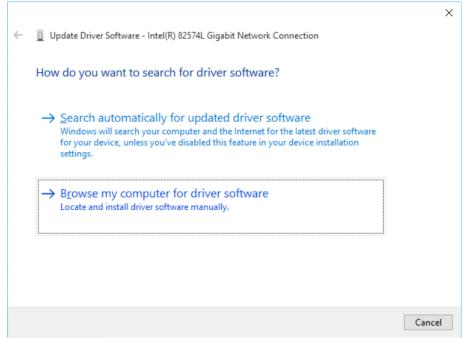
- 1. Download the following driver from Intel: https://downloadmirror.intel.com/18713/eng/PROWinx64.exe
- 2. Extract the driver package to a folder.
- 3. Go to Device Manager.



4. Expand category "Network adapters". Right-click on the Intel network device and select **Update Driver Software...**



5. Click Browser my computer for driver software.





6. Click Let me pick from a list of device drivers on my computer.

		\times
~	Update Driver Software - Intel(R) 82574L Gigabit Network Connection	
	Browse for driver software on your computer	
	Search for driver software in this location:	
	✓ Browse	
	→ Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.	
	<u>N</u> ext C	Cancel

7. Click Have Disk... button.

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←	Update Driver Software - Intel(R) 82574L Gigabit Network Connection	
	Select the device driver you want to install for this hardware.	
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	
	Show <u>c</u> ompatible hardware	-
	Model	
	Intel(R) 82574L Gigabit Network Connection	
	This driver is digitally signed.	
	Tell me why driver signing is important	
	<u>N</u> ext Cance	I



8. Click **Browse...** button and navigate to the folder with the extracted files, e.g. ...\PRO1000\Winx64\NDIS64

Install From Disk X					
	Insert the manufacturer's installation disk, and then make sure that the correct drive is selected below.	OK Cancel			
	<u>C</u> opy manufacturer's files from: A:\ ✓	Browse			

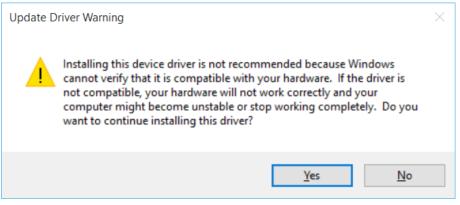
Click Open and then OK.

9. A list of drivers will be shown. Select the driver called Intel(R) 82579LM... and click Next.

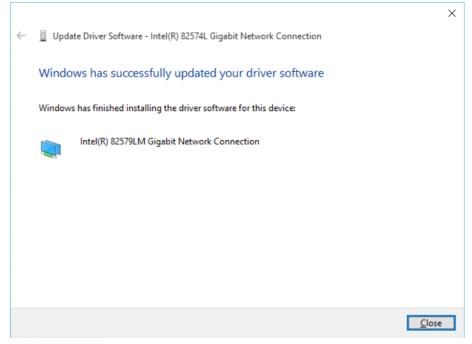
		×
÷	Update Driver Software - Intel(R) 82574L Gigabit Network Connection	
	Select the device driver you want to install for this hardware.	
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	3
	Model	~
	Intel(R) 82576 Virtual Function	
	Intel(R) 82579LM Gigabit Network Connection	
	Intel(R) 82579V Gigabit Network Connection	
	Intel(R) Ethernet Connection (2) I218-LM	
	E 1-4-1/D) Falence & Communication (2) 1010 V/	~
	This driver is digitally signed.	
	Tell me why driver signing is important	
	Next Cance	4



10. Click Yes if the following warning appears:



11. The driver is successfully installed.



12. The driver version has been updated to Intel v. 12.15.31.4 (29.03.16)

