AUTIC

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).
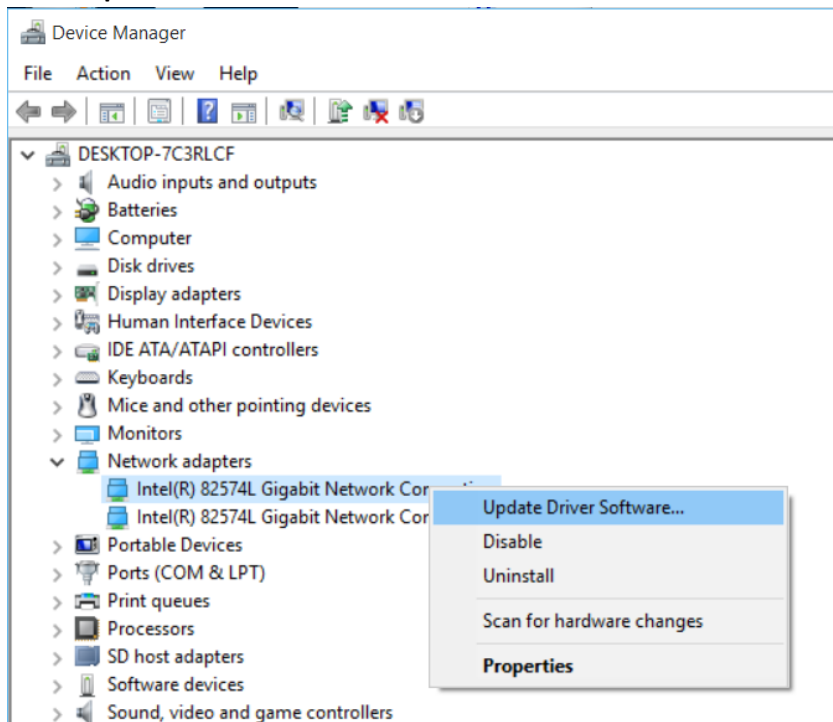
Solution:

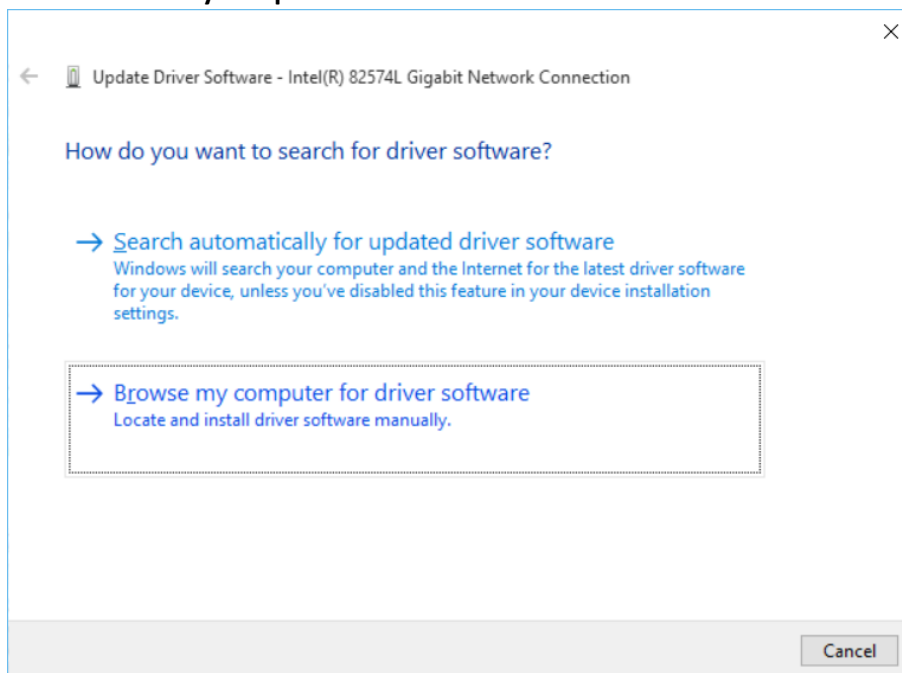Update the drivers for the network adapter, and then retry the installation of the BACNET driver.

Updating the network adapter drivers:

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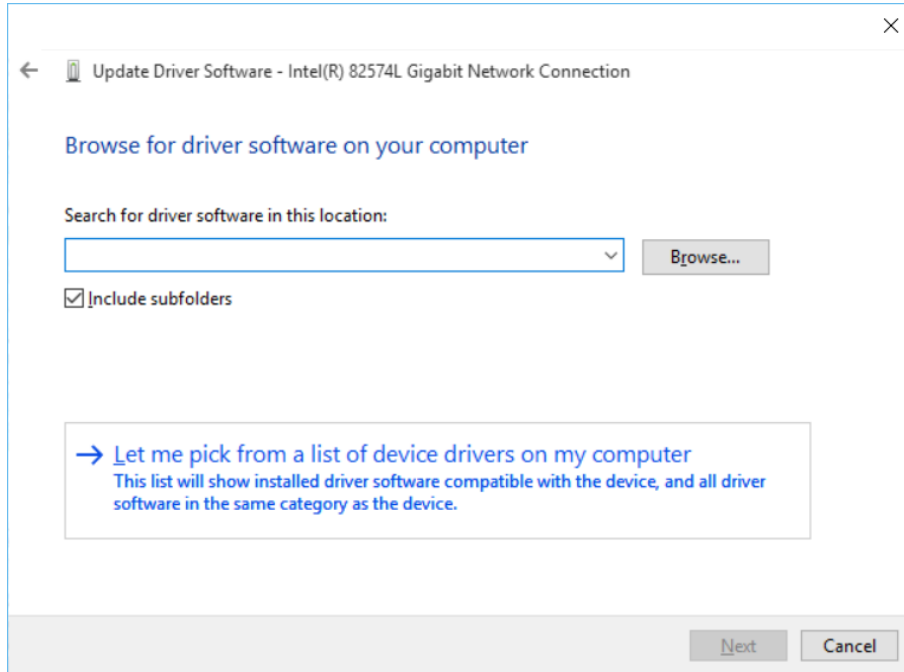2. Extract the driver package to a folder.
3. Go to Device Manager.

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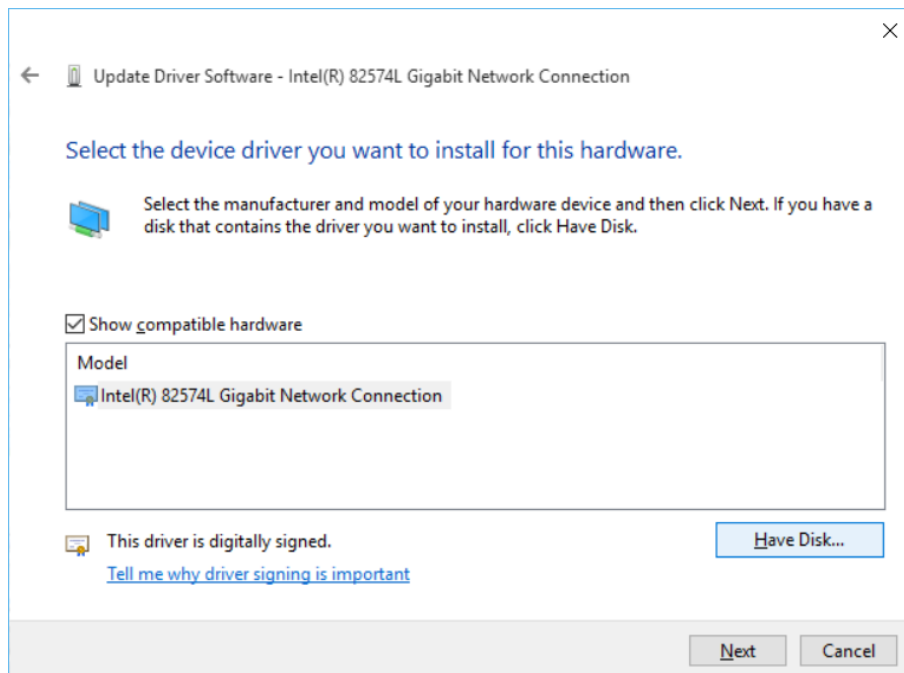
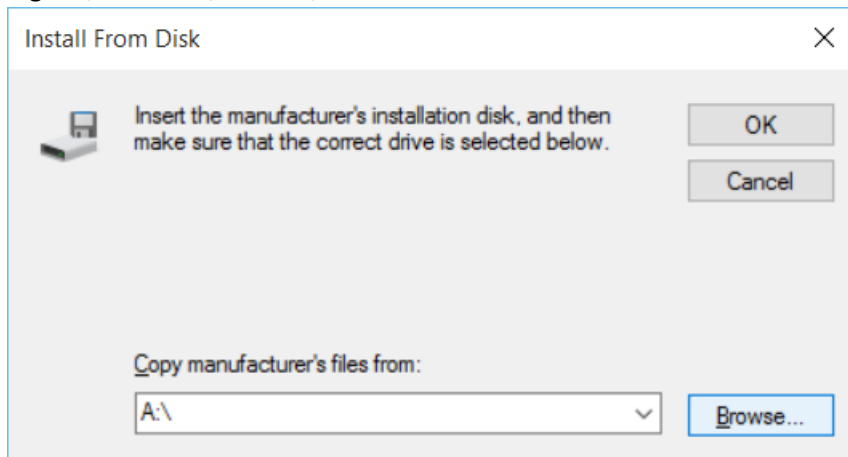

5. Click **Browser my computer for driver software**.

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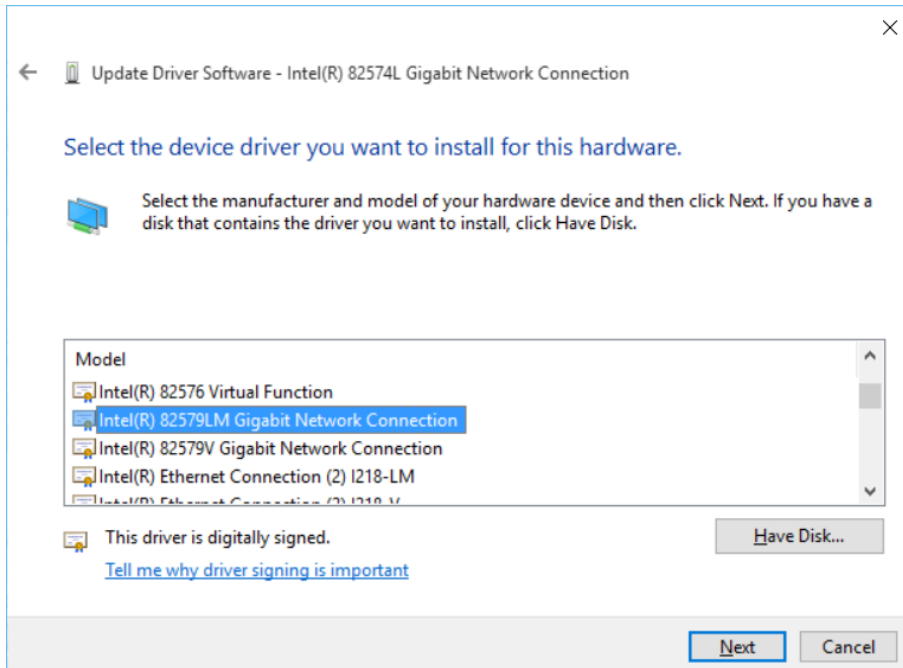

7. Click **Have Disk...** button.

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

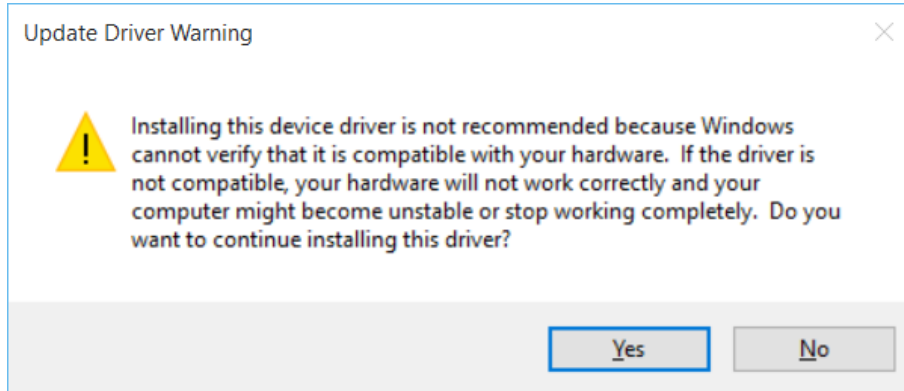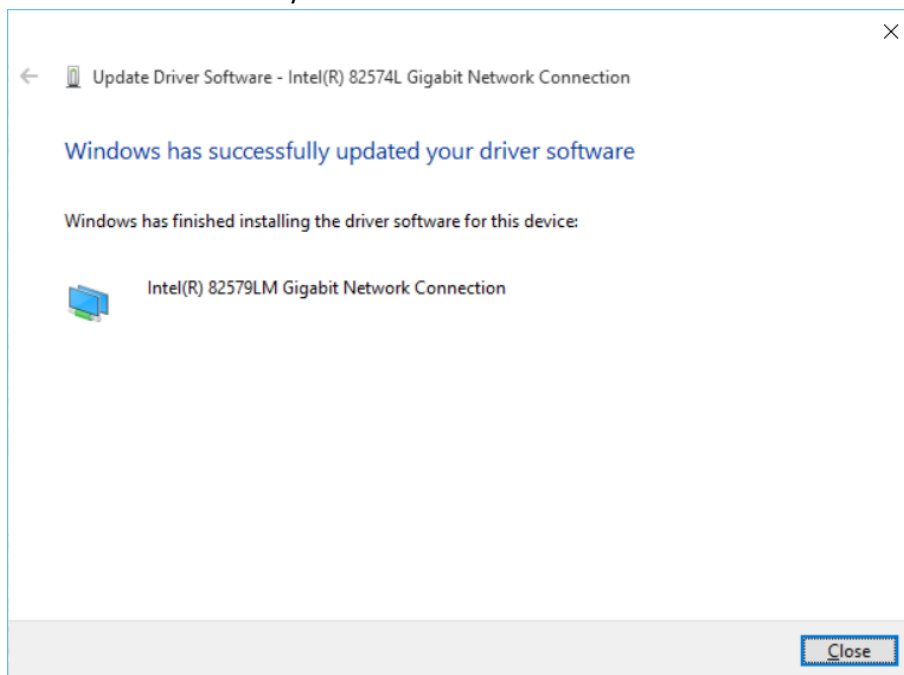

Click **Open** and then **OK**.

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

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)