

Controller MX and Windows 10

USB Service Port Driver Installation

A. Introduction

The USB Service Port of a Controller MX emulates an Ethernet device and requires an RNDIS driver on Windows PCs.

The RNDIS driver is a part of the Windows operating system but the OS may fail to assign this driver to the Controller MX USB Service Port automatically on Windows 10 PCs.

When the Controller MX USB Service Port is connected to the PC the OS could be detected as USB Serial Device, meaning a successful USB-Ethernet connection cannot be made. Perform the steps as outlined below to install the required driver.

Note: This procedure may need to be repeated if the Controller MX USB Service Port is connected to a different USB port on the same PC at a later date.

B. Driver Installation

1. Download PSL RNDIS Driver package from PowerShield website at <https://www.powershield.com/resources/technical-resources>

2. Extract the .zip file in the local directory. The package should contain the following files:

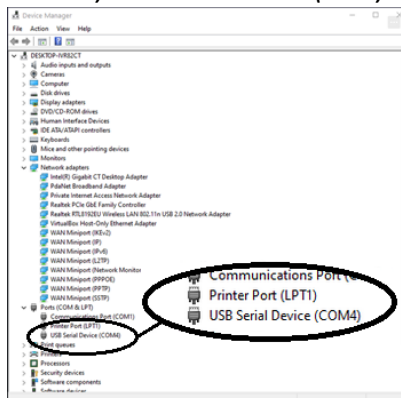
5-runasadmin_register-CA-cer.cmd	20/03/2016 4:55 a.m.	Windows Comma...	1 KB
certutil.exe	19/03/2019 5:45 p.m.	Application	1,631 KB
MobileRead-CodeSigning-CA.cer	5/05/2021 12:02 p.m.	Security Certificate	1 KB
psl_rndis.inf	4/05/2021 4:17 p.m.	Setup Information	3 KB
psl_rndisamd64.cat	5/05/2021 12:25 p.m.	Security Catalog	8 KB

3. Right click on the **5-runasadmin_register-CA-cer.cmd** file and select **Run as administrator**.

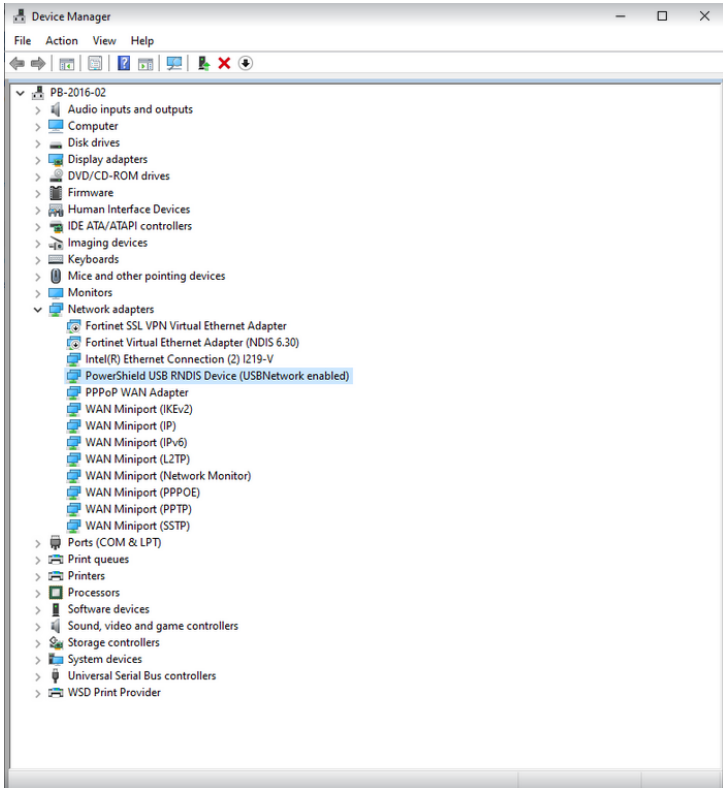
4. Connect Controller MX USB Service Port to the PC USB Port.

5. Open **Device Manager**:

- Click **Start**, right click on **Computer** and then select **Manage**.
- From **System Tools**, click **Device Manager**.
- A list will be displayed showing all devices for the computer. The Controller MX Service Port will be shown under **Ports (COM & LPT)** as a **USB Serial Device (COMx)**.



6. Right click on the **USB Serial Device (COMx)** entry and select **Update Driver. . .**
7. When prompted to choose how to search for device driver software, choose **Browse my computer for driver software.**
8. Select **Let me pick from a list of device drivers on my computer.**
9. A window will come up asking to select the device type. Select **Have Disk. . .**
10. Browse to the location of the extracted file and select **psl_rndis.inf** file. Click **Next** to install the driver.
Note: A warning dialog may pop up, click **Yes** if it does.
11. The driver should now get installed and the **PowerShield USB RNDIS Device (USB Network enabled)** should now be listed under **Network adapters** in **Device Manager**:



You should now be able to make a successful connection to the Controller MX or find it using the Controller Discovery Tool