



## Troubleshooting

# USB Driver Installation for DZ-MV350/380

Windows 98 Second Edition / Windows Me

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### Target:

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<b>DVDCAM Models</b>	DZ-MV350A/E, DZ-MV380A/E
<b>Operating System</b>	Windows 98 Second Edition Windows Me

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If you failed installing the USB driver for DZ-MV350/380 on Windows 98 Second Edition or Windows Me, please re-install the driver by following the steps described in Section “**Re-installing USB Driver Installation**”, followed by Section “**Confirming If USB Driver Is Properly Installed**”.

Steps 1 - 9 contain procedures for both Windows 98 Second Edition and Windows Me users. After Step 9, please proceed to the procedures by the Operating System you use.

### Targeted Operating System User

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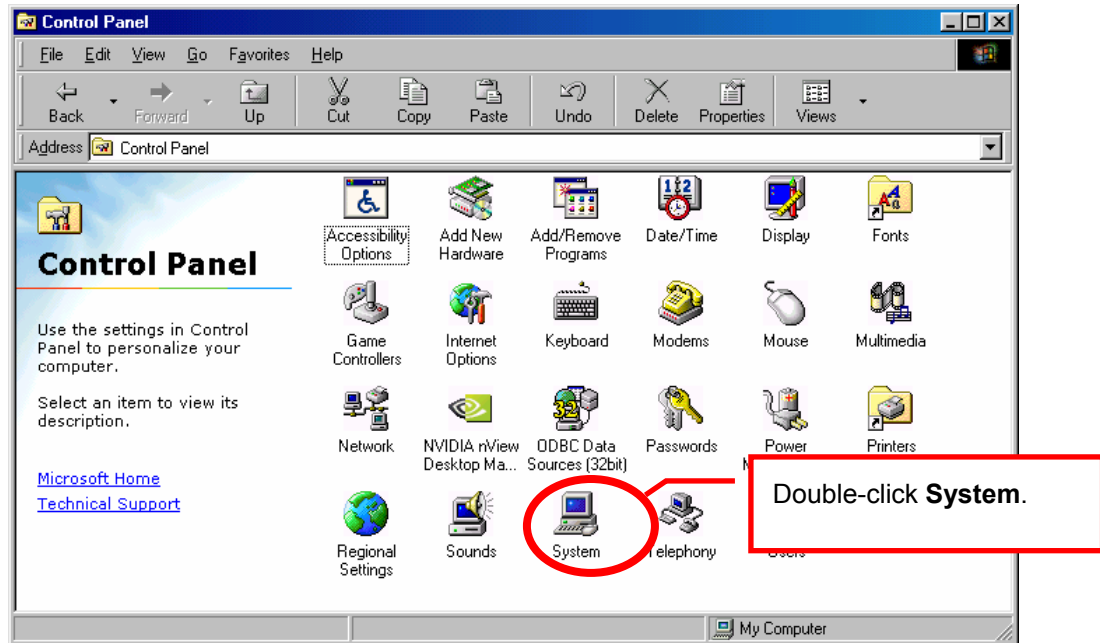
Procedure	Step	Page	Targeted Operating System User
<b>Re-installing USB Driver Installation</b>	1 - 9	1 - 4	Windows 98 Second Edition / Windows Me users
	10 - 29	5- 9	Windows 98 Second Edition users only
	10 - 29	10 - 14	Windows Me users only
<b>Confirming If USB Driver Is Properly Installed</b>	1 - 10	15- 17	Windows 98 Second Edition / Windows Me users

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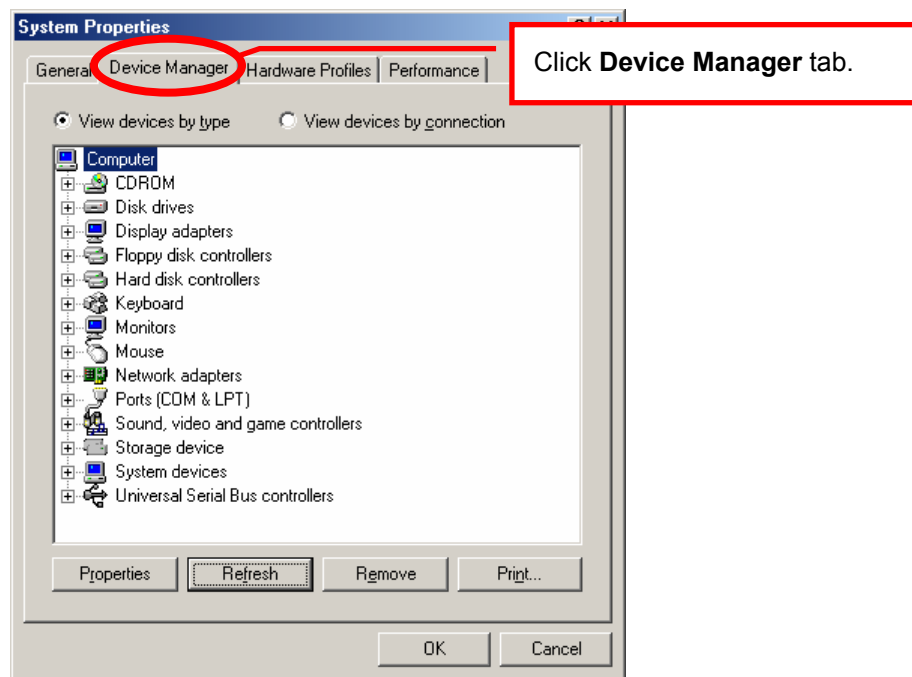
## Re-installing USB Driver Installation

### Steps

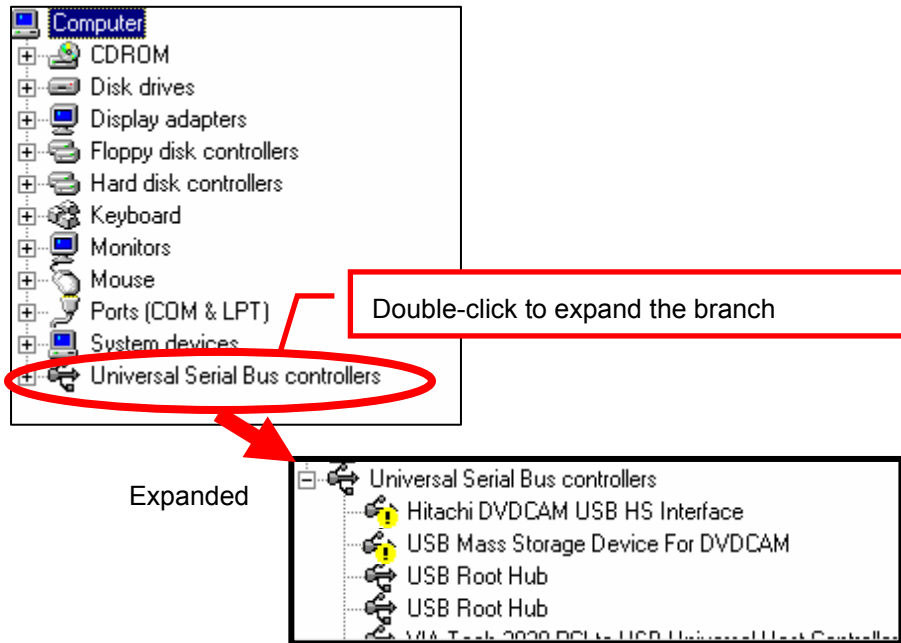
- 1** Connect DVDCAM to the PC, and power on the DVDCAM to the **VIDEO** position.
- 2** Open **My Computer**, double-click **Control Panel**, and then double-click **System**.



3 Click the **Device Manager** tab.

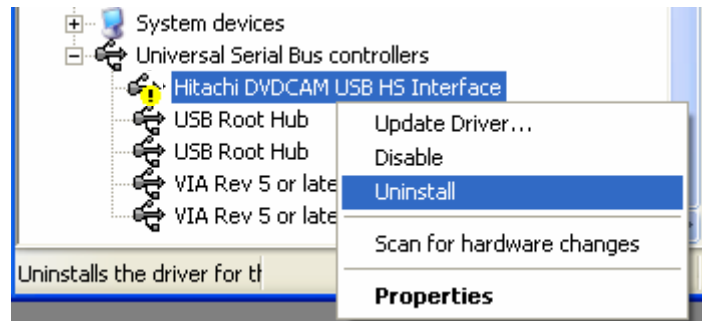
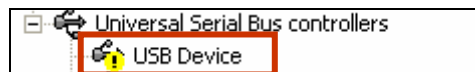


- 4 Double-click **Universal Serial Bus controllers**, one of the branches in the Device Manager. The branch that you double-clicked will be expanded.



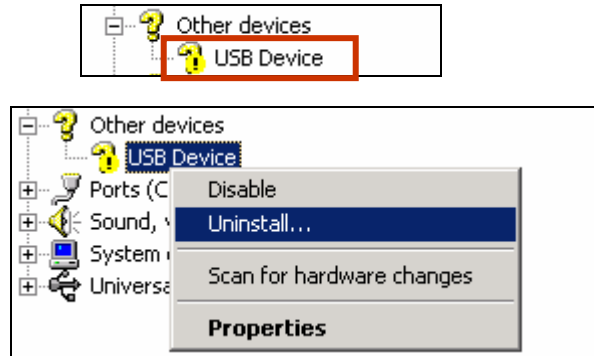
- 5 If any device name appearing with a yellow “!” or “?” or red “X” mark, right-click it and select **Uninstall** to delete it.

**Sample of a device appearing with a yellow “!” mark**



- 6 If **Other devices** exists in the Device Manager, double-click it. Right-click a device appearing with a yellow "!" or "?" or red "X" mark, and then click **Uninstall**.

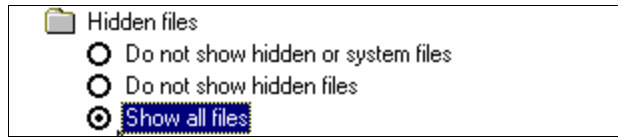
**Sample of a device appearing with a yellow "?" mark**



- 7 If any other devices appearing with a yellow "!" or "?" or red "X" mark exist, select the device, and then uninstall it all.
- 8 Click **OK**, and close the **Device Manager**. If a message of restart is prompted, click **No**.
- 9 If you use Windows 98 Second Edition, proceed to Page 5.  
If you use Windows Me, proceed to Page 10.

## Windows 98 Second Edition

- 10 Open My Computer.
- 11 From the **View** menu, click the **Folder Options**, and then click the **View** tab.
- 12 Under **Hidden files**, select **Show all files** and click **OK**.



- 13 With My Computer, open **Windows** folder in the hard drive, and then open the **inf** folder.  
If a Warning message appears to view the contents of the Windows folder, click **Show Files**.
- 14 Find the **Hitachi Ltd.DZ3298** and **Hitachi Ltd.DZ32ME** files in the **Other** folder.
- 15 If any of the **Hitachi Ltd.DZ3298** and **Hitachi Ltd.DZ32ME** files in the **Other** folder exist, delete it all.
- 16 Disconnect the DVDCAM from the PC.
- 17 Close all applications, and restart Windows.
- 18 Close any running applications. If any anti-virus software is running, disable the software during the installation.
- 19 Insert the DVDCAM Software CD-ROM supplied with DVDCAM the into the CD-ROM drive.

### Note

Be sure to connect to an unused USB port on the back of your PC.  
Do not use USB ports on a USB hub or the front panel of the PC

- 20 Power on the DVDCAM to the **VIDEO** or **PHOTO** position, and then connect the DVDCAM with the PC.

The red **ACCESS** indicator of DVDCAM will turn off and will be followed by a beeping sound. At this time, the **ACCESS** indicator, LCD, and viewfinder are all off.

- 21** When the PC recognizes to find the DVDCAM, **Add New Hardware Wizard** appears as shown below,

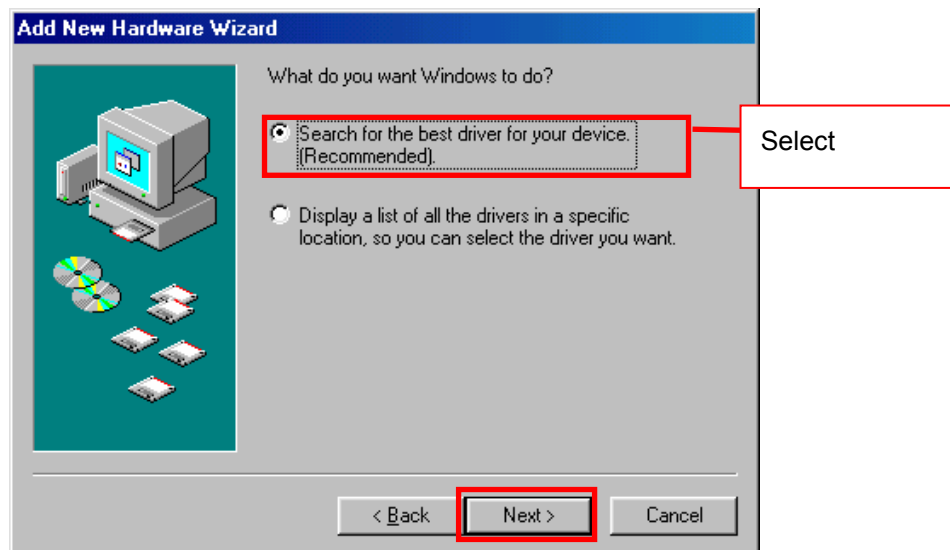
**Tip** If the **Add New Hardware Wizard** dialog box does not appear, perform any of the following procedures (a. to d.) and redo the above steps **16** to **20**.

- a Use another USB port on the PC.
- b Power off both the PC and DVDCAM, and then power on them.
- c Remove the DVD-RAM/DVD-R disc.
- d Power on the DVDCAM to the **PHOTO** position.

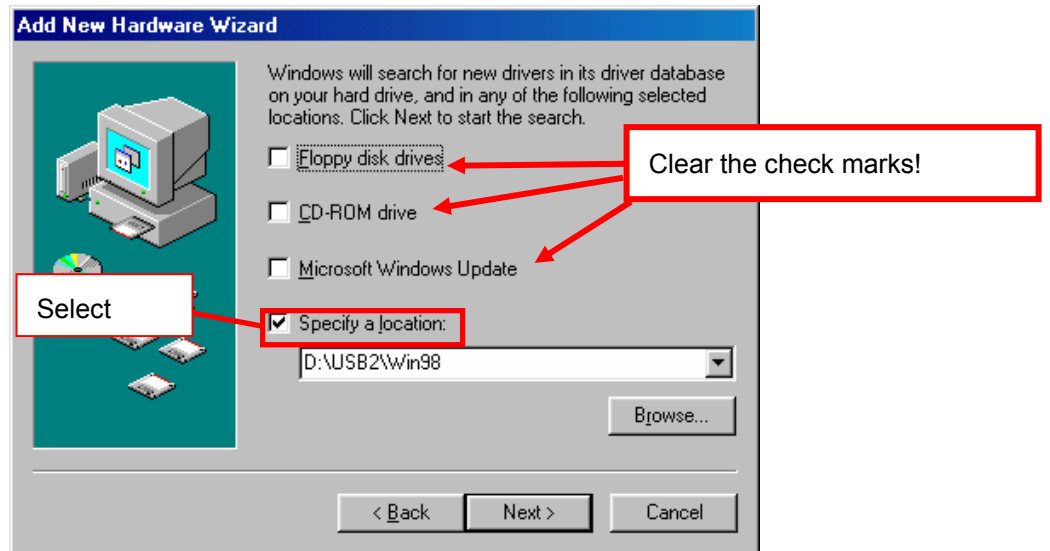
### Windows 98 Second Edition Add New Hardware Wizard



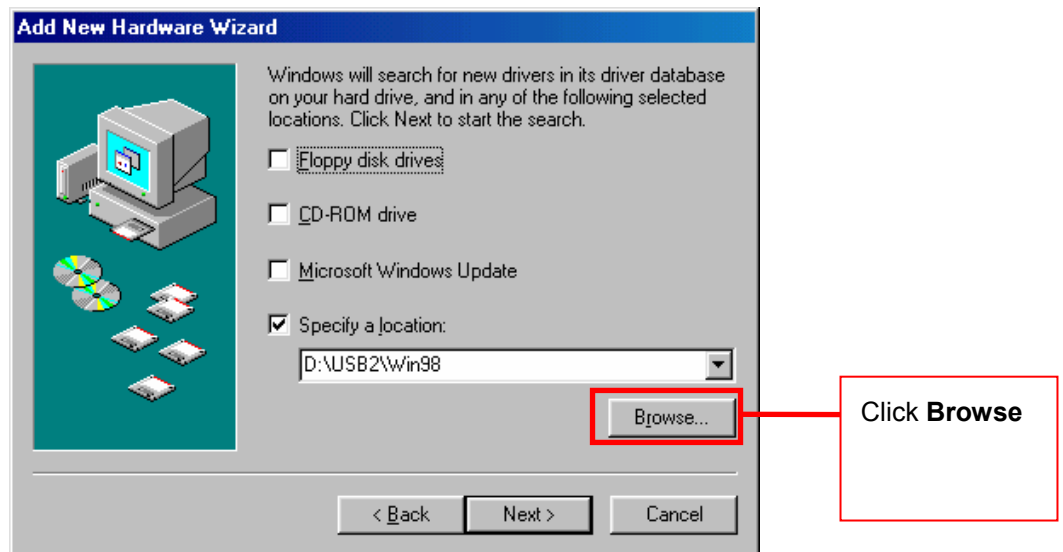
- 22** Select **Search for the best driver for your device (Recommended)**, and then click **Next**.



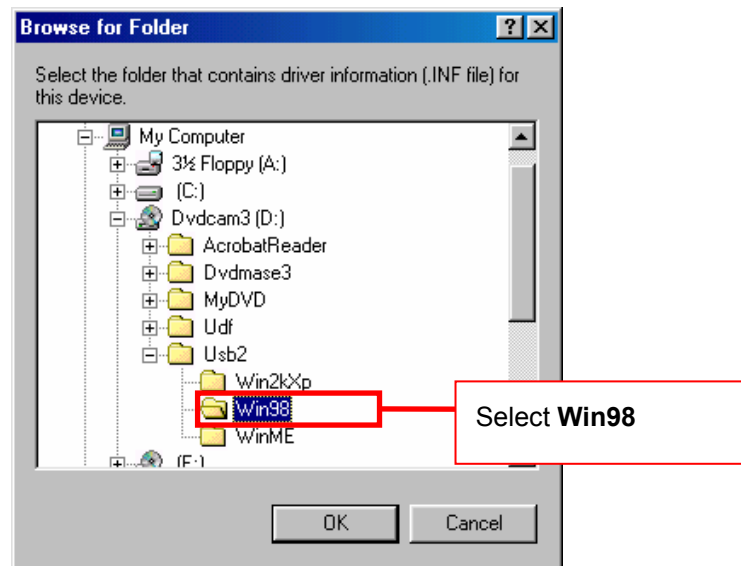
- 23** Clear the **Floppy disk drives** and **CD-ROM drive** check boxes. Select the **specify a location** check box.



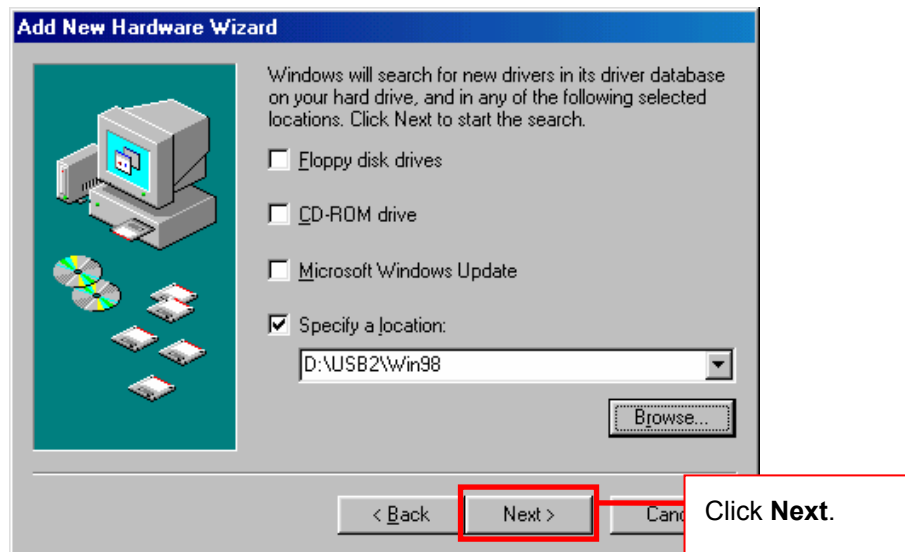
- 24** Click **Browse**.



- 25 Specify the **Win98** folder under the **USB2** folder from the DVDCAM Software CD-ROM, and then click **OK**.

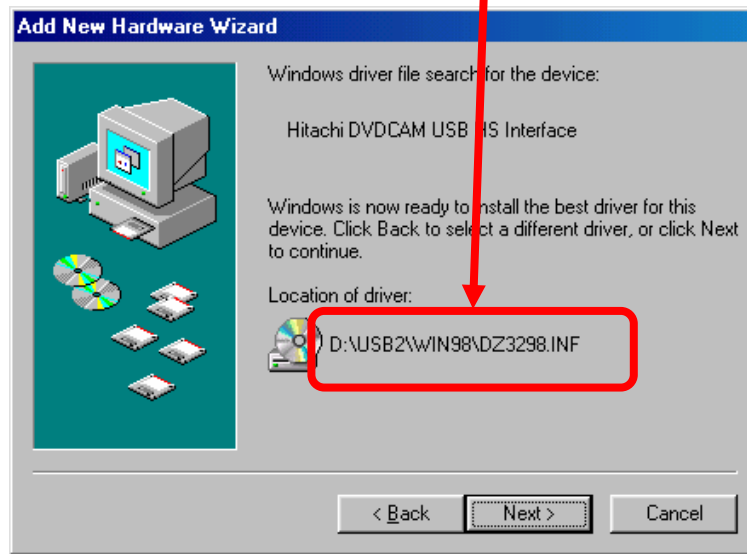


- 26 Click **Next**.



- 27** Confirm that the following USB driver file location that the PC found appears, and then click **Next**. If it does not appear, click **Back** and select the correct USB driver file as shown in Step 25.

**drive-letter : \ USB2 \ WIN98 \ DZ3298.INF**



- 28** When the USB driver installation finishes, click the **Finish** button.



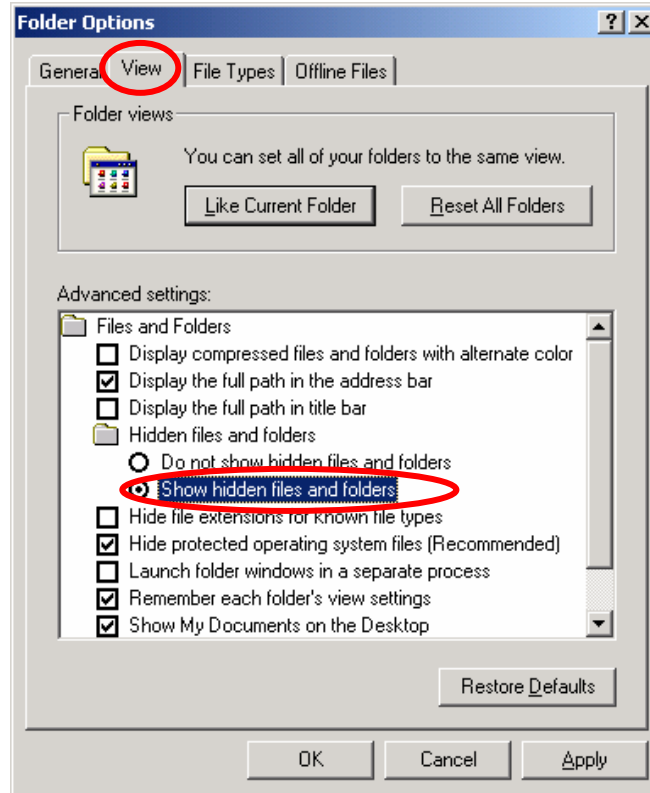
- 29** Proceed to Page 15 “Confirming If USB Driver Is Properly Installed”

**Note**

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.

## Windows Me

- 10 Open My Computer.
- 11 From the **Tools** menu, click the **Folder Options**, and then click the **View** tab.
- 12 Select **Show hidden files and folders** and click **OK**.



- 13 With My Computer, open **Windows** folder in the hard drive, and then open the **inf** folder.  
If a Warning message appears to view the contents of the Windows folder, click **Show Files**.
- 14 Find the **Hitachi Ltd.DZ32ME** and **Hitachi Ltd.DZ3298** files in the **Other** folder.
- 15 If any of the **Hitachi Ltd.DZ32ME** and **Hitachi Ltd.DZ3298** files in the **Other** folder exist, delete it all.
- 16 Disconnect the DVDCAM from the PC.
- 17 Close all applications, and restart Windows.
- 18 Close any running applications. If any anti-virus software is running, disable the software during the installation.
- 19 Insert the DVDCAM Software CD-ROM supplied with DVDCAM the into the CD-ROM drive.

### Note

Be sure to connect to an unused USB port on the back of your PC.  
Do not use USB ports on a USB hub or the front panel of the PC

- 20 Power on the DVDCAM to the **VIDEO** or **PHOTO** position, and then connect the DVDCAM with the PC.

The red **ACCESS** indicator of DVDCAM will turn off and will be followed by a beeping sound. At this time, the **ACCESS** indicator, LCD, and viewfinder are all off.

- 21 When the PC recognizes to find the DVDCAM, **Add New Hardware Wizard** appears as shown below,

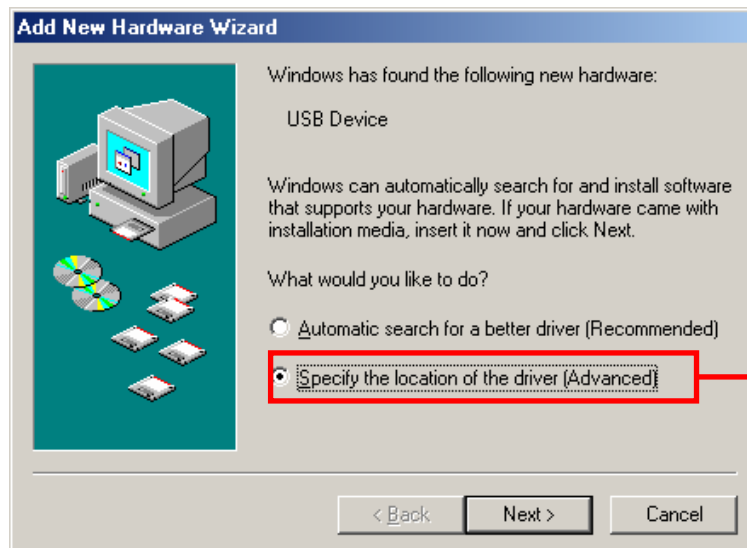
**Tip** If the **Add New Hardware Wizard** dialog box does not appear, perform any of the following procedures (a. to d.) and redo the above steps 16 to 20.

- a Use another USB port on the PC.
- b Power off both the PC and DVDCAM, and then power on them.
- c Remove the DVD-RAM/DVD-R disc.
- d Power on the DVDCAM to the **PHOTO** position.

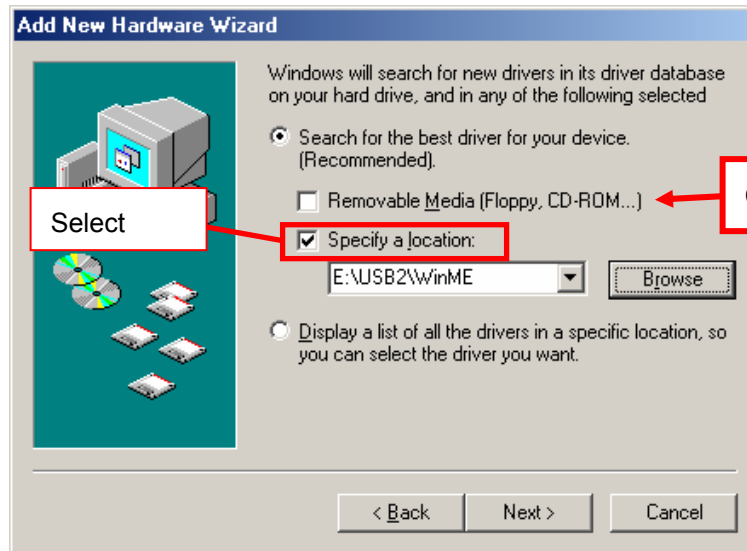
### Windows Me Add New Hardware Wizard



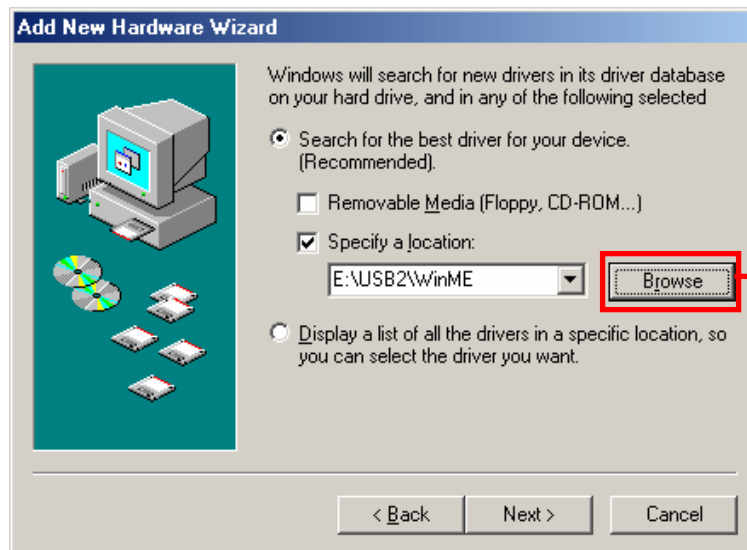
- 22 Select **Specify the location of the driver (Advanced)**, and then click **Next**.



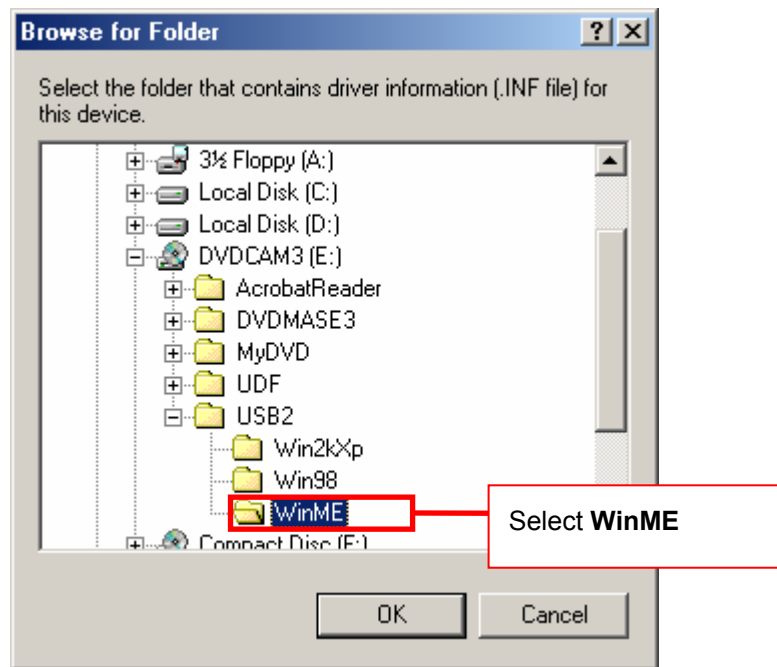
- 23** Clear the **Removable Media (Floppy, CD-ROM drive...)** check box. Select the **Specify a location** check box.



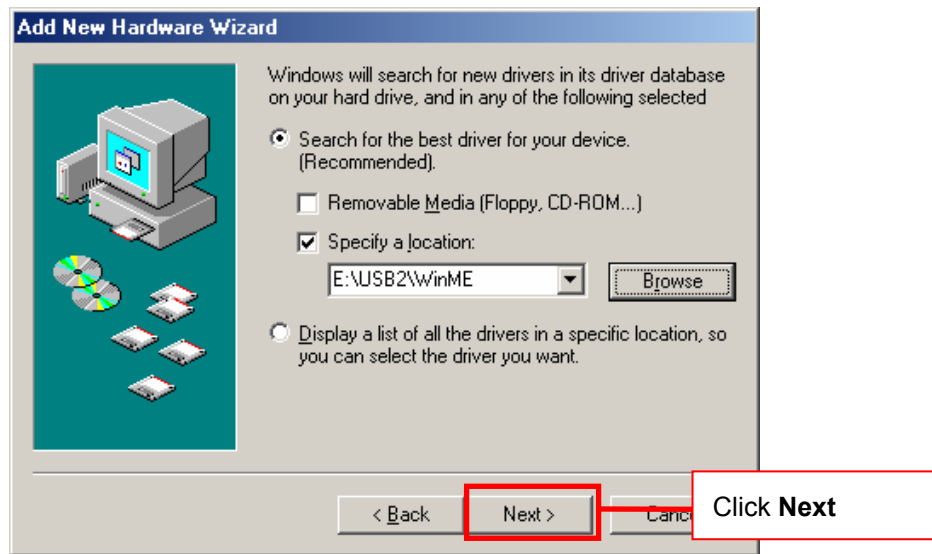
- 24** Click **Browse**.



- 25** Specify the **WinME** folder under the **USB2** folder from the DVDCAM Software CD-ROM, and then click **OK**.



- 26** Click **Next**.

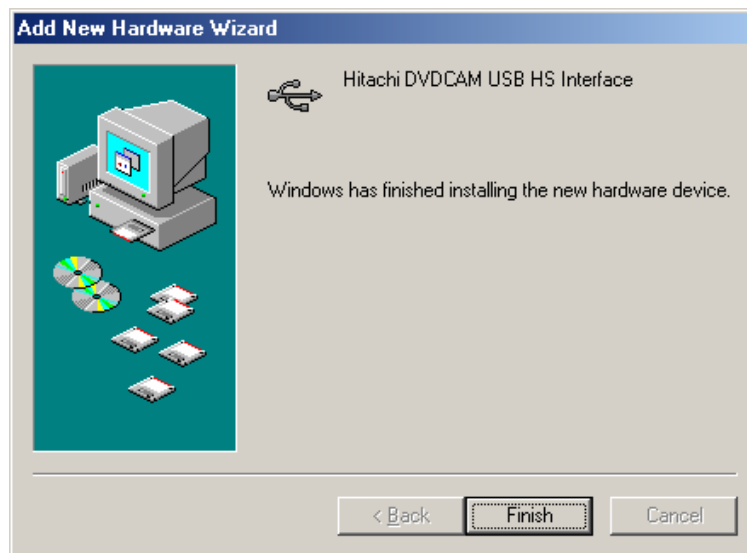


- 27** Confirm that the following USB driver file location that the PC found appears, and then click **Next**. If it does not appear, click **Back** and select the correct USB driver file as shown in Step 25.

**drive-letter : \ USB2 \ WINME \ DZ32ME.INF**



- 28** When the USB driver installation finishes, click the **Finish** button.



- 29** Proceed to Page 15 “Confirming If USB Driver Is Properly Installed”

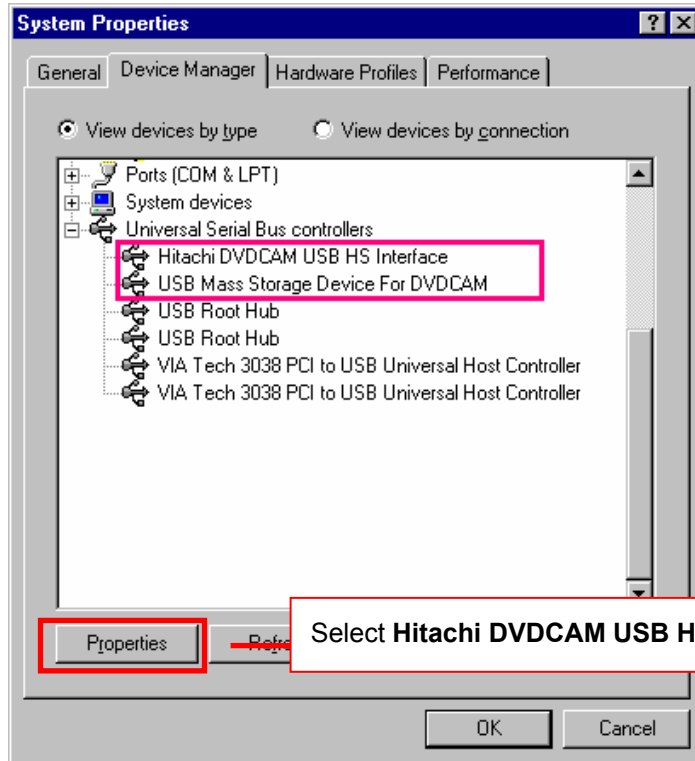
### Note

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.

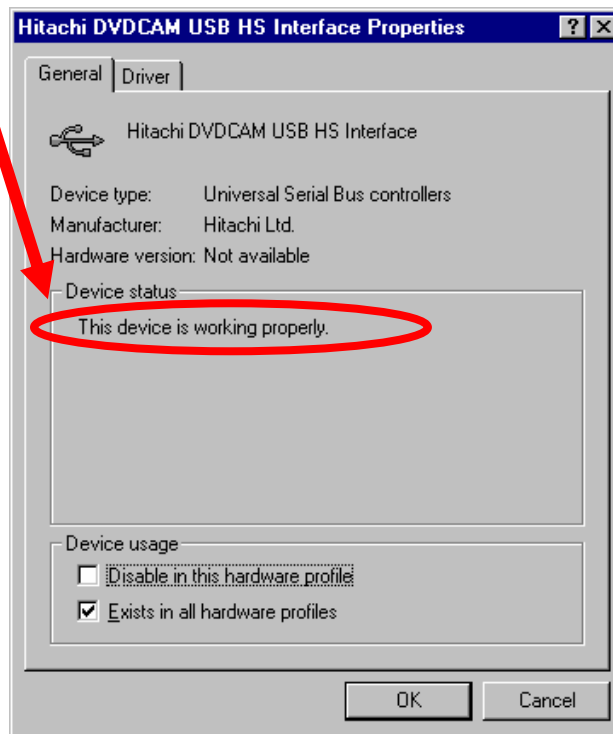
## Confirming If USB Driver Is Properly Installed

Please confirm if the USB driver for the DVDCAM is working properly by the following procedures after re-installation.

- 1 Open **My Computer**, double-click **Control Panel**, and then double-click **System**.
- 2 Click the Device Manager tab, and then click **Hitachi DVDCAM USB HS Interface** under **Universal Serial Bus controllers** .
- 3 Click the **Properties** button.



- 4 Check the **Device status** box on the **General** tab of **Hitachi DVDCAM USB HS Interface Properties** dialog box.  
If the USB driver is properly installed, the Device status shows "**This device is working properly.**"



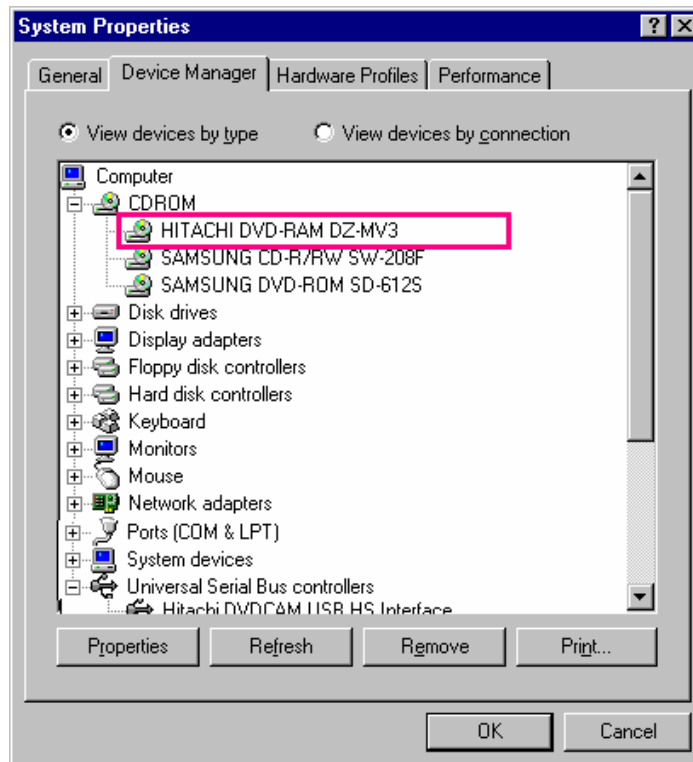
- 5 For Windows 98 Second Edition users, Click the Device Manager tab, and then click **USB Mass Storage Device For DVDCAM** under **Universal Serial Bus controllers** .

For Windows Me users, double-click **Storage device**, and then click **USB CD-ROM**.



- 6 Click the **Properties** button.
- 7 Check the **Device status** box on the General tab of **USB Mass Storage Device For DVDCAM Properties** dialog box.  
If the USB driver is properly installed, the **Device status** shows "**This device is working properly.**"

- 8 Click the Device Manager tab, and then click **HITACHI DVD-RAM DZ-MV3** under **CD-ROM**.



- 9 Click the **Properties** button.
- 10 Check the **Device status** box on the General tab of **HITACHI DVD-RAM DZ-MV3 Properties** dialog box.  
If the USB driver is properly installed, the **Device status** shows "This device is working properly."

## Note

To access the DVDCAM from PC, you need to install the UDF (DVD-RAM) driver, DVD-MovieAlbum, and MyDVD. For installing those programs, please refer to Sections **INSTALLING UDF DRIVER**, **INSTALLING DVD-MovieAlbumSE**, and **INSTALLING MyDVD** in the "Instruction Manual" supplied with the DVDCAM.