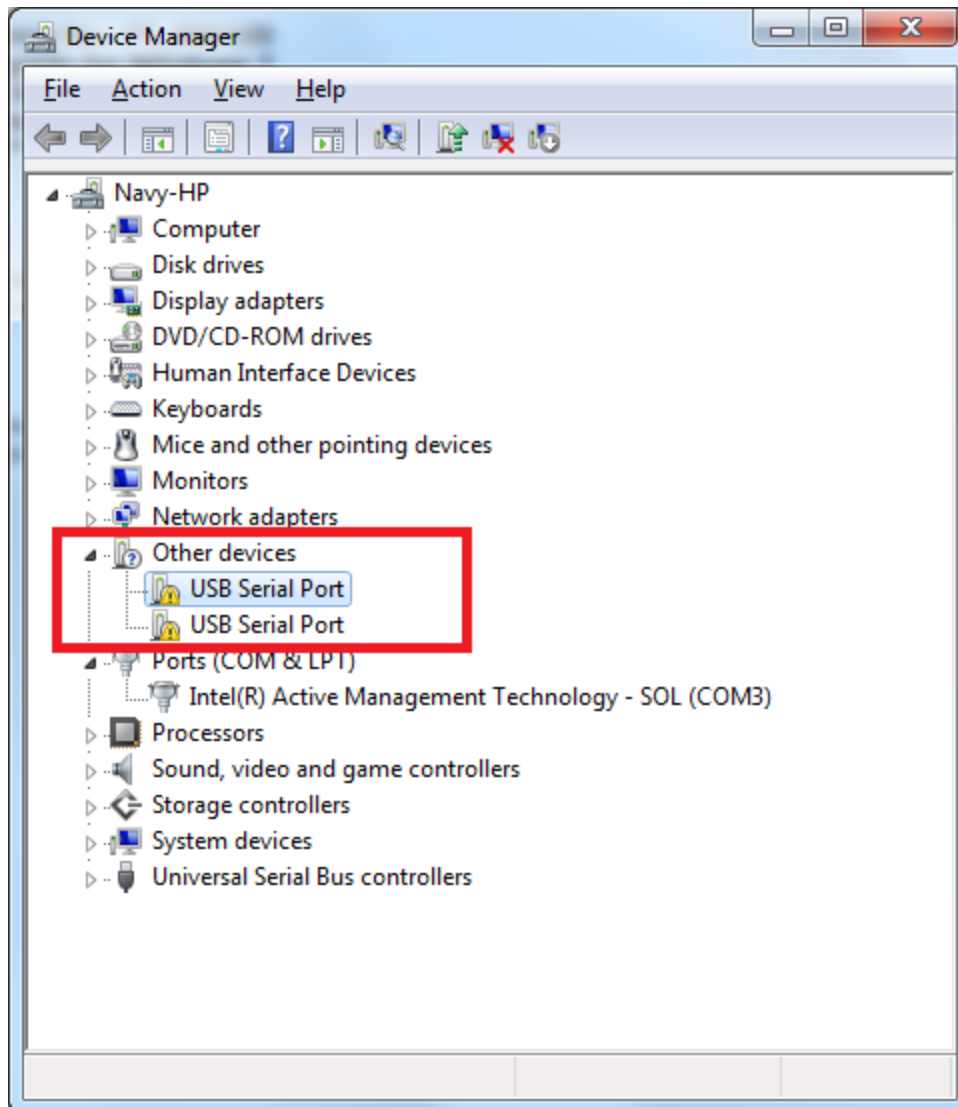# Windows 7 could not load the FTDI VCP driver for aMG_USBConverter-N

1. Problem

Windows 7 could not found the driver for the device for aMG_USBConverter_N when plugin to the board the USB port.
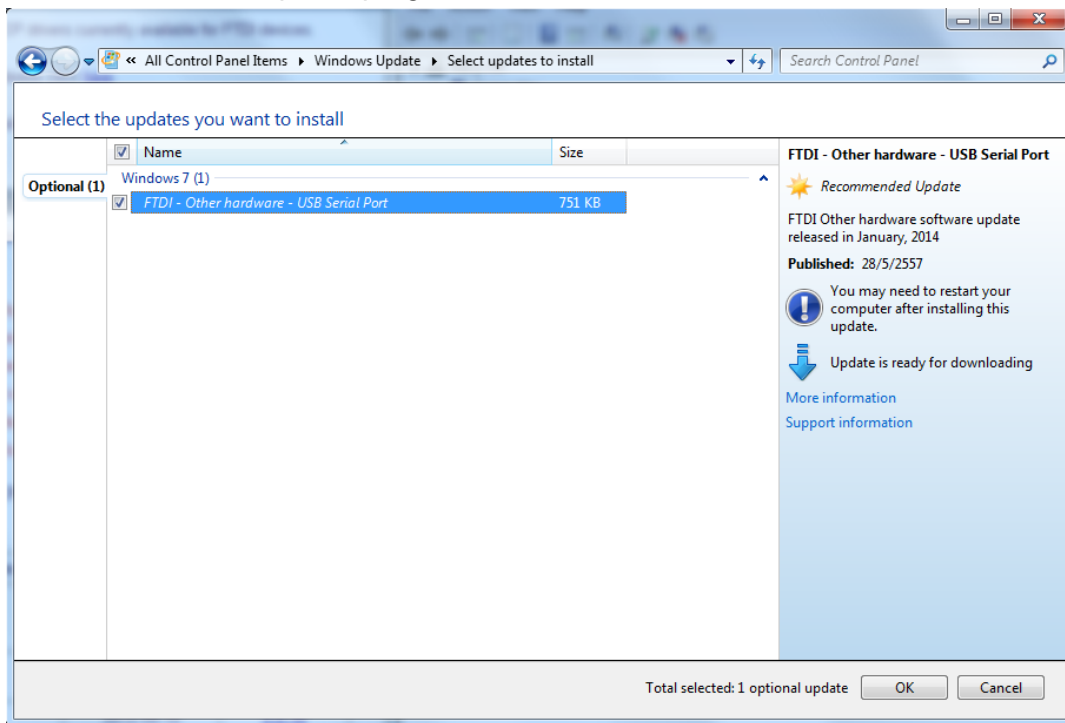

Error above exist after install the VCP driver by chip manufacturer (FTDI).
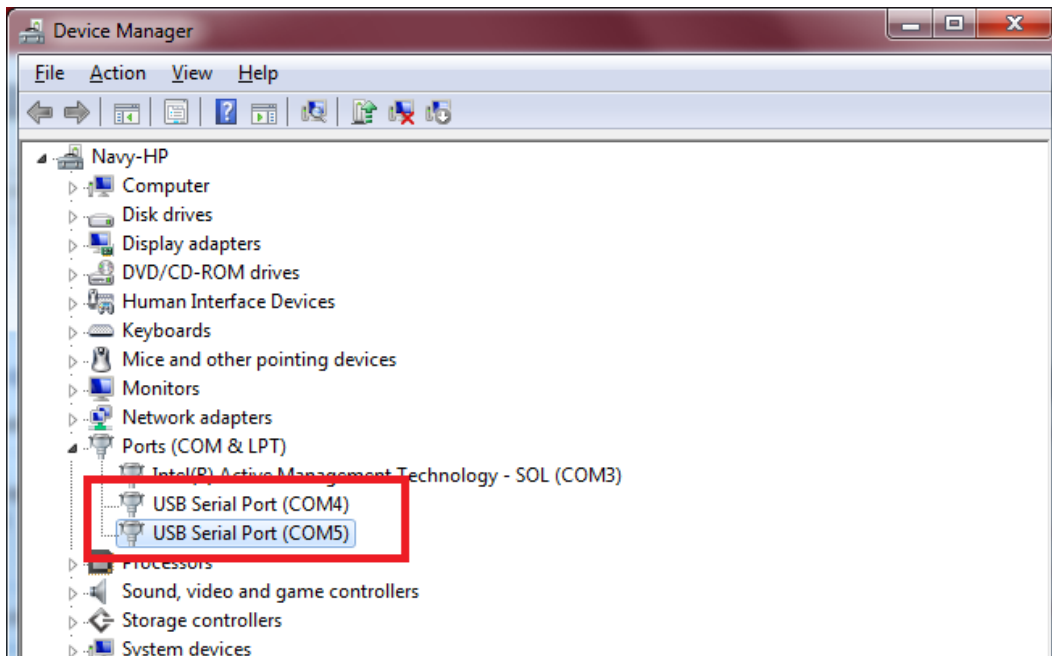
2. Solution

2.1 Plug the device into USB port

2.2 Update windows, click option "Check for updates". Select FTDI-Other hardware - USB Serial Port. then continue update progress.

2.3 Check if the COM ports available (indicate the problem fixed)

2.4 If COM ports (at 2.3) did not available, make sure the option to load the VCP enabled.