

## My webcam's installation procedure stalls at 10%.

This stalling usually occurs when Windows is unable to correctly initialize the webcam when connecting.

- 1) At this stage, you must proceed by installing the webcam manually. First off, you must disconnect your webcam and then restart your computer.

**Note: For users of Windows XP, verify that you are using the most recent version of Service Pack 2. Please refer to the FAQ "How can I verify that my computer is equipped with Service Pack 2 for Windows XP?".**

**STEP 1:** Once your computer has restarted, connect the webcam. If the installation Wizard appears, go directly to step 2. If not, click **Start, Run**, then enter the command **devmgmt.msc** and validate.

This step lets you to directly access the **Device Manager**.

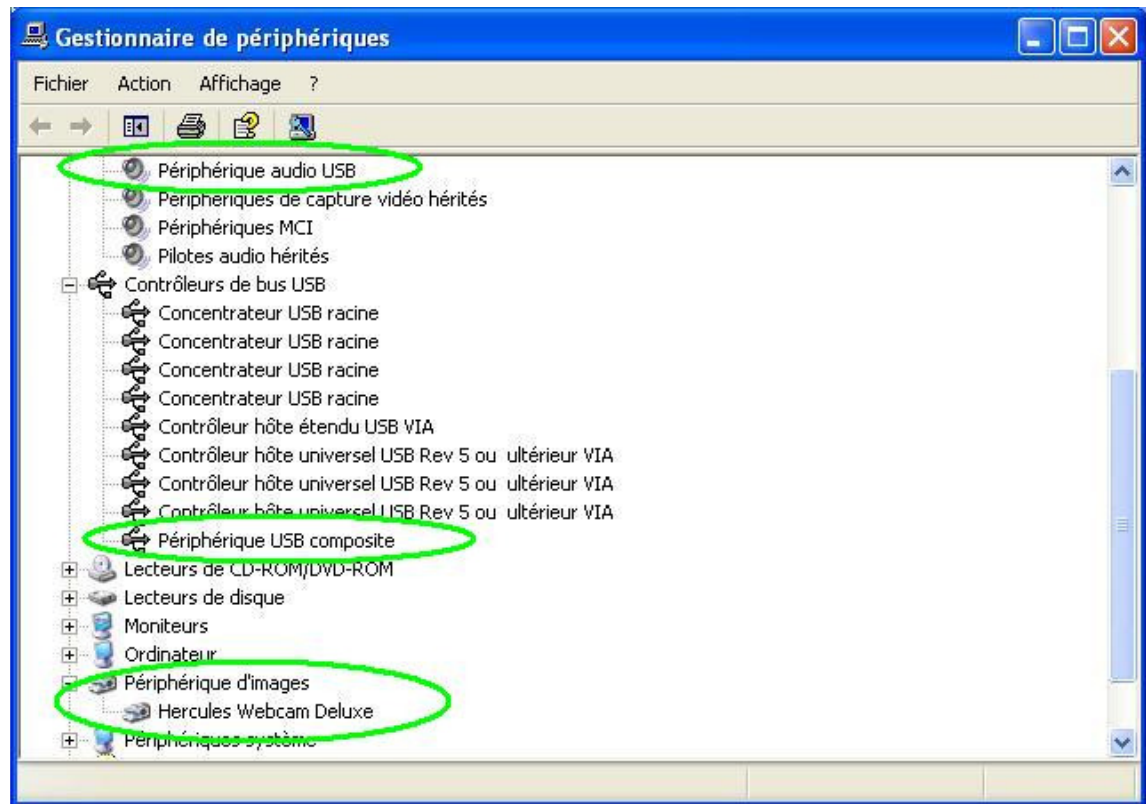
A device named **USB Camera** with a yellow exclamation point beside it should appear under **Other devices**.

- Right-click this device, then select **Update Driver**.

**STEP 2:** The **Hardware Update Wizard** appears and asks you:

- **Can Windows connect to Windows Update to search for software?**
- Select **No, not this time** and then click **Next**.
- The Wizard asks: **What do you want the Wizard to do?**
- Select **Install from a list or specific location (Advanced)**, then click **Next**.
- Select **Search for the best driver in these locations** and **Include this location in the search: C:\WINDOWS\INF**, then click **Next**.
- At this point, the **USB Composite Device** will install correctly.
- Windows may warn you that the drivers are not signed. Accept the unsigned drivers.
- Click **Next** to continue the installation.
- The **Hardware Update Wizard** appears again and asks you:
- **Can Windows connect to Windows Update to search for software?**
- Select **No, not this time** and then click **Next**.
- The Wizard asks: **What do you want the Wizard to do?**. Select **Install from a list or specific location (Advanced)**, then click **Next**.
- Select **Search for the best driver in these locations** and **Include this location in the search: C:\WINDOWS\INF**.
- Click **Next**.
- At this point, the **USB Audio Device** will install correctly.
- Windows may warn you that the drivers are not signed. Accept the unsigned drivers.
- Click **Next** to continue the installation.
- The **Hardware Update Wizard** appears again and asks you:
- **Can Windows connect to Windows Update to search for software?**
- Select **No, not this time** and then click **Next**.
- The Wizard asks: **What do you want the Wizard to do?**. Select **Install from a list or specific location (Advanced)**, then click **Next**.
- Select **Search for the best driver in these locations** and **Include this location in the search: C:\WINDOWS\INF**.
- Click **Next**.
- At this point, the **Hercules Webcam Deluxe** device will install correctly.

- You can verify that your webcam is properly installed by checking for the presence of **USB Audio Device**, **USB Composite Device** and **Hercules Webcam Deluxe**, as illustrated in the screenshot below.

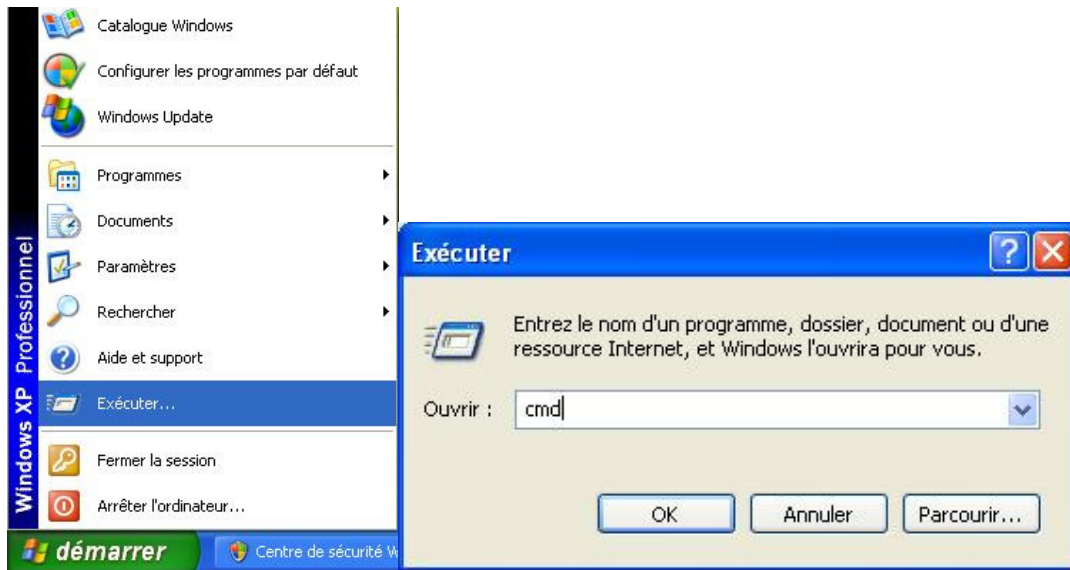


2) If the manual installation procedure described above has not worked, this means that some files required for the installation and provided by Microsoft are not present on your computer.

- **USB.INF**
- **USBCCGP.SYS**

You can still get the required files from your hard disk drive or directly from your official Windows XP CD-ROM.

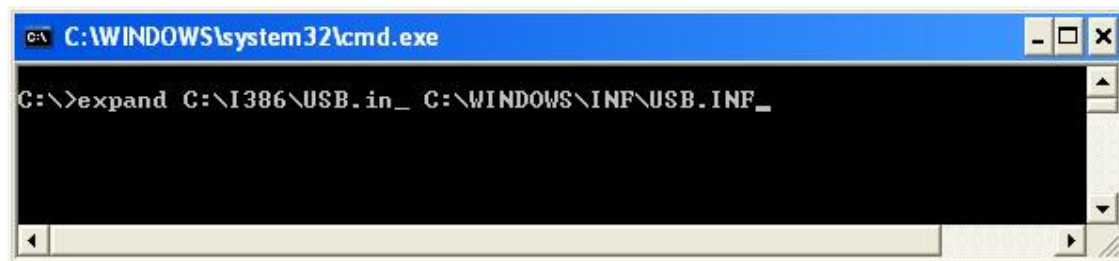
Click **Start**, **Run**, then enter the command **cmd** and validate.



## 2.a) Installation from your hard disk drive

Enter the following commands:

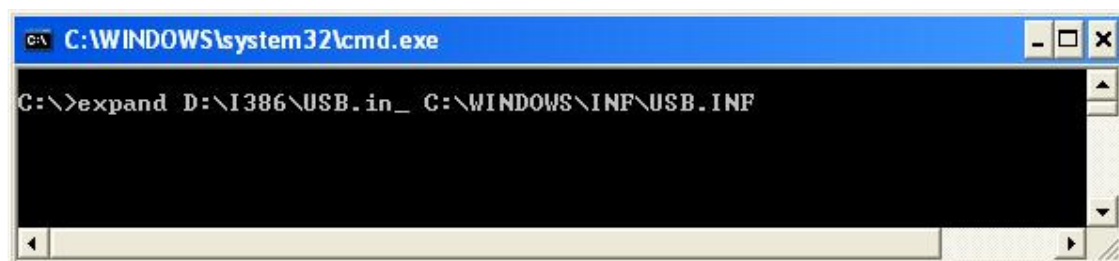
```
CD\  
Expand C:\i386\USB.IN_ C:\WINDOWS\INF\USB.INF  
Expand C:\i386\USBCCGP.SY_ C:\WINDOWS\SYSTEM32\DRIVERS\USBCCGP.SYS
```



## 2.b) Installation from your official Windows XP CD-ROM (referred to as D in the following example)

Enter the following commands:

```
CD\  
Expand D:\i386\USB.IN_ C:\WINDOWS\INF\USB.INF  
Expand D:\i386\USBCCGP.SY_ C:\WINDOWS\SYSTEM32\DRIVERS\USBCCGP.SYS
```



Once these operations have been carried out, please refer to point 1 of this FAQ.

3) If you are unable to find a solution to your problem using the information provided above, do not hesitate to contact our Technical Support service:  
**<http://ts.hercules.com/eng>** or **<http://ts.thrustmaster.com/eng>** for the latest updates and most recent FAQs,  
or by telephone at one of the numbers indicated in the following list:  
**<http://ts.hercules.com/eng/index.php?pg=contact>**