Instructions to install (Gen2 only) ANKOM GPM Drivers Manually

V.3-2-23 RJC

Use the following steps when you get either of these errors:

-You attempt to start the GPM program you receive the message on your PC "Cannot access Ankom Coordinator device".

-While running the GPM program you see the words "Not Connected" next to the word "Coordinator".

1. Connect the ANKOM Base Coordinator to the PC.
2. Access the folder titled "ANKOM GPS Gen2 Driver Repair".
    3. Double click the app titled "Step One. *This first step will remove the faulty driver files.*
4. You will be asked if you want to start the app that will make changes on your device and answer "Yes".
5. The CDM Installer window will appear and select "Add" and a number/letter combination will appear in the window of this application (e.g., "VID_0403 PID_6001" or something like this).
6. Select the number/letter combination and then select, "Remove Devices". After a moment you will receive a message "Remove Successful". The faulty driver files have now been removed.

For Windows 10
7. With the PC connected to the GPM Coordinator double click on the file called "Step Two".
8. You will again be asked if you want to start the app that will make changes on your device and answer "Yes".
9. The FTDI CDM Driver screen will appear, select "Extract".
10. The Device Driver Wizard will appear, select "Next" and confirm the License agreement and select "Next". Then select "Finish."
11. When you get the confirmation screen close all windows and apps on the PC and reboot your PC.
12. Your PC should now connect to your ANKOM Base Coordinator. If not, contact Ankom at https://www.ankom.com/contact/technical-services for further assistance.