

CODESPEAR®

HELP

CENTRAL

Date Created : 9/1/06
Date of Last Review : 9/1/06
Article Number : 70003

Knowledge Base Article

Error when loading the Radio Client - Driver Problems

SYMPTOMS

- When loading the SmartMsg Radio Client, an error appears saying "System Error &H80004005(-2147467259)."
- In the Device Manager, under Other Devices, there is a USB Device with a yellow exclamation point in front of it.

CAUSE

The USB drivers were not installed properly when installing the Radio Client software.

Resolution

To resolve this issue:

1. Reinstall the Radio Client software following all of the directions outlined in the *CSP1001 Radio Appliance Setup Guide* taking note of the following:
 - a. Make sure that in the Select Components screen of the Install Wizard, the checkbox for Application and Driver files is checked.
 - b. At the point in which you connect the RIU to the computer via USB (*Step 3 – Install the USB Driver* in the *CSP1001 Radio Appliance Setup Guide*), and the New Hardware Wizard appears, complete all of the instructions and do not cancel out of the New Hardware Wizard.
 - c. Fully complete the instructions in *Step 4 – Start the SmartMsg Radio Client application (and install the second USB driver)*


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
