

## Verify Correct Functionality of USB 3.0 Optical Cable by Corning Using a USB 3.0 Computer Port Only – Windows 7,8,10

- 1) Download the latest version of Device Tree Viewer from [http://www.uwe-sieber.de/usbtreeview\\_e.html](http://www.uwe-sieber.de/usbtreeview_e.html) Unzip and run the executable file (32 or 64 bit).
- 2) On the left hand column of the screen you will see a device tree of all your USB ports in your specific computer with current devices attached.
- 3) Plug in the Corning Optical USB cable into an available USB 3 port on your computer with no peripheral attached to the Corning USB cable. It is best to use the ports directly attached to the motherboard when troubleshooting. At this point the generic USB Superspeed Hub driver should load – It could take a few minutes, but let it download and install completely.
- 4) You should see a new 2 Port USB 3.0 Hub appear in the device tree viewer program. It will be similar to Figure 1 below, but the naming of the controllers and hub may be different.

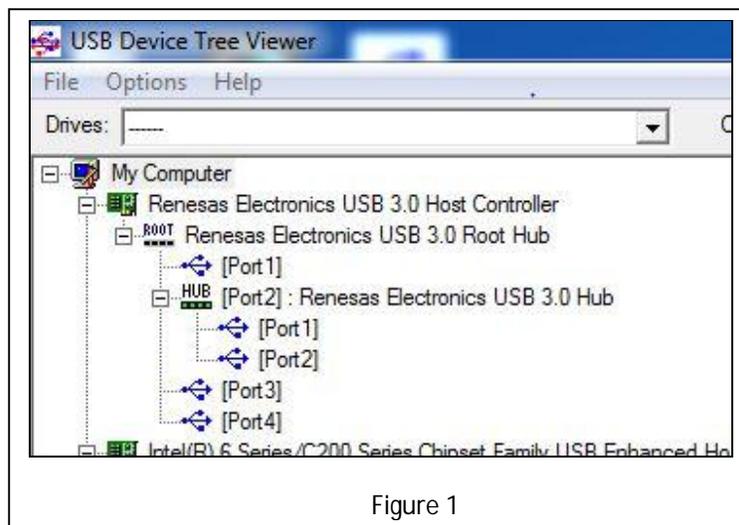


Figure 1

6. If you see the 2 port hub, then the Corning Optical Cable is functioning normally. Leave the cable plugged in for 5 minutes and verify that the 2 port hub is still visible in the device tree after this time. If it goes away the cable is defective and please contact customer support at this website and submit a question for further assistance. <http://www.corning.com/optical-cables-by-corning/worldwide/en/help.html>

7. If you do not see a new 2 port hub appear after plugging in the Corning USB cable, remove the optical cable from the computer and try again after a fresh computer reboot. Wait until the system is ready and plug the optical USB cable back into a USB 3 port on the computer. Refer to step 6 if you now see the 2 port USB 3 hub. If not, please use the link above to contact support for further assistance.