

LR5091/LR5092 USB Driver Update Procedure (Windows 11)

Overview

This document describes the procedure for updating the USB driver for the HIOKI LR5091 (Communication Adapter) / LR5092 (Data Collector) on a Windows 11 PC.

Workflow

1. **Uninstall the old driver** (manually performed from Device Manager)
2. **Install the new driver** (run the installer)

Prerequisites

- Windows 11 PC (64-bit)
- A user account with administrator privileges
- LR5000 Utility already installed
- New driver installation package (zip file) obtained
 - The package contains the driver installer (**LR509xDriverInstaller.exe**)

Phase 1: Uninstalling the Old Driver

Step 1: Close LR5000 Utility

If LR5000 Utility is running, close all instances.

Step 2: Connect LR5091/LR5092 to the PC

Connect the LR5091 (Communication Adapter) or LR5092 (Data Collector) to the PC using a USB cable. The device must be connected during this process so that it appears in Device Manager.

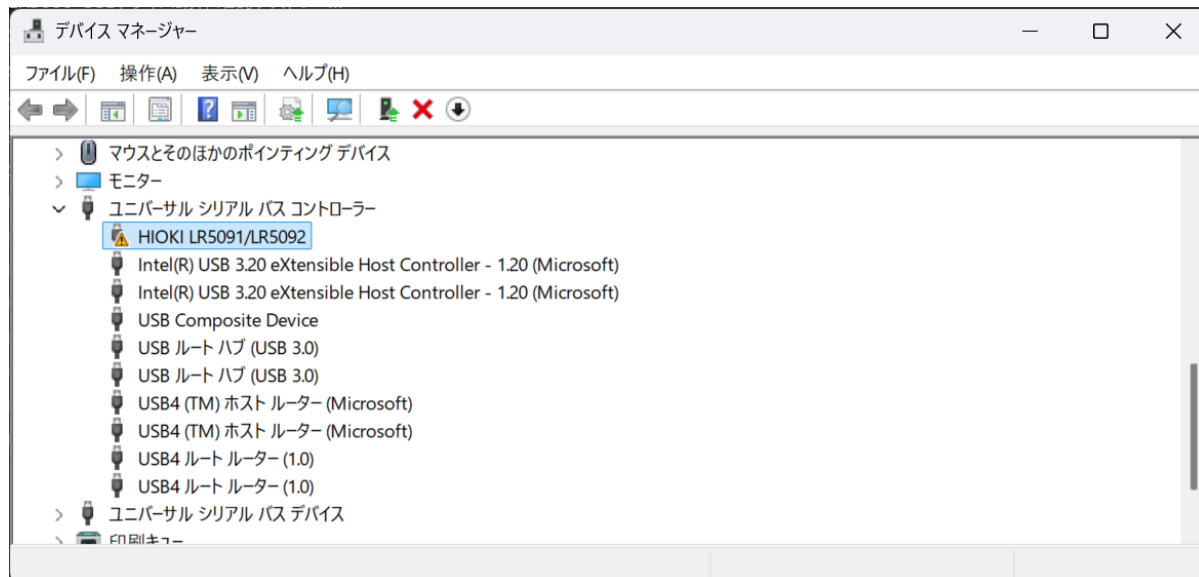
Step 3: Open Device Manager

1. Right-click the Windows button on the taskbar.
2. Select "**Device Manager**" from the displayed menu.

Note: You can also open it from the menu displayed by pressing **Win + X**.

Step 4: Locate the Target Device

1. In the Device Manager tree, expand the "**Universal Serial Bus controllers**" category.
2. Look for **HIOKI LR5091/LR5092**.

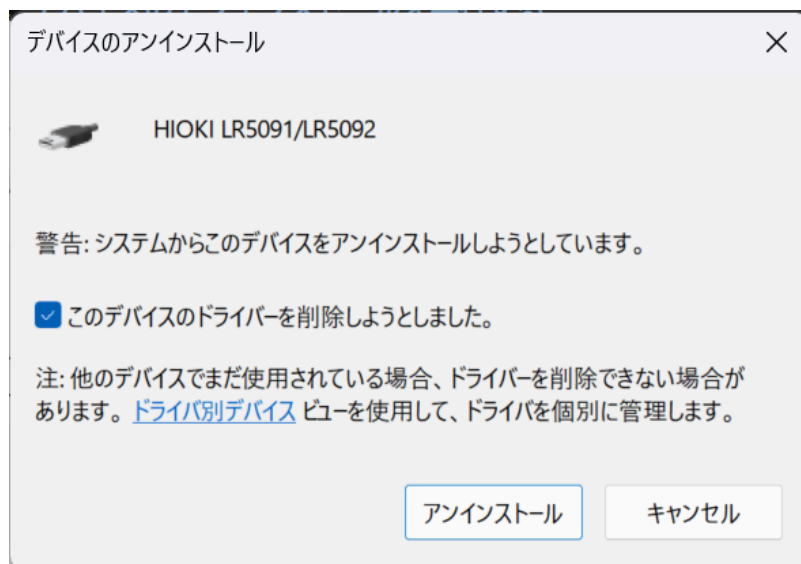


Step 5: Uninstall the Device

1. Right-click the target device name.
2. Select "**Uninstall device**".

Step 6: Confirm Driver Software Deletion

1. The "Uninstall Device" dialog will appear.
2. Check the "**Attempt to remove the driver for this device.**" checkbox.
3. Click the "**Uninstall**" button.



Important: If you do not check the checkbox, the driver files will remain in the driver store, and the old driver will be automatically reapplied when the device is reconnected.

Step 7: Disconnect the Device

Disconnect the USB cable from the PC.

Phase 2: Installing the New Driver

Step 8: Extract the Installation Package

1. Copy the new driver installation package (zip file) to a folder of your choice.
2. Right-click the zip file and select "**Extract All...**".
3. Confirm the destination folder and click "**Extract**".

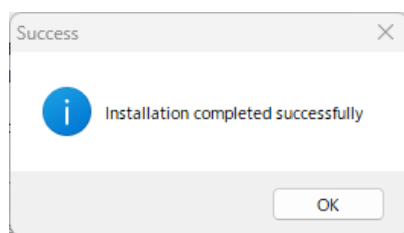
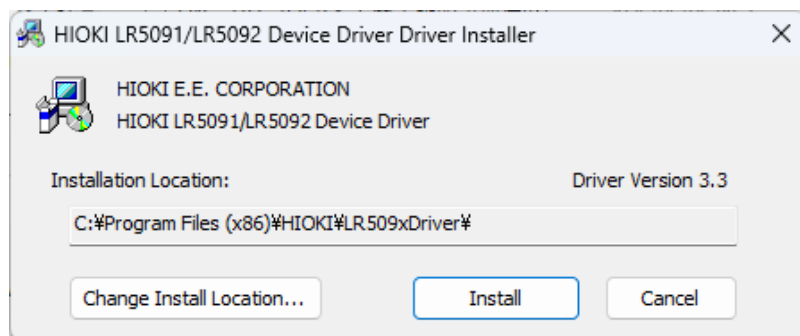
Note: Verify that **LR509xDriverInstaller.exe** is included in the extracted folder.

Step 9: Run the Installer as Administrator

1. Right-click **LR509xDriverInstaller.exe** in the extracted folder.
2. Select "**Run as administrator**".
3. If the User Account Control (UAC) dialog appears, click "**Yes**".

Step 10: Follow the Installation Wizard

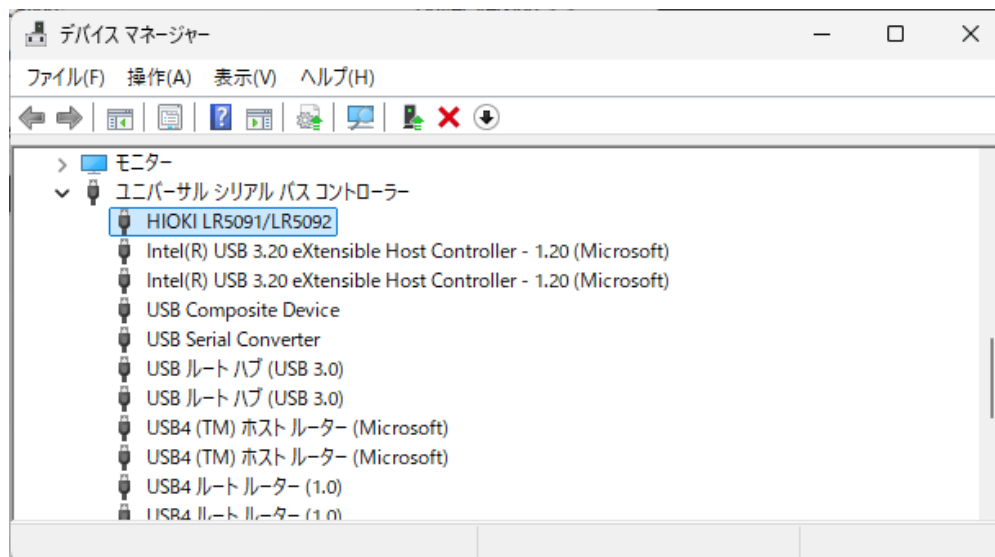
1. The installation wizard will appear.
2. Click "**Install**".
3. When the installation is complete, the "Success" screen will be displayed.
4. Click "**OK**".



Step 11: Verify in Device Manager

1. Connect the LR5091 or LR5092 to the PC using a USB cable.
2. Open Device Manager (same method as Step 3).
3. Expand the "**Universal Serial Bus controllers**" category.
4. Verify that the **HIOKI LR5091/LR5092** device is displayed without any warnings.

Verification point: If no yellow warning icon (⚠) is displayed to the left of the device name, the driver has been installed successfully.



Step 12: Verify LR5000 Utility Operation

1. Connect the LR5091 or LR5092 to the PC via USB.
2. Launch LR5000 Utility.
3. Verify that communication with the device works correctly.

It may take a few minutes for the device to be recognized the first time.

Troubleshooting

A yellow warning icon appears in Device Manager

- The driver installation may not have completed successfully. Try right-clicking the device, selecting "Update driver," and manually specifying the INF file in the new driver folder.

The device is not recognized in LR5000 Utility

- It may take a few minutes for the device to be recognized the first time.
- Check that the device is recognized correctly in Device Manager.
- Try disconnecting and reconnecting the USB cable.

"Does not pass Windows driver policy" error is displayed

- The old driver may still remain. Repeat the Phase 1 procedure and make sure to check the "Remove driver" checkbox.