



Technical Note

Issue:

When a customer tries to connect to a panel using an NX-588E on a Windows XP, service pack 3 computer, the customer gets an error message from DL900:

```
Error connecting to module 0...83
```

Solution:

The error is caused by a new version of the `usbser.sys` file in XP3, located at `c:\WINDOWS\system32\drivers`. Reverting it back to version 5.1.2600.2180 allows the NX-588E to work. Rolling back this file may also fix issues with USB modems that worked on service pack 2, but not on service pack 3.

For safety, copy the existing `usbser.sys` file to a folder before replacing it with the 5.1.2600.2180 version in case there are unintended consequences of rolling back the version.

There has been a single case where a customer had to start the PC in "SAFE MODE" in order to make the change.