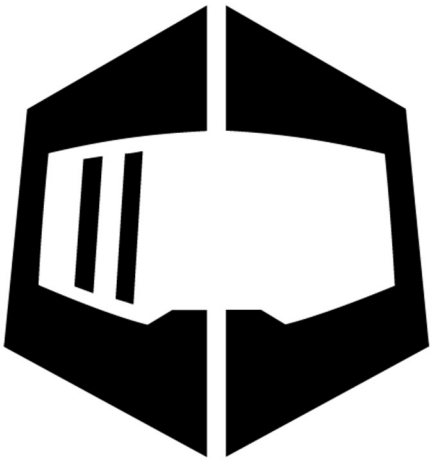
Simucube 2 Firmware update does not start issue

Version	Date	Changelog
V1	19.3.2024	First version
V2	28.5.2024	Added real screenshots



SIMUCUBE

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Analysis

This procedure is applicable only if the issue is that True Drive does not talk with the device in firmware update mode with following error message. Firmware update won't work.

Unable to open device in bootloader mode
Couldn't find device in firmware update mode after sending command.

Step 1: Verify the nature of the issue

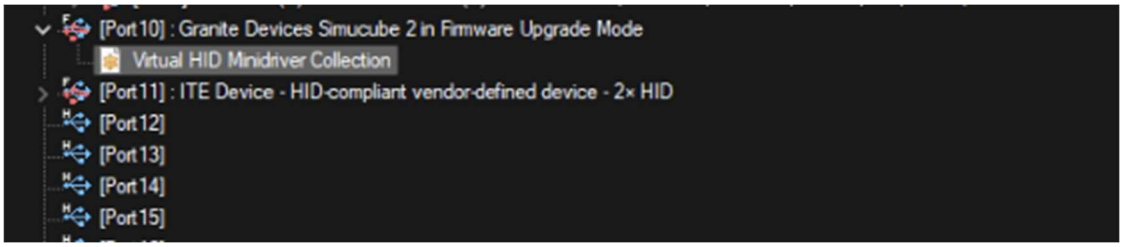
Download and extract USBTreeView software from here:

https://www.uwe-sieber.de/usbtreeview_e.html

If needed, power cycle the Simucube 2 device and make the issue happen again.

Open the USBTreeView software.

Verify that there is a "Granite Devices Simucube 2 device in Firmware Update mode" on some USB port
AND
it has a "Virtual HID Minidriver Collection" driver noted as in the following picture.

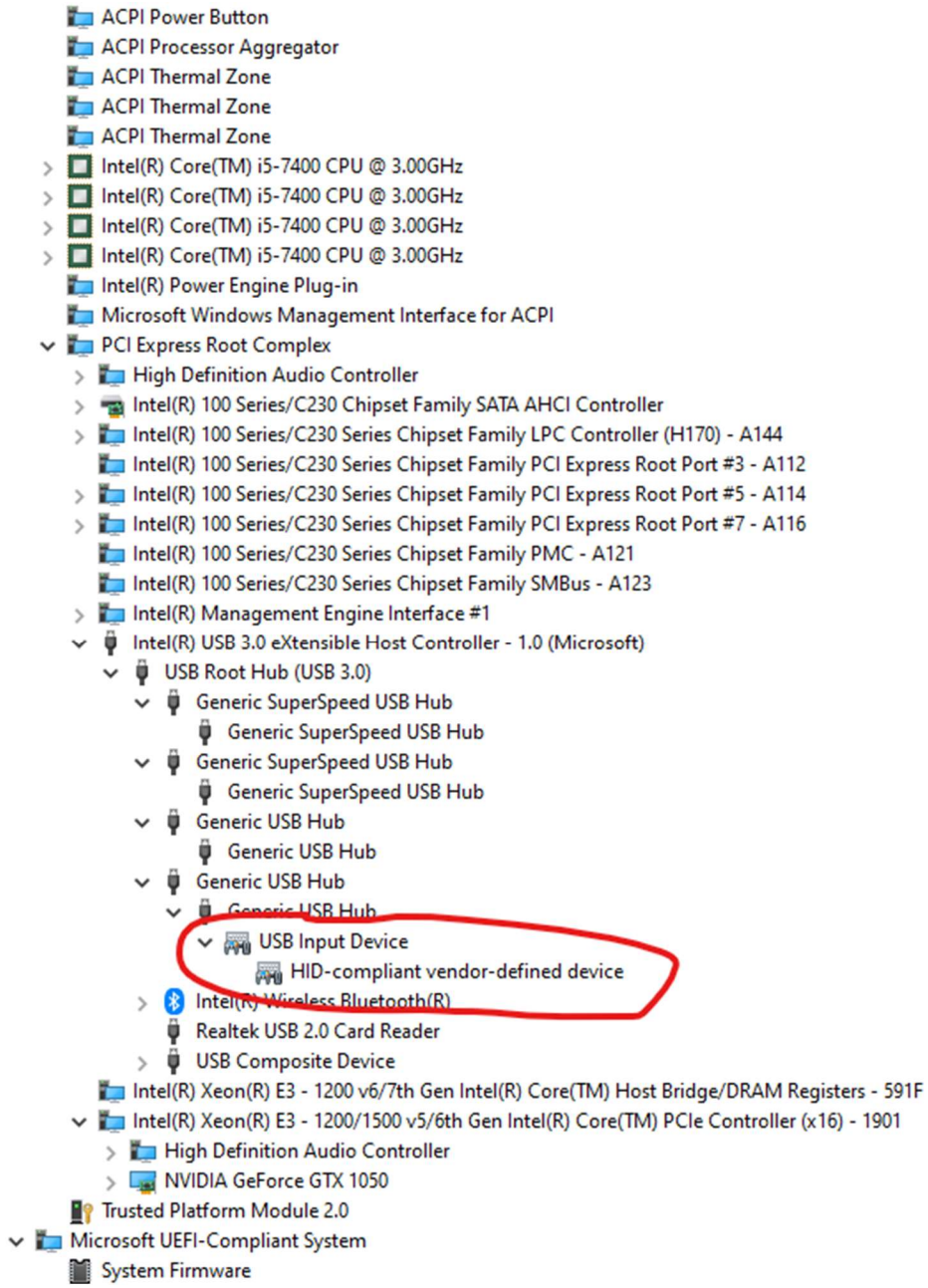


Proceed to next step only if there is Virtual HID Minidriver Collection visible for the device.

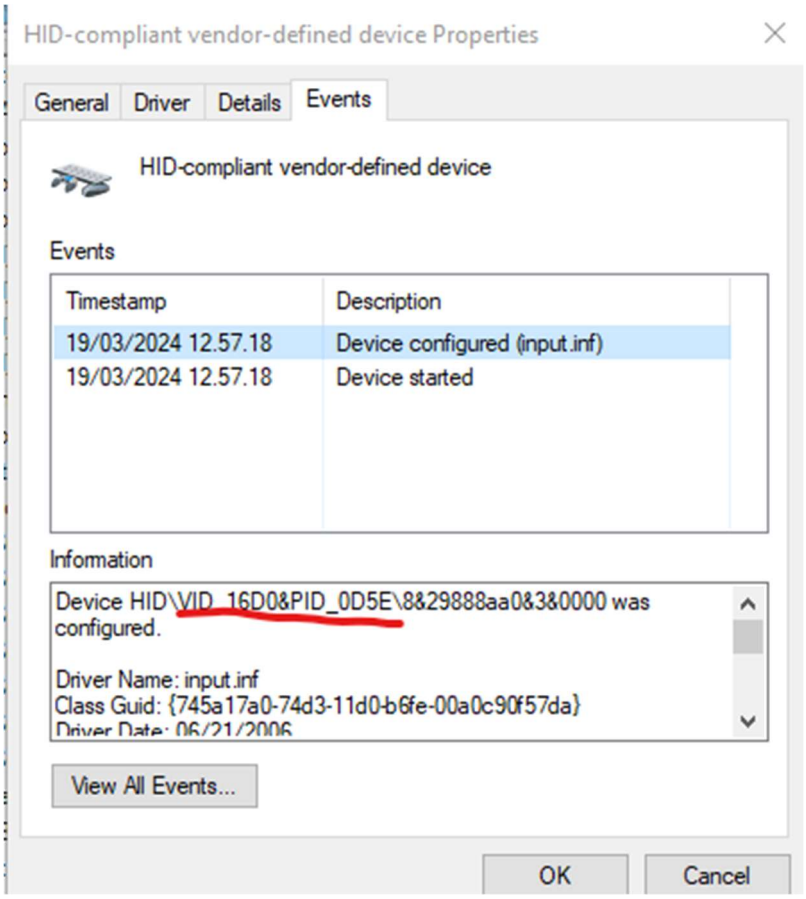
Step 2: Open the Windows Device Manager

Select View -> Show Device by connection.

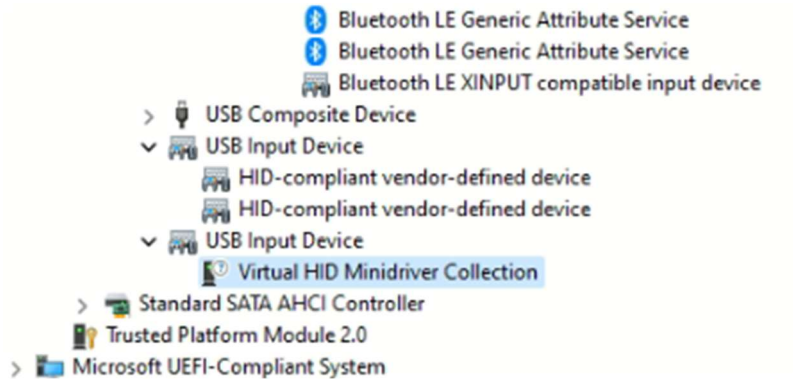
Normally – if everything works - it should be possible to find a HID-compliant Vendor Defined device like in the picture below.



In case there are several devices, go to device properties. Correct device should have USB ID **as VID_16D0&PID_05DE**.



In the case of the issue, there is not such HID-compiliant Vendor Defined Device. Instead, there is a Virtual HID Minidriver Collection device (or several of them) in the USB device tree like in the picture below:



It will have a driver made by G-Spy and is likely a driver that was installed with Razer mouse software.

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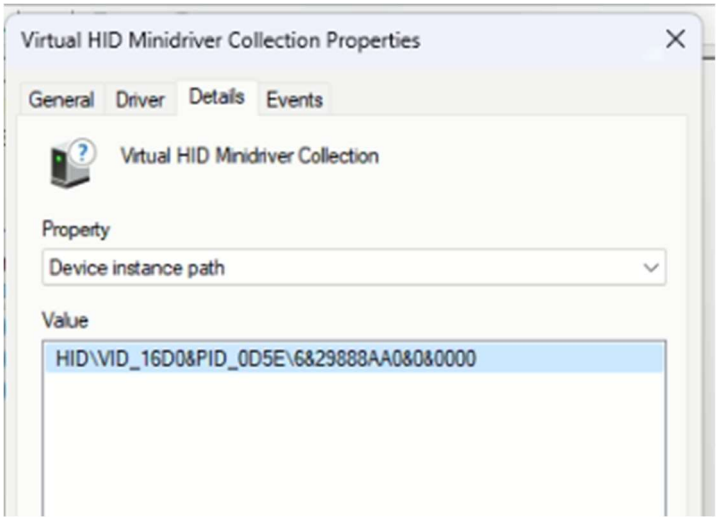
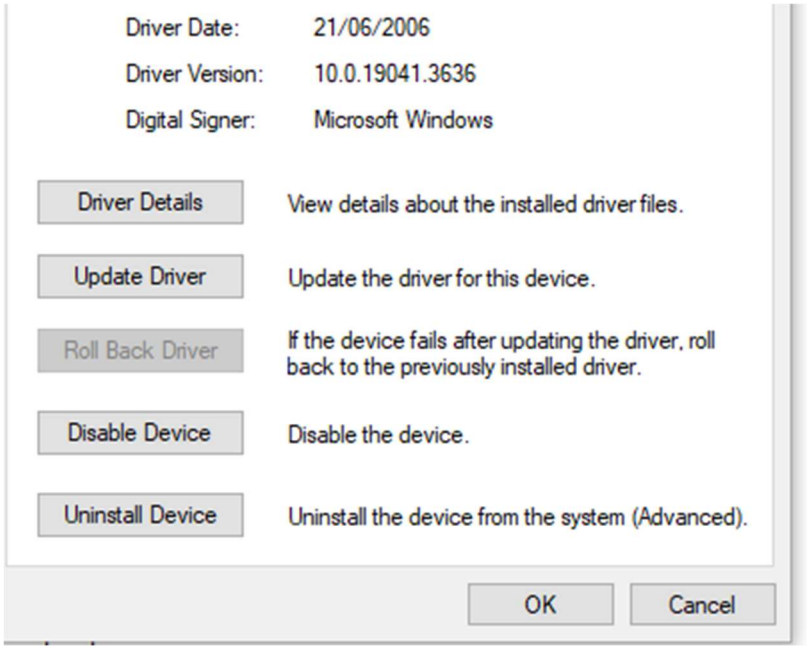
When you find that device, that device will also have the **VID_16D0&PID_05DE** as USB identifier. In case of several drivers, please find it by checking the Device Instance Path from the Details tab as follows:



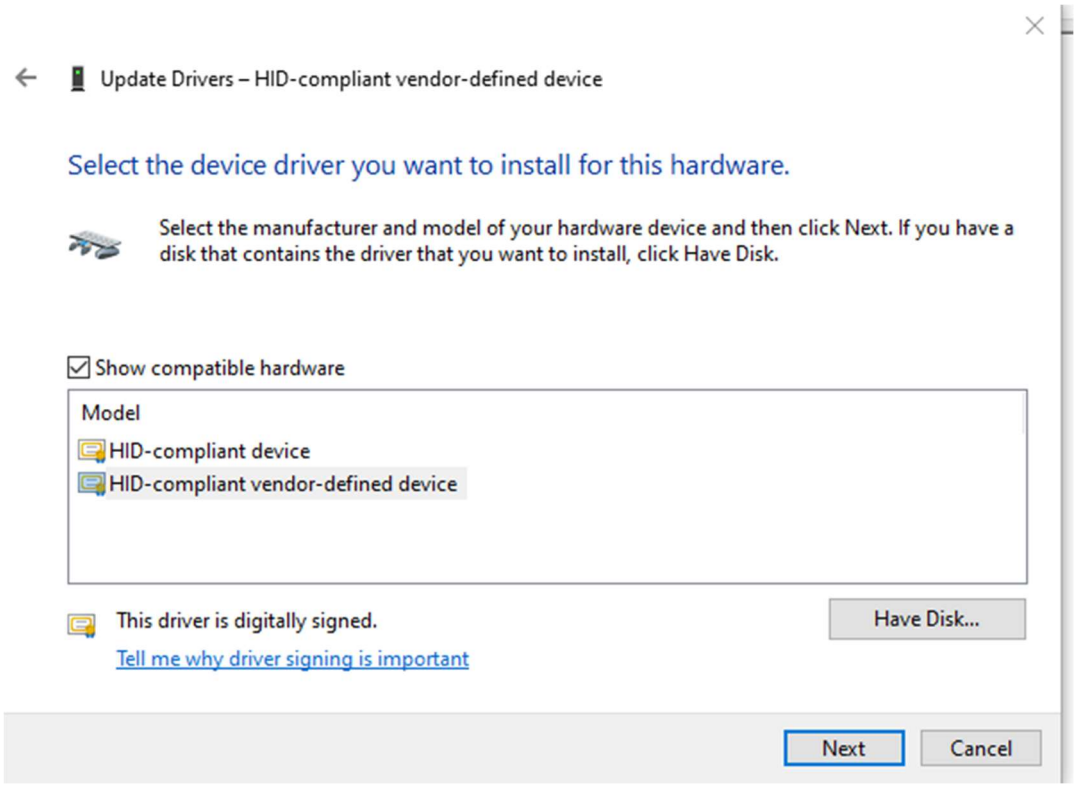
Solution:

Go the Driver tab on that a MINI HID Collection device:



Select “Update Driver” and then “Browse My Computer” and then “Let me pick..”.

Then from the dialog that opens, select the HID-compliant vendor-defined device and click Next.



As the end result, Firmware Update should now work. Device restart may be needed but Windows should not start to use the Virtual HID MiniDriver Collection driver for the device anymore.