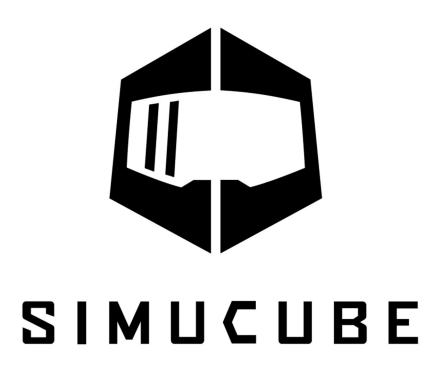
Simucube 2 Firmware update does not start issue

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



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.

```
| Port 10]: Granite Devices Simucube 2 in Firmware Upgrade Mode
| Virtual HID Minidriver Collection
| Port 11]: ITE Device - HID-compliant vendor-defined device - 2× HID
| Port 12|
| Port 13|
| Port 14|
| Port 15|
```

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.

```
ACPI Power Button
     ACPI Processor Aggregator
     ACPI Thermal Zone
     ACPI Thermal Zone
     ACPI Thermal Zone
   Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz
     Intel(R) Power Engine Plug-in
     Microsoft Windows Management Interface for ACPI
  PCI Express Root Complex
     > High Definition Audio Controller
      > Intel(R) 100 Series/C230 Chipset Family SATA AHCI Controller
      > Intel(R) 100 Series/C230 Series Chipset Family LPC Controller (H170) - A144
        Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #3 - A112
     > Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #5 - A114
      Intel(R) 100 Series/C230 Series Chipset Family PCI Express Root Port #7 - A116
        Intel(R) 100 Series/C230 Series Chipset Family PMC - A121
        Intel(R) 100 Series/C230 Series Chipset Family SMBus - A123
     > Intel(R) Management Engine Interface #1
     USB Root Hub (USB 3.0)

    Generic SuperSpeed USB Hub

                  Generic SuperSpeed USB Hub

    Generic SuperSpeed USB Hub

                  Generic SuperSpeed USB Hub
            Generic USB Hub
                  Generic USB Hub
            Generic USB Hub
                  Generic USB Hub

✓ May USB Input Device

                       HID-compliant vendor-defined device
            > Intel(K) Wireless Bluetooth(R)
               Realtek USB 2.0 Card Reader
            USB Composite Device
        ኪ Intel(R) Xeon(R) E3 - 1200 v6/7th Gen Intel(R) Core(TM) Host Bridge/DRAM Registers - 591F

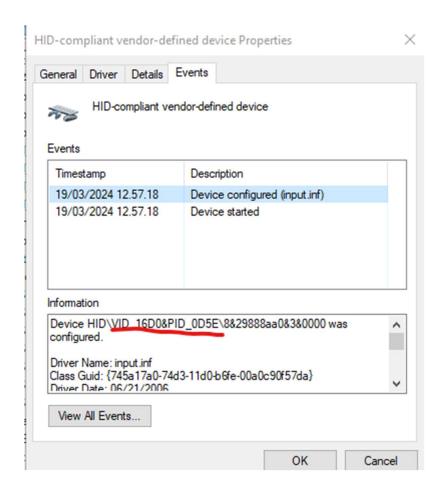
▼ Intel(R) Xeon(R) E3 - 1200/1500 v5/6th Gen Intel(R) Core(TM) PCIe Controller (x16) - 1901

         High Definition Audio Controller
         NVIDIA GeForce GTX 1050
     Trusted Platform Module 2.0

    Microsoft UEFI-Compliant System

     System Firmware
```

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



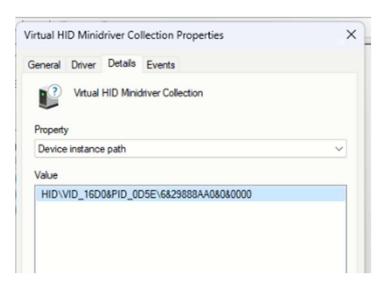
In the case of the issue, there is not such HID-compiliant Vendor Defined Device.

Instead, there is a Virtual HID Minidriver Collection device (or several of them) in the USB device tree like in the picture below:



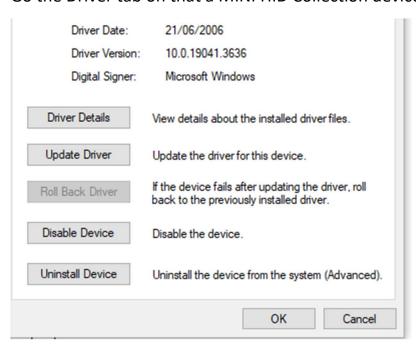
It will have a driver made by G-Spy and is likely a driver that was installed with Razer mouse software.

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:



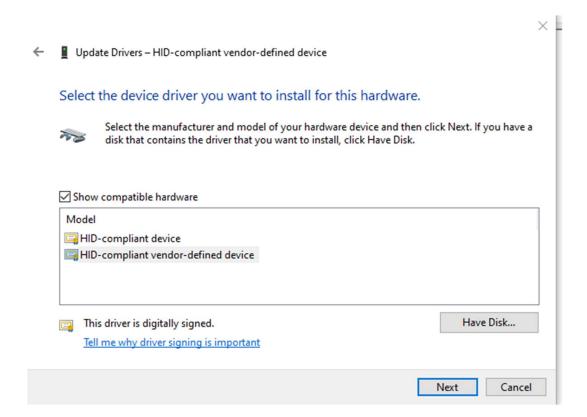
Solution:

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.