Matrix 3 Troubleshooting & How-To Guide
Matrix Transceiver Drivers

General Overview

Matrix 3 is a software-based Fluid Management System that runs on one or more of your facilities computers (PC's). This guide only applies to the Graco Matrix 3 Fluid Management System and walks you through issues and the solutions to remedy them.

Throughout this guide, there will be colored text entries, they are:

Links – These are links to other support resources that may be needed to accomplish the task you are working on.
Green Text – These are navigational commands directing you to skip to or reference another section in the guide. If the command is underlined, clicking it will direct you to the location it describes.
Red Text – These are STOP points where you will need assistance from IT, Graco or your Graco distributor.

Specific troubleshooting topics can be found in the instruction manuals below. This guide will provide more theory of operation and detail on addressing specific issues. Click the links or type the numbers into the Graco.com search box.

313046 - Meters
313008 - Transceivers
312964 - Tank Level Monitors
312417 - Pump Air Controls
313013 - Matrix 3 Oil Bars
313104 - Basic Software
313106 - Professional Software (includes 3rd Party Interface capability)
313108 - Premier Software (includes 3rd Party Interface capability)
313112 - Premier Software with CDK Interface
313114 - Premier Software with Reynolds & Reynolds Interface
334786 - Premier Software with Procede/Excede Interface
3A4999 - Premier Software with DealerTrack Interface (As an addendum to the Premier Software Manual)

Notes:

- All PC related references used in this guide are based on the Microsoft Windows 10 Operating System conventions, other versions of Windows operating systems may vary.
- Troubleshooting efforts may require help from your IT/IS staff or vendor. Having them available is highly recommended.
- If you need Matrix software, contact Graco and they will get you a direct download link. All PC's must be running the same version of Matrix software, delete or discard any different versions you have.
- Check for new and updated content by visiting graco.com/matrixsupport, scroll down to the "Guides" section.
- If you find you still need help, contact a Graco Tech Assistance Agent by using the information found at the bottom of each page of this guide.

Matrix Transceiver Drivers

Overview

All Matrix software packages contain an installation for the USB port drivers needed for Matrix Transceivers to communicate with Matrix. These are installed at the end of the Matrix software installation by default. If you are just having communication issues, it could be due to the Transceiver drivers being out of date and you do not need to reinstall Matrix. This guide will help you determine the correct version needed based on your computer operating system and a download link to get the correct drivers.

Notes:
1. This driver is only needed on PC's that have Transceivers plugged into them.
2. If you are installing or reinstalling Matrix due to PC issues, this driver installation may appear to fail, ignore this and reboot the PC when prompted and continue from here.

Depending on your PC's operating system and the version of Matrix you are installing, the driver installation included in the Matrix software package may be out of date. First, you will need to figure out what driver version is installed and then determine if you need to upgrade it or not. Below are "known good" versions for each of the popular operating systems. If you find your existing drivers are within the minimum range listed, there is no need to upgrade them.

- Windows 7 - the driver must be version 6.3.0 to 6.7.5, with 6.7.5 being the latest, all work perfectly.
  - Download Windows 7 driver directly here.
- Windows 10 - the driver must be version 10.1.3 to 10.1.10, with 10.1.10 being the latest, all work perfectly.
  - Download Windows 10 driver directly here.
- Windows 11 - the driver must be at least 11.0.0.
  - Download Windows 11 driver directly here.

Matrix Transceiver Driver Update

1. Download the correct driver (you may need assistance from IT to perform this task).
2. Navigate to the location where you downloaded the driver (normally the "Downloads" folder).
3. Find the downloaded file (usually the one with the most recent date stamp).
4. Right-click it and choose "Extract all".
5. In the next window, click "Extract" and it will extract the file and open the contents in a new window.
6. Click the PC "Start" button and type "Device Manager".
7. The PC should find "Device Manager", click to open it.
8. This will bring up a window with the title "Device Manager".
9. Make sure the Transceiver(s) are plugged into the PC you are at.
10. It should show up in one of the sections below.
    a. "Ports (COM & LPT)" – Labeled as "Silicon Labs CP210x USB to UART Bridge (COMx).
    b. "Other devices" - Labeled as "CP2102 USB to UART Bridge Controller".
11. Right click on the one you find and choose "Update Driver".
12. In the next window, click the "Browse my computer for drivers" button.
13. In the next window, click the "Browse" button and navigate to the location of the folder you unzipped the driver file to earlier (make sure the "Include subfolders" box is checked).
14. Click "Next", this should update the driver, you will be prompted to reboot the computer:
    a. If you only have one Transceiver, go ahead and reboot.
    b. If you have more than one Transceiver plugged into the computer, repeat for each, then reboot.

Notes:

- For all PCs that have a Transceiver plugged into them, visit graco.com/matrixsupport and find the "Windows Computer Settings for Matrix 3 Systems" guide and follow it to ensure they are set up correctly to allow trouble free Matrix operation.
- Repeat all steps for each Transceiver including other Matrix Client PCs that have Transceivers plugged into them.
- Test your system for proper operation