HOW TO INSTALL THE HOTAS COUGAR FIRMWARE / SOFTWARE ON WINDOWS 7, 64 BIT

YES............. , the HOTAS Cougar works very well in Windows 7 64 bit and Foxy works fine also.

OK .... *Off we go!*   UPDATED: 6/13/2010   *Go Directly to Troubleshooting*

1. Download the driver here . Make sure to choose the **"HOTAS Cougar- Windows Vista Drivers"** and select **"[Windows Vista 64 bits (x64)]"** . The file you will download will be named **"2007_HCO_Vista_64_RC1.exe"**.
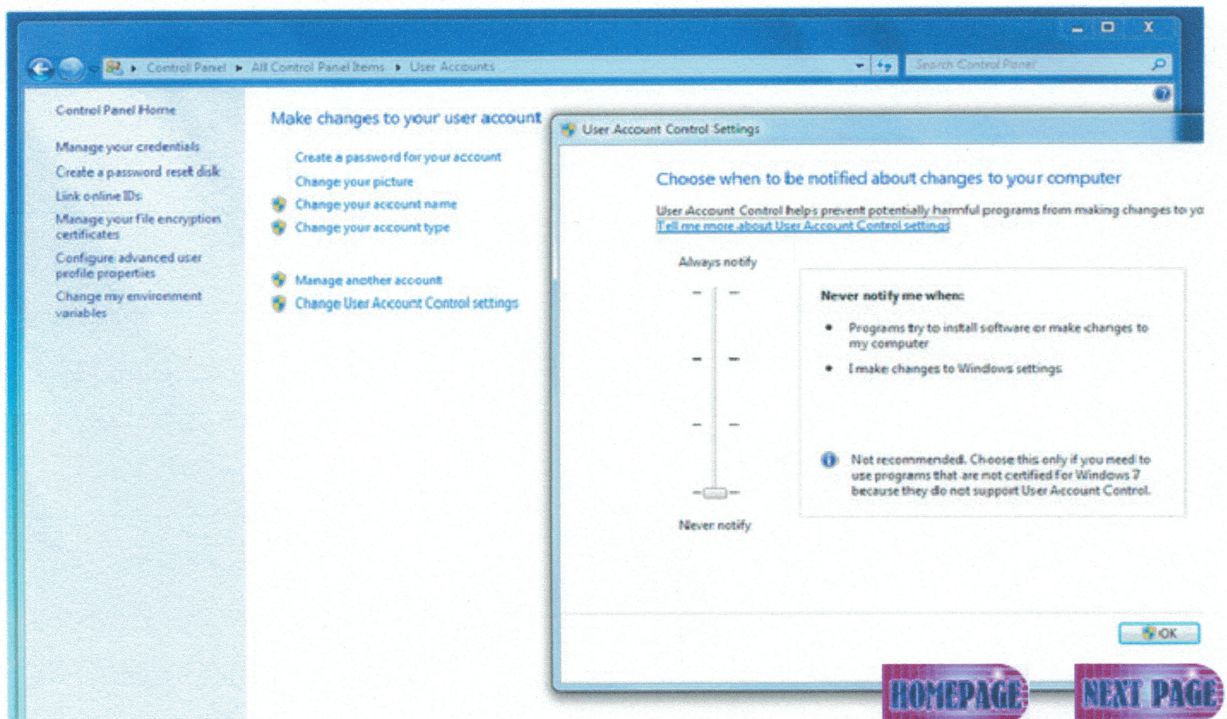
Note: This file installs both the TM software **AND** the Foxy programming editor software. **DO NOT** use older versions of Foxy that are installed separately from the TM software, they are not 100% compatible with Vista / Win7. **Also, do not mix different versions of the older TM Software / Drivers & Foxy.**

1a. THIS IS IMPORTANT !! If you had the Cougar drivers installed previously, Uninstall them using Control Panel, then delete the **"HOTAS"** folder (Local Disk (C:) / Program Files (x86) / HOTAS).

1b. THIS IS IMPORTANT !! Save a Restore Point in Win 7 before installing the Cougar drivers/software. If you have problems with the software install, uninstall it using "**Control Panel/Programs & Features**", erase the **"HOTAS"** folder, then go back to your previous restore point.

2. THIS IS IMPORTANT !!   Unplug your Cougar's USB cable from the computer before installing the drivers/software.

3. Deactivate the "**User Account Control**" (UAC) in Windows 7 (Start / Control Panel / All Control Panel Items / User Accounts). In "**User Account Control Settings**" move the slider to the bottom to "**Never notify**". Click "**OK**" and close the **Control Panel.**

4. Find your saved Cougar Vista 64 bit driver and Right Click on "2007_HCO_VISTA_64_RC1.exe ", then click on **"Properties"**. Select the "**Compatibility**" tab. In Compatibility mode select **"Windows Vista (Service Pack 2)"** and check **"Run this program in compatibility mode for : Windows Vista (Service Pack 2)"**. At the bottom check **" Run this program as an administrator"**. Click "OK".
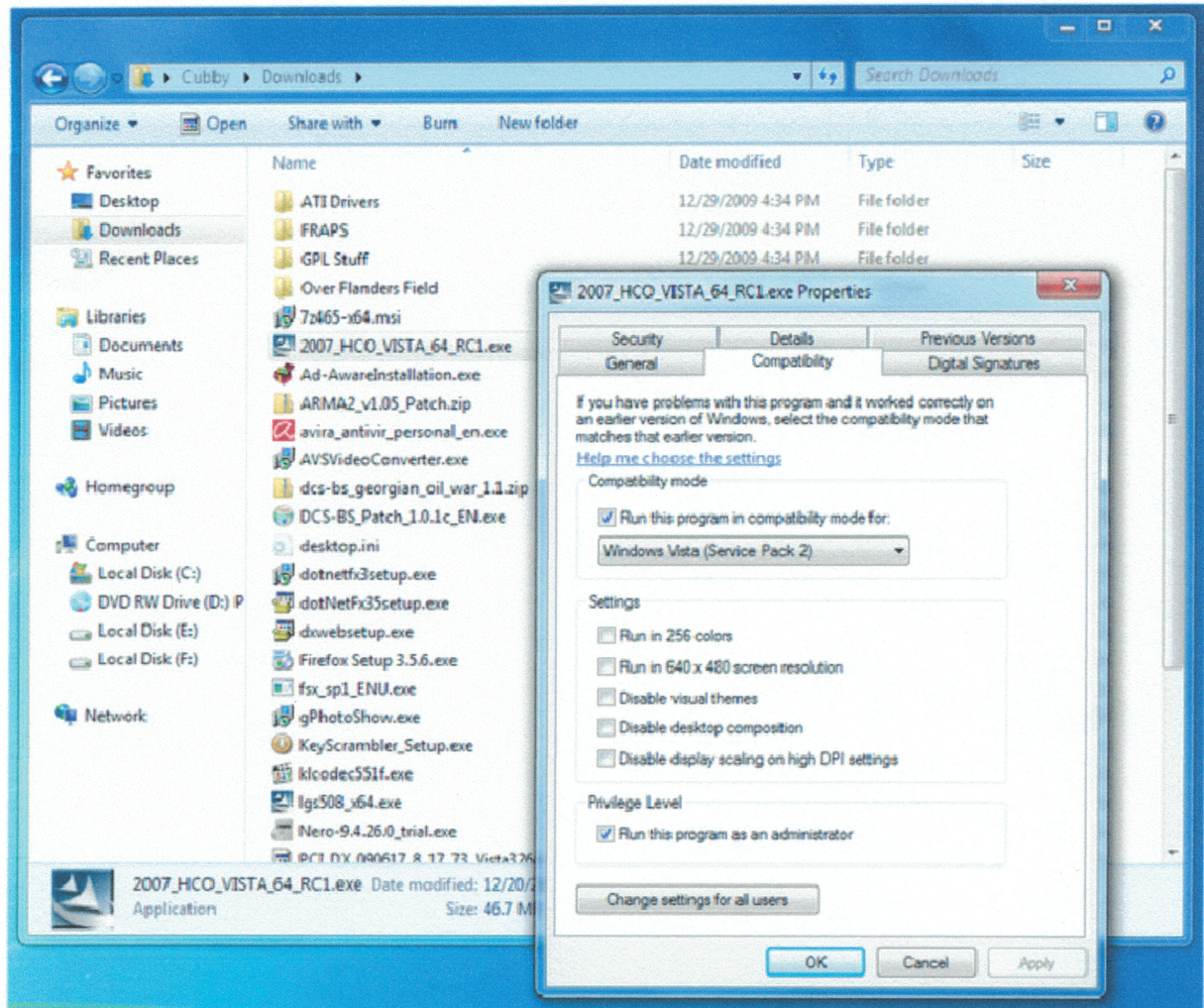
5. Run the "2007_HCO_VISTA_64_RC1.exe" setup to install the Drivers & Software.
It's important that you set the Compatibility mode as above <u>BEFORE</u> you run this installer.
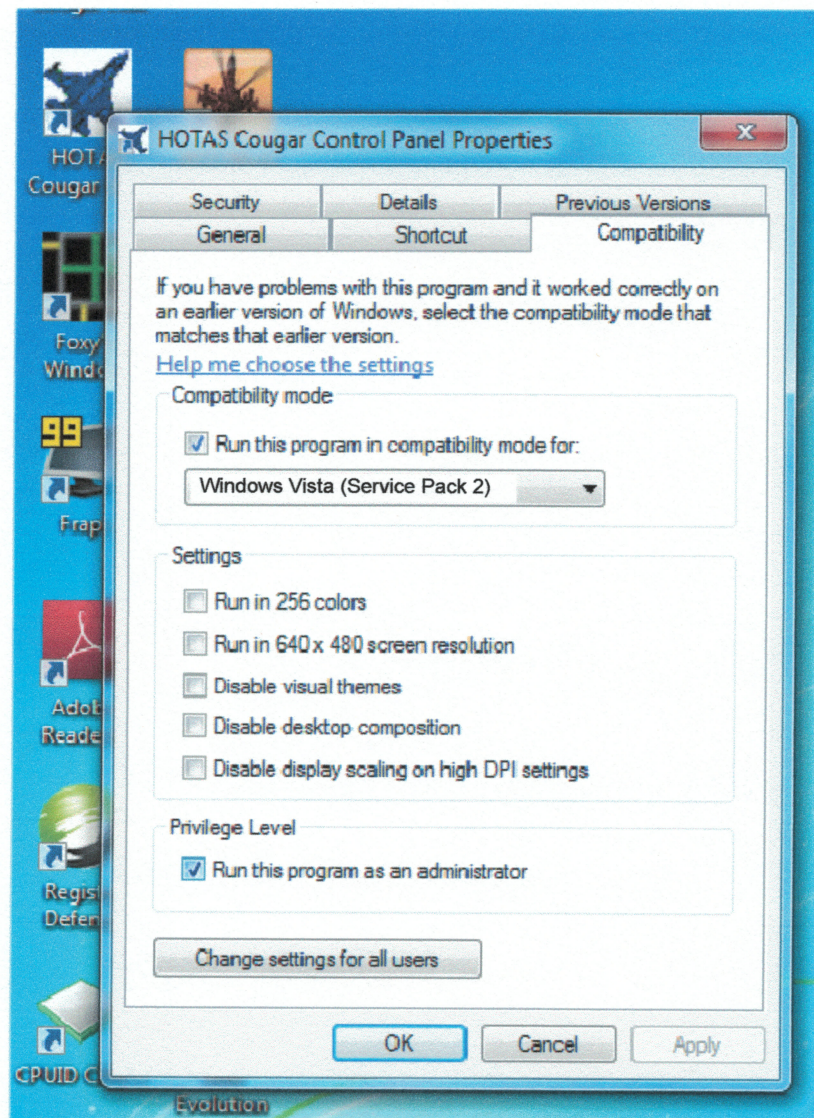
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6. Follow the instructions on the screen and Reboot your computer (if asked to) . Plug in the Cougar only when asked too, **NOT BEFORE.** If Windows ask you, follow the instructions to install the drivers.

7. Restart the computer.

8a. If you created a shortcut for the **Cougar Control Panel** on your Desktop, **Right click** on the **CCP Icon**, then select **"Properties"**. Select the **"Compatibility"** tab and at the bottom check **" Run this program as an administrator."** Click **"OK"**. If you don't have Desktop icons for **CCP** skip this step and go to **8b.**
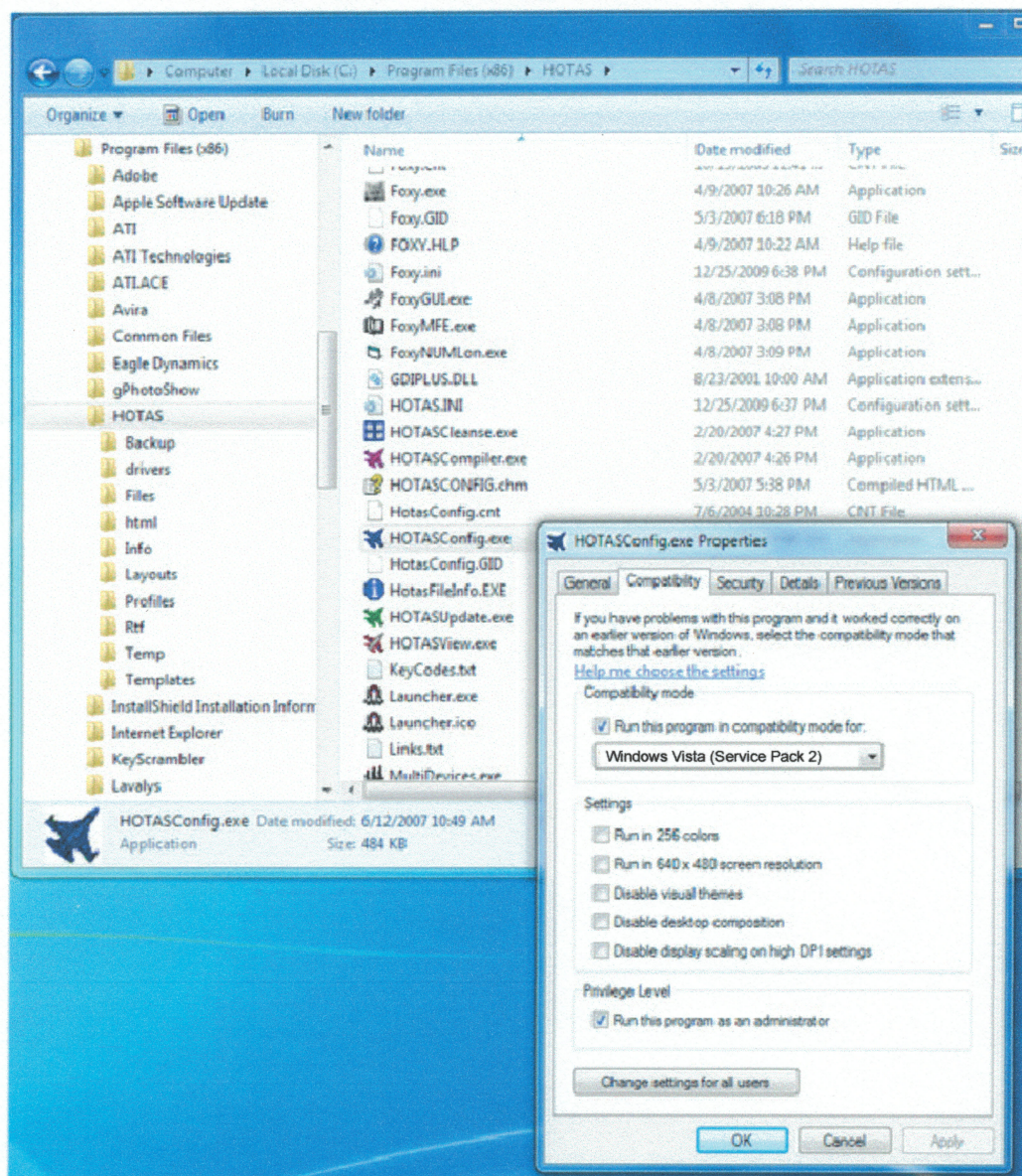
8b. If you completed step 8a, go to step 9. Open your **HOTAS** folder and **Right click** on "HOTASConfig.exe" , then select "**Properties**" (With a standard install the path is **Computer / Local Disk (C:) / Program Files (x86) / HOTAS / HOTASConfig.exe)** . Select the "**Compatibility**" tab and at the bottom check " **Run this program as an administrator.**" Click "**OK**".

9. You may want to reactivate Win 7 **UAC** again for security reasons. So do that if you choose. Then calibrate and tweak your Cougar's axes shaping, etc. . **Then go fly & enjoy !!!!**

INSTALLATION PROBLEMS?   GO TO NEXT PAGE.

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This information is a compilation of the various things that may fix your Cougar Firmware/Software problems. It comes from TM/Foxy help files, posts from various web site forums, etc. These procedures did fix the problem, but as most PC's have different combinations of software & hardware there is no guarantee that they will work for you.

1) A "STTubeDevice203.dll, reinstall and try again" error appears!

First thing is to be sure you installed the 64bit drivers and software. You should have downloaded and installed this file from Thrustmaster "**[Windows Vista 64bits (x64)] 48 MB**", note the (x64) in red, this is the correct one to use. **Also, <u>DO NOT</u> use the drivers & software from the CD that came with the Cougar, they are out of date and will not work with a 64 bit OS.**
Look in your folder at location "**C:\HOTAS\Drivers**" and find the "**STTubeDevice203.dll**" file, copy it to the clipboard. Then paste the "**STTubeDevice203.dll**" file into the "**C:\Windows\SysWow64**" folder.

2) Foxy can't find the HOTAS profiles (.tmj, .tmm files)!

This version of the Foxy editor has a default location for these files which can't be changed. The default install location is at "**C:\Program Files (x86)\HOTAS\FILES**" It is highly recommended that you store your HOTAS profiles in only one folder and back it up regularly.

3) Foxy's DX8 Cougar Analyser (and other DX8 programs) no longer works!

"Vista has broken all the applications that rely on DirectX programming. These are Foxy's DX8 Key Tester, DX8 Mouse Tester and DX8 Cougar Analyser, as well as FIGL. There is no work around for this at the moment. We are waiting on Microsoft to see if they fix this bug, which has also broken all the code and applications they developed with the VB DirectX SDK. Microsoft have stated that they will support VB developed applications on Vista, but I remain skeptical" *- Dr. James Hallows, 2007*

4) Foxy's Joystick Analyser no longer works!

Most likely Windows has not assigned any of your controller(s) to Joystick ID #1. In Foxy's Joystick Analyser main menu choose "**Joystick ID**" and change the ID number until you find your controller(s).

5) Foxy becomes unresponsive (crashes) when trying to access help files!

"Microsoft have decided that they would not allow the older help file system (help files that end in .hlp) to run on Vista. I have therefore converted the help file into a .chm help file which Foxy will use as its default help file on Vista by default. I have seen the occasional problem with the .chm help system when Foxy asks it to search for words (rather than you opening up the help file and searching yourself.) This problem manifests as a several second delay in displaying the help file, or Foxy becoming unresponsive. I think I have this fixed now but further testing is needed. If you see it, it will only be:
a) When you press F1 after selecting text in the joystick or macro file.
b) When you press the Help button on the "Help with Compiler Errors" window.

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5) Foxy becomes unresponsive (crashes) when trying to access help files!
(continued)

Microsoft has recently changed their minds about supporting .hlp files, (I guess a lot of developers and businesses shouted out loud enough) and so there is a patch you can download and run that will allow .hlp files to be used normally as you would on XP. At the time of writing, it was available from: http://www.microsoft.com/downloads/details.aspx?familyid=6EBCFAD9-D3F5-4365-8070-334CD175D4BB&displaylang=en . If you want to use Foxy's original help file, and it is included and installed even on Vista, then download the application, and then run Foxy's Unsupported Options application from Foxy's Apps menu. Make sure the Use Foxy.hlp in Vista checkbox is ticked, press Apply, and restart Foxy. **- Dr. James Hallows, 2007**

6) I can't get any of the applications to see my Cougar! How do I reset it back to its factory state?

Resetting a Cougar that's not responding or unrecognized by the CCP.

1. Disconnect the Cougar from the computer.

2. Disconnect the throttle (and rudders if you have them).

3. Reboot the computer.

4. After Windows has finished loading, reconnect the Cougar **with the trigger held in just before and while reconnecting it to your USB port. Once the Cougar is connected to the USB port hold the trigger in for another 5 seconds, then let go of the trigger.** This will clear any firmware completely from the Cougar.

5. <u>BE SURE</u> **any TM software like CCP or the Loader programs are closed** (having Foxy open is OK). *Be sure the throttle is not connected to your joystick if you have the original pot in the throttle (Throttles with the +HS1 Hall Sensor Kit installed can leave the throttle plugged into the joystick while Flashing the Cougar).* Flash the Cougar with the latest firmware version.

You will be amazed how this simple procedure has fixed so many issues people have run into. It'll save hours of grief. It is particularly good if you see E2 errors.

7) I opened up Windows Control Panel Gaming Control Options applet and the Cougar's axes & buttons are unresponsive !

You see that the Thrustmaster HOTAS Cougar is installed with a status of **"OK"**, but there is no axes or button responses from the Cougar. This is normal. It tells you that the Cougar is installed fine, but because it doesn't have any firmware inside it , it won't do anything. The Cougar needs the firmware flashed into the joystick.

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8) I'm installing a new version of the Cougar Drivers/Software and I am having installation problems !

During the install process it will at some stage ask you to connect your Cougar. You don't need to do it at this stage but It is recommend that you do. However, try doing the following:

Only connect the joystick (**without** the throttle or any rudders connected to the joystick) and when you do so, <u>**KEEP THE TRIGGER HELD IN**</u> while you connect it and continue to do so for about 5 seconds afterwards.

This is vitally important. What this does is to clear the firmware from the joystick, because an older firmware with the latest software can cause installation problems. Your Cougar could have older firmware in it if you are installing new drivers/software. Or if you bought a used Cougar you won't know if the firmware that may be in the joystick matches up with the version of the firmware/software you are trying to install.

Windows will now recognize the Cougar and should automatically start to install several devices. The only two devices that Windows will not know where to find on its own is the **'Thrustmaster HOTAS Cougar (IN)'** and the **'Thrustmaster HOTAS Cougar (OUT)'** drivers. Windows will display a dialog box asking you where these drivers are located. If it asks you whether you want Windows to go online to search for the latest drivers, say **"No."** This is a Windows XP SP2 change. If you get a Window warning you that the drivers being installed are uncertified or aren't digitally signed and do you want to continue, say **"Yes"** you do want to continue. Do the same for the other driver also.

9) I installed the Cougar Vista 64bit drivers on my Win7 64 bit OS, but I get the DATA IN, DATA OUT driver errors !

Assuming you have installed the correct TM Software / Drivers to the default install directory, and plugged the Cougar USB cable into a USB port on your computer and the drivers failed to load:

1) Click on **START / CONTROL PANEL / VIEW DEVICES AND PRINTERS**.
2) Right click on ⚠️**THRUSTMASTER HOTAS COUGAR** and select **PROPERTIES**.
3) Click on the **HARDWARE** tab, you will see the ⚠️**HOTAS Cougar DATA (IN) & (OUT)** entries, select ⚠️ **HOTAS Cougar DATA (IN)** and click on **PROPERTIES**.
4) Click on the **DRIVER** tab and click the **UPDATE DRIVER** button.
5) Select : **BROWSE MY COMPUTER FOR DRIVER SOFTWARE**.
6) Click on the **BROWSE** button and goto **"C:\ Program Files (x86) \ HOTAS"** , be sure to check **"Include Subfolders"**, then click **NEXT**.
7) Windows should find the **DATA IN** driver and install it.
8) Repeat step 3 thru 7, but for the **Thrustmaster HOTAS Cougar (OUT)** driver.

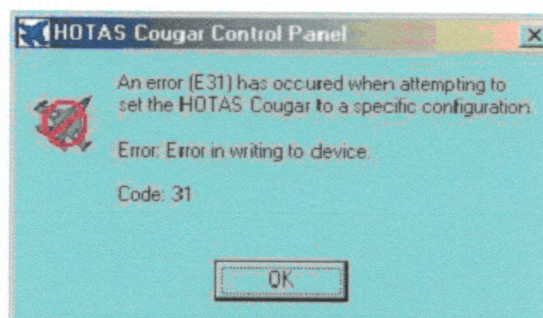*This should fix your DATA(IN), DATA(OUT) errors.*

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10) I just Flashed my Cougar and I now have problems !

It's very rare for a flash not to take, but the commonest reason from my experience when the Cougar was being developed, was when the software couldn't communicate with the Cougar. **An easy way to test this is to try and change to Programmed or Windows mode (even if there's no program loaded.) If there's a communication problem you will likely see this Window pop up:**

HOTAS Cougar Control Panel ✕

An error (E31) has occured when attempting to set the HOTAS Cougar to a specific configuration.

Error: Error in writing to device.

Code: 31

[OK]

At this stage, don't try and flash the Cougar. Try and fix the communication problem. Now there are various ways - the simplest being to unplug and then reconnect your Cougar. That will work nearly all the time. If it doesn't, it could be because one of the applications is hung (you'll usually see it if you press Ctrl Alt Delete) in which case, leave the Cougar disconnected, and reboot your machine. We could then reconnect the Cougar and flash it from there, but I'm going to show you the ultimate trick now.

Instead of just plugging in your Cougar as normal, first, hold your trigger in, and keep holding it in, as you plug your Cougar in. Once the Cougar is connected, let go of the trigger. What this does is to clear the firmware completely from the Cougar. This is a very handy trick to remember - a bit of an overkill but I tend to do this myself as old habits die hard). If something really does go badly wrong with your Cougar, holding the trigger in whilst you reconnect it, will erase the firmware and leave you with a clean empty stick. Now all you have to do is to flash the Cougar. Again you do this in exactly the same way as before, but this time, a Window will not pop up asking you to depress your trigger. It'll just go straight ahead and flash the firmware for you and just notify you when it's done. Handy to know that!

Here's another little piece of advice. **If you're re-flashing the Cougar because you've had problems flashing it before or you've had some software crashing, then when you start up the CCP for the first time after the flash, you may find that the CCP is unresponsive initially and eventually comes up with a message: "Waiting for device to become available." If this happens just wait - the CCP will pop up eventually after saying that the "device didn't become available in time" or something to that effect. Just close the CCP down at this point. To fix this issue you can do one of two things. Either download a file to your Cougar, or run the HOTAS Cleanse.exe (see Foxy's Cougar menu) and select Erase polling registry entry.** The reason this problem may arise is because when any of the TM apps do anything to the hardware, a flag is set in the registry that prevents any other software (HOTAS Compiler, HOTAS Update, HOTAS CCP) from communicating with the hardware. Once the software is finished it removes the flag. What happens sometimes is that if the software crashes in the middle of the transfer or something, then this flag remains set. From that point on, when the CCP tries to communicate with the HOTAS, it will display the status message "Waiting for device to become available." Just doing a reboot won't remove the registry flag. When you run the HOTAS Update and re-flash the HOTAS, it will clear that registry flag for you.
That Erase polling registry entry in the HOTAS Cleanse.exe does in fact that.
It removes the registry flag for you.

11) All of the sudden I get this message when I fire up HOTAS control panel.

"The HOTAS Cougar does not contain flash. Please run the HOTAS update utility to install the latest flash."

I tried to flash my stick again but it didn't work !

I reinstalled drivers and software but that didn't work !!

I tried to flash my stick again but it still didn't work !!!

I tried a different USB port but that didn't work !!!!

This little program may be of help, link: http://www.nirsoft.net/utils/usb_devices_view.html , there are 32 & 64 bit versions. USBDeview is a small utility that lists all USB devices that are currently connected to your computer, as well as all USB devices that you previously used. For each USB device, extended information is displayed: Device name/description, device type, serial number (for mass storage devices), the date/time that device was added, VendorID, ProductID, and more. USBDeview also allows you to uninstall USB devices that you previously used, disconnect USB devices that are currently connected to your computer, as well as to disable and enable USB devices. You can also use USBDeview on a remote computer, as long as you login to that computer with admin user.

Unplug the Cougar. Remove all Thrustmaster USB port assignments shown in the list and plug in the Cougar joystick (no throttle or rudders connected). The Cougar should now find the USB drivers , even on a USB port that it could not use before. Reflash the firmware and all should be good. Uplug the Cougar USB, attach your throttle and rudder. Replug the Cougar USB........ You should be good to go!

12) My HOTAS Cougar quit working on one or more of my USB ports (excluding un- powered USB Hubs).

This little program may be of help, link: http://www.nirsoft.net/utils/usb_devices_view.html , there are 32 & 64 bit versions. It allows you to view and remove used, unused or defective USB port assignments.

Unplug the Cougar. Remove all Thrustmaster USB port assignments shown in the list and plug in the Cougar joystick (no throttle or rudders connected). The Cougar should now find the USB drivers , even on a USB port that it could not use before. Reflash the firmware and all should be good. Uplug the Cougar USB, attach your throttle and rudder. Replug the Cougar USB........ You should be good to go!

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