Driver issues – reinstall or updating Windows 10

Problem:

- After update to version 4.15.1 the Tacx Trainer software will not start.
- After updating to Windows 10 the Tacx Trainer software will not start.

Solution

The problem is related to the windrivers
Make sure you unplug all USB Tacx related devices!

Open you Device Manager [go to WINDOWS - Control Panel – Hardware - Device Manager]
Then select **JUNGO**
under Jungo you will see the **WINDRIVER**
select it with your right mouse button and then select uninstall driver.

Now go to
C:\Program Files (x86)\Tacx\TacxTrain ersoftware4\TacxDrivers\TacxDriversSetup.exe
Select it with your right mouse button and then select **RUN AS ADMINISTRATOR**

You will see a black screen with a lot of text in it.
Wait until this is gone. It could be that during the session you are asked to accept the Jungo drivers.
Please mark it and select **ALWAYS accept**

Then when this is done, you can plug in the USB
When you now start the Trainer software I will work and your devices will be found.