



OFFICIAL DRIVER UPDATE NOTICE

EZCAD Control Card Driver — Windows 11 Compatibility Update

Date: May 28, 2026 Priority: URGENT

1. PURPOSE & BACKGROUND

This notice informs customers of a critical EZCAD control card driver update due to Microsoft's Windows 11 system updates. After the latest Windows 11 updates, the Technical Support Division received reports of operational anomalies in EZCAD - controlled laser marking systems, such as driver incompatibility errors, intermittent functionality disruptions, and device recognition failures. Beijing JCZ Technology Co., Ltd. completed driver optimization, compatibility validation, and stability testing to ensure interoperability with Windows 11.

2. SCOPE OF UPDATE

EZCAD2

EZCAD3

New Drive download address: www.ezcad.com/download/

3. REQUIRED ACTIONS

To ensure proper implementation of this driver update, please adhere to the following procedural sequence:



Phase	Procedure	Detailed Instructions
Phase I	Preparation	Ensure all active EZCAD applications are closed. Back up any critical configuration files. Verify administrative privileges on the host system.
Phase II	Uninstallation	Navigate to Device Manager or Control Panel > Programs and Features. Locate the existing EZCAD control card driver. Execute complete uninstallation and restart the system if prompted.
Phase III	Installation	Download the updated driver package from the official Beijing JCZ Technology portal or the secure distribution link provided by your authorized representative. Execute the installer and follow on-screen instructions.
Phase IV	Verification	Restart the host device to finalize driver registration. Launch EZCAD software and confirm control card recognition. Verify operational functionality through a test marking sequence.

IMPORTANT: Ensure the host device remains connected to a stable power source throughout the entire update process. Do not interrupt the installation sequence once initiated.

4. TECHNICAL SUPPORT & CONTACT

Primary Email sales01@bjjcz.com

Online Support Submit a technical support via the official Beijing JCZ Technology website www.ezcad.com.

Response Commitment Our Technical Support Division commits to responding to all inquiries within 24 business hours and providing comprehensive resolution guidance.

5. DISCLAIMER

Beijing JCZ Technology Co., Ltd. is not liable for disruptions, data loss, or equipment damage from not updating the driver in time.