I'm using the USB485B connector, and the hardware utility will not see the controllers.

On the CD that came with the USB485B there is a Hardware Utility that is compatible with it. Drag that program off the CD and into Light-O-Rama folder. There is a note in the Adapter Manual (page 7) about the need for the new Hardware Utility. There is supposed to be a little note just inside every USB485B's box stating that the new HWU is required. Unfortunately a few USB485Bs did not include this note.