## USB to Serial Adapter (RS 232)

This document can be freely used when kept intact in its entirety; and credit must be given to <u>www.USBFireWire.com</u> for the work done.

This document covers driver a common installation problem with USB to serial adapters when installing on Windows Vista, Windows 7, and Windows 8. It's common to see a code 10 error. This is normally due to an incorrect driver being installed.

First, you need to either get the disc that came with the adapter. If no driver came with your adapter, then you can try downloading one of the many drivers available on our website at <a href="https://www.usbfirewire.com/Parts/rr-usb-017.html">www.usbfirewire.com/Parts/rr-usb-017.html</a>



Now, if you right click on Computer and click Properties

From here, if you see a Yellow triangle With an exclamation point next to "Prolific USB-to-Serial Comm Port". To fix the problem, we will have to choose the correct driver. We start by double clicking the item that has the error. (You can also right click and choose properties)



Here we can clearly see the error "This device cannot start. (Code 10) – this is classic sign that the correct driver has either not yet been installed, or it is installed but not chosen. If you didn't use the driver disc that came with the adapter. If you no longer have it, you can find the updated driver on our website.

: USB-to-Ser	Serial Comm Port (CO	M2) Properties	×
General Port Settings Driver Details			
Prolific	ific USBto-Serial Comm	Port (COM2)	
Device	rice type: Ports (C	OM & LPT)	
Manufa	nufacturer: Prolific		
Locatio	ation: Port_#0	003.Hub_#0004	
)evice status	us		
This device c You need to n to this device	e cannot start. (Code 10) to restart your computer l ice will take effect.	before the changes you mad	e
			-
		ОК	Cancel
		ОК	Car

ſ	Prolific USB-to-Serial Comm Port (COM2) Properties			
	General Port Settings Driver Details			
	Prolific USB-to-Serial Comm Port (COM2)			
L	Driver Provider: Prolific			
L	Driver Date: 7/26/2012			
L	Driver Version: 3.4.36.247			
l	Digital Signer: Microsoft Windows Hardware Compatibility Publisher			
	Driver Details To view details about the driver files.			
	Update Driver To update the driver software for this device.			
1	Roll Back Driver         If the device fails after updating the driver, roll back to the previously installed driver.			
	Disable Disables the selected device.			
	Uninstall To uninstall the driver (Advanced).			
	OK Cancel			

Choose the Driver tab, and then click "Update Driver"

In this next step, we're assuming that you've already installed the driver that came with our USBFireWire.com USB to Serial Adapter (RR-USB-017 or the RR-USB-017B), or you downloaded the latest version from our website. If you purchased it from another vendor, this method will also work if they've used the same Prolific chip version as we use on ours. If it doesn't, then you can purchase the adapter on our website, which comes with a fully functional driver, and toll free tech support here in the US. (We're in Kansas, so we're open 8-5 Monday through Friday). If you did not purchase it from us, we cannot give any support besides the free downloads from our website.

Choose "Browse my computer for driver software"



Next, choose "Let me pick from a list of device drivers on my computer"

1		
	0	Update Driver Software - Prolific USB-to-Serial Comm Port (COM2)
		Browse for driver software on your computer
e Ile		Search for driver software in this location:
tr		D:\Windows\Driver for Win7 and Vista 32_64bits   Browse
		✓ Include subfolders
g		
al e		Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
ηt		
		Next Cancel

This step can be a bit confusing. You're going to choose the **older** driver

## Driver version: 3.3.2.102 [9/24/2008]

G	Update Driver Software - Prolific USB-to-Serial Comm Port (COM2)
	Select the device driver you want to install for this hardware.
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
	Show compatible hardware Model
	Reprolific USB-to-Serial Comm Port Version: 3.3.2.102 [9/24/2008]
	This driver is digitally signed. <u>Tell me why driver signing is important</u>
	Next Cancel
	E This list

Choose next, and then close the window that says that you've successfully updated your driver software.

You will know it has installed correctly when the yellow exclamation point has been removed.

Ports (COM & LPT)
Prolific USB-to-Serial Comm Port (COM2)
Processors
Sound, video and game controllers