

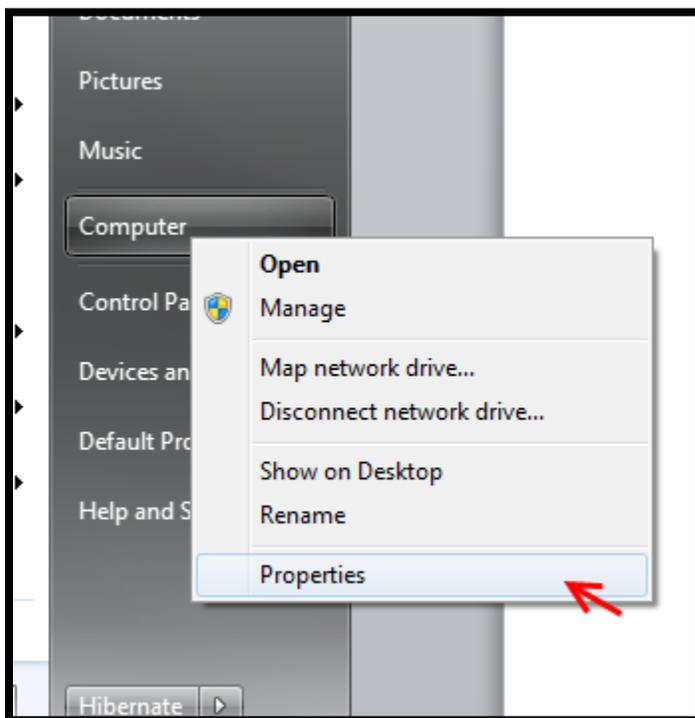
USB to Serial Adapter (RS 232)

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

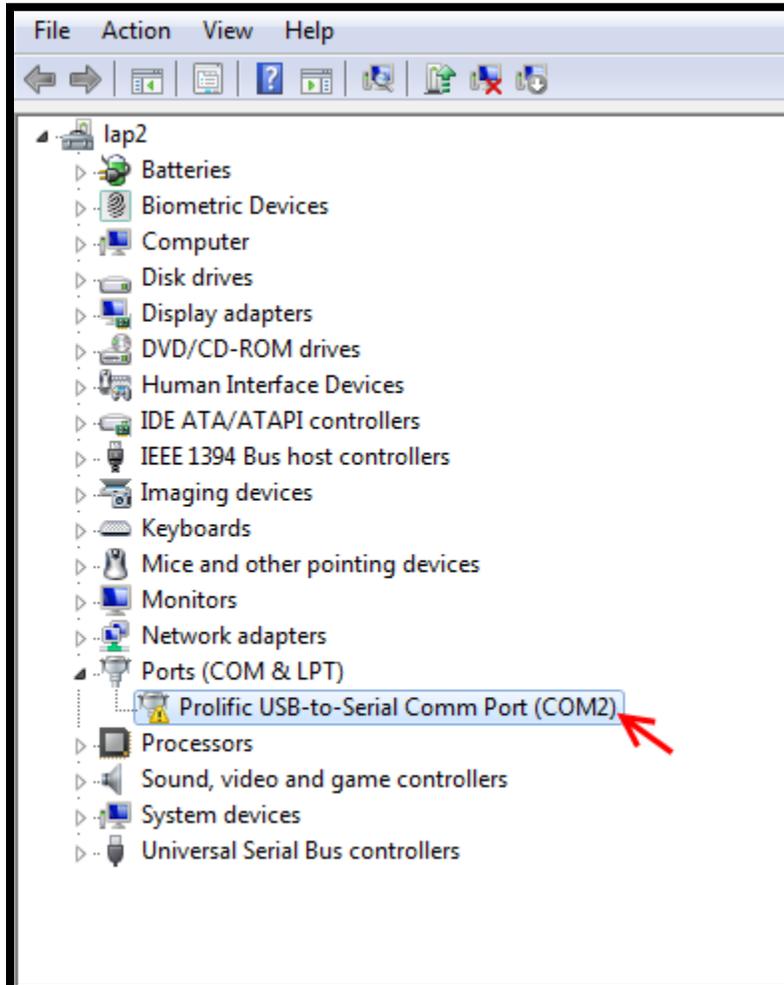
This document covers driver a common installation problem with USB to serial adapters when installing on Windows Vista, Windows 7, and Windows 8. It's common to see a code 10 error. This is normally due to an incorrect driver being installed.

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 www.usbfirewire.com/Parts/rr-usb-017.html

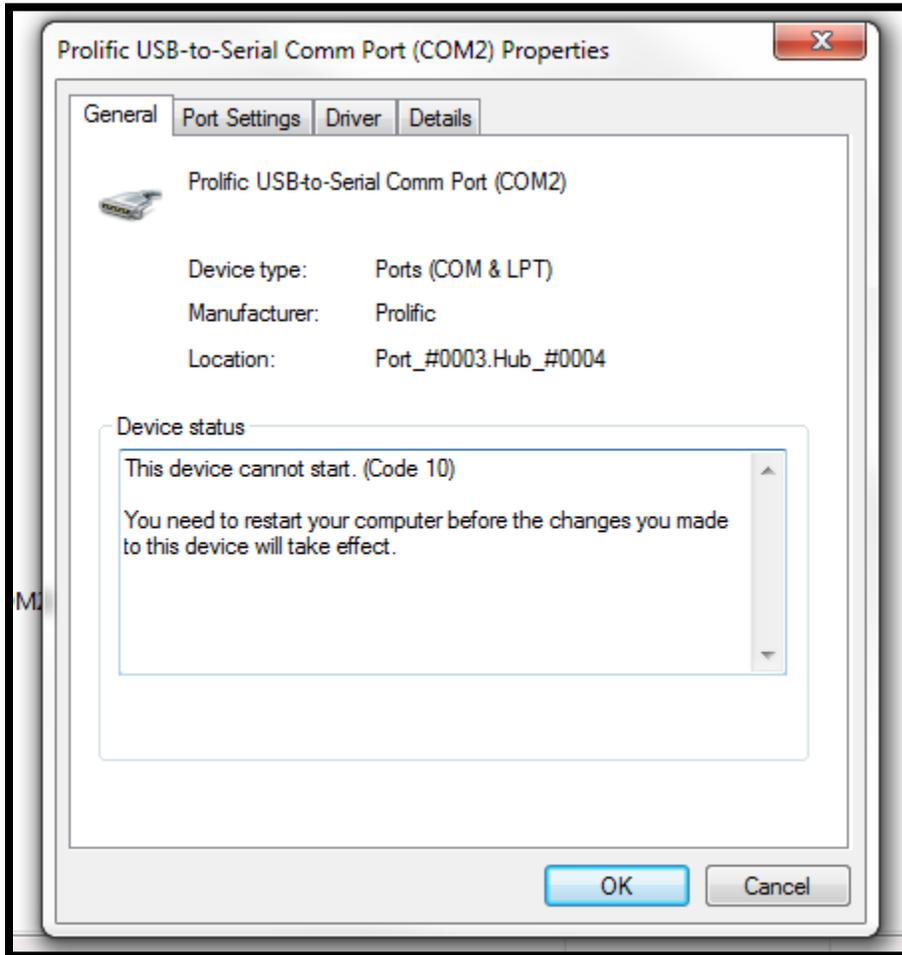
Now, if you right click on Computer and click Properties



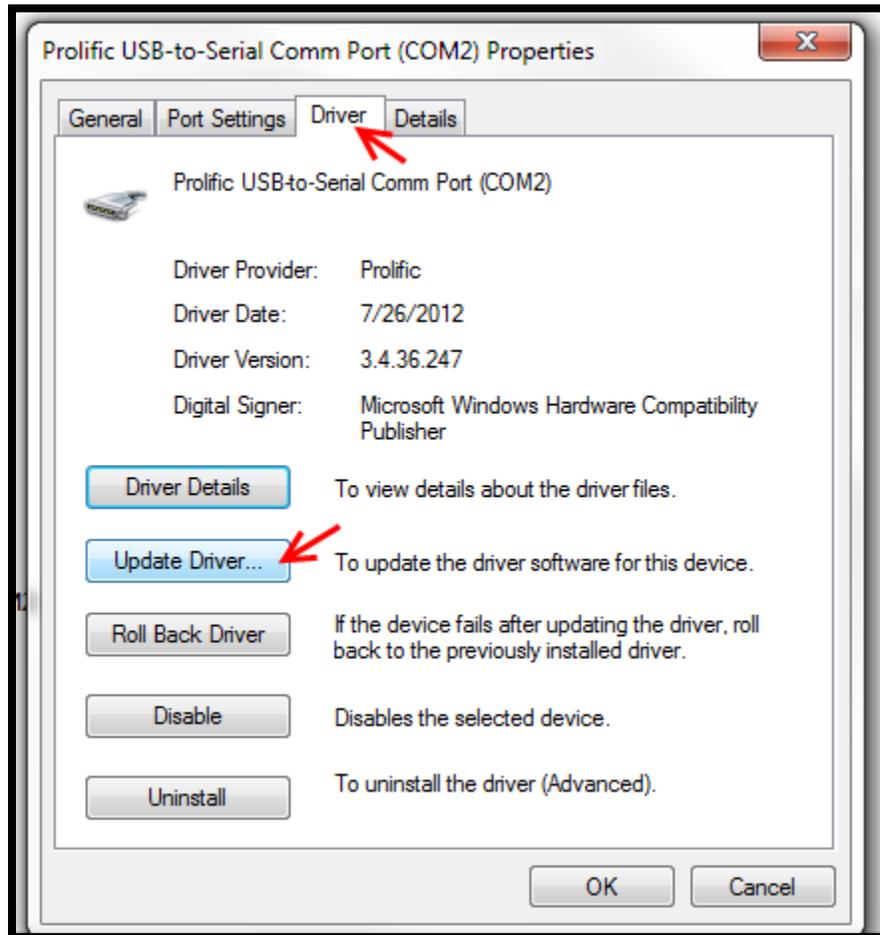
From here, if you see a Yellow triangle  with an exclamation point next to “Prolific USB-to-Serial Comm Port”. To fix the problem, we will have to choose the correct driver. We start by double clicking the item that has the error. (You can also right click and choose properties)



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.

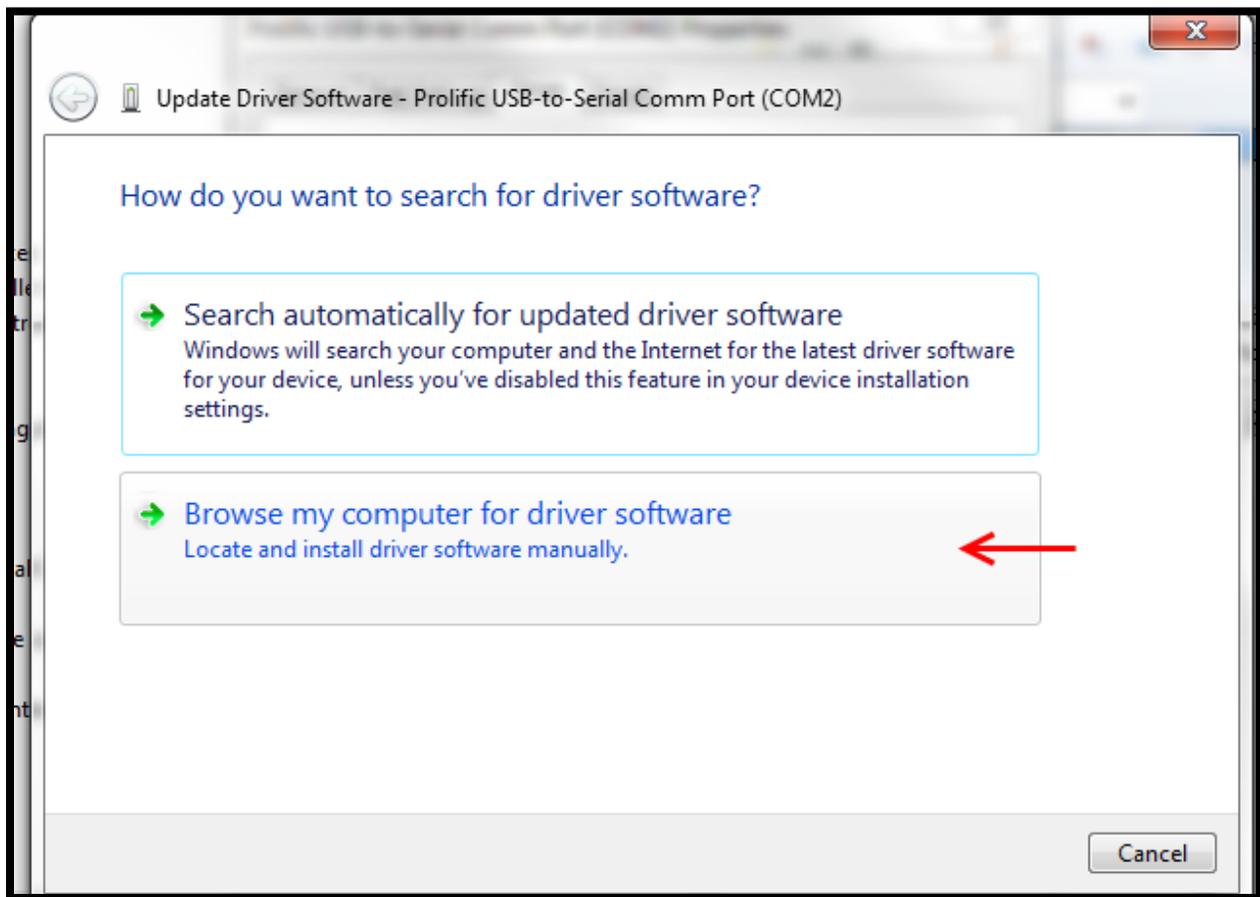


Choose the Driver tab, and then click “Update Driver”

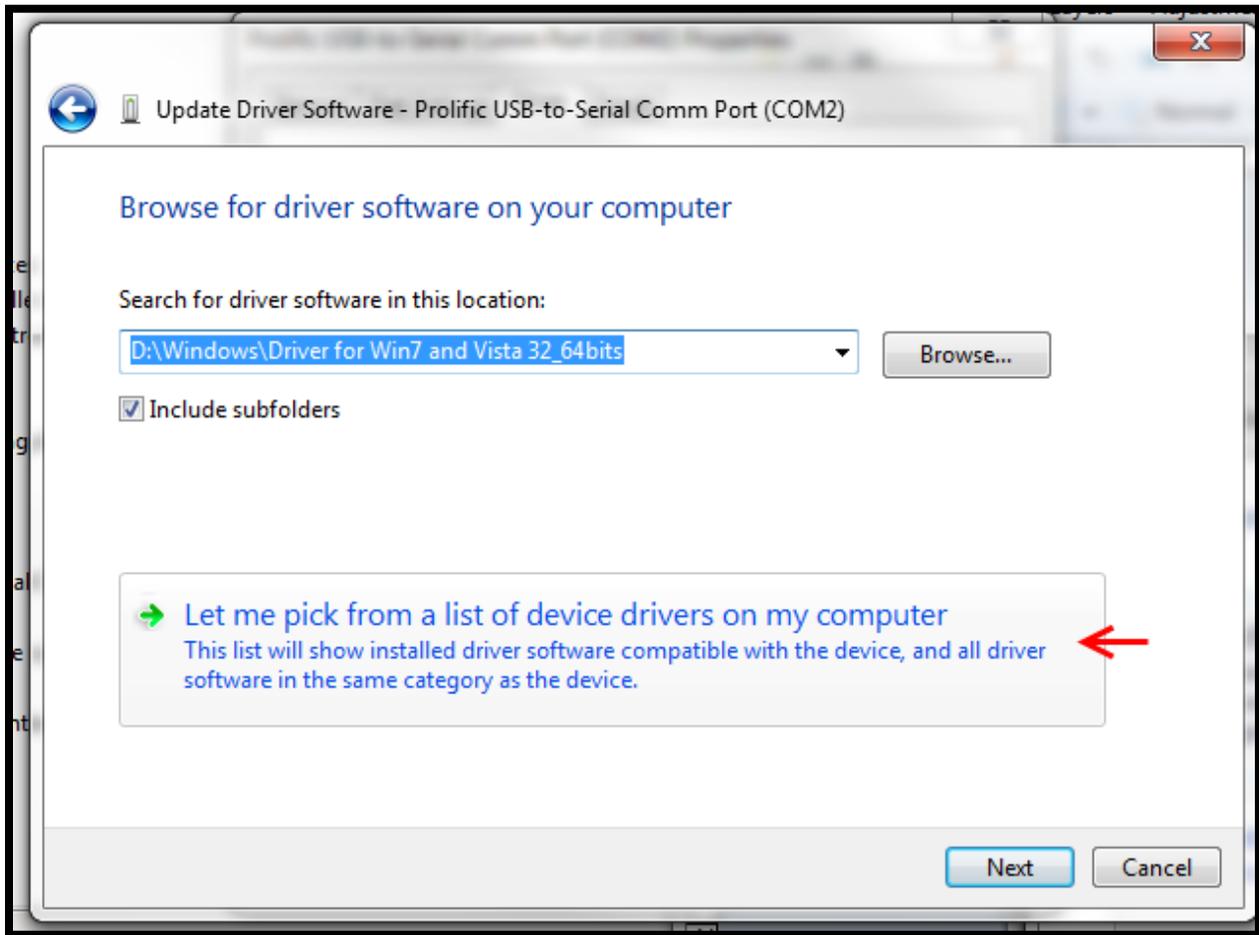


In this next step, we're assuming that you've already installed the driver that came with our USBFireWire.com USB to Serial Adapter (RR-USB-017 or the RR-USB-017B), or you downloaded the latest version from our website. If you purchased it from another vendor, this method will also work if they've used 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"

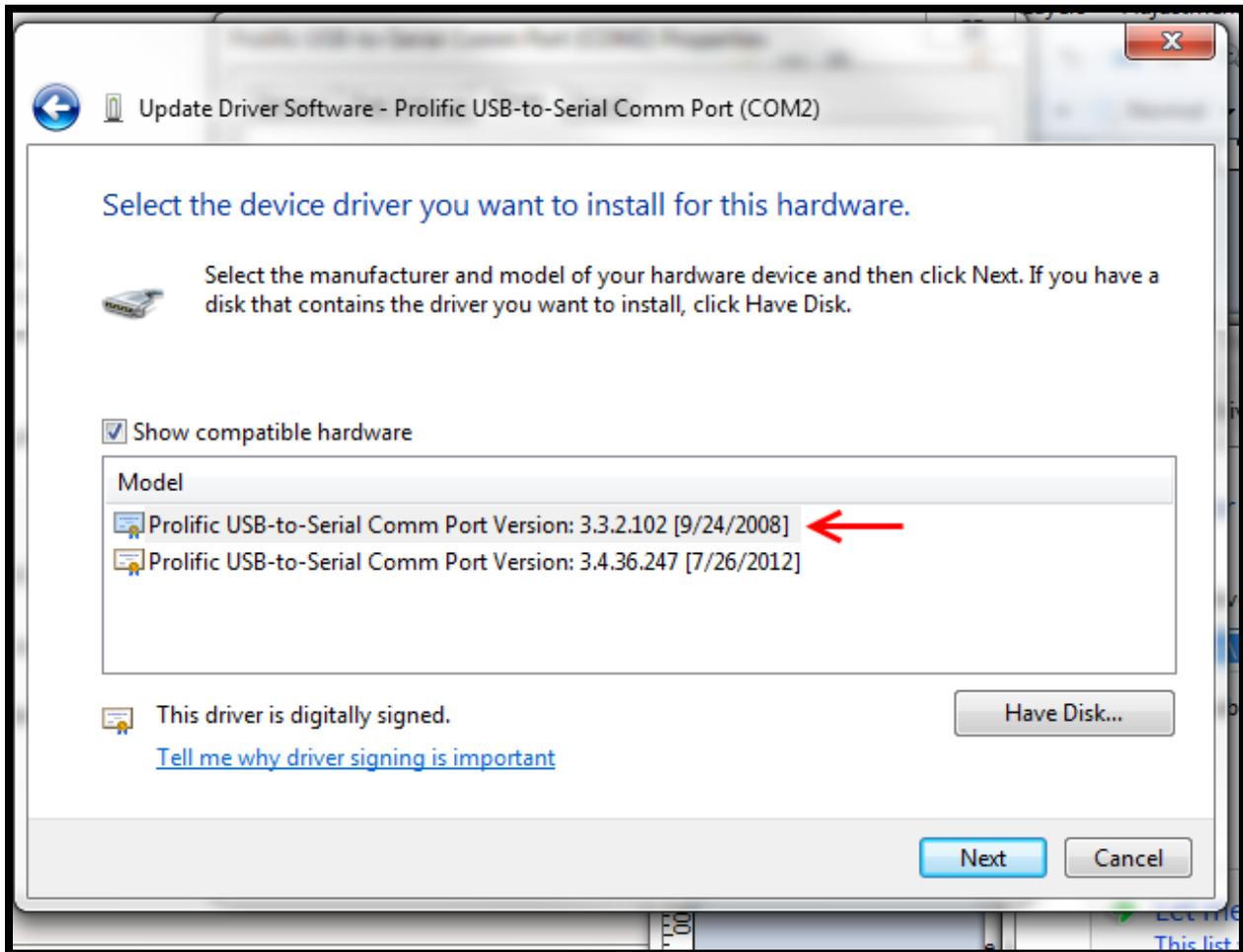


Next, choose “Let me pick from a list of device drivers on my computer”



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

Driver version: 3.3.2.102 [9/24/2008]



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.

