Objective:

This guide helps troubleshoot some of the common USB-RS232 driver installation errors in Windows 7. This guide may resolve the below issues:

1. Device driver was not successfully installed
2. This device cannot start. (Code 10)

More details on Error Messages

The error windows shown below may appear while installing the USB to RS232 driver.

1. Device driver was not successfully installed

This window may appear after installing the USB to RS232 driver and connecting the USB to RS232 cable to the USB port of the computer.

2. This device cannot start. (Code 10)
USB to RS232 Driver Installation

If these error messages have appeared during the USB to RS232 driver installation process, please follow the procedures below to ensure that the driver has been properly installed.

1. Uninstall all USB to RS232 drivers currently on the computer.
   Go to Control Panel -> Programs-> Uninstall Programs

2. Restart Computer
3. Install the supplied USB to RS232 driver

![Image of USB to RS232 driver installation]

4. After completion of the driver installation, connect USB to RS232 Cable to the USB port of the computer

“Installing device driver” message will appear
Click on the message window.

![Image of device driver software install]

5. Installing device driver software

Windows Update looks for the device driver software

![Image of device driver software install progress]

Obtaining device driver software from Windows Update might take a while.
Skip obtaining driver software from Windows Update
6. The error messages explained above may appear.

7. Open Device Manager
   Start-> (Right-Click) Computer-> Properties-> Device manager
   A yellow exclamation mark indicates an error next to the USB to Serial Comm Port.
   Double-click on “Prolific USB-to-Serial Comm Port”
8. Select “Update Driver”

![Update Driver window]

9. Select “Browse my computer for driver software”

![Browse computer for driver software window]
10. Select “Let me pick from a list of device drivers on my computer”

11. If a list of “Common hardware types” appear, select “Show All Devices”
12. Select “Prolific USB-to-Serial Comm Port Version: 3.3.2.105”

![Driver update screen]

13. Windows has successfully updated your driver software

![Update successful message]

Windows has finished installing the driver software for this device:

Prolific USB-to-Serial Comm Port