## How to check / reassign USB COM ports: Windows XP/ 2000

## Overview

Even after the USB driver has apparently been installed correctly, you may find that your computer still cannot establish communications with your USB-enabled UFI device. The first step toward fixing this problem should be to determine whether your computer shows that the driver is, in fact, installed. If so, you then need to check whether your computer has assigned a *usable* COM port to the UFI device.

Newer computers usually have many more potential COM ports than are allowed for in UFI software. Currently, our USB-enabled software *must use a COM port numbered COM1 through COM8*. Nonetheless, during driver installation your computer may automatically assign your UFI device to COM9 or higher. If this occurs, USB communications between your computer and the UFI device will fail.

There is a simple, two-step solution: 1) *check the USB port* assignment; 2) *reassign* the UFI device to COM8 or lower *if necessary*. The following instructions are for Windows XP:

## Verify USB driver installation under Windows XP (Windows 2000 is similar)

- 1) Install the USB driver onto your computer as described on the <u>Troubleshooting page</u>.
- 2) Connect your USB-enabled UFI device to your computer with the USB cable, but do not turn device on yet.
- 3) Open the Windows **Start Menu**, right-click on **My Computer**, then leftclick on **Properties**. The **System Properties** menu opens in a new box:



4) Click on the **Hardware** tab, then click again on the **Device Manager** button:

System F	Restore	Automa	atic Updates	Remote
General	Com	outer Name	Hardware	Advance
Device Mar	nager —	0.2.2.2		
ي 📚	The Device I in your comp	Manager lists all outer. Use the D	the hardware d evice Manager	evices installed to change the
þ	ropenies or	any device.	(	
				e Manager
Drivers				
Drivers E	Driver Signin compatible w low Window	g lets you make ith Windows. W s connects to V	sure that installe indows Update Vindows Update	ed drivers are lets you set up a for drivers.
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5) Find the Ports (COM & LPT) heading, then click on the + sign to expand the "tree." You should see at least one item called USB Serial Port (COMx), where x is a one-, two- or three-digit number -- here it's "5" -denoting an installed port:



 Right-click on the USB Serial Port (COMx) item and then left-click on Properties on the drop-down menu. This opens a new tabbed box called USB Serial Port (COMx) Properties:

Seri	al Port (COM5)	Properties	?
neral	Port Settings D	iver Details	
7	USB Serial Port	COM5)	
	Device type:	Ports (COM & LPT)	
C	Manufacturer:	FTDI	
	Location:	Location 0	
lf you start	u are having proble the troubleshooter	ms <mark>wi</mark> th this device, click Ti	roubleshoot to
		D	oubleshoot
evice	usage:		
Use th	is device (enable)		
_			OK Canc

- 7) Select the General tab if it is not already on top. If the USB driver for your UFI device is installed, then opposite the Manufacturer: heading you should see "FTDI." (FTDI -- Future Technology Devices International Ltd manufactures the USB chip and associated driver that UFI presently uses in all its USB-enabled products.)
- 8) If you do not see "FTDI" on the General tab for this USB COM port, then back up to Step 5 above. Are there other installed USB COM ports, labeled USB Serial Port (COMy) (and maybe even USB Serial Port (COMz), etc.)?
  - a. *If so*, follow Steps 6 and 7 for each of these ports to check whether the FTDI driver has been installed to one of them, *then proceed to Step 9 for that port*.
  - b. *If not*, then go back to the <u>Troubleshooting page</u> and attempt to install the USB-enabled UFI device driver again.
  - c. If this doesn't work, make sure you have all the latest service packs and Windows Updates for your version of Windows XP.
  - d. If, having done this "due diligence," you still cannot install the USB driver, <u>contact UFI</u>.

9) To check the FTDI driver version – which may be useful information if you have to contact UFI support -- click on the Driver tab on the USB Serial Port (COMx) Properties box. You'll see headings similar to those shown in the screenshot below:

General	Port Settings	liver) Details
Į	USB Serial Port	(COM5)
	Driver Provider:	FTDI
	Driver Date:	7/12/2010
	Driver Version:	2.8.2.0
	Digital Signer:	Microsoft Windows Hardware Compatibility Pub
	er Detalls	To view details about the driver files.
	late Univer	To update the driver for this device.
<u>R</u> oll	Back Driver	If the device fails after updating the driver, roll back to the previously installed driver.
	<u>U</u> ninstall	To uninstall the driver (Advanced).

- 10) As mentioned above, "COMx" must be in the range from COM1 through COM8 in order for your UFI product to communicate with your computer.
  - a. If it is within range, your device should work follow the instructions for your UFI product. These usually ask you to power up the device, start the associated UFI software and then establish a link to your computer when required.
  - b. However, if you find that the FTDI driver was assigned to COM9 or above, go on to Step 11 to reassign the driver to a lower-numbered COM port.

## Reassign driver to a new COM port (only if necessary) in Windows XP

11) If the USB Serial Port (COMx) Properties box isn't already open, follow the instructions in Step 6 above to (re)open it. Then select the Port Settings tab and click on the Advanced button:

<u>B</u> its per second	9600	×
<u>D</u> ata bits	8	~
<u>P</u> arity	None	~
Stop bits	: 1	~
<u>Fl</u> ow control	None	~
A	dvanced	estore Default
Constant of Constant		

12) A new box called **Advanced Settings for COMx** opens. Click on the down arrow next to the **COM Port Number** heading to open a drop-down box that shows all possible COM ports for your computer:

vanced Settings for COM	co j		<u>{</u>
COM Port Number:	COM5		ОК
USB Transfer Sizes	COM1 (in use) COM2 (in use)	<u>^</u>	Cancel
Select lower settings to corre	COM3 (in use)	🗏 d rates.	Defeulte
Select higher settings for fa	COM5 COM6 (in use)		Detaults
Receive <mark>(</mark> Bytes):	COM7 (in use) COM8 (in use) COM9 (in use)		
Transmit (Bytes):	COM10 (in use) COM11 (in use) COM12		
BM Options	COM13 COM14	Miscellaneous Options	
Select lower settings to corre	COM15 COM16	Serial Enumerator	
Latency Timer (msec):	COM17 COM18 COM19	Serial Printer	
	COM20	Cancel If Power Off	
Timeouts	COM21 COM22	Event On Surprise Removal	
Minimum Read Timeout (mse	COM23 COM24	Set RTS On Close	
Minimum Write Timeout (mse	COM25 COM26 COM27 COM28	Disable Modem Ctrl At Startup	

- 13) Examine the list of COM1 through COM8. Try to find a port that is *not* labeled "(in use)" so that you can assign the FTDI driver for your UFI device to that unused port.
  - a. If you are able to find an unused port within the COM1-8 range, click on it, then go to Step 15. In the example screen capture for Step 12, you would choose COM 5.
  - b. If, however, all ports are labeled "(in use)," will need to check whether an active device actually is attached to each of them. (Unfortunately, we are aware of no easy way to do this in Windows XP.) Generally you'll be able to find, by trial and error if necessary, at least one port that can be "requisitioned."
- 14) Click the OK buttons on the last two open boxes to close them, starting with Advanced Settings for COMx, then USB Serial Port (COMx) Properties. Then close Device Manager – no OK is needed -- and finally click OK to close the System Properties box.
- 15) Restart your computer to activate the new COM port setting. Then go on to start your UFI device as described in Step 10a above. If you like, you can first check whether the COM port number for the FTDI driver was actually updated just perform Steps 3 through 6 again.