CSM USB Driver Troubleshooting

1 Windows XP

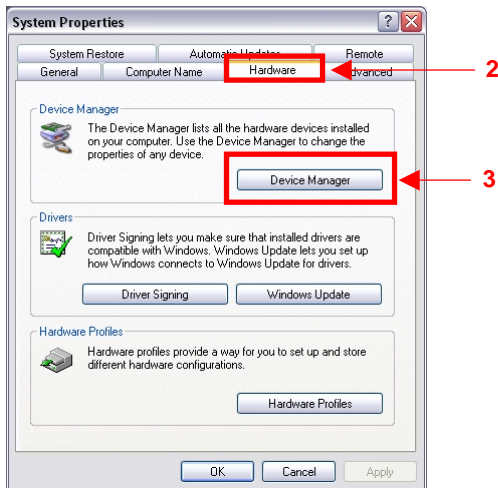<u>**! M**ake sure the **USB CSM L**ink or **USB CSM D**ispenser is connected to the computer</u>
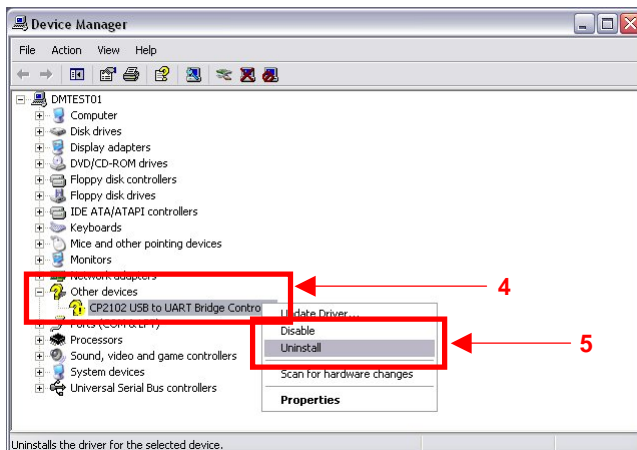
Start the "Control Panel" and open the "System" dialog by clicking the "System" icon (1).

Select the "Hardware" tab (2) and click the "Device Manager" button (3).

If there is no yellow question mark on "CP2102 USB to UART Bridge Controller" (4) the CSM USB driver is installed correctly. If there **is** a yellow question mark on "CP2102 USB to UART Bridge Controller" (4) the CSM USB driver is not installed correctly. Use the mouse and right click on "CP2102 USB to UART Bridge Controller" (the item with the yellow question mark). Click "Uninstall" (5) in the pop-up menu.

When "CP210x" is mentioned it could also be "CP2101" or "CP2102"

Click the "OK" button to uninstall the "CP2102 USB to UART Bridge Controller" which was not installed correct.

! NOW REMOVE THE CSM LINK OR CSM DISPENSER CONNECTED TO THE COMPUTER.

If CSM Link Software 3.2 **is** installed on the computer – just connect the CSM Link or CSM Dispenser to the computer and the USB driver will be installed automatically
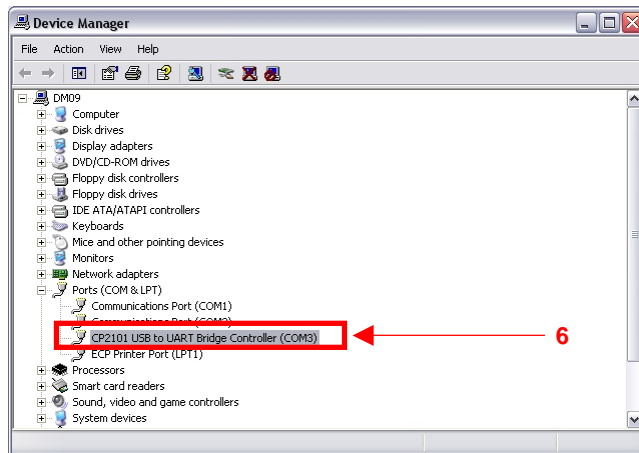
If CSM Link Software 3.2 **is not** installed on the computer you have to install it before connecting any CSM Link or CSM Dispenser to the computer.

Check and validate USB driver installation

Make sure the USB CSM Link or USB CSM Dispenser is connected to the computer

Open the "Device Manager" and expand the "Ports (COM & LPT)" and check if there is a "CP2102 USB to UART Bridge Controller (COMX)" item in the list (6).
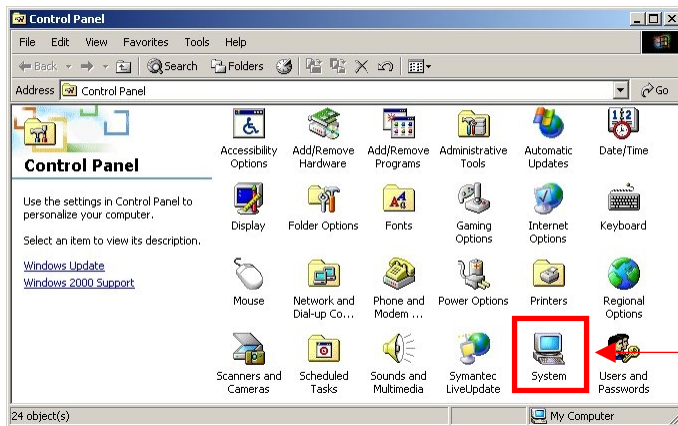
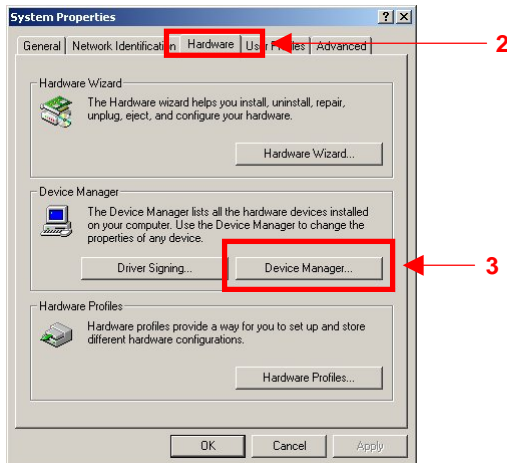The "COMX" shows the assigned communication port number.

2 Windows 2000

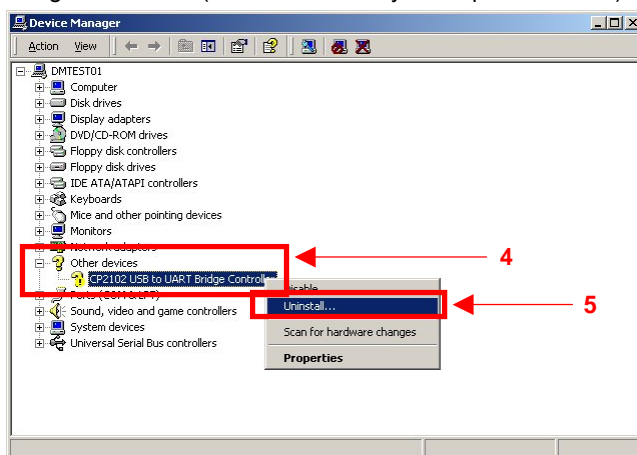**! Make sure the USB CSM Link or USB CSM Dispenser is connected to the computer**

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When "CP210x" is mentioned it could also be "CP2101" or "CP2102"

Click the "OK" button to uninstall the "CP2102 USB to UART Bridge Controller" which was not installed correct.

! NOW REMOVE THE **CSM L**INK OR **CSM D**ISPENSER CONNECTED TO THE COMPUTER**.**

If CSM Link Software 3.2 **is** installed on the computer – just connect the CSM Link or CSM Dispenser to the computer and the USB driver will be installed automatically

If CSM Link Software 3.2 **is not** installed on the computer you have to install it before connecting any CSM Link or CSM Dispenser to the computer.

Check and validate USB driver installation

Make sure the USB CSM Link or USB CSM Dispenser is connected to the computer

Open the "Device Manager" and expand the "Ports (COM & LPT)" and check if there is a "CP2102 USB to UART Bridge Controller (COMX)" item in the list (6).

The "COMX" shows the assigned communication port number.