

STEP-BY-STEP GUIDE

CSM USB Driver Troubleshooting

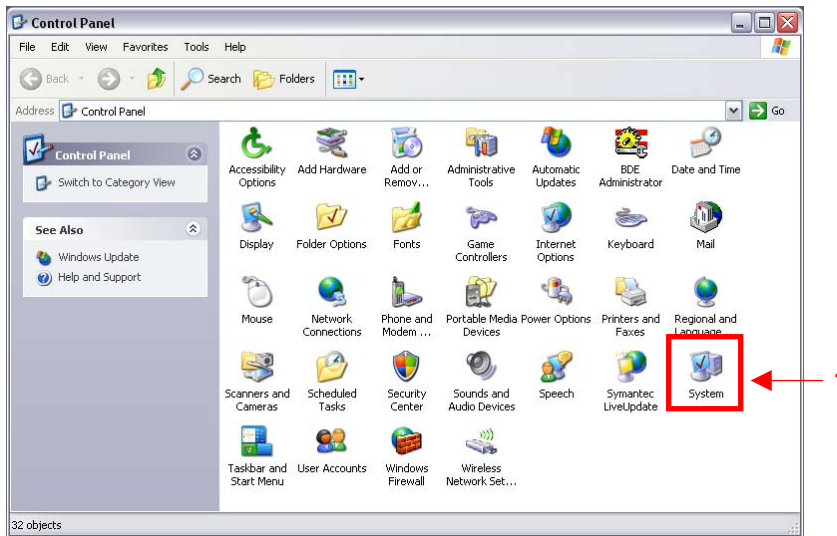


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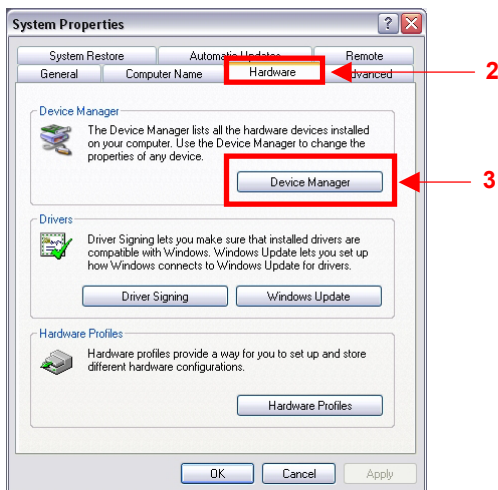
Is there a problem with the CSM USB driver?

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

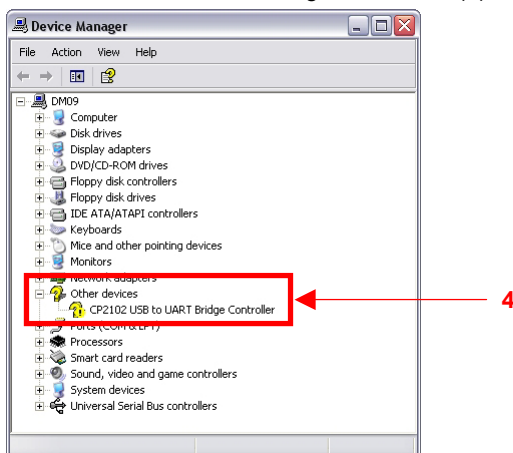
Start the “Control Panel” and open the “System” dialog (1).



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



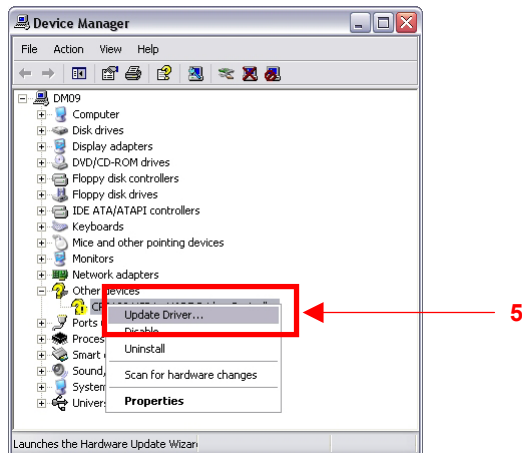
If there is a yellow question mark on “CP2102 USB to UART Bridge Controller” (4) the CSM USB driver is not installed correctly – follow this guide to correct the problem. If there is no yellow question mark on “CP2102 USB to UART Bridge Controller” (4) the CSM USB driver is installed correctly.



Fix the invalid USB driver installation

Use the mouse and right click on “CP2102 USB to UART Bridge Controller” (the item with the yellow question mark).

Click “Update Driver...” (5) in the pop-up menu.



Two drivers will be updated:

- 1. USB Composite device**
- 2. USB to UART Bridge Controller**

Select the “No, not this time” option (6), when windows asks to search on windows update for the driver.
Click the “Next” button.

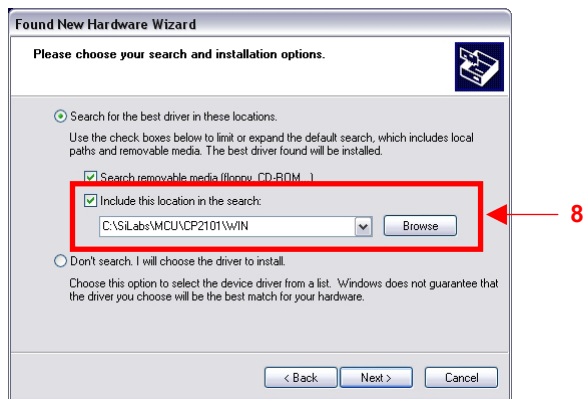


Select the “Install from a list or specific location (Advanced)” option (7).

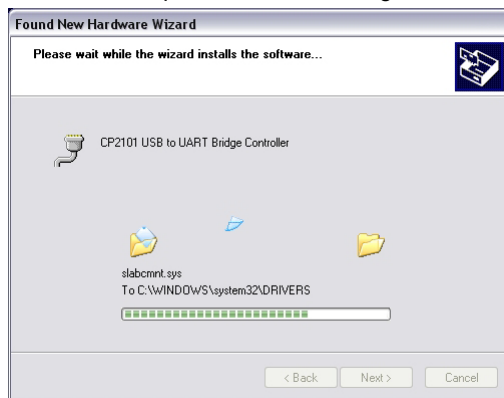


Place a check mark in “Include this location in the search” (8) and use the “Browse” button to point to the location where the driver is to be found.

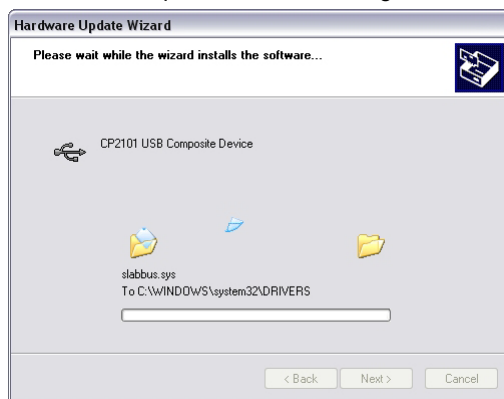
The USB driver is installed at “C:\SiLabs\MCU\CP2101\Win”.



The USB Composite device is being installed ...



The USB Composite device is being installed ...



The USB Composite device is installed. Click the “Finish” button.



Select the “No, not this time” option (9), when windows asks to search on windows update for the driver. Click the “Next” button.



Select the “Install from a list or specific location (Advanced)” option (10).



Place a check mark in “Include this location in the search” (11) and use the “Browse” button to point to the location where the driver is to be found.

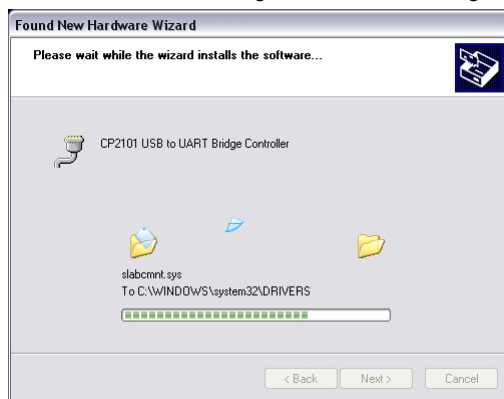
The USB driver is installed at “C:\SiLabs\MCU\CP2101\Win”.



The USB to UART Bridge Controller is being installed ...



The USB to UART Bridge Controller is being installed ...

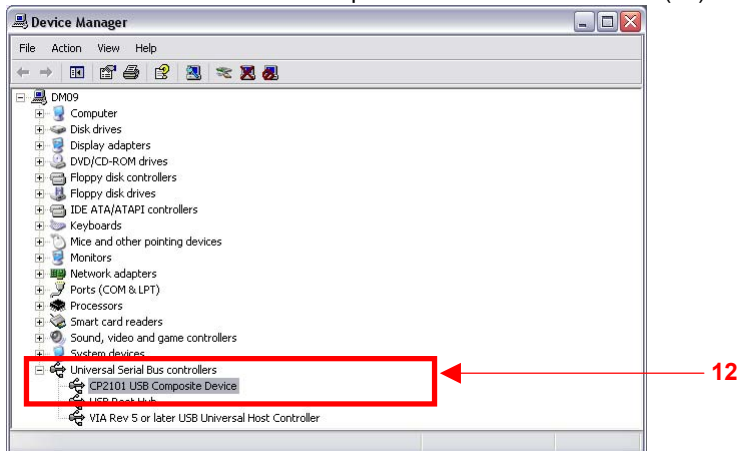


The USB to UART Bridge Controller is installed. Click the “Finish” button.



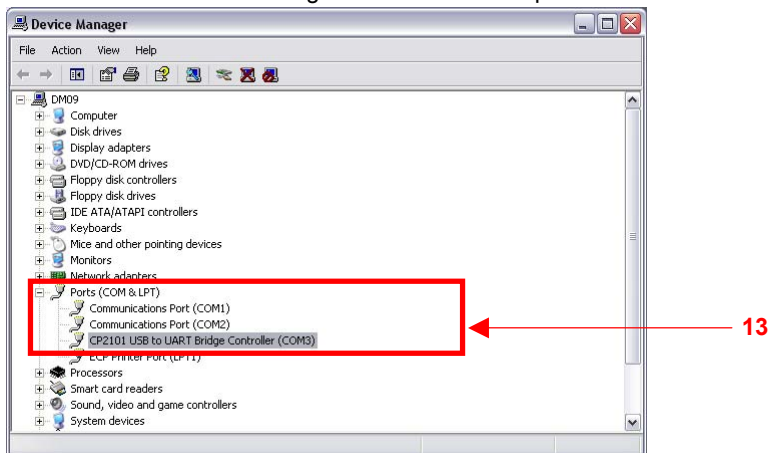
Check and validate USB driver installation

Open the “Device Manager” and expand the “Universal Serial Bus controllers” and check to see if there is a “CP2102 USB Composite Device” item in the list (12).



Open the “Device Manager” and expand the “Ports (COM & LPT)” and check to see if there is a “CP2102 USB to UART Bridge Controller (COMX)” item in the list (13).

The “COMX” shows the assigned communication port number.



If the items (12) and (13) are present, the USB driver is installed correctly