

## *USB to Serial: How to solve a Windows 7 Problem with Driver installed from CD-ROM*

The instructions on the CD-ROM shipped with the USB-COM device instruct to install the driver provided on the CD-ROM, before the USB-COM device is connected to the PC. In general installations this advice is fine, and yields no problems.

However sometimes customers report strange problems. So here are two ways to repair the system and solve the problem.

### A: Use System Restore

The problems are found very soon after the installation. So it is a good option to restore the system to a time before installing the driver. This is the recommended option.

- Disconnect the USB-COM device.
- Open System Restore (type it in the search box).
- Manually select the first restore point. Users certainly know when they installed the drivers, so the identification is easy.
- Start the Restore process, and restart the system once this is finished.
- Establish your Internet connection.
- Then connect the USB-COM Device again.
- Windows 7 detects the new device, and searches the Windows Update website for a suitable driver.
- The driver is found, and installed.
- Have fun using your USB-COM

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## B: Use Manual Repair Procedure

This option is more time consuming. Users have to delete many components manually in a step-by-step fashion.

- Log on to your Windows 7 using an administrative account.
- Connect your USB-COM device to your PC.
- Download the [Repair Package](#), and extract it to your desktop. You need the files for a short time only.
- Right-Click on the SuperDeviceManager.cmd icon, select the option of "Run as administrator...". This opens the Device Manager in a special way.
- In Device Manager open the Class of Ports.
- Select each USB Serial Port, and delete it. Check the box to "Delete the driver software also", if this is available.
- Then open the class of USB devices.
- Select each of the USB-to-Serial Adapter (A to D), and delete it the same way as the serial ports.
- Now disconnect the USB-COM Device from your PC.
- In the Device Manager Menu select "View", then "Show hidden devices".
- Again first open the serial Ports, and delete all USB Serial Ports.
- Then open the USB Devices, and delete the USB-to-Serial Adapters.
- Close Device Manager.
- Restart your system, make sure the USB-COM is still disconnected.

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- Establish your Internet connection, and make sure it is functional.
- Connect the USB-COM device.
- Windows 7 detects the new hardware, and searches the Windows Update website.
- A suitable driver is found and installed.

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