

Technical Support Bulletin 2021-01

**Troubleshooting USB to RS-232
Adapter Connection to Windows PC**

April 16, 2021

Alert Level: INFORMATIONAL

Instruments: all Profilers and Samplers

Software Versions: N/A

Hardware Version: N/A

Subject: Troubleshooting if Windows PC Does Not Recognize USB to RS-232 Adapter

Summary: Depending on the OS, some Windows PCs do not recognize the USB to RS-232 adapter that connects the computer with your McLane instrument. This adapter is included in the instrument toolkit.

Actions: Installing a driver on the Windows PC can fix this issue:

- Unplug the USB to RS-232 Adapter.
- Locate the file CDM21228_Setup.exe included on the USB drive sent with your product shipment.
- Run CDM21228_Setup.exe on your Windows computer.
- Plug the USB to RS-232 Adapter into any available USB port.
- Use the new COM port available when the driver installation is complete.

For other operating systems, download the appropriate driver at <https://ftdichip.com/drivers/vcp-drivers/>



FTDI Ltd

DS_US232R-10(R-100/500)

USB to RS232 Adapter cable

Figure 1: USB to RS232 Adapter Cable