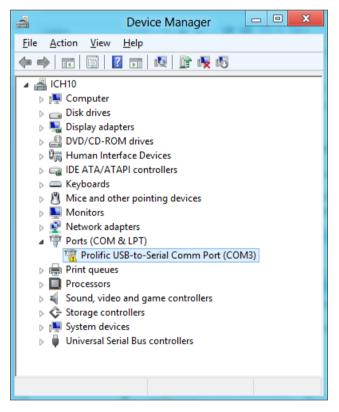
# How to Update Driver to Support PL2303HXA/XA in Windows 8 Operating Systems

## Requirements

- ✓ USB Device with embedded PL2303HX (Rev A) or PL2303X (Rev A) chip version
- ✓ Driver Installer & Build date: 1.5.0 (10/21/2011)
  - Windows Vista/7 (32 & 64-bit) Driver: v3.4.25.218 (Compatible with Windows 8)

### What You Need to Know About PL2303HXA/XA in Windows 8

PL2303HXA/XA has already discontinued (EOL) and will not be supported in Windows 8 with the new PL-2303 Windows 8 WHQL driver (Installer v1.7.0 and above). The PL2303HXA/XA device will not install properly and will show a yellow mark (Error Code 10) in Windows 8 Device Manager. Windows 8 will also automatically download the latest driver using Windows Update if the computer has an Internet connection.



- The workaround solution is to manually roll-back the latest driver to an older driver version (Driver Installer v1.5.0 & Driver v3.4.25.218) that is compatible with the PL2303HXA/XA in Windows 8. You would also need to turn off Windows Update to make sure Windows does not automatically update the driver again. (Windows Update is enabled by default.)
- Note that Prolific has also discontinued technical support for PL2303HXA/XA chip versions. So the old driver workaround is AS IS and will not be provided support.

## How to Update or Roll-Back the Driver for PL2303HXA/XA in Windows 8

 Unplug first the USB device (PL2303HXA/XA). Power on your computer and boot to Windows 8. If you have installed the latest PL2303 Windows Driver Installer program, you will need to uninstall or remove it first from Control Panel.



2. Press Start button and type "Control Panel". Click Control Panel when found.

Apps Results for "control panel"	Search Apps control panel X P
	Apps 1
	Settings 3
	Files 0
	Finance
	Mail
	Maps
	Music
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	People

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Or open Explorer folder and pull down folder menu to look for Control Panel.

3. Click Uninstall a program under Control Panel-Programs.



4. Check if "PL-2303 USB-to-Serial" (version 1.7.0) is installed. Click Uninstall to remove the driver.

	Pi	rograms and Features				x
Control P	anel 🕨 Programs 🕨 Programs	and Features	~	C Search	Programs and Features	٩
Control Panel Home View installed updates ⑧ Turn Windows features on or off		a program lect it from the list and then click	Uninstall, Char	nge, or Repair.	Re: •	
	Organize  Uninstall Name	Publisher	Installed On	Size	Version	W
	PL-2303 USB-to-Serial	Prolific Technology INC	8/1/2012	5120	1.7.0	
Prolific Technology INC Product version: 1.7.0						

5. Run or double-click the PL-2303 Windows Driver Installer v1.5.0 program. Do not plug-in the USB device yet. Unplug the device from the USB port before running the driver installation.

PL2303\_Prolific\_DriverInstaller\_v1.5.0.exe

6. The InstallShield Wizard will be displayed to inform you that the PL-2303 USB-to-Serial driver will be installed on your computer. Click Next to continue.

PL-2303 Driver Installer Program	×
	Welcome to the InstallShield Wizard for PL-2303 USB-to-Serial The InstallShield Wizard will install PL-2303 USB-to-Serial on your computer. To continue, click Next.
	< <u>B</u> ack Next > Cancel

7. The PL-2303 Driver Installer program will then start to install the drivers needed. Click the Finish button to close the InstallShield program.

PL-2303 Driver Installer Program	n InstallShield Wizard Complete The InstallShield Wizard has successfully installed PL-2303 USB-to-Serial. Click Finish to exit the wizard.
	< <u>B</u> ack <b>Finish</b> Cancel

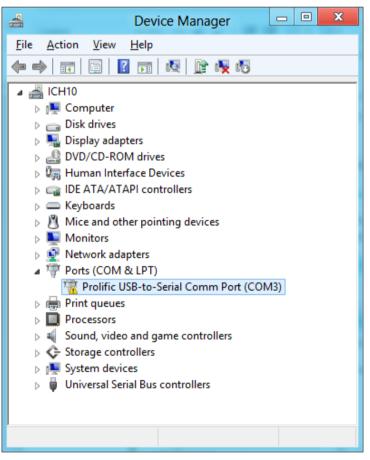
8. Go to Control Panel-Programs again. Click Uninstall a program under Programs. Now check if "PL-2303 USB-to-Serial" (v1.5.0) is installed.

	Programs and Features						
G →							
Control Panel Home	Control Panel Home Uninstall or change a program						
View installed updates	To uninstall a program, se	elect it from the list and then clic	k Uninstall, Cha	nge, or Repair.			
Turn Windows features on or off							
	Name	Publisher	Installed On	Size	Version		
	PL-2303 USB-to-Serial	Prolific Technology INC	9/3/2012		1.5.0		
	Prolific Techno	logy INC Product version: 1.5.	0				

9. Go to Device Manager. Press Start button and type "Device Manager" and click Settings to find Device Manager. Or right-click Properties My Computer to go to Device Manager.



 Plug-in the USB device (PL2303HXA/XA) to the USB port. If the PC is connected to the Internet, Windows will first check Windows Update for new driver available. It will download the new driver instead which is not compatible with PL2303HXA/XA and will show a yellow mark (error code 10) for "Prolific USB-to-Serial Comm Port" in Device Manager.



11. To roll-back the driver to the compatible old driver version, right-click "**Prolific USB-to-Serial Comm Port**" and click "**Update Driver Software...**"

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<ul> <li>ICH10</li> <li>Computer</li> <li>Disk drives</li> <li>Display adapters</li> <li>DVD/CD-ROM drives</li> <li>DVD/CD-ROM drives</li> <li>Human Interface Devices</li> <li>IDE ATA/ATAPI controllers</li> <li>Keyboards</li> <li>Mice and other pointing devices</li> <li>Monitors</li> <li>Monitors</li> <li>Network adapters</li> <li>Ports (COM &amp; LPT)</li> <li>Prolific USB-to-Serial Comm Port (COM3)</li> <li>Print queues</li> <li>Processors</li> <li>Sound, video and game controllers</li> <li>Storage controllers</li> </ul>	Update Driver Software Disable Uninstall		
<ul> <li>Image: System devices</li> <li>Universal Serial Bus controllers</li> </ul>	Scan for hardware changes Properties		
Launches the Update Driver Software Wizard for the selecter	d device.		

12. Click "Browse my computer for driver software" to locate and install driver software manually.

pdate Driver Software - Prolific USB-to-Serial Comm Port (COM3) v do you want to search for driver software?	
Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
B <u>r</u> owse my computer for driver software Locate and install driver software manually.	
	Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

 Because the old driver has already been installed, you just click the bottom option "Let me pick from a list of device drivers on my computer" to show the list of installed driver software compatible with the device.

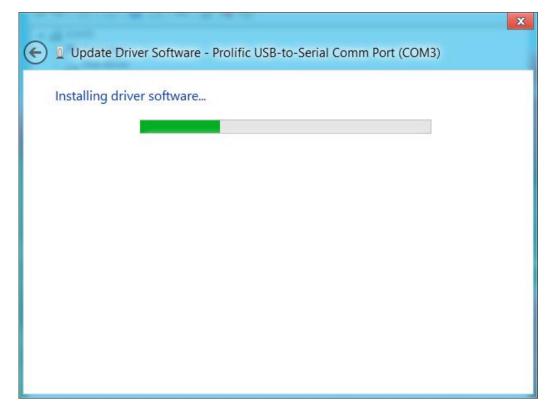
Update Driver Software - Prolific USB-to-Serial Comm Port (COM3)
Browse for driver software on your computer
Search for driver software in this location:
Browse     Browse
Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next Cancel

14. From the list of installed drivers, look for the driver **version 3.4.25.218 [10/7/2011]**, click it to select and click Next to continue.

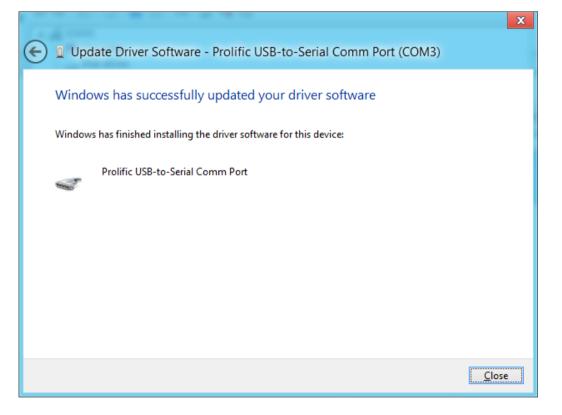
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Selec	t the device driver you want to install for this hardware.
4	Select the manufacturer and model of your hardware device and then click Next. If you have disk that contains the driver you want to install, click Have Disk.
Sho	w <u>c</u> ompatible hardware
Mode	4
E Pr	el olific USB-to-Serial Comm Port Version: 3.4.25.218 [10/7/2011] olific USB-to-Serial Comm Port Version: 3.4.36.247 [7/26/2012]

15. Windows will then install the old driver back to the system.



16. Wait until Windows has successfully updated your driver software. Click Close when finished.



17. You will now see the "Prolific USB-to-Serial Comm Port" is installed properly. Right-click Properties the device again to confirm the driver version is the old compatible version.

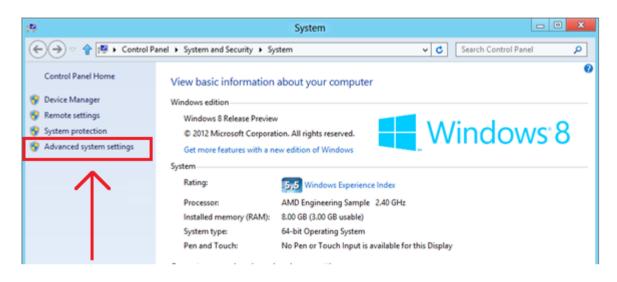
4	Device Manager
File       Action       View       Help         Image: Second Sec	Prolific USB-to-Serial Comm Port (COM3) Properties         General Port Settings         Driver         Details         Events         Prolific USB-to-Serial Comm Port (COM3)         Driver Provider:         Prolific USB-to-Serial Comm Port (COM3)         Driver Provider:         Prolific USB-to-Serial Comm Port (COM3)         Driver Provider:         Prolific USB-to-Serial Comm Port (COM3)         Driver Date:         10/7/2011         Driver Version:         3.4.25.218         Digital Signer:         Microsoft Windows Hardware Compatibility         Publisher         Driver Details         To view details about the driver files.         Update Driver         To update the driver software for this device.         Bol Back Driver         If the device fails after updating the driver, roll
Universal Serial Bus controllers	Roll Back Driver       If the device fails after updating the driver, roll back to the previously installed driver.         Disable       Disables the selected device.         Uninstall       To uninstall the driver (Advanced).
	OK Cancel

18. You may now run your software and set the assigned COM port number.

#### How to Turn-Off Windows Update

To make sure Windows does not update the driver to a newer version, you will need to disable Windows Update. Note, however, that would affect all devices driver updates. If you want to run Windows Update, you would need to unplug the USB PL2303HXA/XA device first.

1. Right-click Properties My Computer. Click Advanced system settings.



2. Click Hardware tab, and Device Installation Settings.

	S	ystem Pro	operties	×
Computer Name	Hardware	Advanced	System Protection	Remote
on y	Device Mar	er. Use the D	the hardware device evice Manager to ch Device Manag	ange the
	ose whether	Windows do	wnloads driver softw ion about them. Device Installation :	
		OK	Cancel	Apply

3. Click "No, let me choose what to do" and click "Never installed driver software from Windows Update." Click Save Changes.

Device Installation Settings
Do you want Windows to download driver software and realistic icons for your devices?
$\bigcirc$ Yes, do this automatically (recommended)
● No, <u>l</u> et me choose what to do
○ <u>A</u> lways install the best driver software from Windows Update.
• Never install driver software from Windows Update.
Automatically get the device app and info provided by your device manufacturer.
Why should I have Windows do this automatically?
Pave Changes Cancel