

ACTiSYS Cable ACT-IR224UN-Li

Driver Installation/ Troubleshooting Guide for Win 8

Step 1: (Check the Previous Driver)

- Disable Driver Installation from Windows Update. ([How to do this ? \[click here\]](#))
- Connect the Cable → Go to Device Manager and check the driver ([How to do this ? \[click here\]](#))
- Driver version it must be **3.4.25.218** If it is not, then you have installed wrong driver. Follow Step 2 (below) to uninstall. If It is **3.4.25.218**, then Driver installed properly. And if you confirm you haven't installed any Driver yet, skip to Step 3.

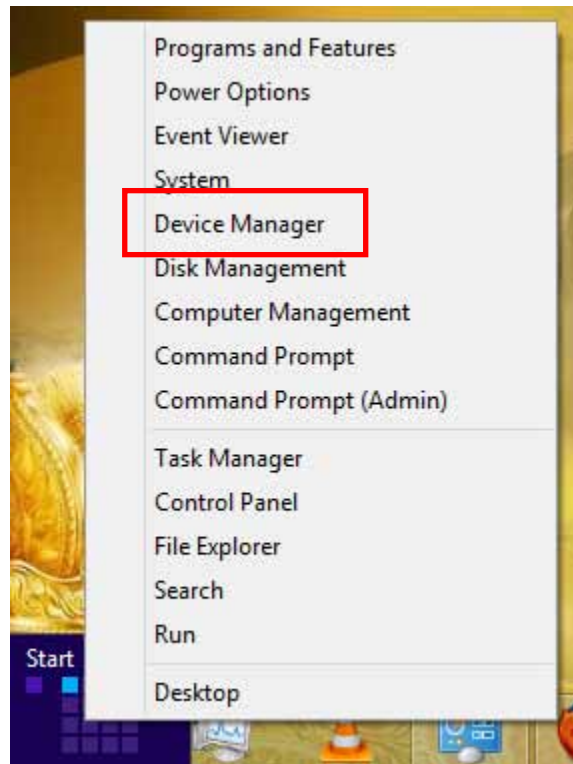
Step 2: (Previous Driver Uninstallation):

Keep cable connected. → Disable Automatic Driver Update ([How to do this ? \[click here\]](#))
→ Uninstall the driver from Device Manager ([How to do this ? \[click here\]](#))

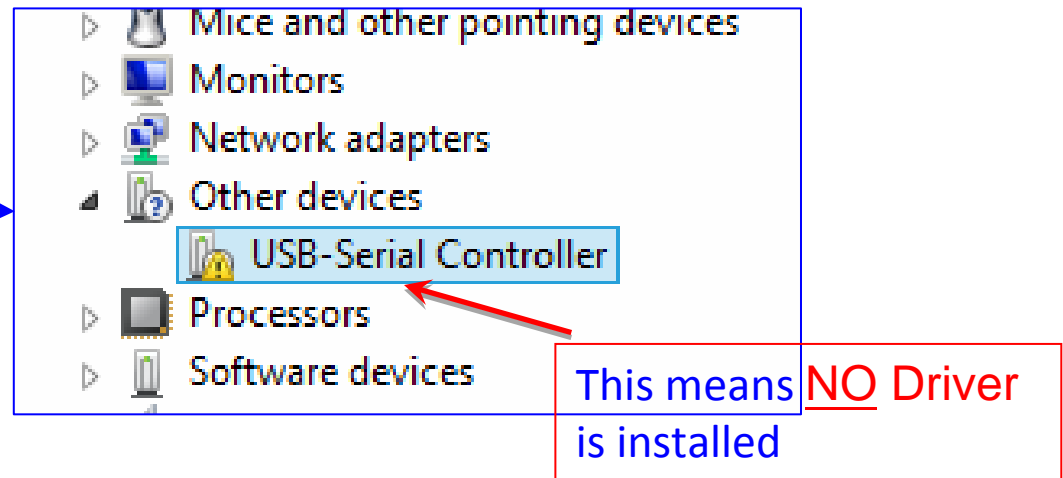
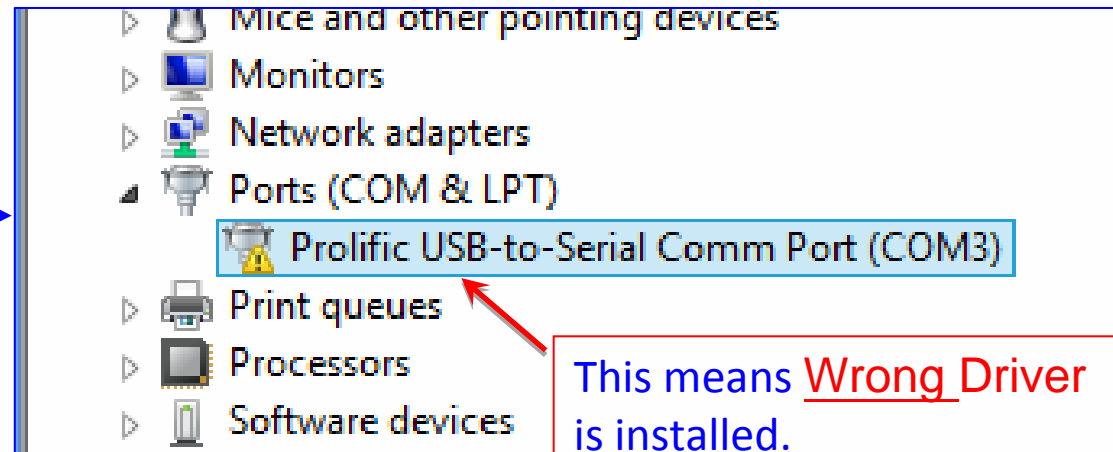
Step 3: (Correct Driver Installation):

- Disable Driver Installation from Windows Update. ([How to do this ? \[click here\]](#))
- Now Disconnect ACTiSYS Cable → Download **ACT-IR224UN-DriverInstaller_v1.5.0-20111021** from the Website and Run → If ask permission, click on Yes → click on Next → Finish and now Check, Installation of Cable driver is Successful or Not ? ([How to do this ? \[click here\]](#))
- Enjoy

Go to Device Manager and Check the Driver -1



Right Click



Continue to Step-2

Go to Device Manager and Check the Driver-2

The screenshot shows the Windows Device Manager window. The left pane lists various hardware categories, with 'Ports (COM & LPT)' expanded. The 'Prolific USB-to-Serial Comm Port (COM3)' is selected, and a right-click context menu is open over it. The 'Properties' option is highlighted. The right pane shows the 'Prolific USB-to-Serial Comm Port (COM3) Properties' dialog box. The 'Driver' tab is selected, displaying the driver version 3.4.25.218, which is highlighted with a red box. A red text overlay says 'Driver Version Must be this for Windows 8'. The 'Update Driver...' button is also visible.

Device Manager

File Action View Help

windows8-01

- Audio inputs and outputs
- Computer
- Disk drives
- Display adapters
- DVD/CD-ROM drives
- Human Interface Devices
- IDE ATA/ATAPI controllers
- Keyboards
- Mice and other pointing devices
- Monitors
- Network adapters
- Portable Devices
- Ports (COM & LPT)
 - Prolific USB-to-Serial Comm Port (COM3)**
- Print queues
- Processors
- Software devices
- Sound, video and game controllers
- Storage controllers
- System devices
- Universal Serial Bus controllers

right click

Update Driver Software...

Disable

Uninstall

Scan for hardware changes

Properties

Prolific USB-to-Serial Comm Port (COM3) Properties

General Port Settings Driver Details Events

Prolific USB-to-Serial Comm Port (COM3)

Driver Provider: Prolific

Driver Date: 10/7/2011

Driver Version: 3.4.25.218

Driver Version Must be this for Windows 8

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.

Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver.

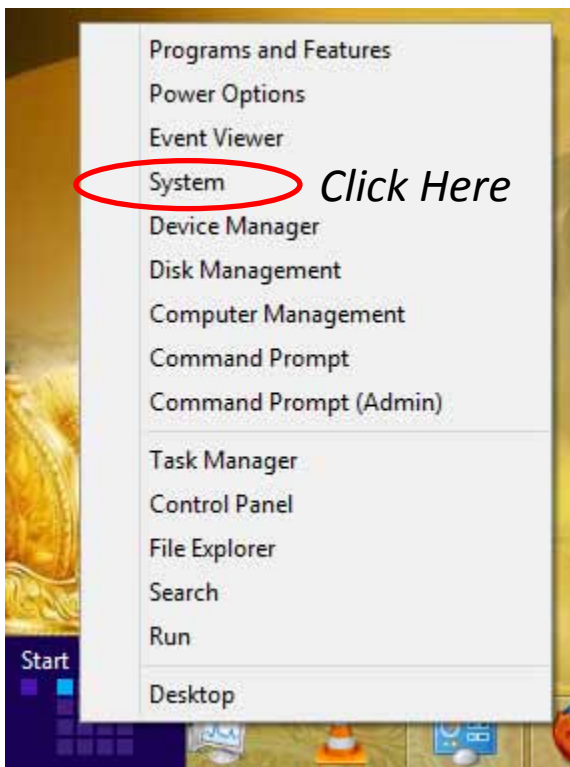
Disable Disables the selected device.

Uninstall To uninstall the driver (Advanced).

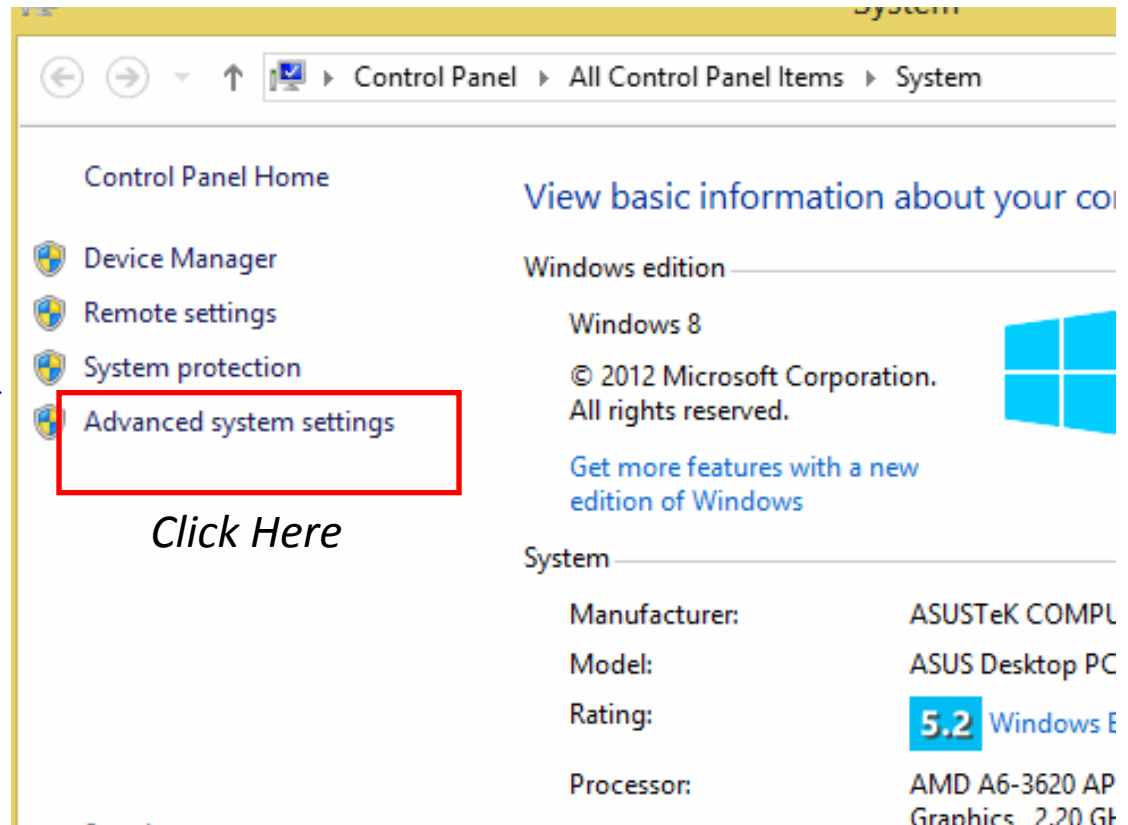
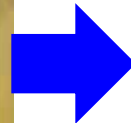
OK Cancel

Disable Driver installation from Windows Update. (Step-1)

Go to Advanced system settings for Windows 8 driver installation



Click Here



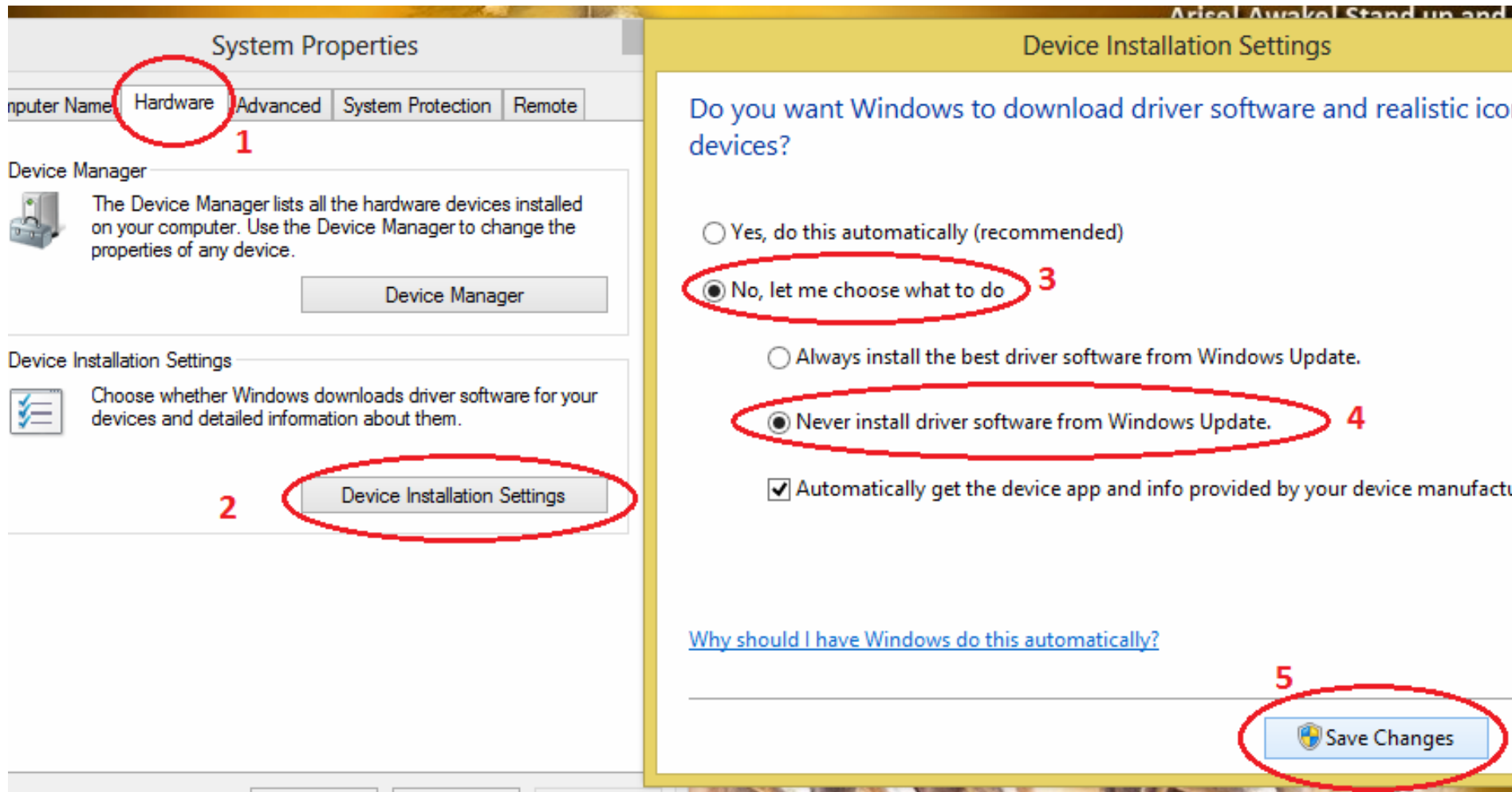
Click Here

Right Click

Continue to Step-2

Disable Driver installation from Windows Update. (Step-2)

Open "System Properties" → Click in the sequence numbered.



Uninstall Driver from Device Manager

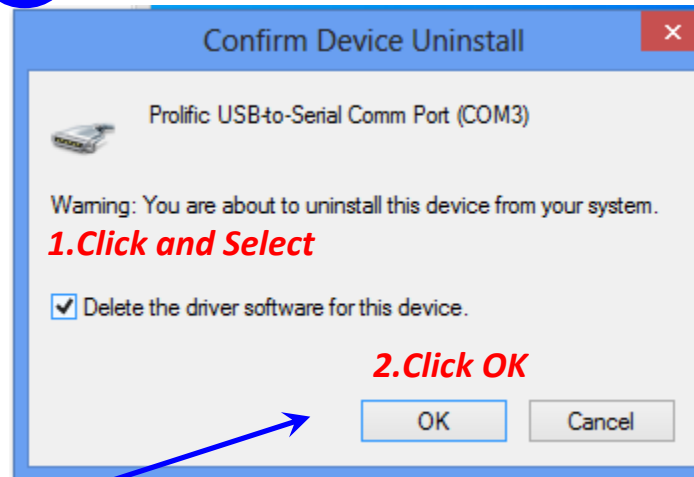
Go to Device Manager

1

2

Right Click

Click



1. Click and Select

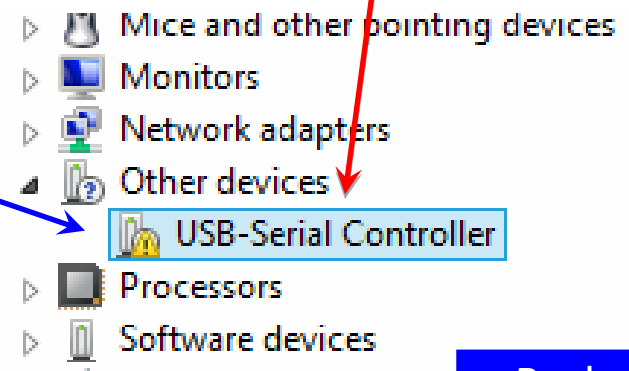
2. Click OK

3 After Finishing Step 2, Uninstallation will start and finish. Then disconnect the Cable

4 Restart Your PC

5 Open Device Manager and connect the Cable. You will see notification like this. Instead, if you still see “**Prolific USB-to-Serial Comm Port**” with **yellow mark** ⚠ (just like in Step 1 above) then **Disable** Automatic Driver Update. ([How to do this ? \[click here\]](#)) and Follow from Step 1.

Uninstalled Successfully



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