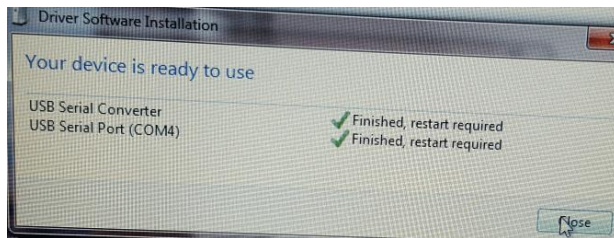


ProScan 3 FTDI USB Field Issue and Solution

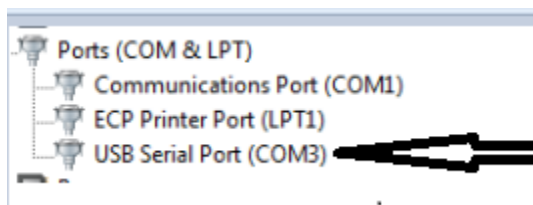
Introduction

Recently the ProScan 3 controller has had an upgrade/change to the USB connection hardware. The company FTDI Ltd. manufactures the hardware and constantly updates the associated Windows USB Driver. The new USB hardware and interface driver is Windows Hardware Quality Labs (WHQL) tested and will automatically download the latest drivers when connected to a PC with internet access. The Driver Software Installation Window shown below will alert the user that the USB driver installation is complete and the Port is ready to use.

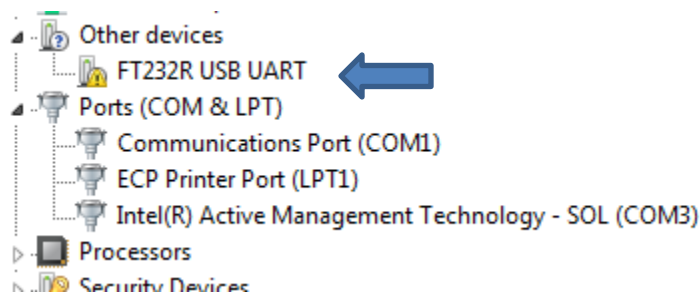


Field Problem Description

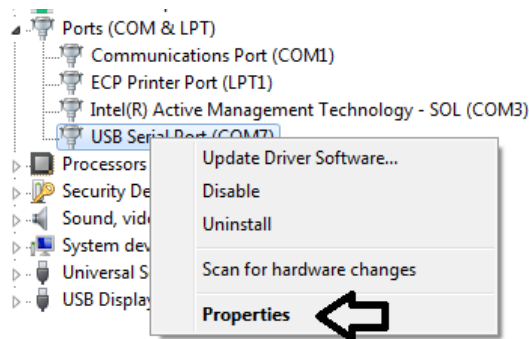
When a PC is not connected to the internet and an older or no FTDI driver is installed onto the PC there can be problems communicating via USB. The driver can appear to have installed correctly and yet not communicate. The image below is from the Device Manager of a PC where the ProScan 3 FTDI USB driver has set up COM3 on the PC, but USB communications is still unavailable.



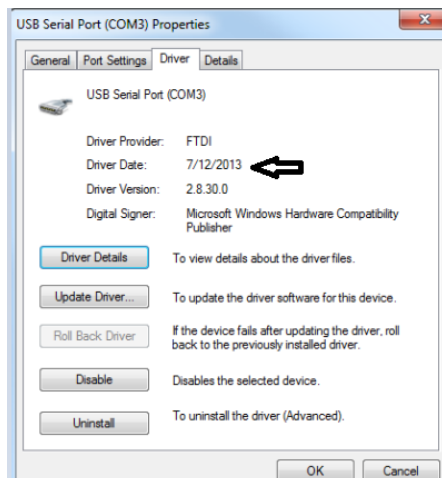
Alternatively on some installs the USB connection can show up under Other devices as FT232R USB UART



Right clicking on the ProScan3 USB port in Device Manager will allow you to click on the Properties menu.



In the Properties window, click on the Driver tab and view the Driver Date: If it is older than 2016 or if the Driver Provider is not listed as FTDI, see the image below, a new driver needs to be installed. If the PC does not have internet access the files can be loaded onto the PC via a USB Stick



Solution

It is recommended to uninstall the existing FTDI drivers. There is an uninstaller tool that can be accessed from

<http://www.ftdichip.com/Support/Utilities.htm#CDMUninstaller>

From the website download the CDM Uninstaller as shown below

► CDM Uninstaller 1.4 - Windows Device Driver Uninstaller

CDM Uninstaller is a free application that can selectively remove Windows device drivers from the user's system as specified by the device Vendor ID and Product ID.

The readme for the command line version is available [here](#) and the readme for the GUI version can be viewed [here](#).

Both applications come as a zipped executable that needs to be extracted prior to running. Please refer to the readme for running the application..

[Download CDM Uninstaller \(command line version + GUI version\)](#)

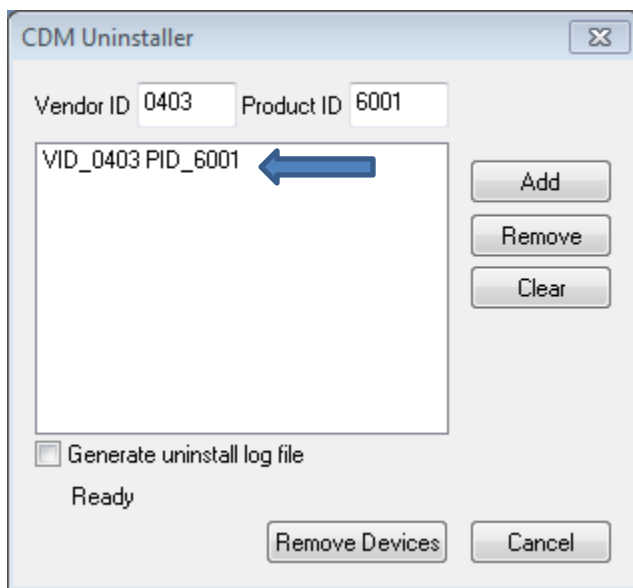


Extract all the files and run the CDMuninstallaerGUI

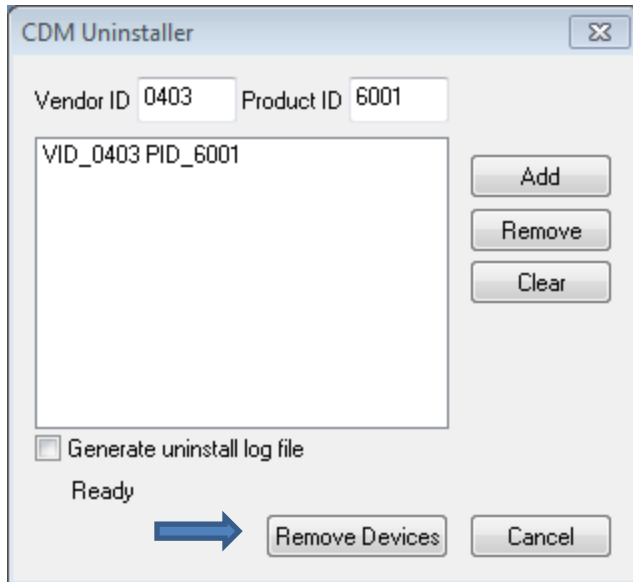
 CDMUninstaller	3/28/2017 5:24 PM	Application	563 KB
 CDMuninstallerGUI	3/28/2017 5:24 PM	Application	644 KB



Click the Add button on the right and the Vendor ID and Product ID will be populated inside the blank area.



Click Remove Devices to remove the existing drivers, then close the Uninstaller.



Download the latest USB Driver version from:

<http://www.ftdichip.com/Drivers/VCP.htm>

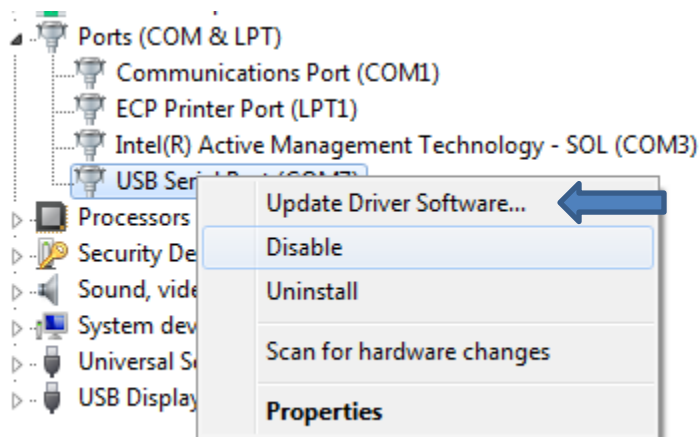
Download the proper 32 or 64 bit driver as shown below.

Operating System	Release Date	x86 (32-bit)	x64 (64-bit)	PPC	ARM	MIPSII	MIPSIV	SH4	Comments
Windows*	2017-03-10	2.12.26	2.12.26	-	-	-	-	-	WHQL Certified. Includes VCP and D2XXL. Available as a setup executable. Please read the Release Notes and Installation Guides.

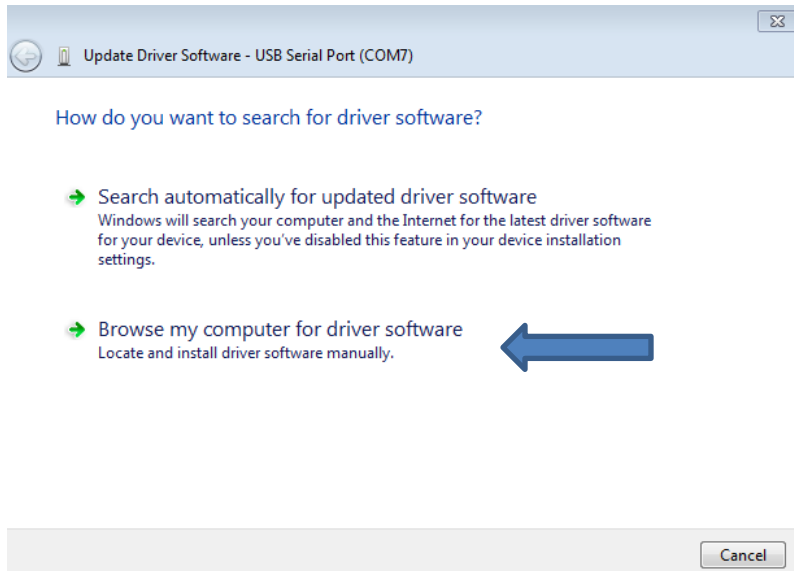


Extract all of the files to the desktop or other download folder.

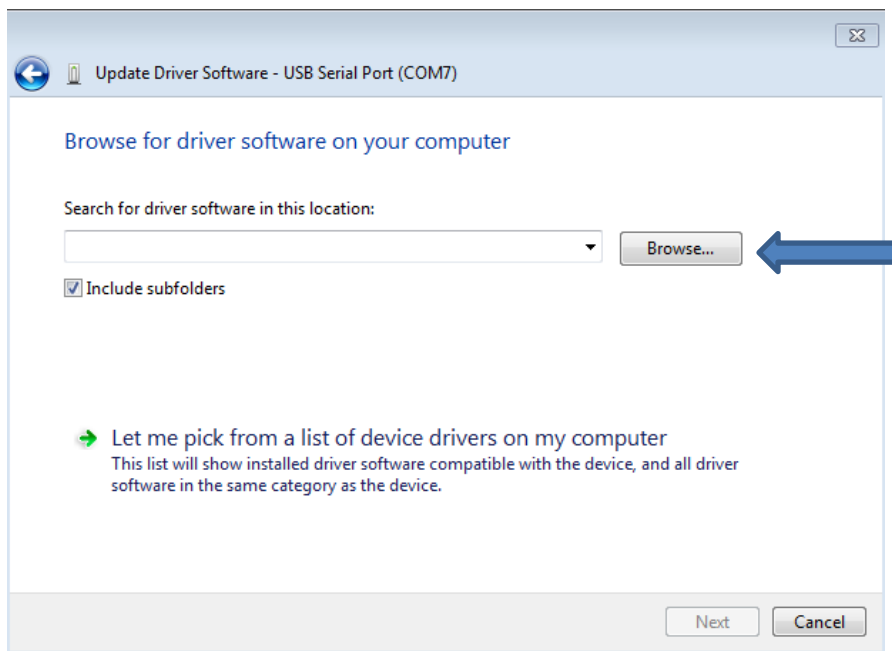
In Device Manager right click on the ProScan 3 USB and choose Update Driver Software



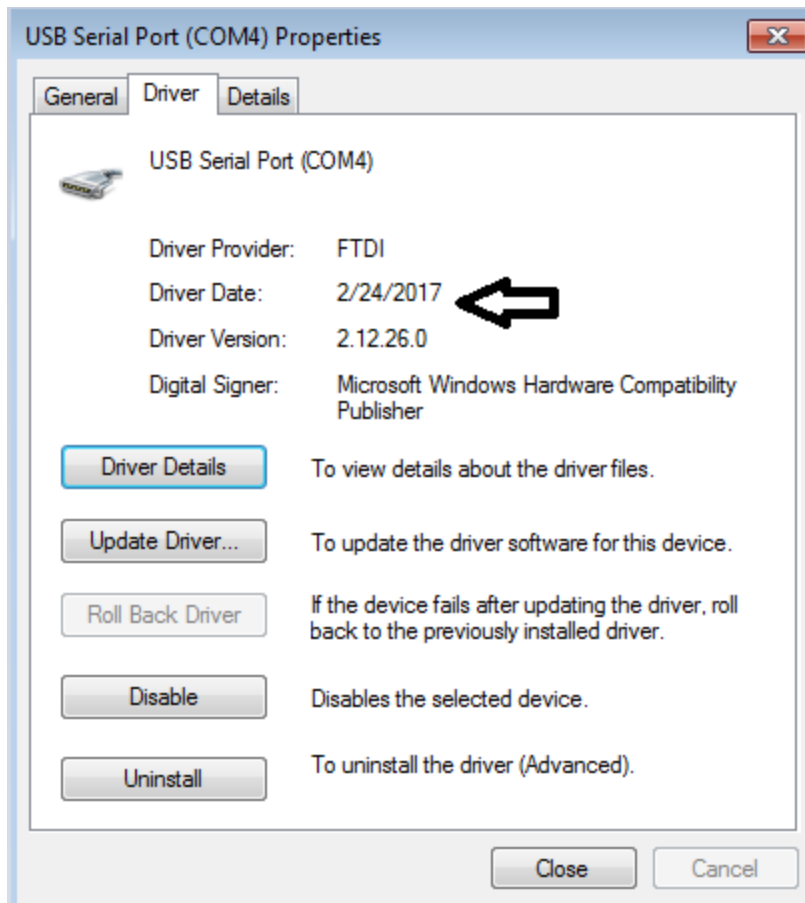
Choose Browse my computer for driver software



Browse to the location of the saved Driver and click Next

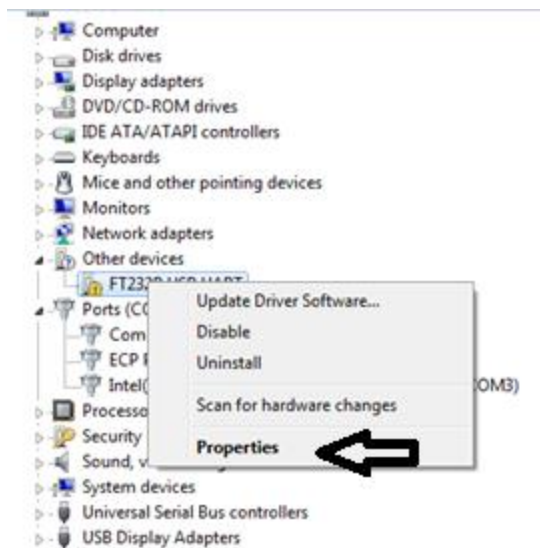


Windows will then update the Driver using the downloaded files. A successful installation will show a new date in the USB properties as shown below.

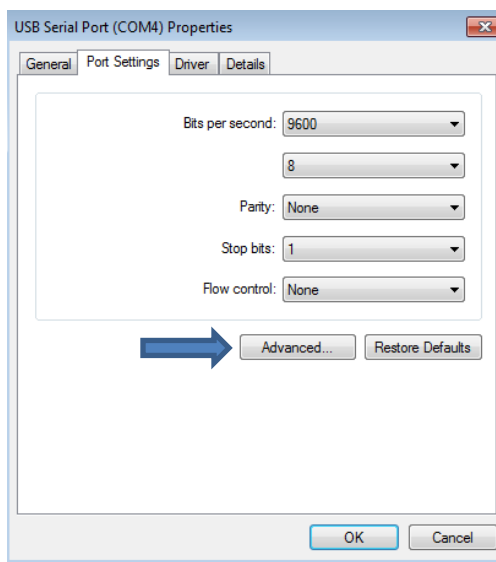


If at this point a COM port has not been assigned to your USB connection, retry the “Update Driver Software”, as in some instances Windows will not assign a proper COM port the first time the driver is updated.

At this point it is advisable to adjust the USB latency timer from the standard 16ms down to 2ms. Right click on the new COM port and choose Properties.



From the Port Settings tab, click on Advanced.



In the Advanced tab, change the Latency Timer from 16 to 2.

Advanced Settings for COM4

COM Port Number: COM4

USB Transfer Sizes
Select lower settings to correct performance problems at low baud rates.
Select higher settings for faster performance.

Receive (Bytes): 4096

Transmit (Bytes): 4096

BM Options
Select lower settings to correct response problems.

Latency Timer (msec): 16

Timeouts

Minimum Read Timeout (msec): 0

Minimum Write Timeout (msec): 0

Miscellaneous Options

Serial Enumerator ☒

Serial Printer ☐

Cancel If Power Off ☐

Event On Surprise Removal ☐

Set RTS On Close ☐

Disable Modem Ctrl At Startup ☐

Enable Selective Suspend ☐

Selective Suspend Idle Timeout (secs): 5

OK

Cancel

Defaults

Click OK twice to save the Latency Timer change.

End of Note.

JH

28 March 2017