RocketPort® USB Serial Hub II (4-Port) RocketPort USB Serial Hub III (8-Port) Driver Installation for Windows®

The RocketPort USB Serial Hub is an intelligent, wall-mountable, expansion module that connects to a PC through a Universal Serial Bus (USB) port. The RocketPort USB Serial Hub provides four or eight RS-232 serial ports with over 230 Kbps data transfer rate.

System Requirements

The PC connected to the RocketPort USB Serial Hub must meet the following requirements:

- A Pentium-class CPU system with an available USB port (type A, flat connector, downstream). The RocketPort USB Serial Hub II supports USB 2.0 and is compatible with USB 1.0 and 1.1. The RocketPort USB Serial Hub III supports USB 1.1 and is USB 2.0 compatible.
- One of the following operating systems:
    - Windows® 2000, Windows XP, or Windows Server 2003
    - Windows Vista

See the *RocketPort USB Serial Hub II (4-Port) and RocketPort USB Serial Hub III (8-Port) Hardware Guide* for specification or connector information. The *Hardware Guide* is available on the CD or you can download the latest version.

Preparing for Installation

You should verify that you have the latest files for your installation. Use the table below to check for an updated driver or installation document. Optionally, you can use the files on the CD.

Downloads		Description
Windows 2000 Windows XP, or Windows Server 2003 driver		If you download a later driver, make sure you extract the driver before hardware installation.
Windows Vista driver		If you download a later driver, make sure you extract the driver before hardware installation.
Driver Installation for Windows		This document.

Note: *Do not connect the RocketPort USB Serial Hub to the PC until requested to do so.*

Installing the RocketPort USB Serial Hub

Use the following procedure to install the Windows device driver and RocketPort USB Serial Hub II or RocketPort USB Serial Hub III.

Note: Do not connect the RocketPort USB Serial Hub until the driver has been loaded and the system has been rebooted. Failure to do so, may result in faulty installation.

1. Use the appropriate method to start the driver installation.

   - **Installing a driver from the CD**

     Insert the CD, click **Windows Drivers and Files** from the left navigational bar of the menu and then click the appropriate driver for your operating system.

   - **Installing a driver downloaded from the web**

     If necessary, extract the downloaded file and the double-click on the **setup.exe** file.

2. Follow the installation wizard and reboot the PC, when prompted.

   Note: Although the installation wizard displays RocketPort USB Serial Hub III in the title bar, the driver also supports the RocketPort USB Serial Hub II.

3. *RocketPort USB Serial Hub III*, only: Connect one end of the power supply to a power outlet and the other end to the RocketPort USB Serial Hub III.

4. Plug the flat end of USB cable into the downstream port on your computer or USB hub port.

5. Plug the other end of the cable into the RocketPort USB Serial Hub upstream port, which is next to the serial ports.

The PC automatically locates and configures each serial port on the RocketPort USB Serial Hub and all LED are active.

- **PWR** - This is the power status indicator. When lit, it indicates the RocketPort USB Serial Hub is up and running.

- **S1-S4** (Serial ports 1 - 4 on the RocketPort USB Serial Hub II)

- **S1-S8** (Serial ports 1 - 8 on the RocketPort USB Serial Hub III)

  - When lit, the serial port LEDs indicate a working connection on the port.
  - Blinking indicates data traffic on the serial port.

See *Verifying Installation* on Page 2 or *Connecting Serial Devices* on Page 3 to complete the RocketPort USB Serial Hub installation.

Verifying Installation

You can use the following procedure to verify the RocketPort USB Serial Hub installation.

1. Right-click **My computer** and select **Manage**.

2. Click **Device Manager** and expand **Ports [COM & LPT]**, which should display four or eight (depending on the model) *Comtrol USB-to-Serial COM* Ports (for example, COM3-COM6 or COM3-10).

3. Expand **Universal Serial Bus controllers.**, which should display one or two (depending on the model) Generic USB Hubs.

Connecting Serial Devices

Use the following procedure to connect serial devices to the RocketPort USB Serial Hub.

If necessary, see the *Hardware Guide* on the CD or download the latest version for connector information.

1. Connect the serial device(s) to the serial port(s) on the RocketPort USB Serial Hub.

2. Disconnect the USB cable from the RocketPort USB Serial Hub upstream port. The USB port is located next to the serial ports.

3. Reconnect the USB cable to the RocketPort USB Serial Hub upstream port. The PC automatically locates and configures each serial port on the RocketPort USB Serial Hub.

RocketPort USB Serial Hub II: Known Issues

Review the following information about the RocketPort USB Serial Hub II before disconnecting or moving the device.

Disconnecting

When disconnecting a USB connection to the RocketPort USB Serial Hub II, always reconnect the RocketPort USB Serial Hub II to the same USB port on the PC.

If a different USB port is used, USB may assign new (different) COM names to each of the RocketPort USB Serial Hub II ports. If you want to change USB ports on the PC, first uninstall each of the RocketPort USB Serial Hub II ports using the *Device Manager*.

Moving Serial Devices

If you switch the serial devices that are connected to the RocketPort USB Serial Hub II, make sure that you disconnect and reconnect the upstream cable (USB type B, square shape) from the device.

Shutting Down or Rebooting

Prior to shutting down or rebooting the PC, disconnect the USB connection to the RocketPort USB Serial Hub II. Rebooting the PC with the RocketPort USB Serial Hub II connected may result in COM port renaming and renumbering. Make sure to reconnect the RocketPort USB Serial Hub II to the same USB port on the PC.

Replacing a PNP Serial Device

The following procedure describes how to replace a plug-and-play (PNP) serial device connected to the RocketPort USB Serial Hub with another PNP serial device.

1. Disconnect the old PNP serial device from the serial port on the RocketPort USB Serial Hub.

2. Connect the new PNP serial device to the serial port on the RocketPort USB Serial Hub.

3. Disconnect the USB cable from the RocketPort USB Serial Hub upstream port. The USB port is located next to the serial ports.

4. Reconnect the USB cable to the RocketPort USB Serial Hub upstream port. The PC automatically locates and configures each serial port on the RocketPort USB Serial Hub.

Removing the RocketPort USB Serial Hub

1. Windows 2000 only:
   a. Click the **Unplug or Eject Hardware** icon ( ) in the lower right corner of your screen and select **Stop USB Device**.
   b. Click **OK** to dismiss the Safe to Remove Hardware dialog.
2. Disconnect the USB cable from your computer.
3. Insert the driver media CD into your CD drive, select **Uninstall driver!**, click **Next** and follow the prompts.

   Reboot the PC or choose 'later' to close the install shield and reboot the PC at your convenience.

   Note: *You cannot re-install the driver until you reboot the PC.*

Technical Support

If you need technical support, contact Comtrol using one of the following methods:

Contact Method	Corporate Headquarters
FAQ/Online	http://www.comtrol.com/support/
Downloads	http://www.comtrol.com/downloads
Web site	http://www.comtrol.com
Phone	763.494.4100

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