

March 14, 2022

Issue: Windows 11 – Prolific Driver Compatibility for Programming BizTalk Radios with a PC.

Issue occurs when PCs are upgraded to Windows 11 OS and receive the following message when trying to connect a radio to a COM port for programming.

“Please install corresponding PL2302 driver to support Windows 11 and further OS”

Remedy: You will need to update the PL2302 driver to be compatible with Windows 11.



It is recommended to uninstall previous programs (and reboot) to insure a clean installation of the new program.

1. Unplug the programming cable from the PC.
2. Go to http://www.prolific.com.tw/US/ShowProduct.aspx?p_id=225&pcid=41
3. Download Installer Version “PL23XX_Prolific_Driver Installer 4.0.1 (dated 2022-02-25 or newer).
4. Locate the Driver set-up file (.exe) and double click to start the installation.
5. Follow the on-screen prompts to install the program.
6. Connect radio to the PC and try programming the radio.

If this did not solve the issue, contact your IT Administrator to check the Driver installation and overall PC compatibility.

NOTES:

1. Windows 11 is installing the wrong driver and installing Windows updates may reinstall the wrong driver until Microsoft corrects the problem.
2. Drivers can also be updated via the Device Manager app in Control center.
3. PC’s running Vista, Windows XP or earlier may no longer be supported.