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
	News
	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.

Programs and Features							
Control Panel Home View installed updates ⑧ Turn Windows features on or off	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.						
	Viganize Vininstali	Publisher	Installed On	Size	B== 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	m InstallShield Wizard Complete The InstallShield Wizard has successfully installed PL-2303 USB-to-Serial. Click Finish to exit the wizard.
	< <u>B</u> ack Finish 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.

	Progra	ams and Features						
Control P	anel 🕨 Programs 🕨 Programs	and Features	✓ C Sea	rch Programs a	nd Features 🔎			
Control Panel Home	Control Panel Home Uninstall or change a program							
View installed updates	View installed updates To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
Turn Windows features on or off	Organize 🔻 Uninstall				:== 🕶 🔞			
	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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File Action View Help			
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 ICH10 Computer Disk drives Display adapters DVD/CD-ROM drives DVD/CD-ROM drives Human Interface Devices IDE ATA/ATAPI controllers IDE ATA/ATAPI controllers Keyboards Mice and other pointing devices Monitors Network adapters Ports (COM & LPT) Prointing ueues Print queues Sound, video and game controllers Storage controllers 	Update Driver Software Disable Uninstall		
 Isystem devices Universal Serial Bus controllers 	Scan for hardware changes Properties	_	
Launches the Update Driver Software Wizard for the selecte	d device.		

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

•	10	pdate Driver Software - Prolific USB-to-Serial Comm Port (COM3)	×
	Hov	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.	
	•	Browse my computer for driver software Locate and install driver software manually.	
			Cancel

 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 ✓ Include subfolders	
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.

-

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
Mode Pro	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	Device Manager Image: State Stat
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
Device Manage The on y prop	ger Device Mar our compute enties of any	nager lists all er. Use the D y device.	the hardware device evice Manager to ch Device Manag	s installed ange the ger
Device Installa Cho devi	ation Setting ose whether ces and det	s r Windows do ailed informat	wnloads driver softw ion about them. Device Installation ;	are for your Settings
		ОК	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, let 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?
Save Changes Cancel