

RS11 Driver Loading Help

(For Windows 10/11)

Here are tips for checking/installing the USB drivers for your RS11 if they do not install automatically by windows.

Check to see if correct RS11 drivers are already installed:

1. Open **Device Manager** by right-clicking the **Windows Icon**.
 - a. *Note.* The **Windows Icon** is located in different places of the **Task bar** for each OS.

- i. **Windows 10** – Left corner



- ii. **Windows 11** – Middle

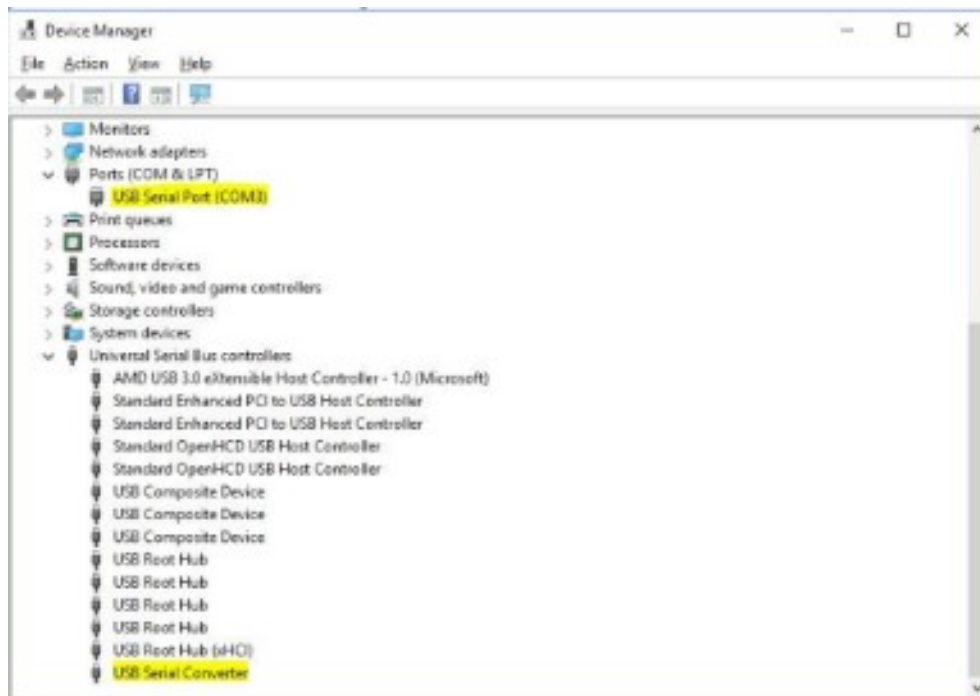


2. When menu appears, select **Device Manager** from the menu.



3. When **Device Manager** opens,
 - a. Look for the section “**Ports (COM & LPT)**”. Click on “>” to see the list.
 - b. In the list look for “**USB Serial Port (COM#)**”, where “#” is the **COM** port number the PC assigned to the RS11.

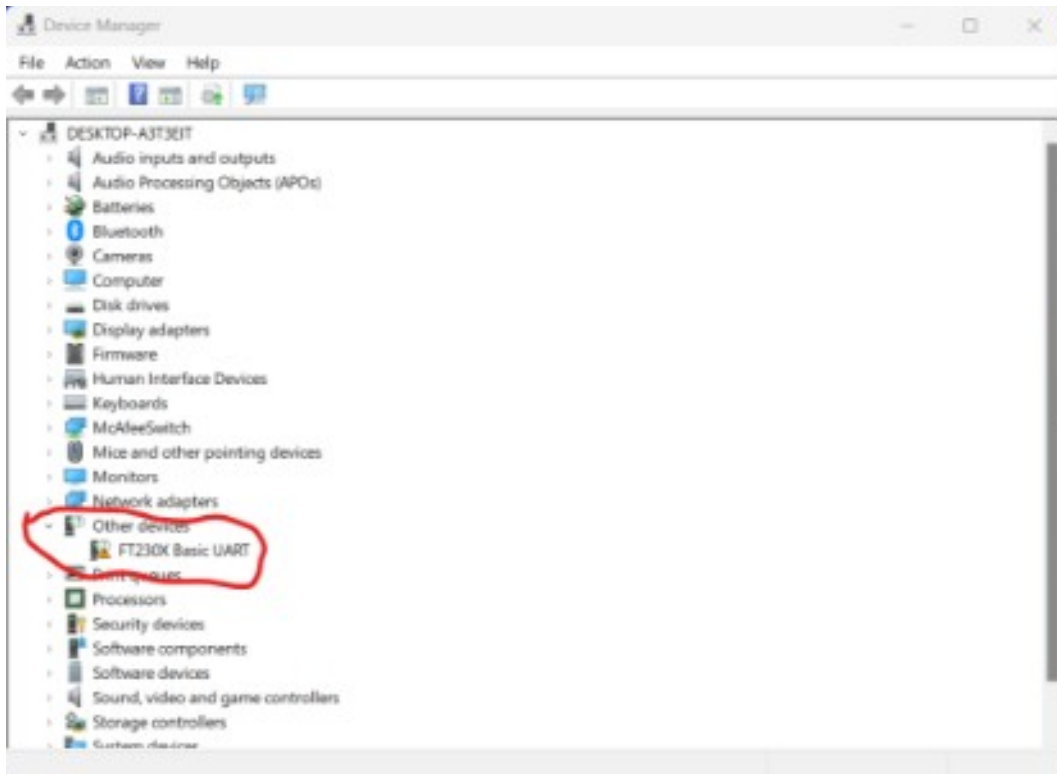
Note: If there are many **COM** ports listed, find the correct one by connecting and reconnecting the RS11’s USB cable to see which port number disappears and reappears.



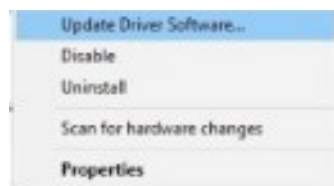
4. If there is anything other than what is displayed above, then the RS11 driver is not installed correctly. The next will assist you in driver installation.

Installing the RS11 USB driver

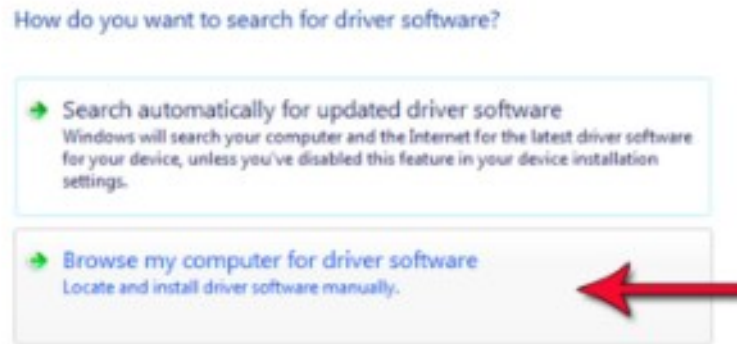
1. If you are coming here from the previous page, then the RS11 drivers did not load correctly. A missing or incorrect driver will most likely be listed under the “**Other devices**” section of **Device Manager**. In most cases, the driver will be listed as “**FT230X Basic UART**”.



2. Right click on this entry.
 - a. Select **Update Driver** from menu.



- b. When the window opens, select “Browse my computer for drivers” option.

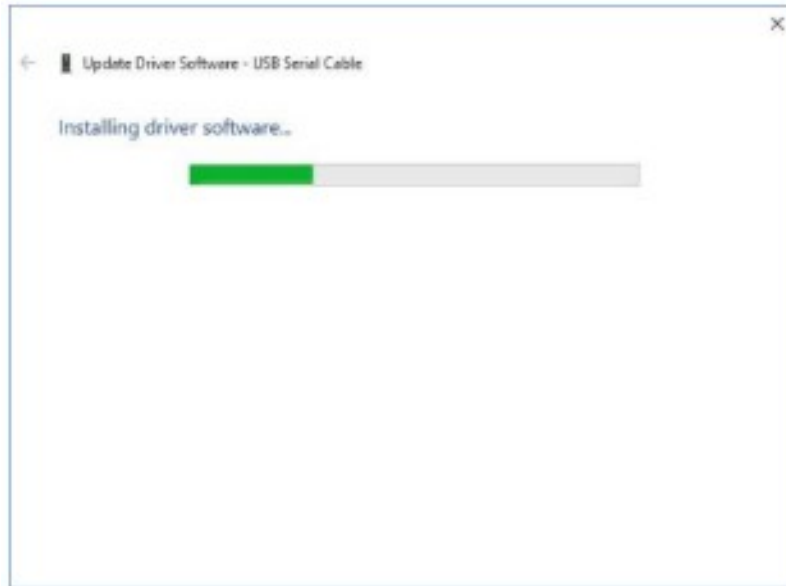


- i. Note: make sure “**USB Drivers**” folder is available.
1. If using included **RS11 Thumbdrive**, make sure it is plugged in.
 2. If using a downloaded “**USB Drivers**” package, make sure it has been unzipped.

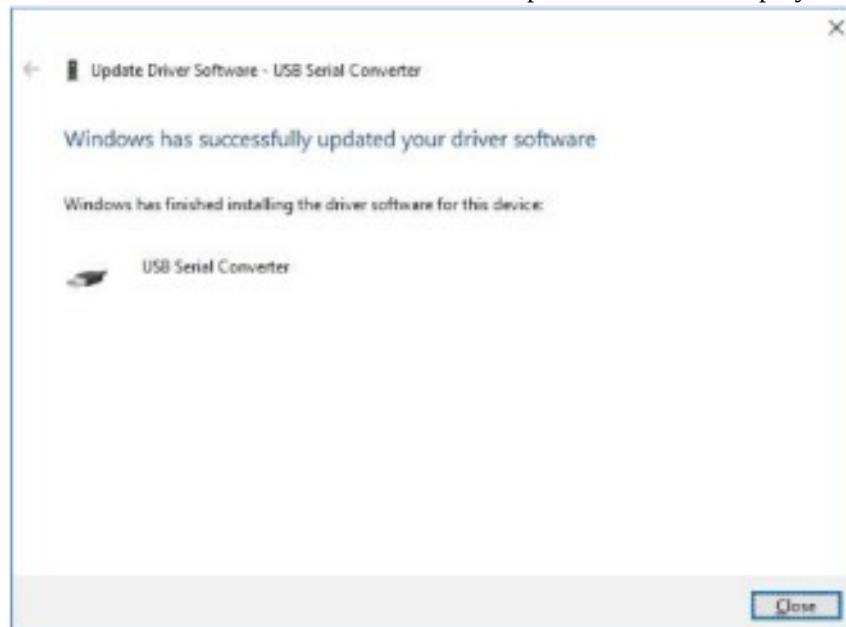
- c. When “**Browse for drivers on your computer**” window opens, click on **Browse** button and point to “**USB Drivers**” folder either on the **RS11 Thumbdrive** or the downloaded file location. Click on **Next** to start the installation.



d. The driver installation will take a few seconds.



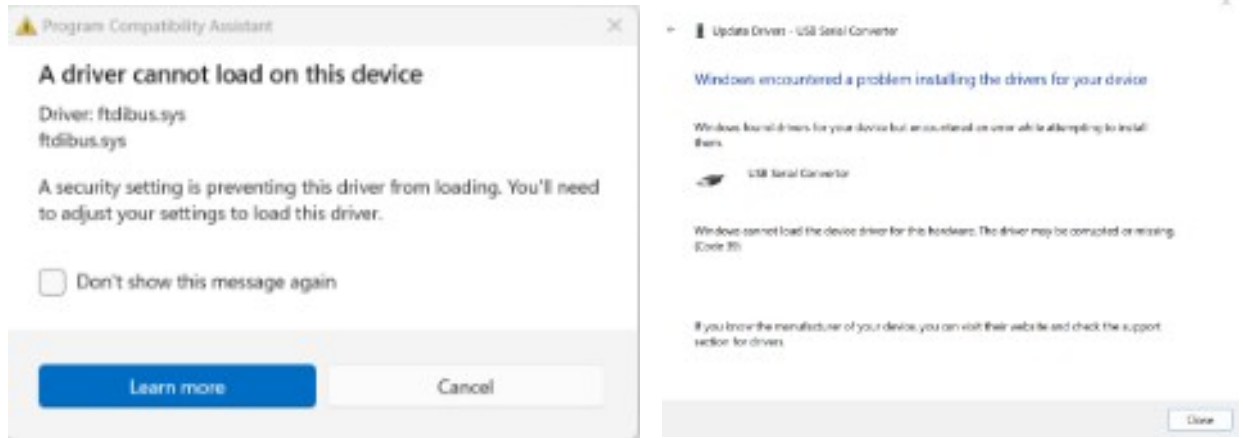
e. When the installation has finished a completion screen is displayed



f. Press **Close** to close this window and go back to the **Device Manager** Window

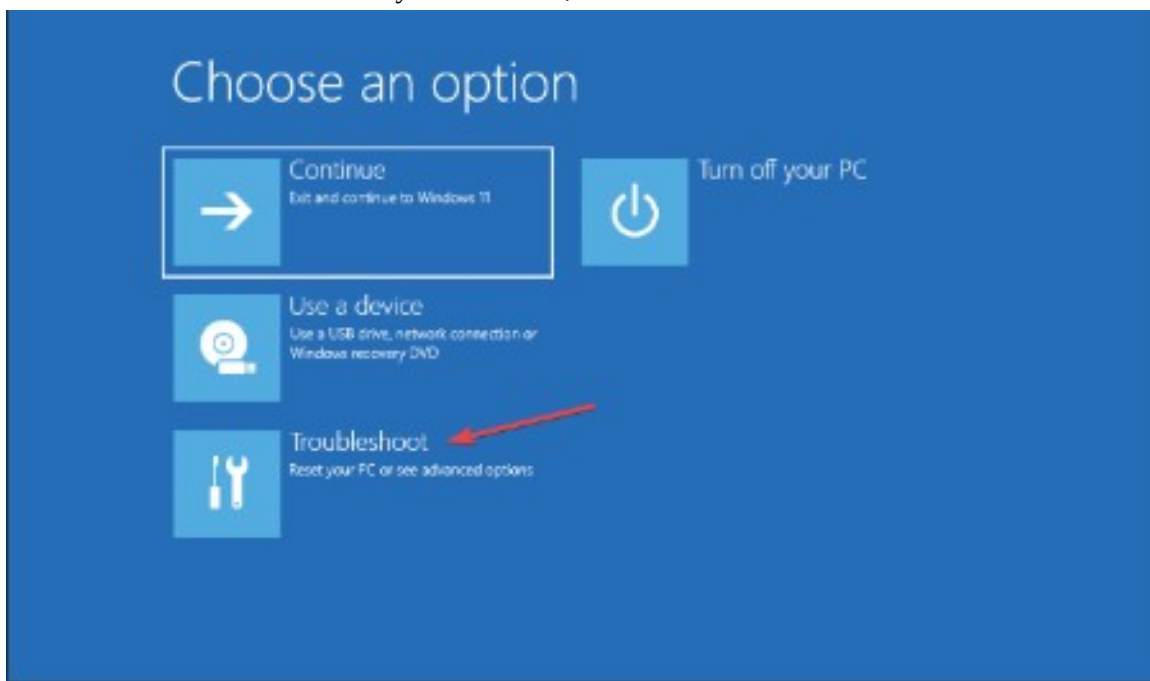
Disable Driver Signature Enforcement in Windows 10/11

In some cases, with newer laptops or systems, you may get the error message below when trying to update USB device drivers.

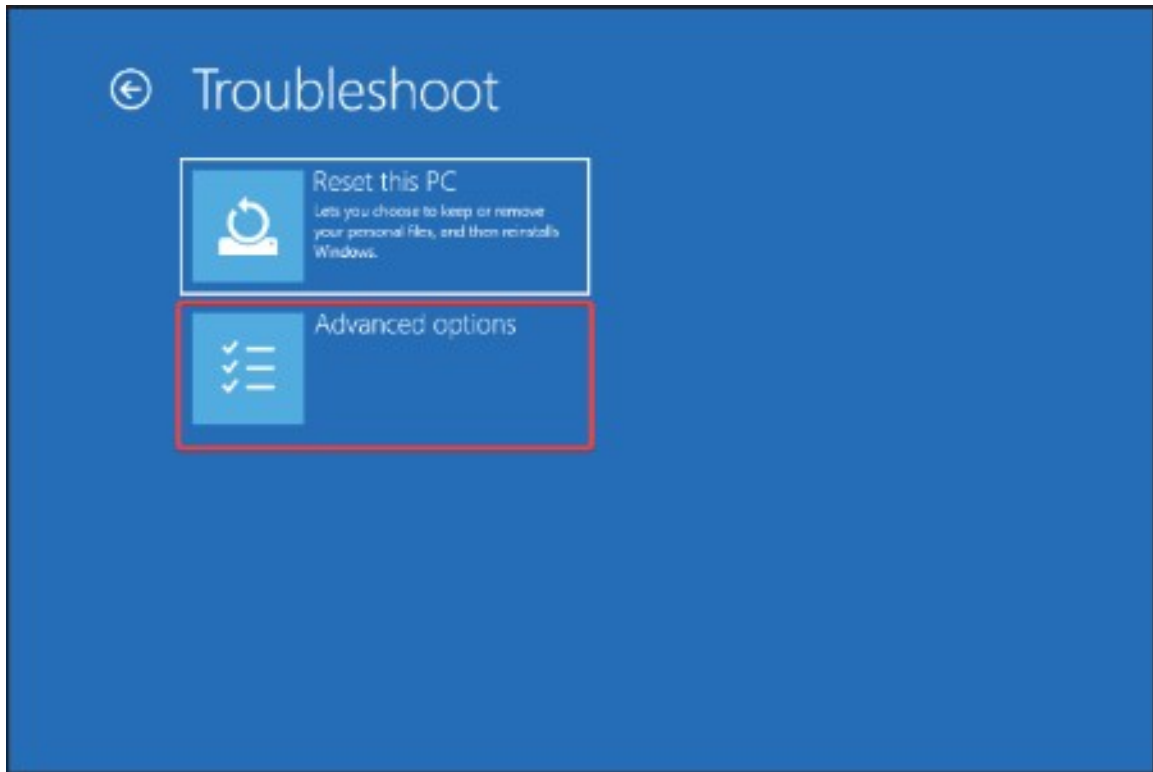


This part of the guide will assist you in turning off the **Device Signature enforcement**. Note: If your system has **BitLocker** setup, you will need to get with your company's IT department to get this.

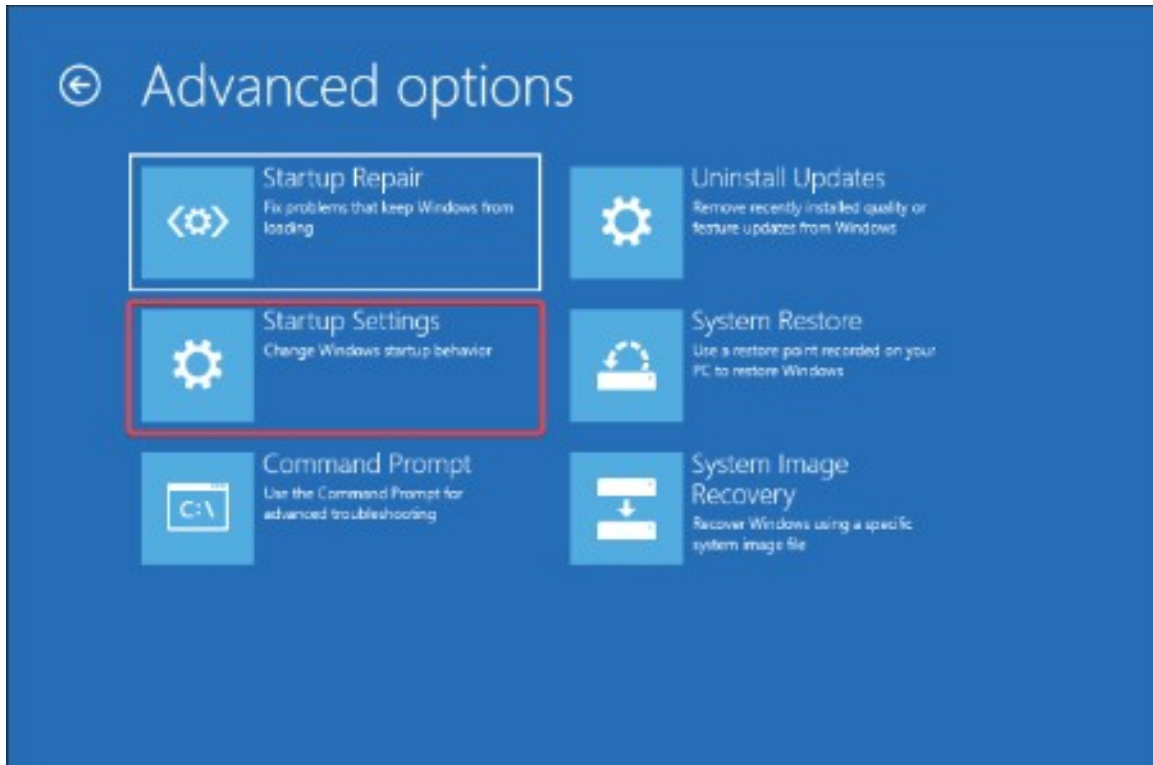
1. Press **Windows** key to launch the **Start** menu. Click on the **Power** icon, press and hold the **Shift** key, and then click on Restart to enter Recovery mode in Windows.
2. Once the OS enters recovery environment, click on **Troubleshoot**.



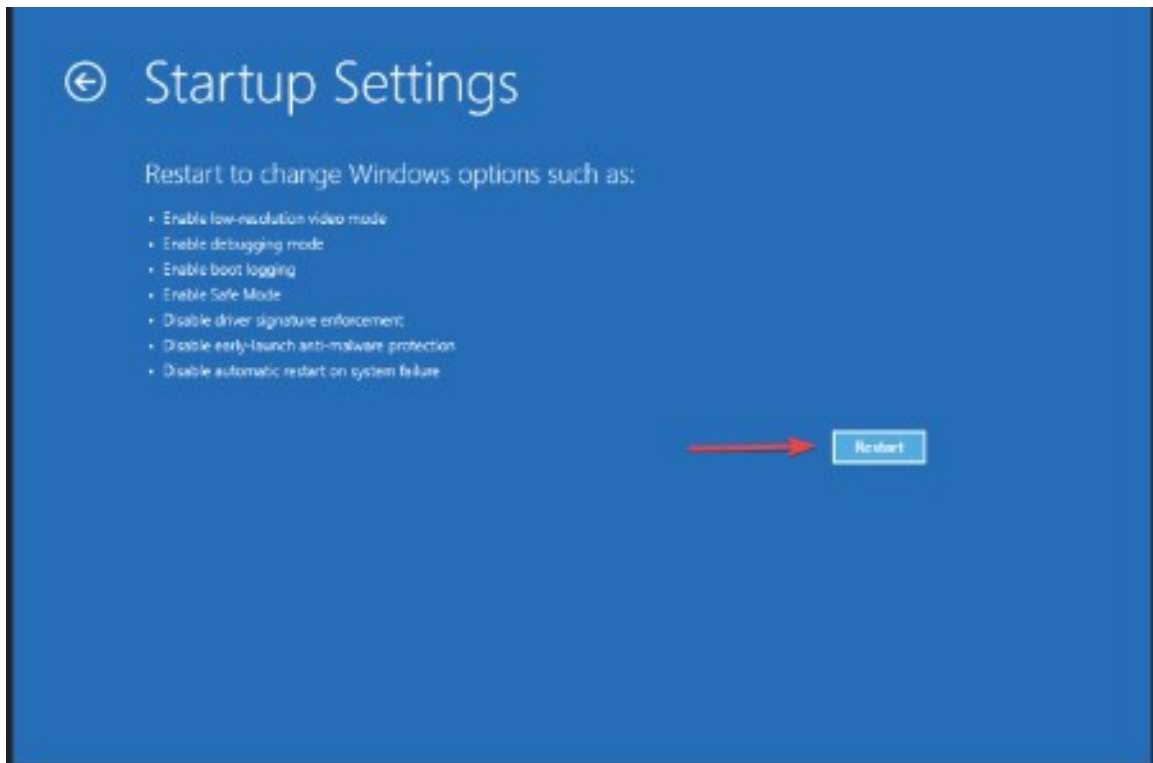
3. Next, click **Advanced Options**.



4. Select **Startup Settings** from the options below.



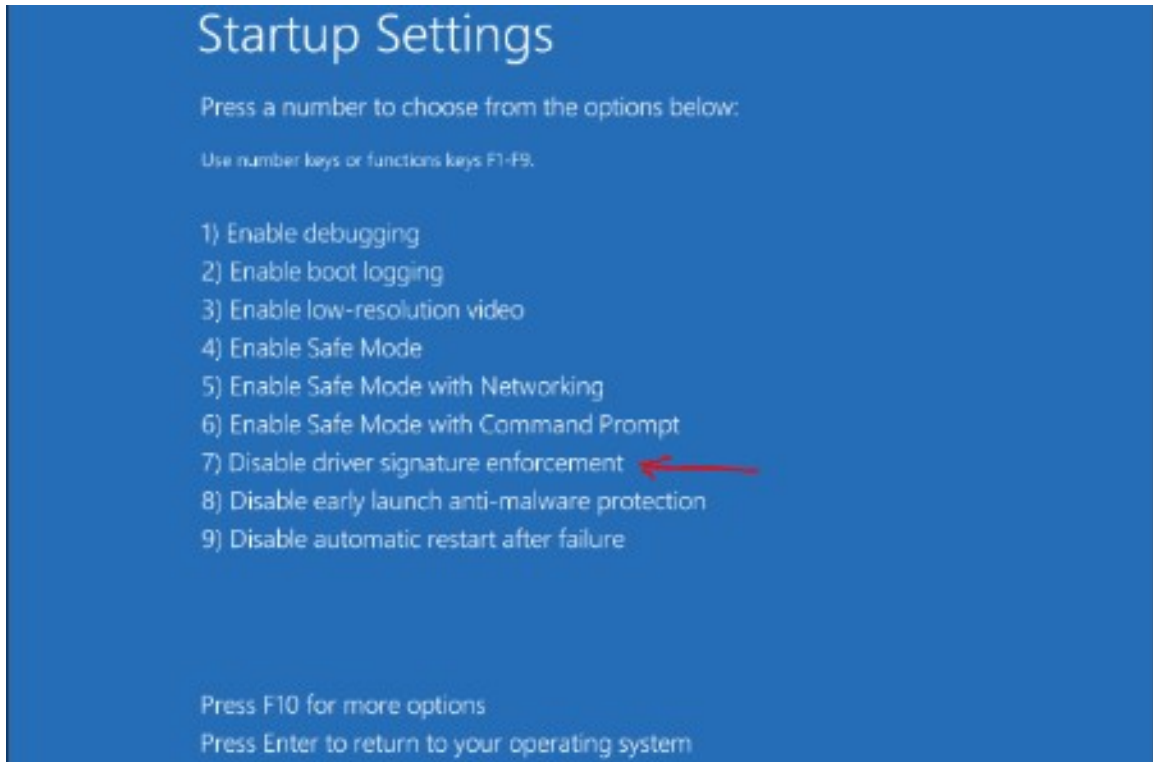
5. Click on the **Restart** button.



6. If you are asked to enter the **BitLocker** recovery key, With the feature enabled, **Windows** may ask you to provide the key to ensure that no one else is accessing the data. You will need to contact your IT department or **Microsoft 365** account holder.



7. When your computer restarts, Press “7” or “F7” to **Disable driver signature enforcement**.



8. 8. Once the system restarts, **Driver Signature Enforcement** will be disabled in **Windows 10/11**. You can now proceed with installing your drivers.