# 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. *<u>Note</u>*. The **Windows Icon** is located in different places of the **Task bar** for each OS.



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

 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.

Cancel

- 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.

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Update Driver Software - USB Serial Cable	
Installing driver software	

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**.

Cho →	Ose an option Continue Unit and continue to Windows 11
2.	Use a device Use a USB drive, network connection or Windows recovery DVD
i Y	Troubleshoot Reset your PC or see advanced options

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



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



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

©	Startup Settings
	Restart to change Windows options such as:
	Enable lew-resolution video mode     Enable debugging mode     Enable boot logging     Enable Safe Mode     Disable driver signature enforcement     Disable enty-loanch anti-molware protection     Disable extornatic restart on system follow

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.

BitLocker recovery	
Enter the recovery key for this drive	
Cise (He munitive keys or function keys (F) (F3) point HS for (b) Recovery key (D) Hondon My your key) (F3300000 / 247 - 4400 / 00005-000030154020	
Press Enter to continue Devel For for more recovery antions	
MER DC TO THE REPORT ADDRESS	

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

Startup Settings
Press a number to choose from the options below:
Use number keys or functions keys F1-F9.
1) Enable debugging
2) Enable boot logging
3) Enable low-resolution video
4) Enable Safe Mode
5) Enable Safe Mode with Networking
6) Enable Safe Mode with Command Prompt
7) Disable driver signature enforcement
8) Disable early launch anti-malware protection
9) Disable automatic restart after failure
Press F10 for more options
Press Enter to return to your operating system

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