

### **FT232RL can't work in Windows**

We got some feedback that F232RL can't work in Windows operating system recently and we did a serial test on different PCs and different operating systems. As a result, we found some chips can't work with the latest drivers on the following Windows operating systems:

- Windows 8.1
- Windows 8.1 x64
- Windows 8
- Windows 8 x64
- Windows Server 2008 R2
- Windows 7
- Windows 7 x64
- Windows Server 2008
- Windows Server 2008 x64
- Windows Vista
- Windows Vista x64
- Windows Server 2003
- Windows Server 2003 x64
- Windows XP
- Windows XP x64

We are analyzing the issue and need some time to get the root cause. However, if you see the exact same behavior, **you can follow this instruction to fix it quickly.**

1. Download the drivers from:

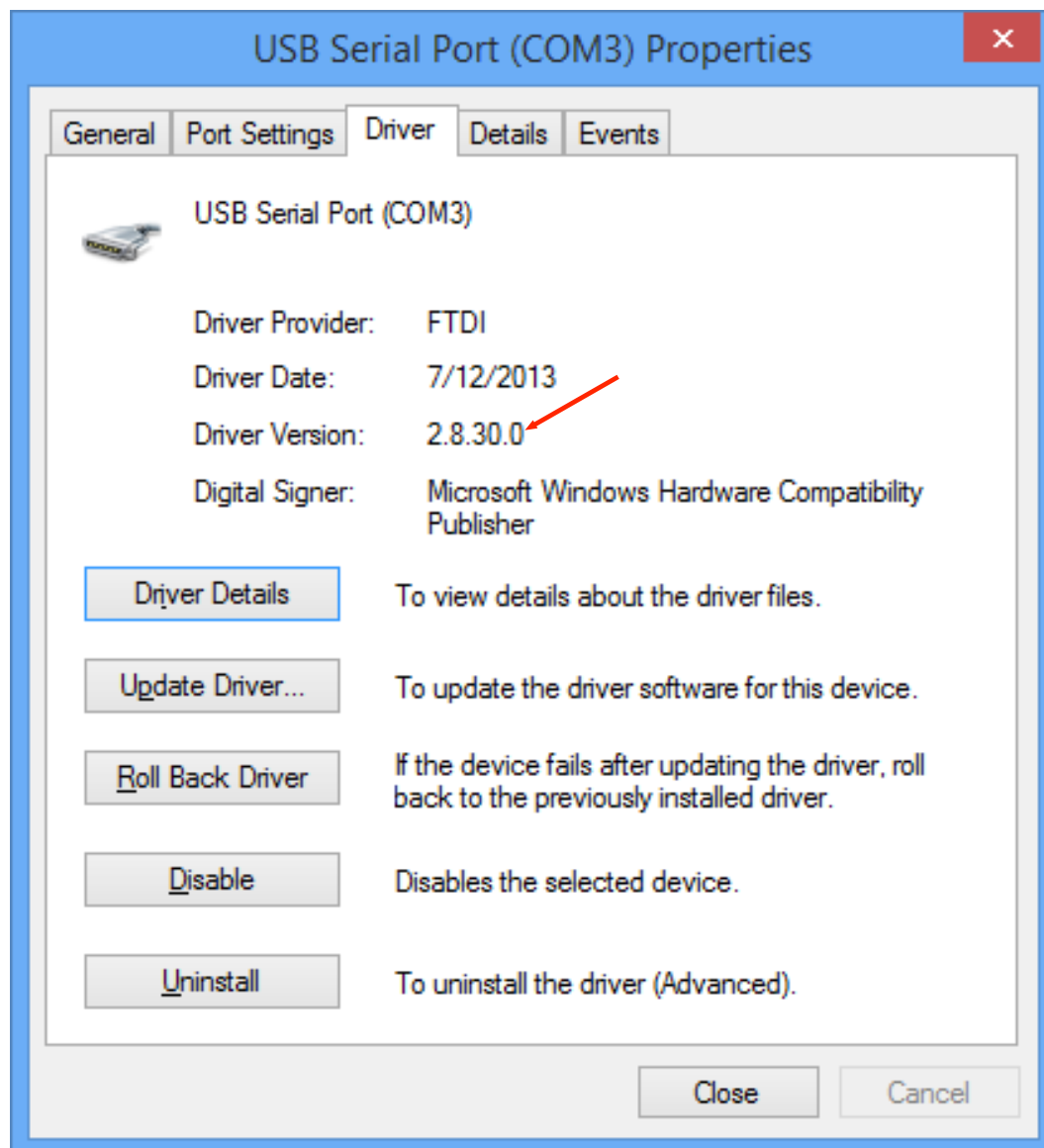
<http://www.ftdichip.com/Drivers/CDM/CDM%202.08.28%20WHQL%20Certified.zip>

**Windows 8 or Windows 8.1 (similar to Windows 7, Windows vista, Windows XP)**

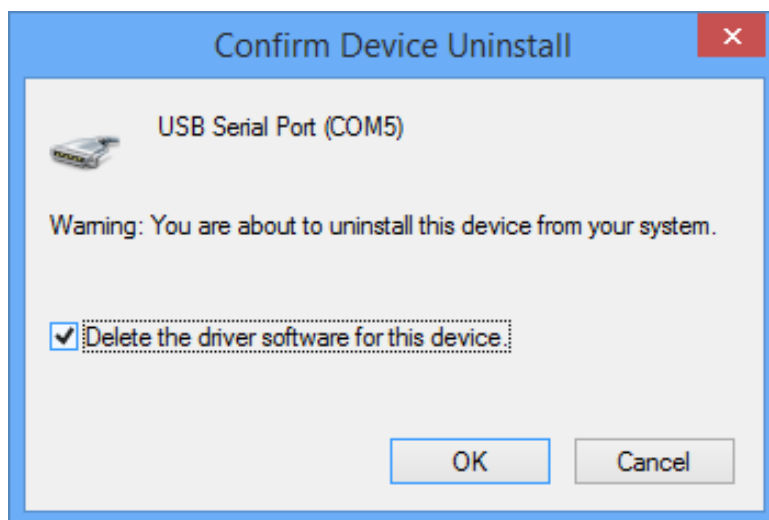
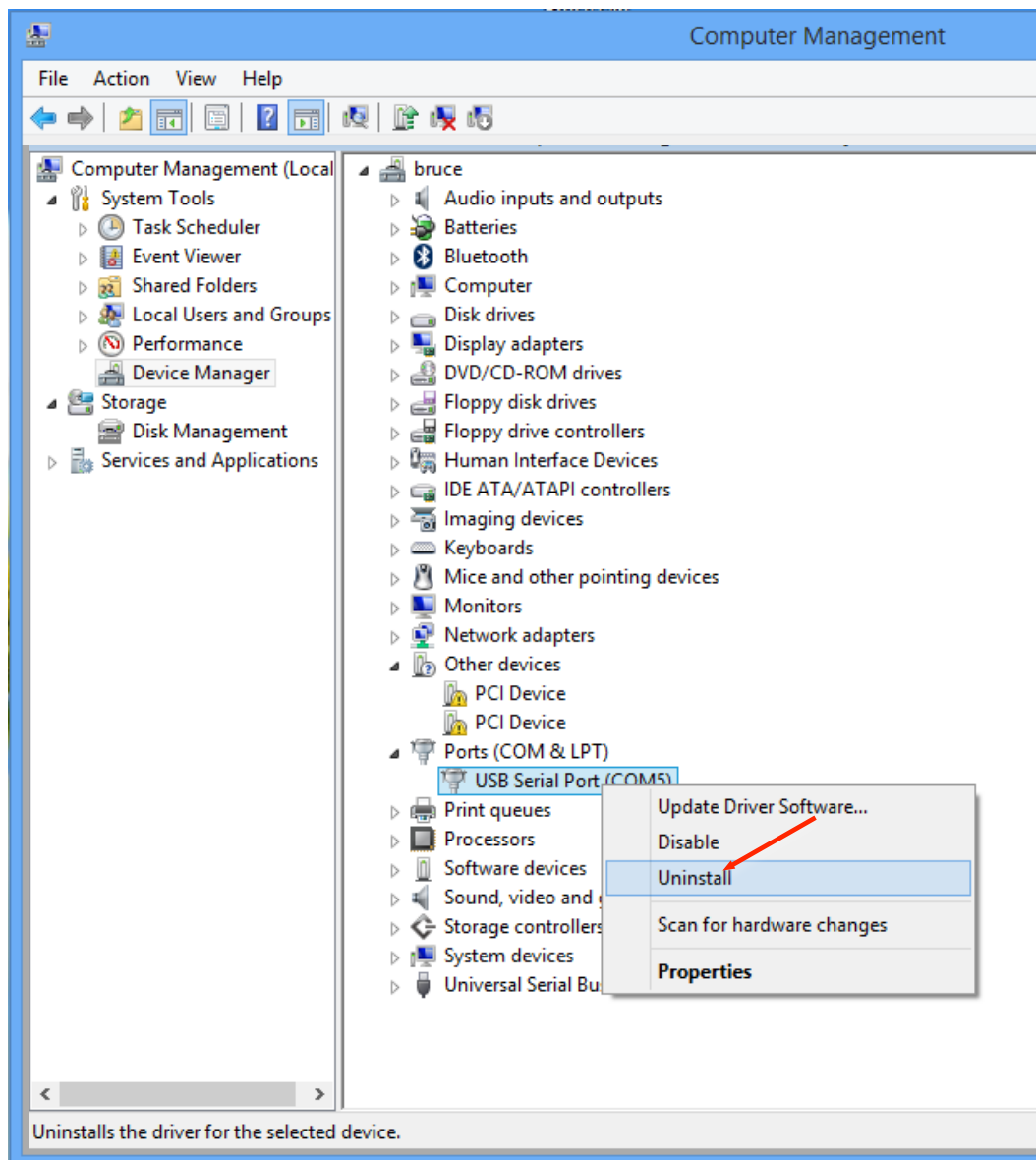
- 1) Unzip the driver's package.
- 2) Disconnect your network.

3) Check your PC's current driver's version.

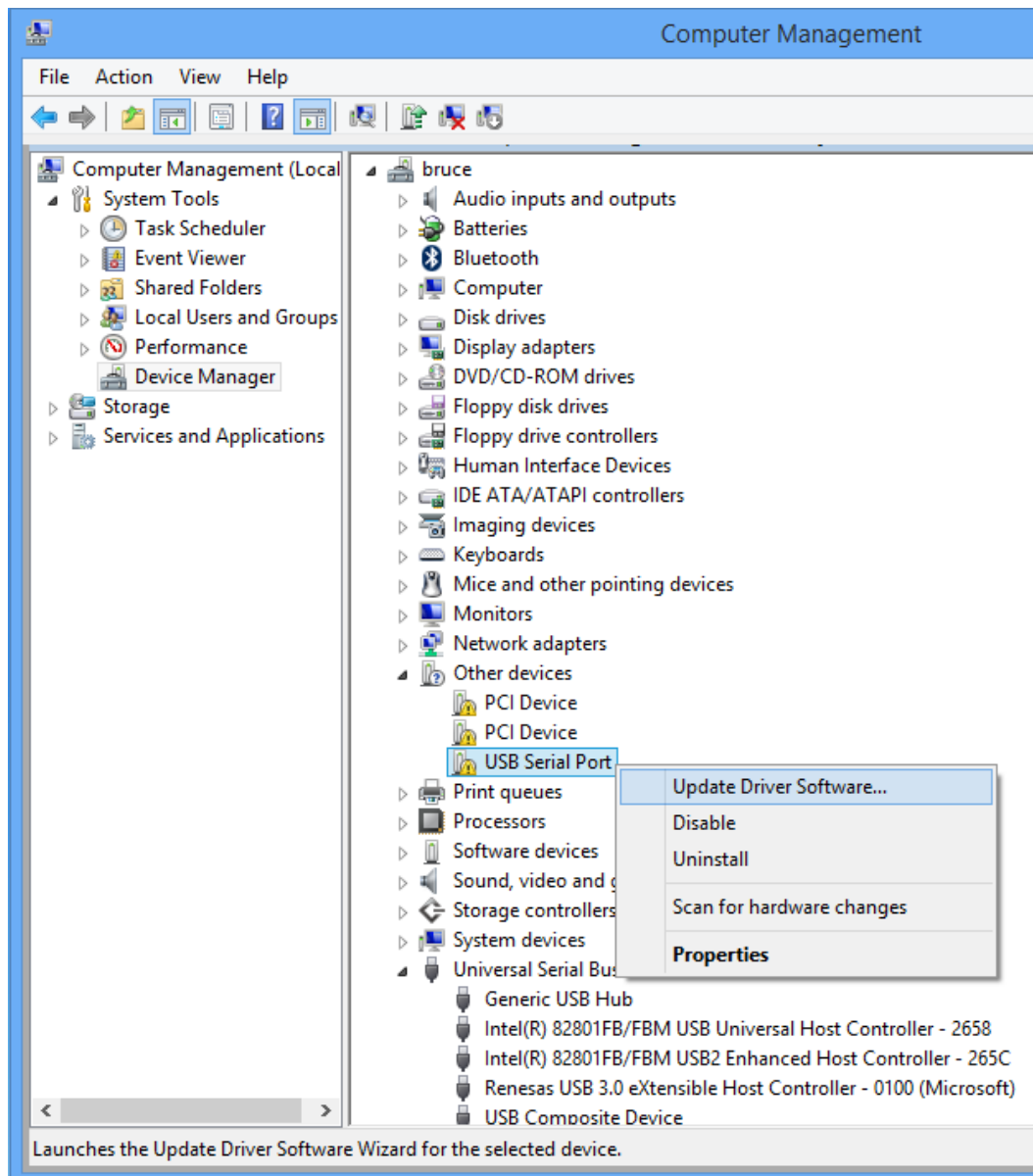
Open -> Control Panel -> Hardware and Sound -> Device Manager -> Ports -> USB Serial Port (com\*) -> right click -> Properties



4) If current driver version is 2.8.30.0, uninstall the drivers.



5) Install old drivers.



← Update Driver Software - USB Serial Port

How 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 for your device, unless you've disabled this feature in your device settings.

→ Browse my computer for driver software  
Locate and install driver software manually.

### Browse For Folder

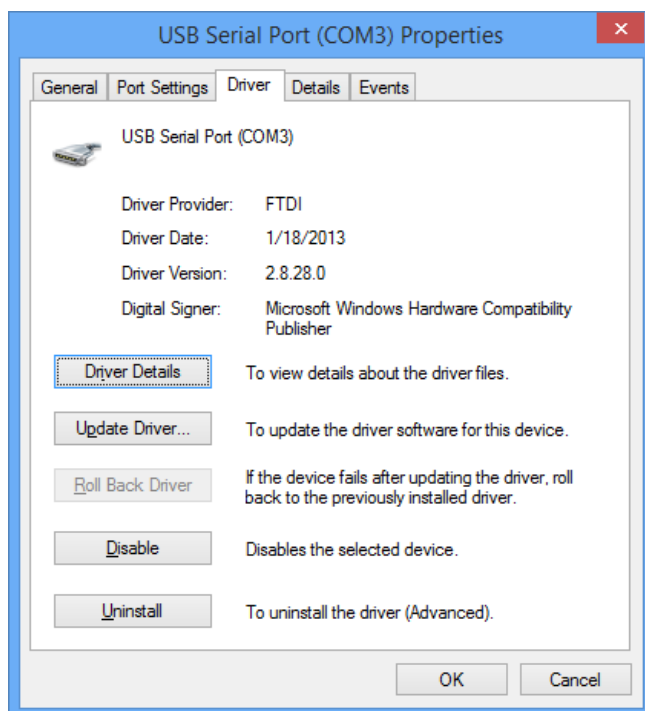
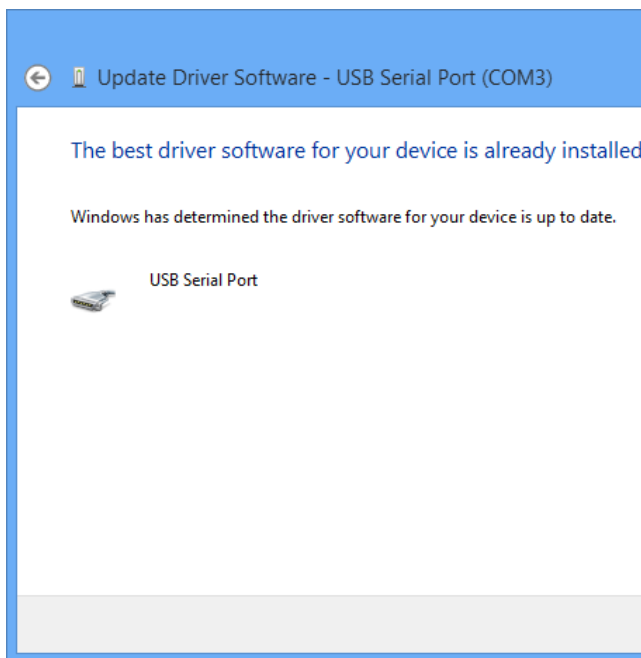
Select the folder that contains drivers for your hardware

- ▶ This PC
- ▶ Libraries
- ▶ Network
- ▶ CDM 2.08.28 WHQL Certified
  - ▶ CDM v2.08.28 Certified
    - ▶ amd64
    - ▶ i386
    - ▶ Static
      - ▶ amd64
      - ▶ i386
  - ▶ PIC

Folder: CDM 2.08.28 WHQL Certified

OK

6) Install completed, check the driver's version.



7) The same method to upgrade USB Serial Converter.

