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

USB Serial Port (COM3) Properties	x
General Port Settings Driver Details Events	_
USB Serial Port (COM3)	
Driver Provider: FTDI	
Driver Date: 7/12/2013	
Driver Version: 2.8.30.0	
Digital Signer: Microsoft Windows Hardware Compatibility Publisher	
Driver Details To view details about the driver files.	
Update Driver To update the driver software for this device.	
<u>Roll Back Driver</u> <u>If the device fails after updating the driver, roll back to the previously installed driver.</u>	
Disable Disables the selected device.	
Uninstall To uninstall the driver (Advanced).	
Close Cancel	

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



Confirm Device Uninstall
USB Serial Port (COM5)
Warning: You are about to uninstall this device from your system.
Delete the driver software for this device.
OK Cancel

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 late 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 hardy Image: Provide the image of Libraries Network CDM 2.08.28 WHQL Certified ۵ CDM v2.08.28 Certified ۵ amd64 i386 A Static amd64 i386 PIC CDM 2.08.28 WHQL Certified Folder: OK

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



USB Serial Port (COM3) Properties	x
General Port Settings Driver Details Events	
USB Serial Port (COM3)	
Driver Provider: FTDI	
Driver Date: 1/18/2013	
Driver Version: 2.8.28.0	
Digital Signer: Microsoft Windows Hardware Compatibility Publisher	
Driver Details To view details about the driver files.	
Update Driver To update the driver software for this device.	
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	

7) The same method to upgrade USB Serial Converter.



USB Serial Converter Properties	×
General Advanced Driver Details Events	
USB Serial Converter	
Driver Provider: DTC	
Driver Date: 1/18/2013	
Driver Version: 2.8.28.0	
Digital Signer: Microsoft Windows Hardware Compatibility Publisher	
Driver Details To view details about the driver files.	
Update Driver To update the driver software for this device.	
Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver.	
Disables the selected device.	
Uninstall To uninstall the driver (Advanced).	
OK Cancel Help	