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ASE2000 BCOM-USB Driver Installation

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Overview

This document provides support for all aspects of installing the Windows I/O driver for ASE's BCOM-USB device, including instructions for repairing a prior, incorrect, installation.

Do You Think the Driver Was Installed Incorrectly?

If you have not yet installed the BCOM-USB driver, you can skip this section. If you think the driver was installed, or if Windows is telling you it is installed, but the device still does not work, then you may or may not need to remove the old driver.

To determine whether or not the prior driver should be removed, insert the BCOM-USB device in a USB port and:

In these cases, skip the section titled "Removing the BCOM-USB Driver".

- Windows is telling you that the "best" driver for this device is already installed, but it still does not work. This is more likely to occur under Windows 10
- When the device is inserted in a USB socket, the device appears under "Other" devices in the device manager

In these cases, follow instructions in the section titled "Removing the BCOM-USB Driver".

- When inserted into a UCB port, the BCOM-USB device appears in the device manager under "Ports" and "Universal Serial Bus Controllers", but the device still does not work
- Windows states that the BCOM-USB I/O drivers are corrupt

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Removing the BCOM-USB Driver

If instructed to in the prior section, remove the BCOM-USB driver. Before starting, make sure the BCOM-USB device is inserted in a USB socket. Locate the BCOM-USB in the device manager as shown.

Bevice Manager	
File Action View Help	
 802.11n Wireless LAN Card Realtek PCIe GBE Family Controller VirtualBox Host-Only Ethernet Adapter Portable Devices Ports (COM & LPT) ASE BCOM-USB-Port (COM11) ASE BCOM-USB-Port (COM9) Processors 	~
Sound, video and game controllers Storage controllers	Confirm Device Uninstall
System devices Universal Serial Bus controllers ASE BCOM-USB-Enum ASE BCOM-USB-Enum Generic USB Hub Generic USB Hub Intel(R) 6 Series/C200 Uninstall Renesas Electronics U Renesas Electronics U USB Composite Device USB Composite Device	ASE BCOM-USB-Port (COM11) Warning: You are about to uninstall this device from your system. Delete the driver software for this device. OK Cancel
Uninstalls the driver for the selected device.	

For each of the four devices shown above (two under Ports and two under USB Controllers):

- Select each device
- Right-click and select Uninstall
- Check the option to *Delete the driver software for this device*
- Select OK

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Make Sure You Have the Most Recent Driver

The BCOM-USB I/O driver can be found on the ASE2000 installation CD or USB Memory Drive, or downloaded from the ASE web site. The driver installer is called **DPInst.exe**

- 1. On the release CD or Memory Stick, it is located at <u>\\Drivers\BCOM-USB-Driver-V2-1-7-4</u>.
- On the ASE web site, it is located at: <u>http://www.ase-downloads.com/downloads/Bcom-usb-driver/BCOM-USB-Driver-V2-1-7-4.zip</u>. Unzip and copy the contents of the "X64" subfolder to your hard drive. This is the same as located on the CD or memory stick

Install the I/O Driver

- Disconnect the BCOM-USB device (this is very important)
- Disconnect all other USB devices (if possible). Do not disconnect a USB mouse or keyboard
- Run the driver installation program: DPInst.exe
- Installation will start
- After installation completes, connect the BCOM-USB device to a USB 2.0 port. DO NOT USE A USB 3.0 PORT
- Windows will now install the correct drivers
- Check Device Manager to confirm installation was successful. The Device Manager should eventually appear as shown below. *Be patient. The device manager update process may occur in steps, with each step taking a minute or more. You might see one device and, a minute later, the second may appear.*

Pevice Manager		
File Action View Help		
E Ports (COM & LPT)		
ASE BCOM-USB-Port (COM6) ASE BCOM-USB-Port (COM7) FabulaTech Serial Port Redirector (COM5)		
Processors		
Sound, video and game controllers		
E C Storage controllers		
🗄 🖣 System devices		
🖨 🖣 Universal Serial Bus controllers		
ASE BCOM-USB-Enum ASE BCOM-USB-Enum		

The driver is now installed, but, before using, read the next section.

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If BCOM-USB COM Ports Conflict with Other Devices

In a rare case, it may be possible that Windows assigns the same COM port number to a BCOM-USB port as to another non-ASE serial device. In this case, change the BCOM-USB port from the device manager.

Ports (COP ASE ASE Fabu	M & LPT) Update Driver Software Disable Uninstall	
 Processc Sound, \ C→ C→ Storage - T→ M→ System (Scan for hardware changes Properties	
Right-Click on ASE COM port and select Properties		

ASE BCOM-USB-Port (COM6) Properties General Port Settings Driver Details Bits per second: 9600	Select "Port Settings" Select [Advanced] Change COM Port Number
Data bits: 8 Parity: None Stop bits: 1 Flow control: None Advanced	✓ Use FIFO buffers (requires 16550 compa Select lower settings to correct connectic Select higher settings for faster performa Receive Buffer: Low (1) ' Transmit Buffer: Low (1) ' COM Port Number: COM6