ASE2000 BCOM-USB Driver Installation

April 28, 2017

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

Applied Systems Engineering, *Inc.*

a kalkitech company

1671 Dell Ave, STE 200
Campbell, CA , 95008
Tel: 408-364-0500
Fax: 408-364-0500
www.ase-systems.com

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.
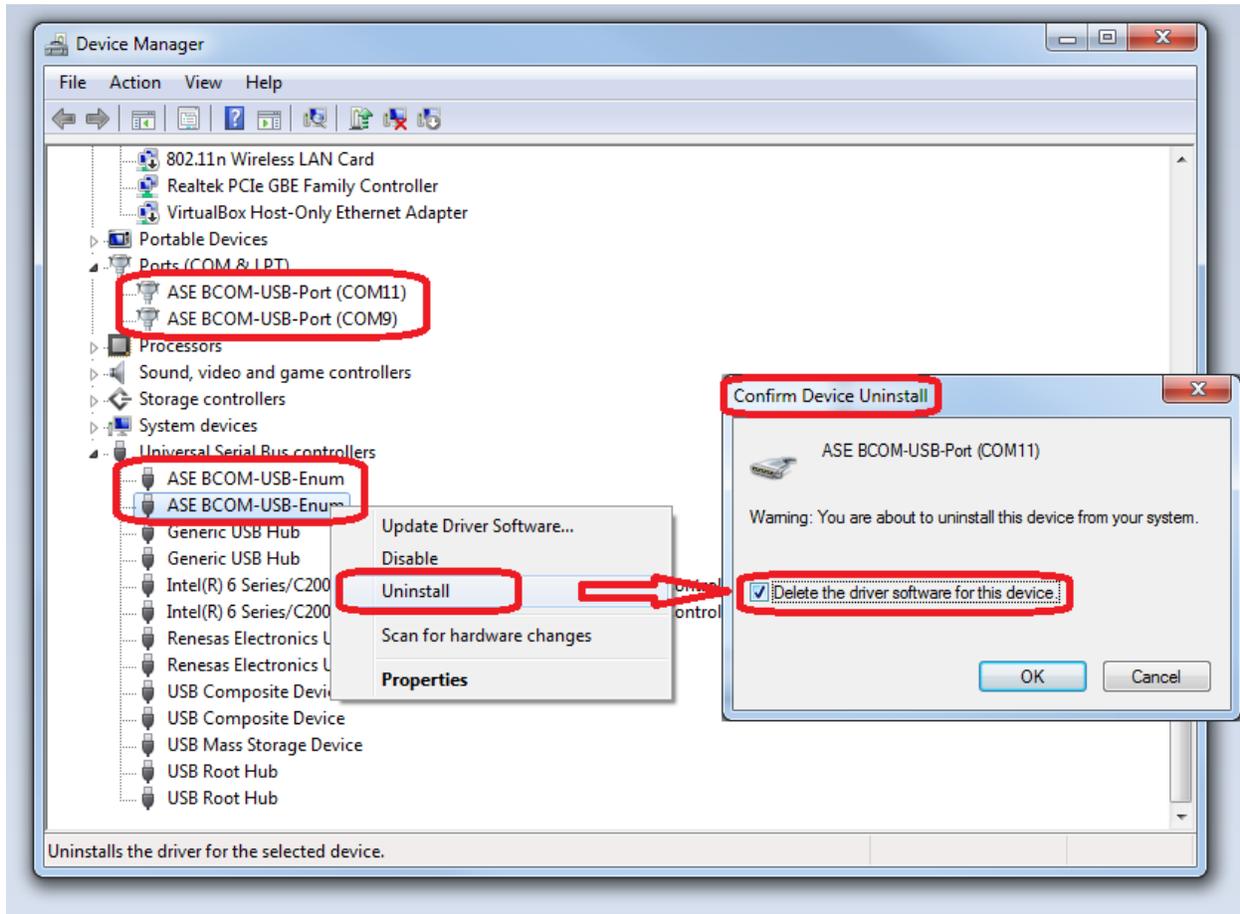
For each of the four devices shown above (two under Ports and two under USB Controllers):
- Select each device
- Right-click and select *Uninstall*
- Check the option to *Delete the driver software for this device*
- Select OK

Applied Systems Engineering, *Inc.*

a kalkitech company

1671 Dell Ave, STE 200
Campbell, CA , 95008
Tel: 408-364-0500
Fax: 408-364-0500
www.ase-systems.com

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 \\Drivers\BCOM-USB-Driver-V2-1-7-4.
2. On the ASE web site, it is located at:
   http://www.ase-downloads.com/downloads/Bcom-usb-driver/BCOM-USB-Driver-V2-1-7-4.zip.
   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.***
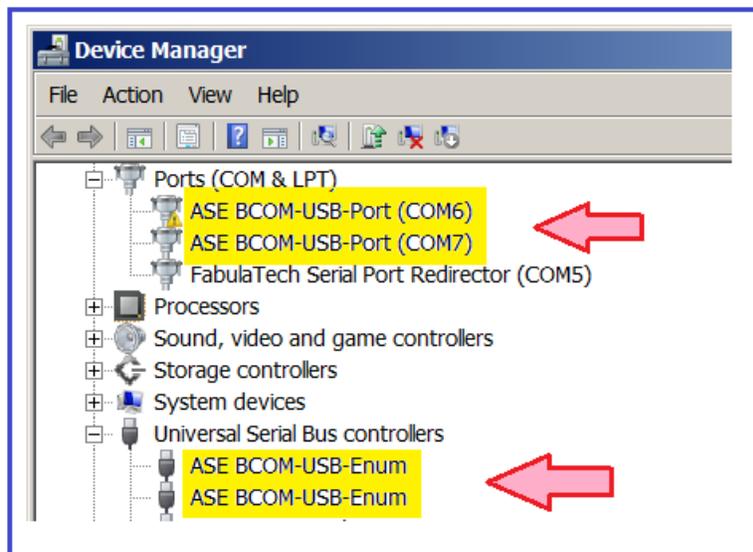
The driver is now installed, but, before using, read the next section.

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.

Right-Click on ASE COM port and select Properties

Select "Port Settings"
Select [Advanced]
Change COM Port Number