

RocketPort Manual Driver Uninstalling Procedure

Remove the driver following these steps:

Start>Control Panel>Administrative Tools>Computer Management>DeviceManager

Select Multi-Port Serial Adapters from the right column

Right click on RocketPort and select uninstall from the menu.

Do not reboot at this time but continue these steps.

In the following procedure, be aware that not all entries will be present. That is normal due to the driver removal procedure already completed. In the event the entry does not exist, just continue to the next step.

Right Click on the Start button and select Explore

Delete the following directories and all contents:

C:\control

C:\Program Files (x86)\Control\RocketPort\

C:\Program Files\Control\RocketPort\

Delete the file at C:\WINDOWS\system32\drivers\rocket.sys

The c:\windows\inf folder will be the next destination.

Note: The \inf\ directory is normally a hidden system directory. To view this directory, go to the 'Tools' drop-down menu and select 'Folder Options...'. Select the 'View' tab and set all of the options as shown here, then click 'Apply' and 'OK'.

Select: Show hidden files and folders

Unselect: Hide file extensions for known file types

Unselect: Hide protected Operating System files (Recommended)

After removing the driver you must locate some INF files. Windows creates two files under the c:\WINDOWS\inf hidden folder. They will be named oemx.inf and oemx.pnf where x is some number. The INF file is a text file and when double clicked will open in Notepad. Open each and every one of these INF files in notepad and find the ones that pertain to the Control device that is being uninstalled. It will show something like this at the very top of the 3 Sample files here:

Sample 1:

```
; netctmrk.inf
;
; Control Multiport Serial Controllers.
; Copyright 1998-2005 Control Corp.
; INF for NT5.0 RocketPort, RocketModem.
;
```

Sample 2:

```
; rcktpport.inf
;
; Control Multiport Serial Controllers.
; Copyright 1998-2008 Control Corp.
; INF for WDF RocketPort, RocketModem.
;
```

Sample 3:

```
; cmtlport.inf
;
; Control Multiport Serial Controllers.
; Copyright 1998-2009 Control Corp.
; INF for KMDF RocketPort Serial Port
```

Close Explorer

From the START button go to Run and enter Regedt32 and press enter.

(Caution:

Before editing the Registry, it is highly recommended that you perform a backup of the registry. Consult your Microsoft Windows manuals for information on registry backup procedures. Any careless editing in the registry may cause irreparable damage with disastrous results, possibly requiring a reinstall of the Microsoft Windows operating system.)

Run Regedt32 and make the following modifications. Please note that you may not have some of the folders referenced here. The driver removal may have already correctly removed the folder; in which case do not be concerned if it is not present.

The registry is in a hierarchal tree format.

In the event that you try to delete the key and Windows returns an error while deleting that key, it will be necessary to modify the permissions.

Registry Permissions

From the drop down EDIT menu select Permissions...

Select "Everyone" and place a checkmark in Full Control option. Do this with the folder that is to be deleted selected. Do not do this from a higher level (parent) folder unless you want to go back and remove the full control on those folders when finished.

HKEY_LOCAL_MACHINE

SYSTEM

|--ControlSet001

|--Enum

| |--CtmPort

| | |--RocketPort <-- Delete this folder

| | |--3&367970b6&0&Portxxxx (where xxxx is a 4 digit port number)

| | |--additional listings of same format

| |--PCI

| |--VEN_11FE&DEV_x* (x* can be any characters) <-- Delete this folder

|--Services

| |--RocketPort <-- Delete this folder

| |--Enum

| |--+Parameters

| |--Security

|--Control

|--COM Name Arbiter

Right column - edit the key 'ComDB'

Delete any characters in the Data PRIOR to the 03

WARNING!! See note below

Right column - edit the key 'ComDB'

Modify the data so that you show 03 followed by a long string of 00 00 entries. The exact number of 00 entries does not matter. If this step is not completed, then you may not have the starting com port at a desired value.

Please note, the editing of the COM Name Arbiter should only be done if there are only Control products installed. If other multiport serial adapters are installed, do not modify this value.

HKEY_LOCAL_MACHINE

SOFTWARE

|--Microsoft

|--Windows NT

|--CurrentVersion

|--Ports

|--COMX: delete all COMx that have been assigned to Control ports

|--(Default) Do Not Delete

|--COM1: Do Not Delete

--COM2: Do Not Delete
--FILE: Do Not Delete
--LPT1: Do Not Delete
--LPT2: Do Not Delete
--LPT3: Do Not Delete

HKEY_LOCAL_MACHINE

HARDWARE

--DEVICEMAP

--SERIALCOM

--RocketPort0 <----Delete this key

--RocketPort1 <----Delete this key

-- etc NO NOT delete keys unless RocketPort

You have now finished with the Registry editing.
Close the regedt32 application.

FileRepository

To delete the entries in the FileRepository folder requires special procedures.

For a 64 bit Operating System the folders are located here and named as:

c:\Windows\System32\DriverStore\FileRepository\rocketport.inf_amd64_*

C:\Windows\System32\DriverStore\FileRepository\cmtlport.inf_amd64_*

(The numbers following amd64_ will be different in each PC)

For a 32 bit Operating System the folders are located here and named as:

c:\Windows\System32\DriverStore\FileRepository\ rocketport.inf_x86_neutral_*

C:\Windows\System32\DriverStore\FileRepository\ cmtlport.inf_x86_neutral_*

(The numbers following neutral_ will be different in each PC)

Download Sysinternals PSTools from Microsoft and extract to a clean folder:

<https://technet.microsoft.com/en-us/sysinternals/bb897553.aspx>

Open a command window (run as admin) in the extraction folder and enter “psexec –s cmd” (without quotes) and press Enter.

This should open a command window in ‘System’ mode (The title bar should now show [\\PC_NAME:cmd](#) and change to the c:\windows\system32 folder)

At the c:\windows\system32> command prompt enter “cd driverstore” (without quotes) and press Enter.

At the c:\windows\system32\driverstore> command prompt enter “cd filerepository” (without quotes) and press Enter.

You should now be in the C:\Windows\System32\DriverStore\FileRepository folder

At the command prompt enter “dir rckt*” (without quotes) and press Enter.

This will show any Control folders that are to be deleted.

At the command prompt enter “cd [the folder name discovered in the previous step].” (without quotes) and press Enter. Use caution as typos will prevent success.

This will change your prompt into this folder

At the command prompt enter “dir” (without quotes) and press Enter.

This will list the folder contents

At the command prompt enter “del *.*” (without quotes) and press Enter.

You may be prompted to confirm.

This should delete all contents of this folder

At the command prompt enter “cd..” (without quotes) and press Enter.

This will take you back one folder level.

At the command prompt enter “rd [the folder name discovered in the previous step]” (without quotes) and press Enter.

This should remove the folder.

Repeat for all cmtl.inf_ folders

Shut down, remove the adapter from the PC and boot to confirm all is well. Correct any errors found.

Extract the drivers to be installed so that after shutting down and installing the RocketPort adapter and booting the files are in place and ready to be installed from the c:\control directory.

Shut down, replace the adapter AND QUAD CABLE if used, and reboot.

The system will once again find new hardware.

Install the drivers that have been extracted to either;

C:\Program Files (x86)\Control\RocketPort\ (64bit system)

C:\Program Files\Control\RocketPort\ (32bit system)

In the case of a single RocketPort with no other ports previously installed, com3 should be the starting com number.