



# RocketPort® USB® Serial Hub Driver Installation with Windows 2000

## How to Use this Document

You can use the interactive [Table of Contents](#) to locate the information you need.

*Note:* All blue underlined text are jumps to the information referenced.

## Overview

This document discusses how to:

- [Install a single RocketPort USB Serial Hub.](#)

*Note:* For specific hardware information, such as building cables or specifications, see the Hardware Installation documentation, which is available on Control media (diskette or CD) or you can download the current version from the ftp/web site.

- [Install multiple RocketPort USB Serial Hubs.](#)
- [Remove an existing driver.](#)
- [Install modems on the RocketPort USB Serial Hub.](#)
- [Contact Technical Support.](#)

Control hardware and software manuals are available in electronic form on Control media and the Web/ftp site. You can download driver updates at no charge from the Control Web/ftp site. Always check the [Web](#) or [ftp](#) sites to make sure that you have the current driver and documentation. The Web site also contains information on [extracting Control software](#).

## Installation Prerequisites

You will need the following to install the RocketPort USB Serial Hub:

- A computer with the Windows 2000 operating system and a functioning USB port or hub.  
*Note:* For information about USB support, see <http://www.usb.org>.
- If you are using a USB hub instead of a USB port on your PC, make sure that the hub is self-powered (external power supply attached).
- The Windows 2000 operating system CD.
- RocketPort USB Serial Hub with the USB cable.
- Driver for the RocketPort USB Serial Hub (from CD, diskette, or downloaded file).

*Note:* See the [Removing the Software](#) discussion before re-installing a driver.

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## Installing a Single RocketPort USB Serial Hub

Use the following procedure to initially install the RocketPort USB Serial Hub hardware and software. If you have installed a previous version of the device driver, you must remove it before installing an updated driver. See the [Removing the Software](#) discussion before reinstalling a driver.

**Note:** If you downloaded the driver from the [ftp/ Web](#) sites, make sure that you [extract](#) the driver to the C:\Control directory before installing the software.

1. Plug the B end of the cable into the RocketPort USB Serial Hub back panel labeled USB-B.

**Note:** If your installation requires power, connect a power adapter to the RocketPort USB Serial and a power source before connecting the unit. If you do not connect the power at this time, the installation will fail.

2. Plug the A end of the cable into your USB port on your computer or USB Hub. Windows will start the process of installing the new hardware.

**Note:** The Power light (amber) on the front of the unit indicates that there is power coming into the unit.

3. If this is the first Control USB device that you are installing on this computer, click the **Next** button when the Found New Hardware - Welcome screen appears. This procedure installs the platform for installing USB Devices.

**Note:** If the first screen that appears during the installation is the Files Needed screen, go to [Step 8](#).



4. Select the **Search for a suitable driver for my device** option and click the **Next** button.



5. Select the **Specify a location** check box and click the **Next** button.



6. Click the **Browse** button to select the C:\COMTROL directory. Click the **OK** button.



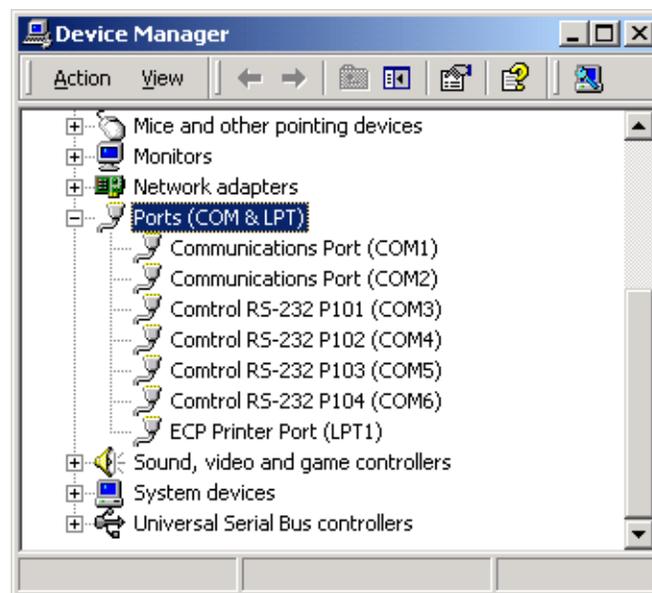
7. The wizard displays the cmtlw2k.inf file in the c:\control\ directory. Click the **Next** button.



8. Click the **Finish** button.



9. To verify that the COM ports are available to Windows 2000:
  - a. On your desk top, right-click the **My Computer** icon.
  - b. Select **Properties**.
  - c. Select the **Hardware** tab.
  - d. Click the **Device Manager** button.
  - e. To view your system ports, click the plus (+) sign for Ports (COM & LPT).



10. You are ready to install the serial devices on the ports. See the *Installing Multiple RocketPort USB Serial Hubs* discussion for more information. The connector pinouts are illustrated in the *Hardware Documentation*.

## Installing Multiple RocketPort USB Serial Hubs

Install additional units by adding them one at a time. To install multiple RocketPort USB Hubs in the same system, use the following procedure.

**Note:** *Do not disconnect a RocketPort USB Serial Hub unless you plan on removing the hardware and software. If you physically disconnect one unit and then connect another unit, the COM ports become unstable.*

1. If your Serial Hub requires power, connect a user-supplied power adapter to the RocketPort USB Serial Hub and a power source before connecting the unit. If you do not connect the power at this time, the installation will fail.
2. Plug the B end of the cable into the RocketPort USB Serial Hub back panel labeled USB-B.
3. Plug the A end of the cable into your USB port on your computer or USB hub.

**Note:** *The Power light (amber) on the front of the unit indicates that there is power coming into the unit. New Hardware Found messages flash on the screen.*

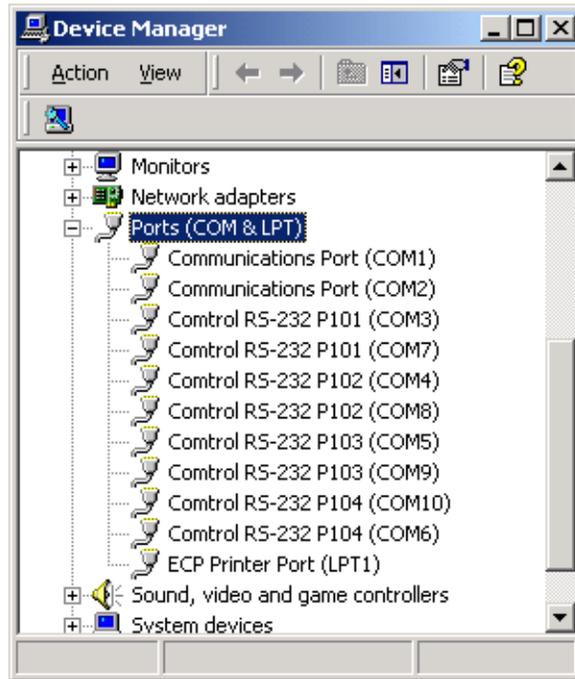
4. If the Files Needed screen appears, click the **Browse** button and navigate to the C:\Control directory. Click the **OK** button.



5. Click the **Finish** button.



6. To verify that the COM ports are available to Windows 2000:
  - a. On your desk top, right-click on the **My Computer** icon.
  - b. Select **Properties**.
  - c. Select the **Hardware** tab.
  - d. Click the **Device Manager** button.
  - e. To view your system ports, click on the plus (+) sign for Ports (COM & LPT).



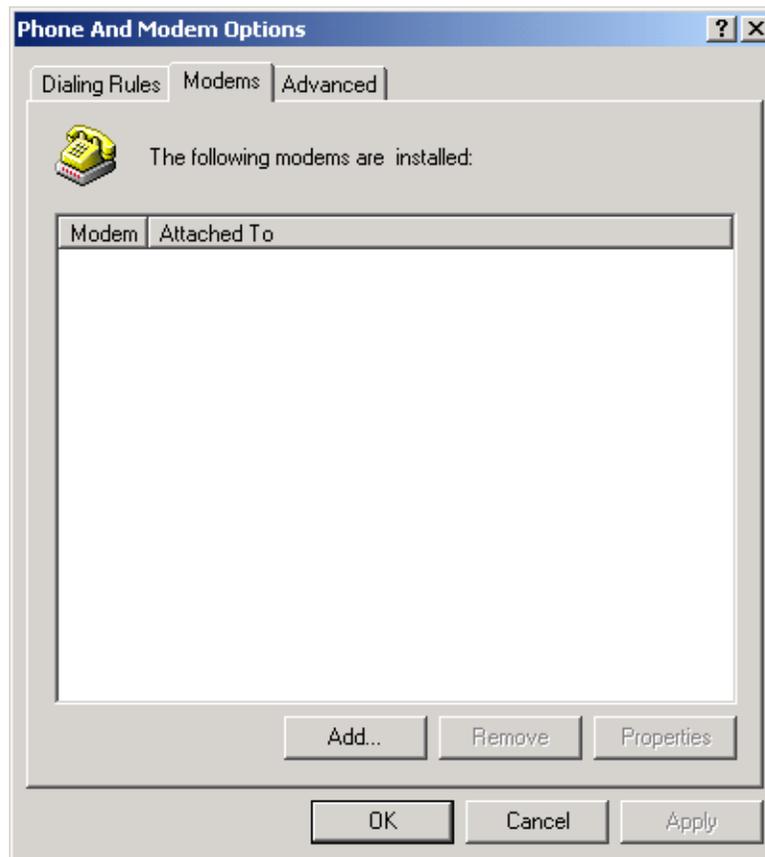
7. Your USB Hub is now installed. If you want to install a modem on a serial port, see the [Installing Modems on the Serial Ports](#) discussion.

## Installing Modems on the Serial Ports

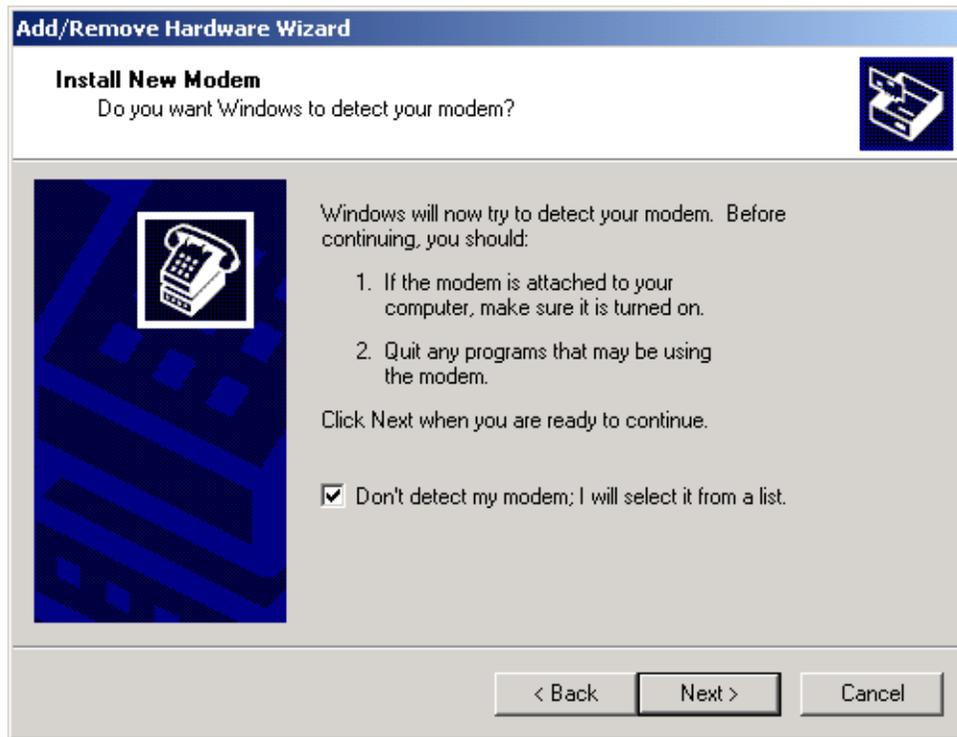
The RocketPort USB Serial Hub can support any asynchronous serial modem for use by any application that uses Windows 2000 COM ports.

Follow these steps to install and configure modems on the RocketPort USB Serial Hub.

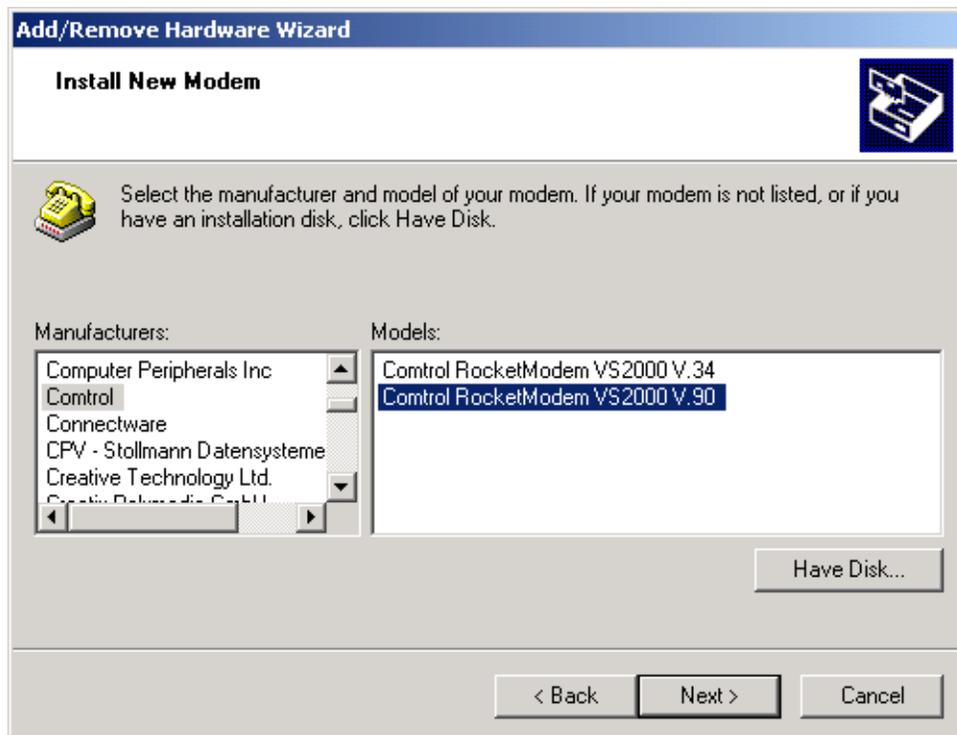
1. Connect the modem(s) to the desired port(s).
2. Power up the modem(s).
3. Open the **Control Panel** window and double-click on the **Phone and Modem Options** icon. Select the **Modem** tab. Click the **Add** button.



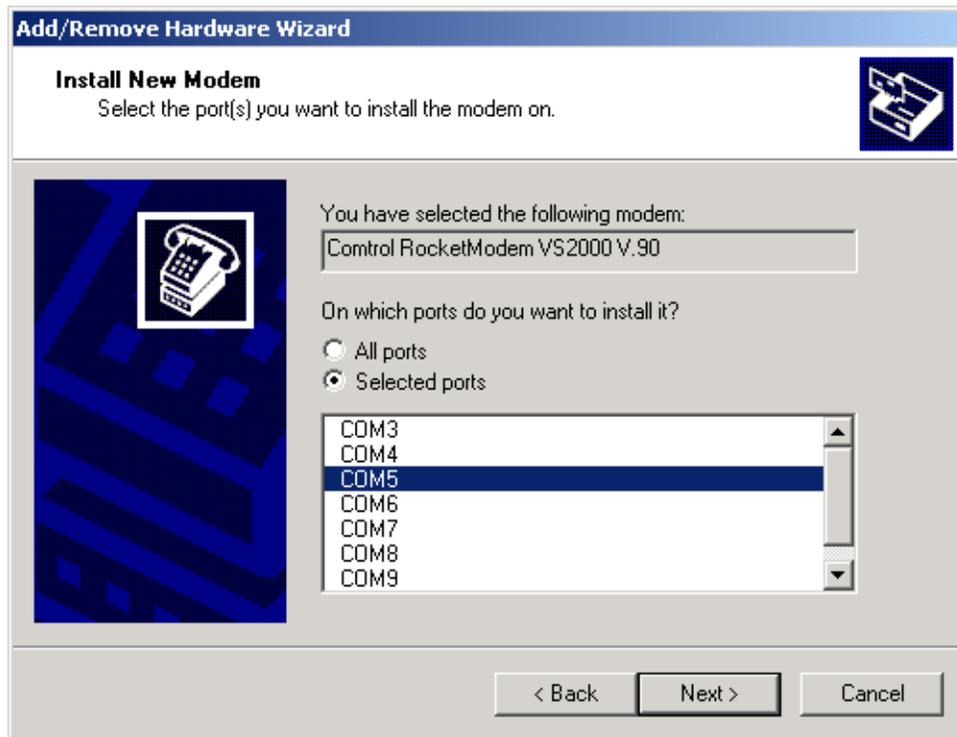
4. Select the **Don't detect my modem: I will select it from a list** check box when the Add/Remove Hardware Wizard starts, and click the **Next** button.



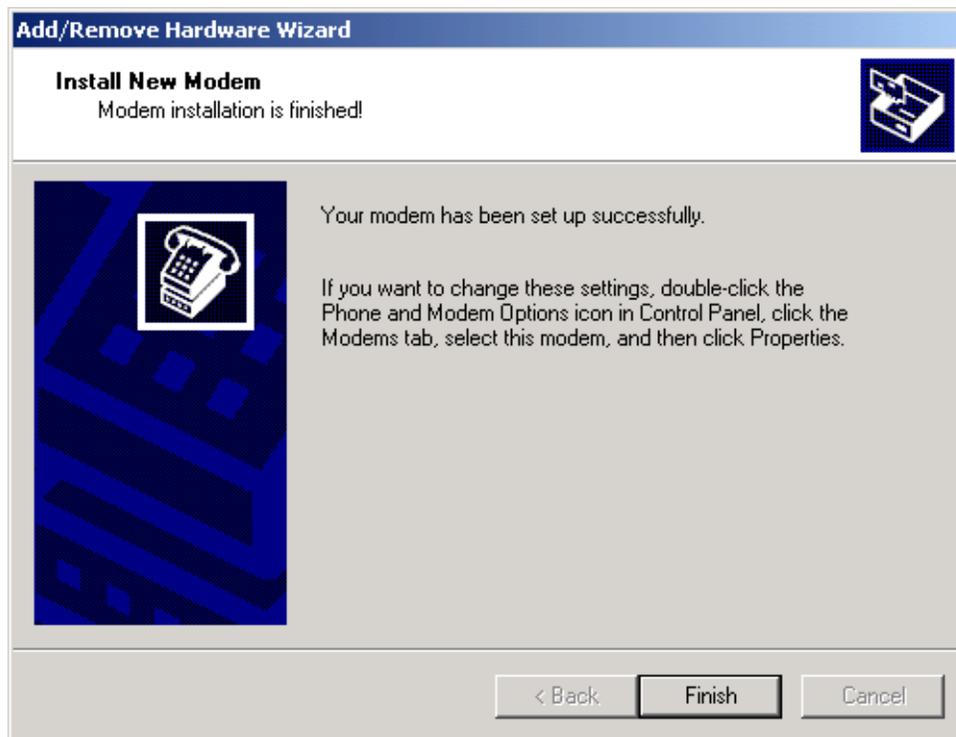
5. Select your modem from the lists, or click the **Have Disk** button, and click the **Next** button.



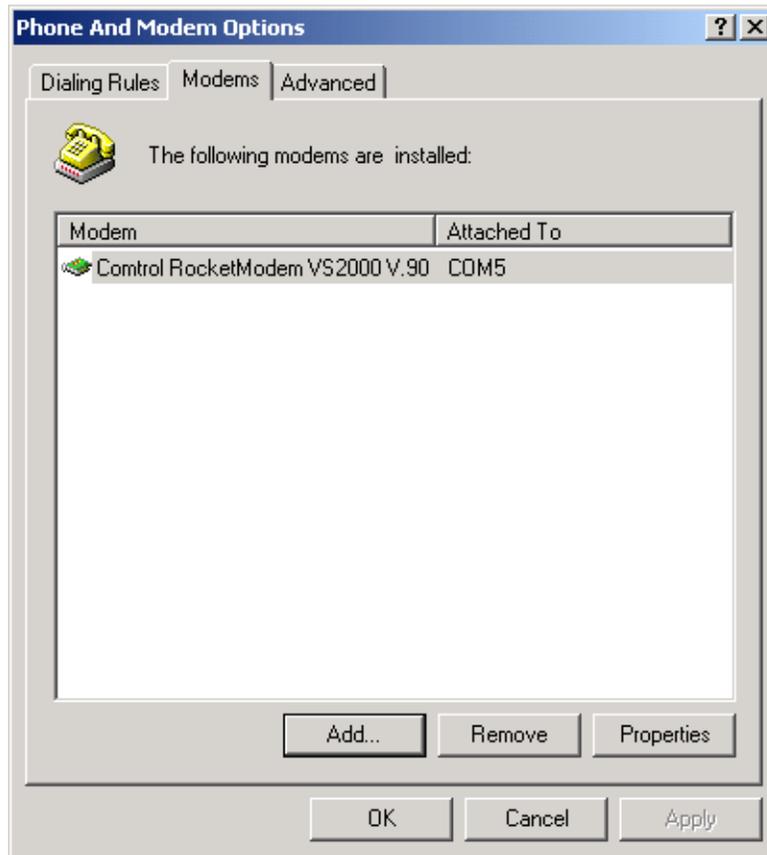
6. Select the port to which the modem is attached, and click the **Next** button.



7. Click the **Finish** button.



8. To add more modems, click the **Add** button and repeat Steps 4 through 7.



9. **Optionally:**
- To configure port speed, data bits, parity, and so on, select a modem and click the **Properties** button.
  - To query and test the modem, select a modem. Click the **Properties** button. Select the **Diagnostics** tab, and click the **Query Modem** button.
10. When you are done, click the **OK** button to exit the Modem Properties screen. Your changes take effect immediately. No reboot is required.

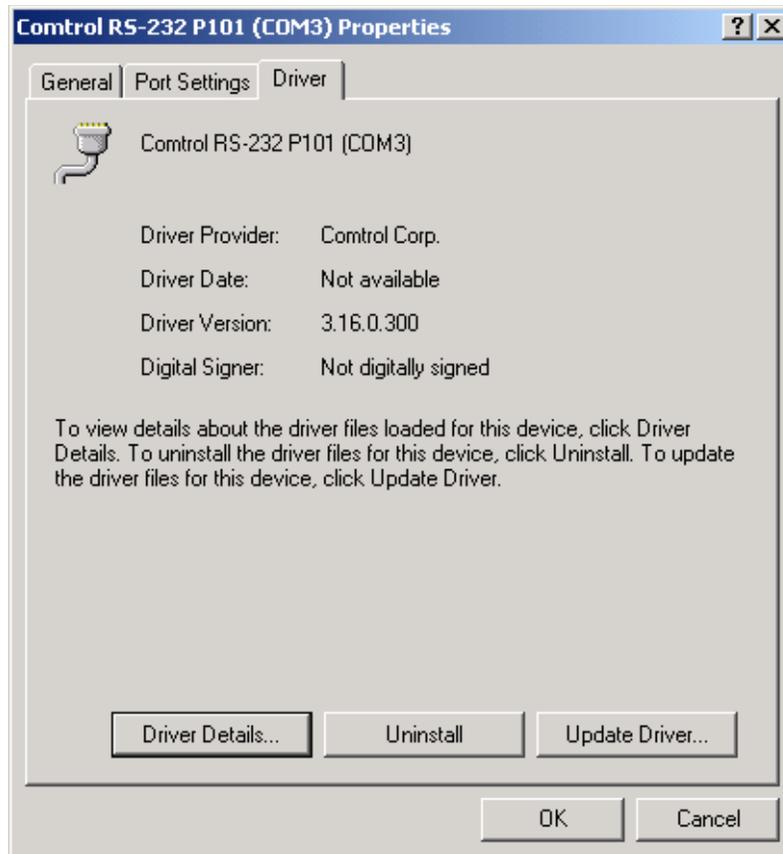
## Removing the Software

You must remove an existing driver before re-installing or updating a driver.

**Note:** *Failure to remove the hardware and software as discussed may corrupt some of your files. If you are removing the RocketPort USB Serial Hub permanently, you may want to properly remove the devices attached to the ports.*

To remove an existing version of the driver, use the following procedure:

1. To uninstall each port:
  - c. On your desk top, right-click the **My Computer** icon.
  - d. Select **Properties**.
  - e. Click the **Hardware** tab.
  - f. Click the **Device Manager** button.
  - g. To view your system ports, click the plus (+) sign for Ports (COM and LPT).
  - h. Double-click on the port you want to uninstall. The Port Properties screen appears.
  - i. Click the Driver tab.



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- j. Click the **Uninstall** button.

k. Windows asks you to confirm this uninstall. Click the **OK** button.



1. Repeat this procedure for all the ports connected to the USB Serial Hub.
2. Disconnect the RocketPort USB Serial Hub unit or units from your system.
3. Run the **cmtl-usbscrub.exe** program to remove internal files from the previous version. You can find this application in the directory that was used during the initial installation. For example, C:\Comtrol.
4. Using the Windows Explorer, delete the oem(n).inf file (where “n” is a number variable, for example, oem1.inf) from the C:\winnt\inf directory. If there are more files using the oem title, open each one in Notepad to find the correct one. Look for the Name: field to have the **cmtlw2k.inf** value. Delete this file.
5. Delete the Comtrol installation files that were downloaded into the C:\Comtrol directory from the previous version, if necessary.
6. You can now install a new driver, if desired.

## Contacting Technical Support

Control has a staff of support technicians available to help you. Before you call, please have the following information available:

- Model number.
- Serial number.
- Operating system type and release.
- Device driver version.
- PC make, model, and speed.

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Web site	<a href="http://www.comtrol.com">www.comtrol.com</a>	<a href="http://www.comtrol.co.uk">www.comtrol.co.uk</a>
ftp site	<a href="ftp://ftp.comtrol.com">ftp.comtrol.com</a>	

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