

TECHINCAL SERVICE BULLETIN

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Products: Any instrument that uses the FTDI USB to serial adapter or FTDI driver with a USB radio to communicate. This may include the M9/S5, IQ series, SL series, or older systems connected with the FTDI USB to serial adapter.

Summary: Some newer PCs have been unable to connect to SonTek systems using the USB radio dongle or the USB to serial adapter provided with the instrument. So far, the issue has been identified as affecting new Dell Latitude Rugged laptops and tablets, but there could be others. The root cause is the FTDI USB driver version that comes installed on the PC.

The current version of the FTDI driver on their website is **v2.12.36.4** released in July 2021. There are no known issues with that version. However, new Dell Rugged laptops and tablets have been shipping with driver versions starting with v2.14.1.X. The newer Dell-specific drivers enable a feature called "Selective Suspend" that can prevent communication between the software and the instrument. All drivers with version numbers **greater than v2.12.36.4** potentially have an issue.

To confirm the FTDI driver version installed on a PC, plug in the USB to serial adapter or USB radio, and open the Windows Device Manager. The quickest way to access it is through the Windows search bar by typing *Device Manager*. Expand the Ports (COM & LPT) section to find the USB Serial device. Right-click on that COM port to select Properties. Then click on the Driver tab to confirm the Provider, Date, and Version number. Screenshots of the Device Manager can be seen in the next section.

Resolution: There are two options to resolve this issue. The first involves updating the USB driver with v2.12.36.4. The second option is to disable the "Selective Suspend" feature in the existing driver. Please note that both fixes are specific to the USB device plugged into the PC and may require Administrative privileges.

<u>Option 1)</u> Download and install the released version (2.12.36.4) of the FTDI driver from here: <u>https://ftdichip.com/wp-content/uploads/2021/08/CDM212364_Setup.zip</u>

Open the Device Manager and right-click on the USB Serial Port to select Properties.



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Click on the Driver tab to confirm the version. If it is not 2.12.36.4 then click Update Driver.

USB Serial	Port (COM3)	Propert	ties					×
General	Port Settings	Driver	Details	Ever	nts			
	USB Serial Po	ort (COM	3)					
	Driver Provide	er: FT	DI					
	Driver Date:	7/	5/2021					
	Driver Version	n: 2 .1	12.36.4					
	Digital Signer:	: Mi Pu	crosoft V Iblisher	Vindow	vs Hard	ware Co	mpatibi	lity
Drive	er Details	View	details a	bout th	ne insta	lled drive	er files.	
Upda	ate Driver	Upda	ite the dri	iver for	r this de	evice.		
Roll B	lack Driver	lf the back	device for the pr	ails aft evious	er upda sly insta	ating the lled drive	driver, i er.	roll
Disab	le Device	Disab	ble the de	vice.				
Unins	tall Device	Unin	stall the d	evice	from th	e system	(Advar	nced).
					(ок	(Cancel



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Then click -> Browse my computer for drivers.

		×
- <u>I</u> (Update Drivers - USB Serial Port (COM3)	
Но	w do you want to search for drivers?	
->	Search automatically for drivers Windows will search your computer for the best available driver and install it on your device.	
->	Browse my computer for drivers Locate and install a driver manually.	
		Cancel

Select -> Let me pick from a list of available drivers on my computer, then click Next.

	×
←	
Browse for drivers on your computer	
Search for drivers in this location:	
C:\Users\bmacone\OneDrive - Xylem, Inc\Documents > Browse	
Include subfolders	
→ Let me pick from a list of available drivers on my computer	
same category as the device.	
Next	Cancel



Select USB Serial Port Version: 2.12.36.4 [7/5/2021], then click Next.

		×
÷	Update Drivers - USB Serial Port (COM3)	
	Select the device driver you want to install for this hardware. Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	
	 ✓ Show compatible hardware Model ☑ USB Serial Port Version: 2.12.28.0 [8/16/2017] ☑ USB Serial Port Version: 2.12.36.4 [7/5/2021] 	
	This driver is digitally signed. Have Disk Tell me why driver signing is important	
	Next Cancel	

A message indicating that Windows has successfully updated your drivers should appear. Click Close.

	×
← Update Drivers - USB Serial Port (COM3)	
Windows has successfully updated your drivers	
Windows has finished installing the drivers for this device:	
USB Serial Port	
	Close



Option 2) Alternatively, the Selective Suspend feature can be disabled if the Dell-specific driver is required.

To disable "Selective Suspend", plug in the USB serial device, and then go to Device Manager > Rightclick on the COM port to select Properties > click the Port Settings tab > click the Advanced button.

USB Serial Port (COM36) Properties	\times
General Port Settings Driver Details Events	
Bits per second: 9600	~
Data bits: 8	\sim
Parity: None	\sim
Stop bits: 1	\sim
Flow control: None	\sim
Advanced Restore	Defaults
ОК	Cancel

Under the Miscellaneous Options section, uncheck the Enable Selective Suspend box and click OK.

OM Port Number:	COM9	<u> </u>	OK
SB Transfer Sizes			Cancel
elect lower settings to c	orrect performance problems at lov faster performance.	v baud rates.	Defaults
eceive (Bytes):	4096 💌		
ansmit (Bytes):	4096 💌		
1 Options		Miscellaneous Options	
elect lower settings to c	orrect response problems.	Serial Enumerator	- 🖘
stency Timer (msec):	16 💌	Serial Printer Cancel If Power Off Event On Surprise Removal	
meouts		Set RTS On Close	Γ.
inimum Read Timeout	(msec):	Disable Modem Ctrl At Startup Enable Selective Suspend Selective Suspend Idle Timeout (secs)	



Questions? If you are unsure, or if you think your system is experiencing the problem, please contact our Technical Support department and they can help you identify whether a problem is occurring. Technical Support can be reached at support@sontek.com or +1 (858) 546-8327 extension 1. Please contact us with any questions or concerns you may have.

Sincerely,

SonTek Support Team