

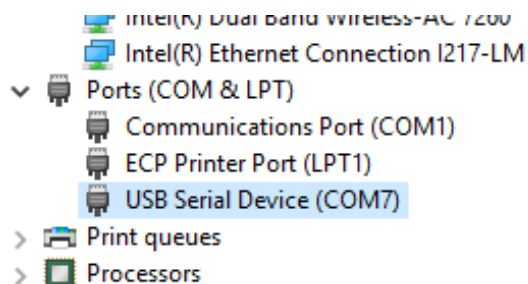
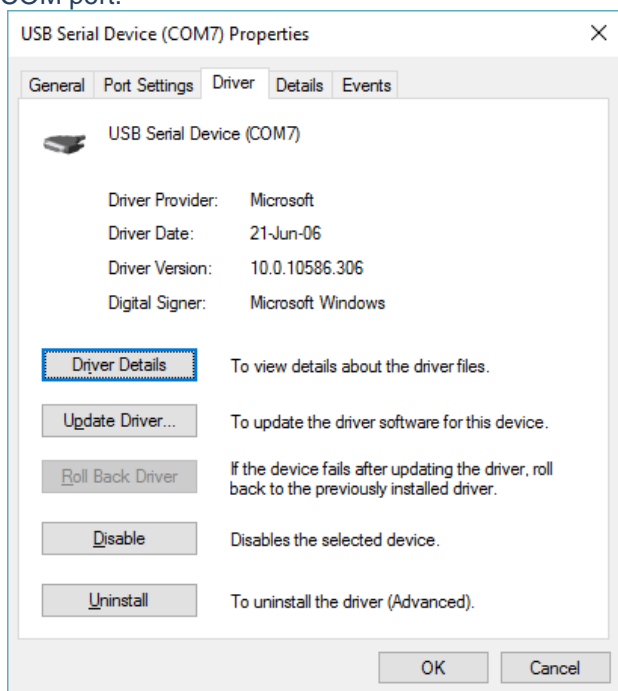
Honeywell USB Serial Driver and Windows 10

Customers running Windows 10, and connecting to Honeywell scanners may experience difficulties in USB serial communication as they might not realize they haven't installed the Honeywell USB serial driver.

With Windows 10 Microsoft provides a standard serial driver, that allows to connect to a COM port, but that driver doesn't support all functionality such as imaging, or sending commands like REVINF.

To see what driver is installed, ensure the scanner is connected with a USB serial interface (TRMUSB130) and check the serial driver in the device manager (right click on the *Windows Icon* in the lower left corner, and select Device Manager). There, under *Ports (COM & LPT)* the scanner is found as *USB serial Device*, with the enumerated COM port. While right-clicking on the *USB Serial Device*, select '*properties*' and click on the *Driver* tab

The fact the scanner registered with the generic; 'USB Serial Device'-name, already indicates the standard Microsoft Windows driver has created the COM port.

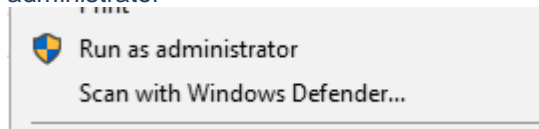


If you find a version number usually starting with 10, and the Digital Signer is 'Microsoft Windows' you do have the standard Windows driver, and to overcome issues with the Honeywell scanners, it is recommended to install the Honeywell driver.

The correct version of the Honeywell Serial driver for a specific device can be found on the Honeywell AIDC website (www.honeywellaidc.com). Usually the latest version covers all current Honeywell branded devices. (summer 2017 the package version number is 3.5.8).

The driver should be installed with elevated privileges / administrator privileges as explained in the readme.txt file in the install package.

1. Open the <driver install directory> with Windows Explorer.
2. Right click the file "setup.bat" and select "Run as administrator"



3. Follow installation instructions.

If previously a Honeywell driver was installed it will prompt you to Uninstall the found version.

`C:\windows\System32\cmd.exe`

```
CHECKMSI_VER=2.1
... foundVer=3.1.4
... installVer=3.5.8
... continueSetup=no
... supportOS=yes
preinstchk completes ...
===== WARNING WARNING: Cannot install this driver =====
There is a different version of MSI driver package, ver=3.1.4 is currently installed
Please first remove the current MSI installed driver in 'Control Panel\Add and Remove program'
Then try to install this driver again.
=====
Press any key to continue . . .
```

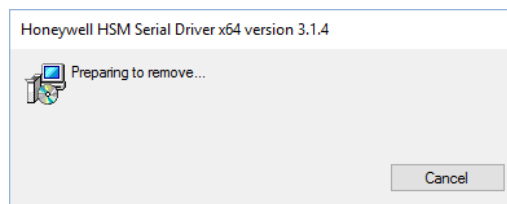
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Under 'Control Panel\All Control Panel Items\Programs and Features' the driver can be found and uninstalled:
Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

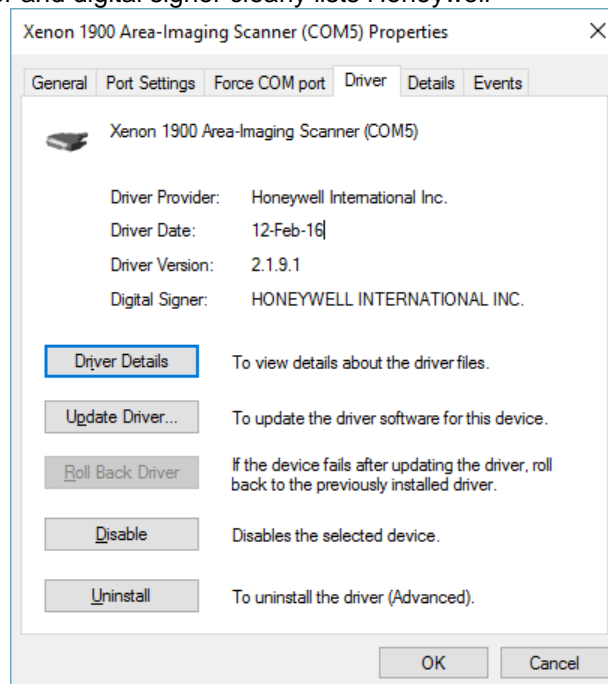
Name	Publisher	Installed On	Size	Version
Hive Streaming	Hive Streaming AB	17-Jul-17	152 MB	16.1.2056.233
Honeywell Fonts	Honeywell	25-Apr-17	4.05 MB	1.0.0
Honeywell HSM Serial Driver x64 version 3.1.4	Honeywell	30-May-17	6.45 MB	3.1.4
Honeywell Software Downloader Setup	Honeywell	19-May-17	11.6 MB	1.0.0.0
Intel Security True Key	Intel Security	08-Jul-17		4.19.108.1



When the Honeywell USB serial driver is installed you no longer see the generic Microsoft description in the Device Manager but you will see it registered with the Honeywell USB name i.e



For Driver version it will list the actual driver software component rather than the driver package version (i.e package 3.5.8), but the provider and digital signer clearly lists Honeywell



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