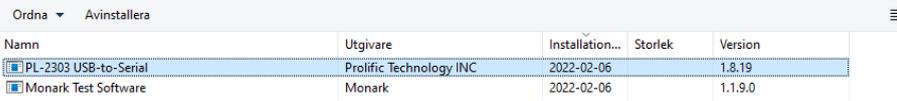
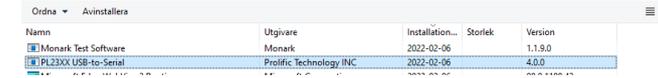
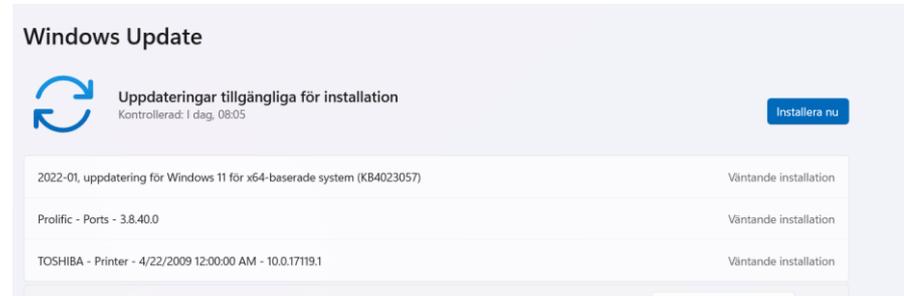


MONARK TEST SOFTWARE and Windows 11

<p>Problem</p>	<p>Ergometer and computer communicate with each other via a cable USB-A m - USB-A m I am a USB serial port, it requires a driver. The included driver in the MONARK TEST SOFTWARE software is compatible with Windows 7, Windows 8, Windows 10. Using Windows 11 this driver will not work.</p>															
<p>Current configuration</p>	<p>Once you have installed the entire package, it should look like below in your control panel In order for Bicycle and computer to be able to communicate with each other, the driver must be updated. You install a number of drivers in one package, the non-working package has version 1.8.19.</p>  <table border="1"> <thead> <tr> <th>Namn</th> <th>Utgivare</th> <th>Installation...</th> <th>Storlek</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>PL-2303 USB-to-Serial</td> <td>Prolific Technology INC</td> <td>2022-02-06</td> <td>1.1.9.0</td> <td>1.8.19</td> </tr> <tr> <td>Monark Test Software</td> <td>Monark</td> <td>2022-02-06</td> <td></td> <td>1.1.9.0</td> </tr> </tbody> </table>	Namn	Utgivare	Installation...	Storlek	Version	PL-2303 USB-to-Serial	Prolific Technology INC	2022-02-06	1.1.9.0	1.8.19	Monark Test Software	Monark	2022-02-06		1.1.9.0
Namn	Utgivare	Installation...	Storlek	Version												
PL-2303 USB-to-Serial	Prolific Technology INC	2022-02-06	1.1.9.0	1.8.19												
Monark Test Software	Monark	2022-02-06		1.1.9.0												
<p>Solution</p>	<ul style="list-style-type: none"> • Disconnect the USB cable between the computer and the Bicycle • Uninstall PL-2303 USB-to-Serial version 1.8.19 • Restart the computer • Download version 4 from the manufacturer's website PL23XX_Prolific_DriverInstaller_v400.zip • It is a compressed file that you unpack and install • When that installation is complete, the communication between the bicycle and the computer should work. 															
<p>Make sure you have the correct version.</p>	 <table border="1"> <thead> <tr> <th>Namn</th> <th>Utgivare</th> <th>Installation...</th> <th>Storlek</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>PL23XX USB-to-Serial</td> <td>Prolific Technology INC</td> <td>2022-02-06</td> <td>4.0.0</td> <td>4.0.0</td> </tr> <tr> <td>Monark Test Software</td> <td>Monark</td> <td>2022-02-06</td> <td></td> <td>1.1.9.0</td> </tr> </tbody> </table>	Namn	Utgivare	Installation...	Storlek	Version	PL23XX USB-to-Serial	Prolific Technology INC	2022-02-06	4.0.0	4.0.0	Monark Test Software	Monark	2022-02-06		1.1.9.0
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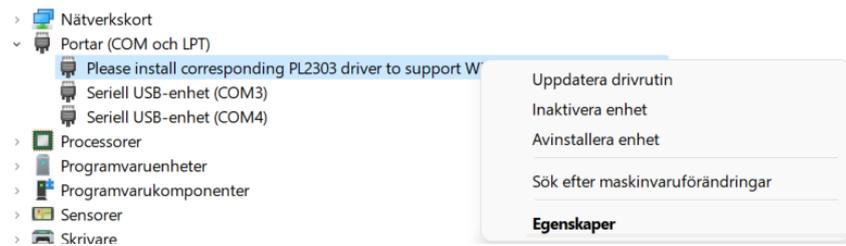
Unfortunately, we have realized that the problem may recur. This is because when you run Windows update, a new driver will be installed automatically. If that driver is installed, the problem will recur.

In the first place, do not install that driver, if it has done so see the info below..

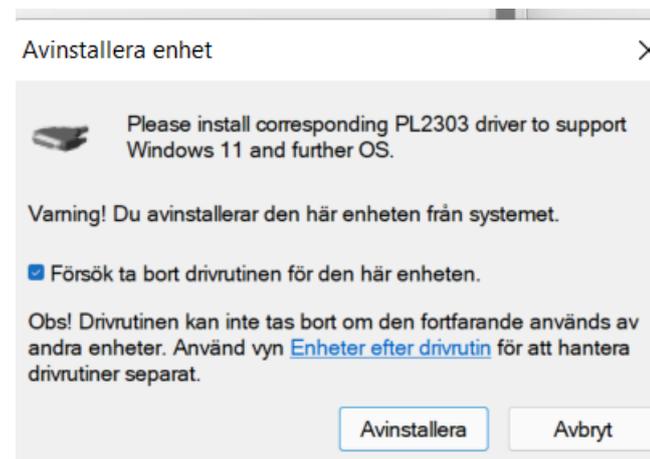


This is written 2022-02-18 and the correct driver will be added to WindowsUpdate but we do not know when.

You can see in your device manager which driver version you have installed



If it looks like above, right-click on that driver and uninstall it.



When it looks like below in the device manager, the communication should work.

The screenshot shows the Windows Device Manager window with the 'Ports (COM and LPT)' category expanded. The 'Prolific USB-to-Serial Comm Port (COM7)' device is selected. A properties dialog box is open, showing the following details:

- Leverantör:** Prolific
- Datum:** 2021-08-11
- Version:** 3.9.1.0
- Digitalt signerad av:** Microsoft Windows Hardware Compatibility Publisher

Buttons in the dialog include: 'Mer information', 'Uppdatera drivrutin', 'Återställ tidigare drivrutin', 'Inaktivera enhet', and 'Avinstallera enhet'. The 'Uppdatera drivrutin' button is highlighted.

In this example, the device has got com7, it varies and can also be a different comport if you, for example, choose to connect the bike via another USB port in the computer.

Download the file from Prolific (manufacturer of USB serial port)

You can see more info from the manufacturer of com-porten 's website [Products \(prolific.com.tw\)](https://www.prolific.com.tw)

The screenshot shows the Prolific website's product page for the PL2303 Windows Driver. The breadcrumb trail is: SIO (Smart-IO) > USB to UART/Serial/Printer > PL2303 Windows Driver Download. A table lists the driver files:

File Name	Release Date	Version	File Size	Brochure
PL23XX_Prolific_DriverInstaller_v400.zip	2021/12/30	4.0.0	10951.67KB	