Troubleshooting pSense Unit – Improperly Configured COM Port

Problem:

pSense Configuration utility launches, but does not successfully detect pSense, even though the unit is powered and connected to the computer.

Solution (All):

Most problems occur if the unit is plugged in before you install the software, and the device is linked to an unknown driver.

1. Unplug the unit.
2. Open the Device Manager and uninstall the unknown driver.
3. Reboot your computer
4. Install the software from the CD
5. Install the USB to COM port driver
6. Reboot your computer
7. Turn on the pSense
8. Plug the cable into the pSense and into a USB port.
9. Follow the on-screen instructions for installing the device driver

Solution (Windows XP):

The port of the pSense device must be changed to COM3:

1. Open the Windows Device Manager.
2. Right click on the COM port you want to change.
3. Left click on Properties.
4. Click on the Port Settings tab.
5. Click on the Advanced... button.
6. Use the drop down list to select the COM port 3.
7. Click OK.
8. Click on OK again and close Device Manager.
9. Remove and reconnect the device to your computer

Solution (Windows 7):

Device must be connected to COM port 1-4 (by default, COM3). If it is not automatically installed on one of these ports:

1. While device is plugged in, open Control Panel | All Control Panel Items | Devices and Printers
2. Look for unspecified device "Silicon Labs CP210x USB to UART Bridge (COMx).
3. Right click the icon.
4. Select Properties
5. Click the hardware tab and select properties
6. Click Change Settings
7. Click Port Settings
8. Click Advanced
9. Change the COM port number to 3. If that COM port is in use select 1,2 or 4.
10. Save the settings and reboot.

If all COM ports 1-4 are in use, you may have to uninstall another device to free up one of the first 4 COMM ports.