
Subject: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [wmgibson](#) on Fri, 03 Mar 2017 20:44:50 GMT

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Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [Mac](#) on Fri, 03 Mar 2017 21:24:13 GMT

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Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [rcordeiro](#) on Tue, 07 May 2019 19:53:36 GMT

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I saw that Windows Server 2016 is also in this list?

serial Number: 8295-007800 RocketPort II USB Serial Port (4-port).

Windows 2016 did not install a driver...probably security settings because I cannot install the utility.msi either.

But I can choose from a list...can you tell me what to look for in the list?

Or is there a Win server 2016 driver I can install?

File Attachments

1) [RocketPort.jpg](#), downloaded 24 times

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [Matt](#) on Tue, 07 May 2019 20:00:00 GMT

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You can try the driver shown here: http://downloads.control.com/html/RPusbSH_drivers.htm

It looks like your specific unit's serial number may be compatible with Server 2016.

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [rcordeiro](#) on Fri, 24 May 2019 14:40:14 GMT

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Thank you for responding. The link you provided takes me back to where I started...the

instructions for Win 10 WinServer 2016 say...

Connect the RocketPort USB Serial Hub II to the system.
Allow the operating system to automatically install the RocketPort USB Serial Hub II

However, Win Server 2016 does not automatically load/install a driver for it.
I can manually select and install by knowing the following...

Device Type:

USB (Controller, Device or function Controller)_____?

Then choose Manufacturer_____?

Then choose Model_____?

There are many combinations, and many will install, but i am not sure if I have the correct Driver...
My modems do not work...so I think I do not have the correct driver loaded...

Can you help fill in the blanks above, or is there a driver that can be downloaded?

Thanks.

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?
Posted by [Kurt](#) on Fri, 24 May 2019 15:26:48 GMT

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Hi,

Matt is not in, so I'm picking this up in his absence.
Would you be able to provide the serial number of the unit?

What I do for Windows 10 and above where the Operating System doesn't discover the driver is the following:

1. Install the driver previously linked.
2. Reboot the server. If still not found, I go to the Windows Device Manager, right click on the USB Device and select 'Update Driver'.
3. Select 'Search automatically for updated driver software'.

If successful, it should describe the driver as a Prolific device.

See, "Verifying the Driver Installation"

http://downloads.comtrol.com/html/RPusbSH_install_win.htm

If your 4-port has a serial number before 8295-006001, then the chipset within the USB hub will not be able to support anything above Windows 7.

On my test machine, Windows 2019 Server, I have a USB 8-port hub. I installed the driver and it did not find the device. I rebooted and it came up as a Prolific-USB-to-Serial Comm Port.

I don't have a 4 port, but other than the serial number constraint, it should have no issue with Operating Systems above Windows 10.

I hope that helps.
Kurt

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?
Posted by [rcordeiro](#) on Fri, 24 May 2019 17:57:08 GMT

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Kurt, thanks for filling in.

I checked the serial number in my earlier post...8295-007800 and found that I am not affected by that constraint.

I will review your link to see what I can do.

I have also searched in the open wild wild web and found some articles noting a windows update that can affect prolific devices...

this one had a download and very specific instructions...I am screening the download now..PL2303_64bit_Installer...v2.0.2.8

his post is old...too.

Again thanks...i will follow your link, I do not have the server on the Internet, so i have to sneakernet files...

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?
Posted by [rcordeiro](#) on Fri, 24 May 2019 18:02:12 GMT

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Kurt,

I should have checked that link before my reply...there IS NO DRIVER at the end of the link...I have been to the Driver Page for Windows 10, 2016, 8/8.1. There is NO driver listed...just instructions that say windows will automatically install...BUT it does NOT.

Please, let me know where I can get the driver files.

Thanks again,
RC

Subject: Re: RocketPort USB Serial hub II (4 port) supported in Windows 10?

Posted by [Kurt](#) on Fri, 24 May 2019 20:11:07 GMT

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Hi,

The page can be misleading, the icon with the vice holding a box is the download file.
Here's a direct link to the driver.

http://downloads.comtrol.com/usb_sh_ii/drivers/win7/RPusbSH_Windows_1.8.19.exe

Kurt
