**Driver installed, unable to connect HAB-120 or HAB-120, The following solutions can be tried:**

Windows 64-bit Fix for:

- All Windows 64-bit operating systems including Windows 10

.Prolific USB to Serial Adapter OR other device.

.Device using PL-2303 H, HX, HXA, HXD, X, XA, EA, RA, SA, TA, TD version chips

.Driver Version: 3.3.2.102

.Driver Date: 09/29/08

.Supported device ID and product strings: . VID\_067B&PID\_2303 for "Prolific USB-to-Serial Comm Port"

1. Download and Save the "PL2303\_64bit\_ Installer.exe" at the link below:

http://www.ifamilysoftware.com/Drivers/PL2303\_64bit\_Installer.exe

You can just Save it to your Desktop to make it easier. Norton's 360 won't like it, so to save all the grief of dealing with that beast you might want to disable your anti-virus before running the installer.

2. Unplug all USB-To-Serial adapters and Double click on the installer "PL2303\_64bit\_Installer.exe"

3. When it prompts you, plug in one (1) of your USB-To-Serial adapters and click "Continue".

4. Reboot your computer.

5. Unplug the adapter and plug back in again. That's it!

Trouble Shooting: You must follow ever step in the process precisely. If you still receive an error after running the PL-2303\_64bit\_Installer.exe and your device is plugged in, go to the Windows Device Manager. Scroll down to Ports (Com & LPT) and Double-Click on "Prolific USB-to-Serial Comm Port (COM#)". In the Properties Window, Click on "Driver". The "Driver Version" must say "3.3.2.102" dated 09/24/08. If not, then the correct driver is not installed. Unplug the USB-To-Serial adapter and run the "PL2303\_64bit\_Installer.exe" again, following the directions precisely until you get it right.