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Prolific USB-to-Serial Fix (Official Solution to 'Code 10 error')
Posted by Alex E. on 11 March 2016 10:37 PM

Article credit goes to: ifamilysoftware.com

Purpose of this article is to guide you on how to FIX the **"Prolific USB-to-Serial"** driver issue with common cheap units.

In summary, this article is for: Windows XP, Windows 7, Windows 8, Windows 8.1 and Windows 10. Works on 32/64-bit.
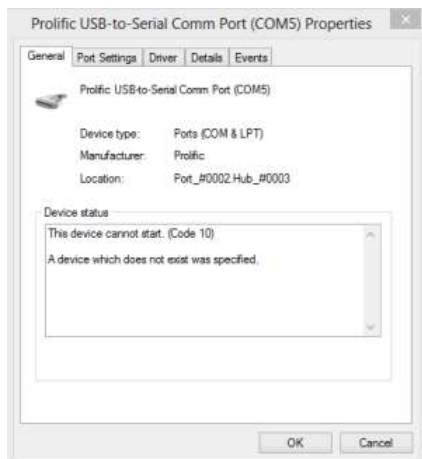
And it addresses issue of: Prolific PL-2303 Driver Fix (VID_067B&PID_2303)

Driver issue will show inside your Device Manager like this:

(Notice in above picture, yellow triangle next to *"Prolific USB-to-Serial Comm Port (COM X)"*. That means correct driver version is not installed.)

And if you double-click on it, you will see:

(Notice in above picture, Code 10 error. This confirms you need to install correct driver file.)

Issue will also may show messages like this:

- *"This Device cannot start (Code 10)"*
- *"No driver installed for this device"*
- *"Device driver was not successfully installed"*

Available forum solutions to this problem are half-baked. Even vendors selling their "USB to Serial" adapters are baffled.

Main cause of this issue is because the device you own contains a counterfeit "Prolific" chip (China clone).

The counterfeit chip use the same *Vendor ID (VID_067B)* and *Product ID (PID_2303)* - as the authentic Prolific chips.

To solve this intellectual infringement - original Prolific company modified their newest drivers *to render the counterfeit adapters unusable*. Unfortunately this decision also renders all earlier adapters inoperative.

The Prolific 64-bit drivers that Microsoft supplies via Windows Update, *Versions 3.4.67.325, 3.4.25.218, 2.1.51.238 and 3.4.62.293* - will **not** work with most adapters and therefore shows the generic "Code 10" error.

Or you may get no error at all, but your device will still not work.

If your adapter was working prior to going to Windows Update, you can "roll back" to the previous installed driver and all will be well once again.

However if you didn't have a previous driver installed that worked - you'll have to go through the process of removing any PL-2303 driver installation programs, the actual driver files, and the information (.INF) file, BEFORE you are able to successfully install the correct driver.

(What worsens this issue is that there are many *"Prolific Driver Removal Tools"* that do not work properly.)

And Windows 8, 8.1 and Window 10 are **set by default to automatically update your drivers without your permission** or even notifying you of the update.

So no matter how many times you remove the driver files and reboot - the next time you insert the *USB-To-Serial* adapter, Windows installs the newest non-working version again.

Only 64-bit driver I have ever found that works with all the "Prolific" adapters is *Version 3.3.2.102*.

Below installer program will remove all of the incompatible drivers — make a change so that Windows can never update the driver without your approval — and install the *Version 3.3.2.102* compatible drivers.

Windows 64-bit Fix:

- All Windows 64-bit operating systems including Windows 10
- Prolific USB to Serial Adapter .
- Device using PL-2303 H/HXA/HX/X 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"

Steps:

1. Download and save the *"PL2303_64bit_ Installer.exe"* by clicking **here**.
2. Unplug all USB-To-Serial adapters from your computer - and double-click on "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. That's it!

Troubleshooting:

You must follow ever step in the process in exact order.

1. If you still receive an error after running the *PL-2303_64bit_Installer.exe* and your device is plugged in - go to **Windows Device Manager**.

   - **Windows Vista/7/8/10:** Control Panel » System » Device Manager
   - **Windows XP:** Control Panel » System » "Hardware" tab » Device Manager

2. Scroll down to *Ports (Com & LPT)* and double-click on "Prolific USB-to-Serial Comm Port (COM#)".

3. 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 the correct driver appears.

Windows 32-bit Fix:

- All Windows 32-bit operating systems from XP up
- Prolific USB to Serial Adapter .
- Device using PL-2303 H/HXA/HX/X version chips
- Driver Version: 2.0.2.8
- Driver Date: 11/20/07
- Supported device ID and product strings: . VID_067B&PID_2303 for "Prolific USB-to-Serial Comm Port"

Steps:

1. Download and Save the "PL-2303_Driver_ Installer.exe" by clicking **here**.
2. Run the installer program. If it offers a choice to remove the driver, then select to remove the current "bad" driver.

   Then run the installer again to install the correct driver.

Troubleshooting:

1. If you still receive an error after running the *PL-2303_Driver_Installer.exe* and your device is plugged in, go to the Windows Device Manager.

   - **Windows Vista/7/8/10:** Control Panel » System » Device Manager
   - **Windows XP:** Control Panel » System » "Hardware" tab » Device Manager
2. Scroll down to *Ports (Com & LPT)* and double-click on "Prolific USB-to-Serial Comm Port (COM#)".
3. In the Properties Window, Click on "Driver".

   The "Driver Version" must say **"2.0.2.8"** dated **11/20/07.**

   If not, then the correct driver is not installed. Unplug the USB-To-Serial adapter and run the "PL2303_Driver_Installer.exe" again, following the directions until correct driver appears in Device Manager.

Removal of this tool:

The Prolific 32-bit PL-2303_Driver_Installer is a "Program" file and therefore installed to your computer and must stay. If you want to delete it - use the Windows "Uninstall a Program" or "Add or Remove Program" feature - however this will also uninstall the driver itself.

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Key words: Sabrent, SBT-USC1M, Prolific, PL-2303, PL2303, USB to Serial, VID_067B, PID_2303, Code 10

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Adriano Saraiva • 2 months ago

Works perfectly on Windows Server 2016.
Thanks for share with us ; -)

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Gheorghe Ciortan • 2 months ago

Thank you so much. It work's !

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Alberto Morales • 3 months ago

Big thanks for your support, so useful.

∧ | ∨ • Reply • Share ›

mossmoss • 5 months ago

Alex. This is the ONLY advice and driver that actually worked. Genius!
Very much appreciated.
Moss Moss

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Ejdjss • 6 months ago

Thank you! Spent half a day trying to figure this out and this page solved it for me.

∧ | ∨ • Reply • Share ›

BannedConservative • 8 months ago

This worked like a charm for my Win7 ultimate PC. It still gave me the "could not start" error after right up until I initiated the restart. When it came back up, it appeared to have locked during the bootup. It took about 2 min longer than normal, but just before the PC came fully awake, I got the prompt that it was successfully installed... and heard the ding ding sound. Beautiful. Thanks!

∧ | ∨ • Reply • Share ›

Rick Forsyth • 8 months ago

attempted this method on win 7 64bit, failed. tried uninstalling the device manager entry, removing all driver files, then re-running this program following all steps accordingly, still getting code 10. Any ideas?

∧ | ∨ • Reply • Share ›

dirac bracket ➤ Rick Forsyth • 7 months ago • edited

Hi,
I tried the solution from
https://dronespersonalizado...

On my Windows 10 64bit laptop and it worked to get rid of the error 10 code, WITHOUT having to remove all the existing drivers. After installing the 3.3.2.105 version, you can select which of the installed driver versions to use for the device.

I did a loopback test (connecting RX to the TX) and was OK.

∧ | ∨ • Reply • Share ›

Cygnus Black ➤ Rick Forsyth • 8 months ago • edited

Hey...

I saw the following information on the chipmaker site. Don't know if it helps and if it's our case.

Please be warned that counterfeit (fake) PL-2303HX (Chip Rev A) USB to Serial Controller ICs using Prolific's trademark logo, brandname, and device drivers, were being sold in the China market. Counterfeit IC products show exactly the same outside chip markings but generally are of poor quality and causes Windows driver compatibility issues (Yellow Mark Error Code 10 in Device Manager). We issue this warning to all our customers and consumers to avoid confusion and false purchase.

∧ | ∨ • Reply • Share ›

Dan Multi ➤ Rick Forsyth • 8 months ago

same issue here, tried numerous ways of fixing it, still getting the same code 10 error, even tried updating my bios.. win 10 64bit

∧ | ∨ • Reply • Share ›

dirac bracket ➤ Dan Multi • 7 months ago

Hi, solved it today on Win 10 x64, See my reply above. Hope it works for you too.

∧ | ∨ • Reply • Share ›

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