



PN Number 78

APOLLO - Updated EXAR PCI Serial UART device causes Windows XP Embedded to re-detect COM3 & COM4, assigning them as COM5 & COM6.

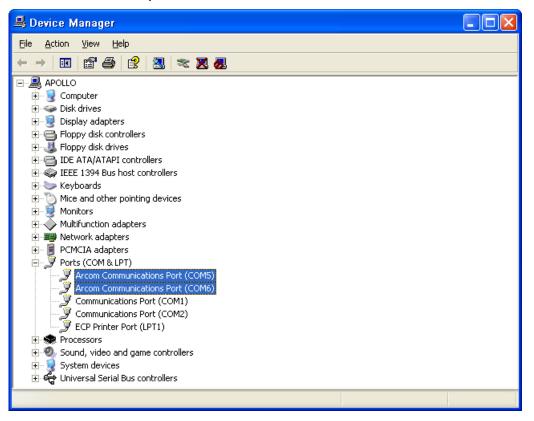
Issue Date:	20 th June 2006	Circulation:	General
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PCB Issue:	N/A	Schematic Issue:	N.A

In the current release of Windows XP Embedded for the APOLLO (v1i1), a change in the revision code on the EXAR PCI Serial UART device fitted to the APOLLO board means that COM3 and COM4 may be re-detected by Windows and be assigned as COM5 and COM6.

To check if your APOLLO board is affected, follow these instructions:

- Click on the **Start** button
- Click on Control Panel
- Double-click on the **System** icon.
- Click on the tab labelled Hardware.
- Click the Device Manager button.
- Expand the Ports (COM & LPT) section.

If **COM3** and **COM4** are displayed, your APOLLO is not affected by this APN. If **COM5** and **COM6** are displayed, then your APOLLO is fitted with a newer revision EXAR PCI Serial UART device, as shown in the example below:



To correct the problem with COM3 and COM4 being assigned as COM5 and COM6 under Windows XP Embedded, close down Device Manager, and follow these steps:

- 1. Click on the **Start** button.
- 2. Go to All Programs, Accessories, and click on Command Prompt.
- 3. Type the following commands:

set DEVMGR_SHOW_NONPRESENT_DEVICES=1

start devmgmt.msc

- 4. When Device Manager appears, click on **View** and then select **Show hidden devices**.
- 5. Expand the **Ports (COM & LPT)** section, and **COM3** and **COM4** should be visible, but greyed out, as shown below.

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Customize IEEE Customize Infrared devices Keyboards Mice and other pointing devices Monitors Multifunction adapters Network adapters Non-Plug and Play Drivers	
 PCMCIA adapters Ports (COM & LPT) Arcom Communications Port (COM3) Arcom Communications Port (COM4) Arcom Communications Port (COM5) Arcom Communications Port (COM6) Communications Port (COM1) Communications Port (COM2) ECP Printer Port (LPT1) Processors Sound, video and game controllers Storage volumes System devices 	III
🗄 🕰 Universal Serial Bus controllers	~
Displays legacy devices and devices that are no longer installed.	

- 6. Right click on Arcom Communications Post (COM3) and select Uninstall.
- 7. When asked to confirm uninstalling the device, select **OK**.
- 8. Repeat steps 6 and 7 for COM4, COM5 and COM6.
- 9. Close down Device Manager and restart Windows XP Embedded.

When Windows restarts, it will redetect the two COM ports, and they should detected correctly as **COM3** and **COM4**.

If you have any questions about this or about any of our products please contact Eurotech Ltd Technical Support.