

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

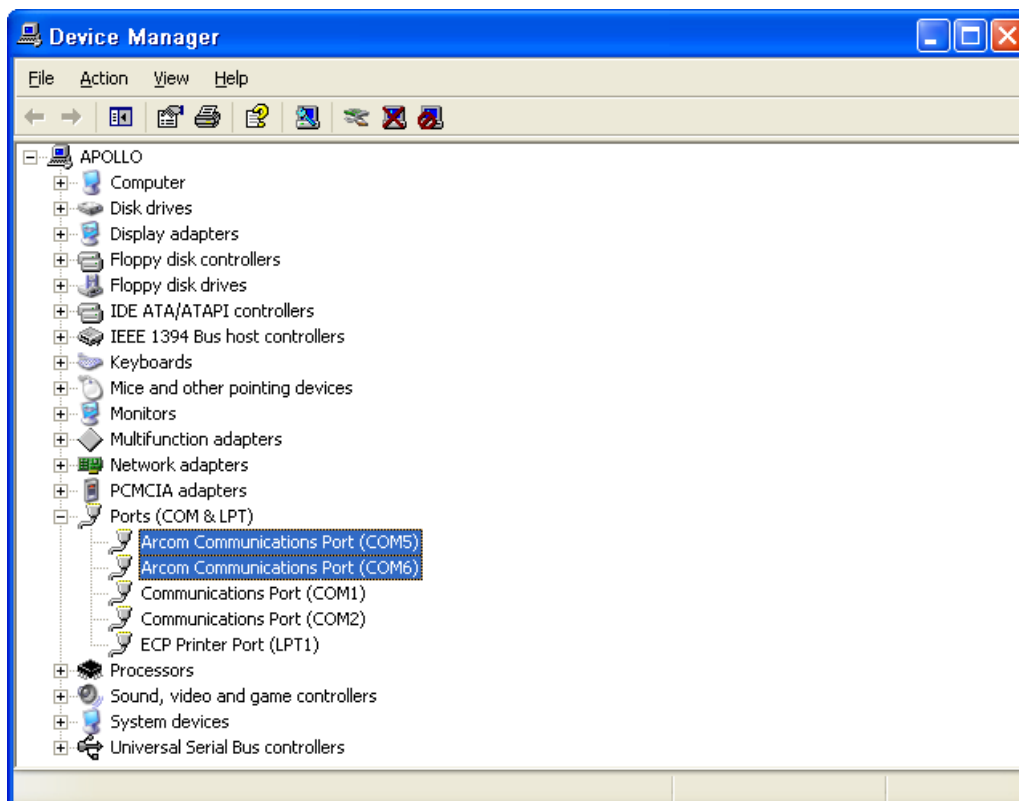
Issue Date:	20 th June 2006	Circulation:	General
PCB Version:	N/A	Schematic Version:	N/A
PCB Issue:	N/A	Schematic Issue:	N/A

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:



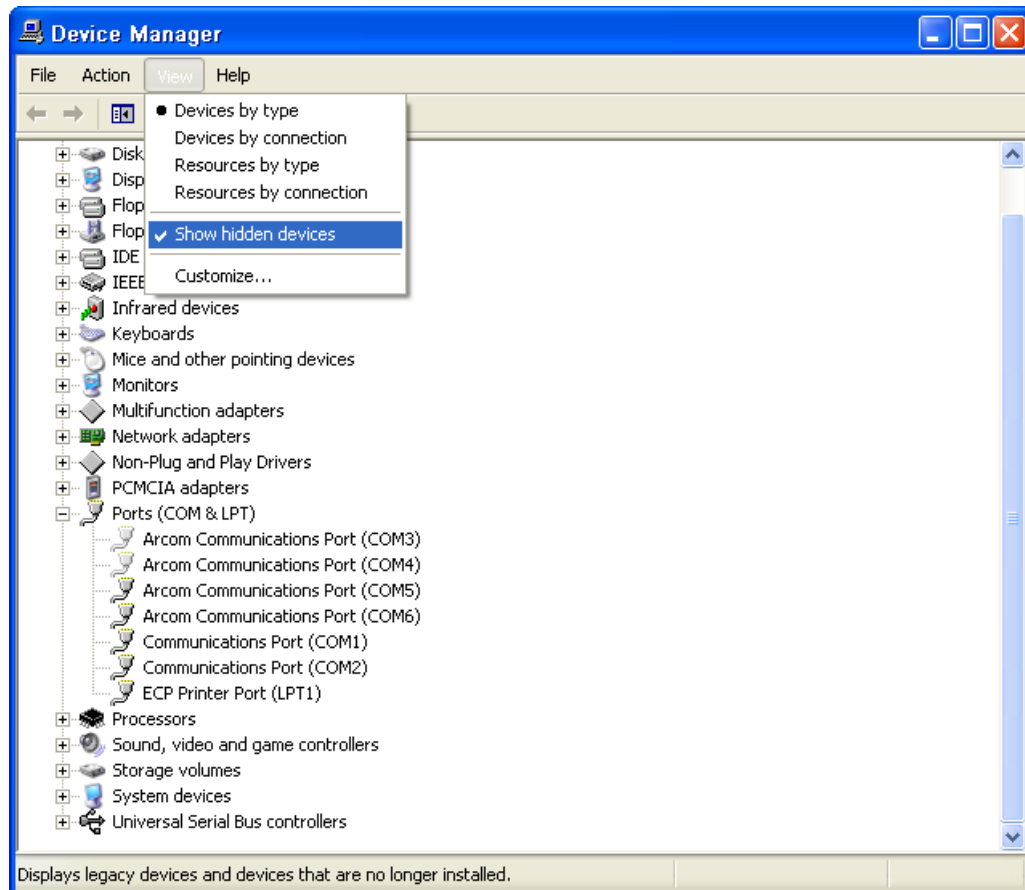
To correct the problem with COM3 and COM4 being assigned as COM5 and COM6 under Windows XP Embedded, close down Device Manager, and follow these steps:

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.



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 be 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.