eC370T Software - USB Driver Installation Guide

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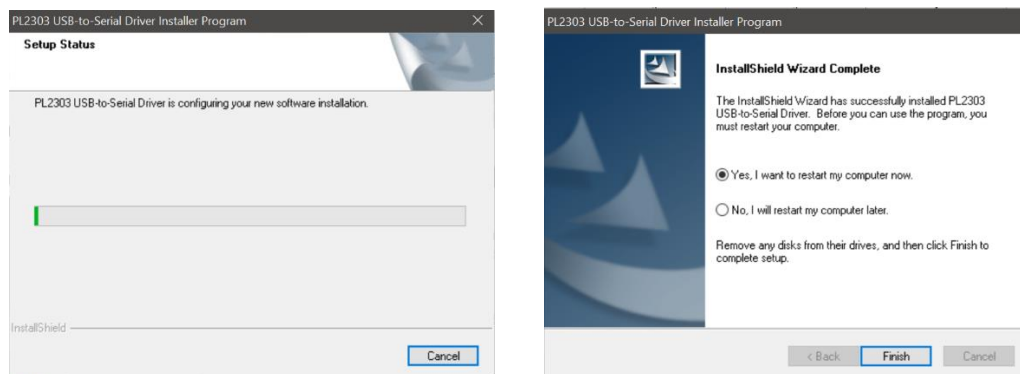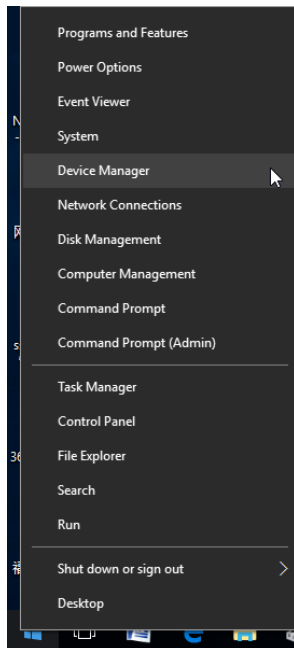
1. Normal Installation

1. Install the USB driver "PL2303_DriverInstaller_v1180_20170406.exe". You find the installer inside the folder "eC370T Software PC LINK SCPI" -> "USB driver package" -> "PL2303_Prolific_DriverInstaller_v1_18_0B" of the eC370T software package zip file that you downloaded.
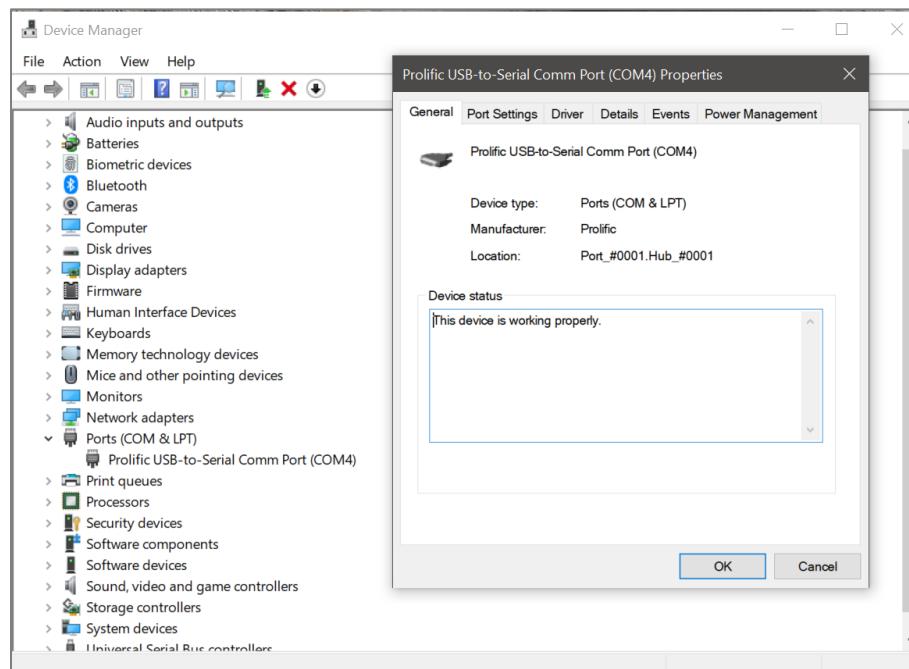

2. Run the USB driver installer by executing the program "PL2303_DriverInstaller_v1180_20170406.exe" and restart your computer if prompted.

3. Connect the eC370T calibrator to your computer using the USB cable included with your calibrator, no need to turn the calibrator on.

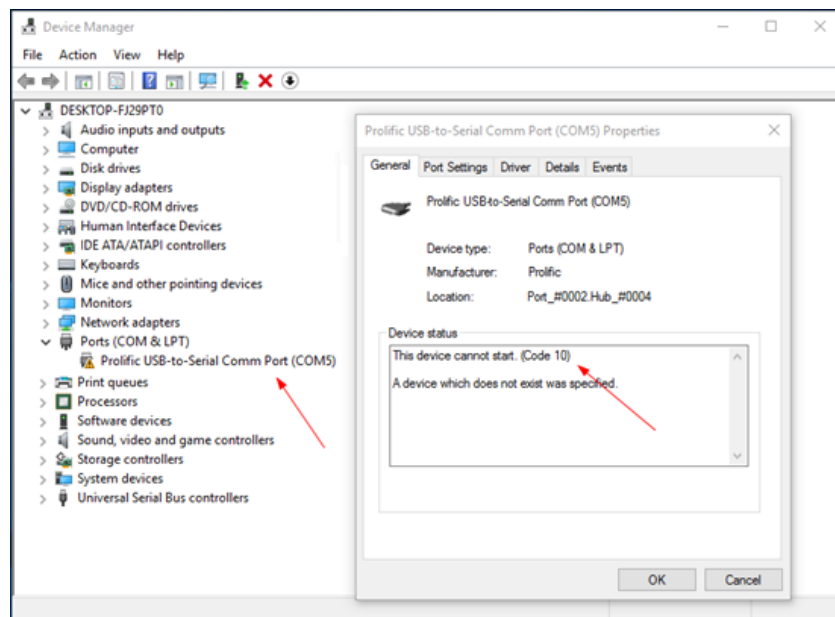4. Right-click the Start icon and select "Device Manager".

5. Inside Device Manager, expand the "Ports" section and look for a device called "Prolific USB-to-Serial Comm Port". Double-click it, and verify in the popup that opens that the Device status says "This device is working properly." If it does, the driver installed successfully and you are done. If not, continue reading and follow the instructions in section 2 of this USB driver installation guide, "Solution for Error Code 10 in Windows 10".
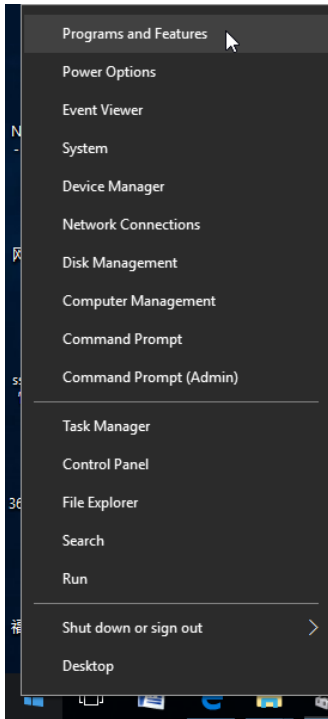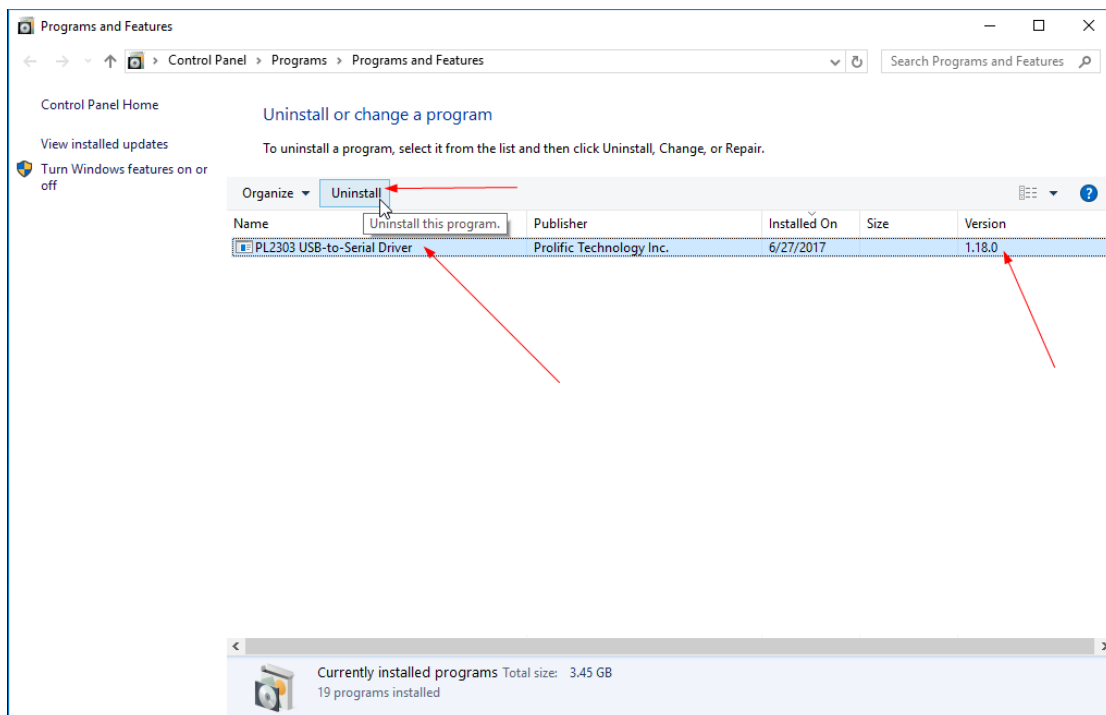
2. Solution for Error Code 10 in Windows 10

1. If you find a problem after installing the USB driver as per section 1, take the following steps. In most cases, the problem will display as error "Code 10" under "Device status". We're going to uninstall the PL2303 Prolific USB driver you installed in section 1, and will manually install a different version. First, disconnect the calibrator from the USB port of your computer.
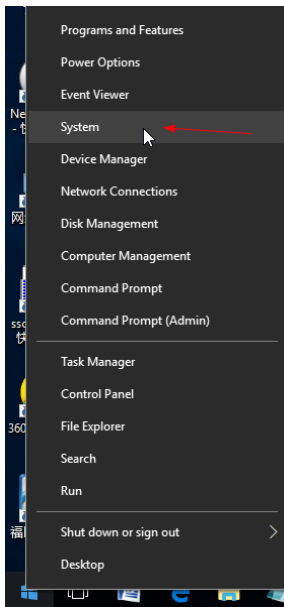

2. Right-click the "Start" icon, and select "Programs and Features" (or "Apps and Features", depending on your operating system).
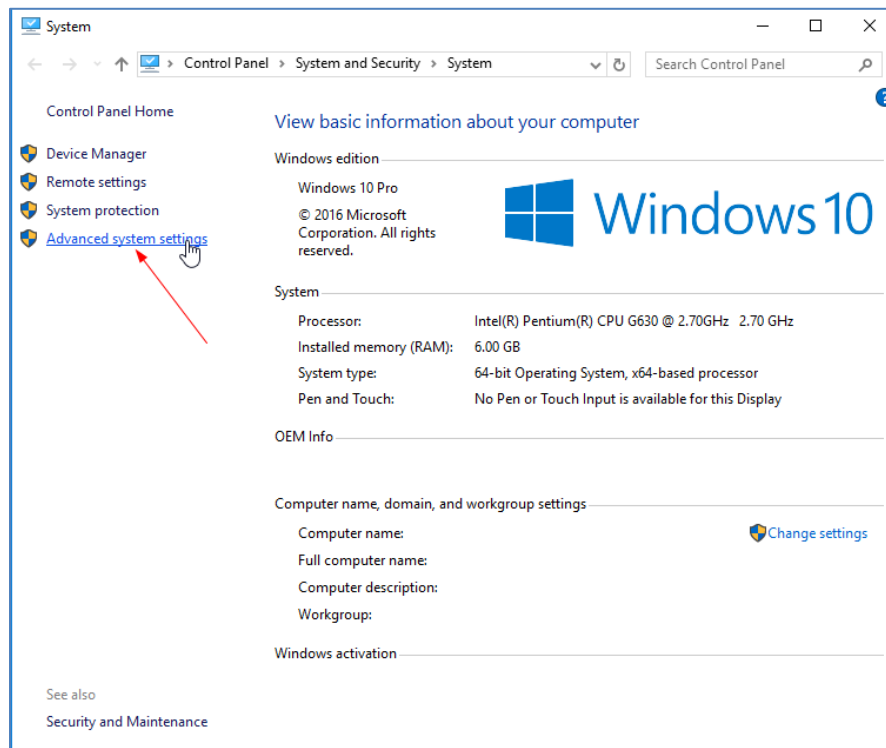
3. Find the PL2303 USB-to-Serial Driver in the list of installed programs/apps. Click on it to select it, and then click "Uninstall" to uninstall this driver.
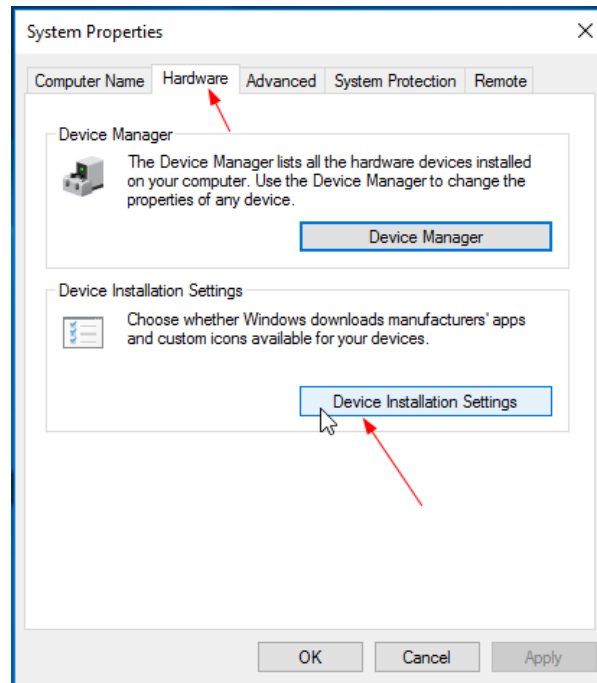
4. Next we're going to tell Windows to not automatically download manufacturers' apps (temporarily, for this installation only). Right click the "Start" icon and select "System".
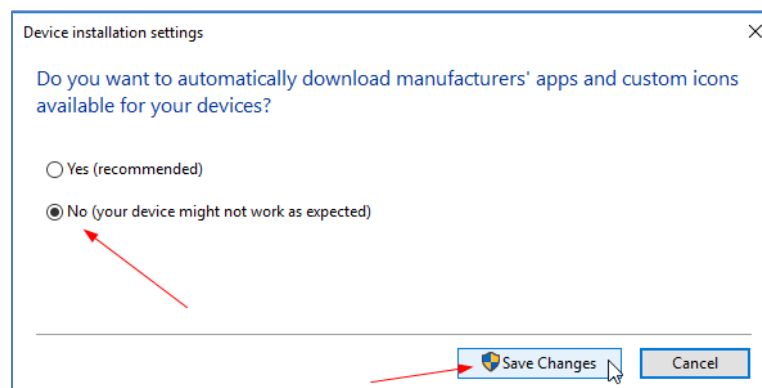

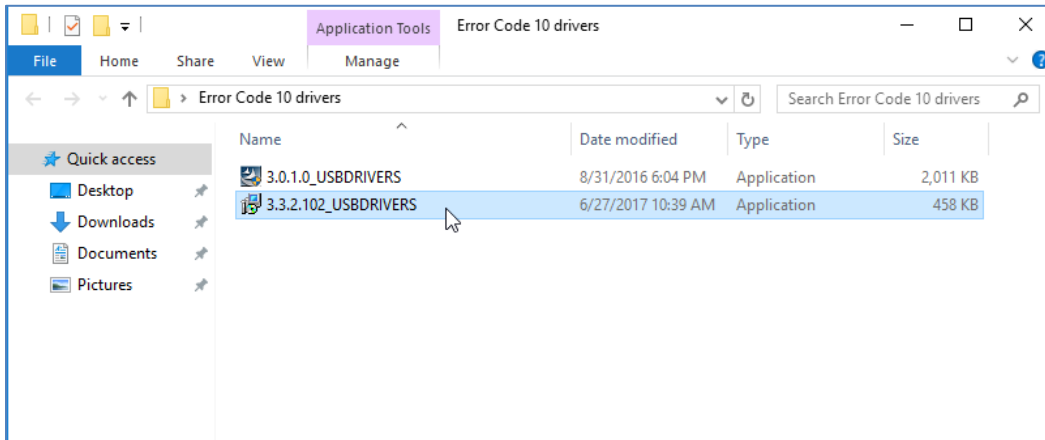5. Click on System Info, and select the "Advanced system settings".

6. Select the "Hardware" tab and click on the "Device Installation Settings" button.
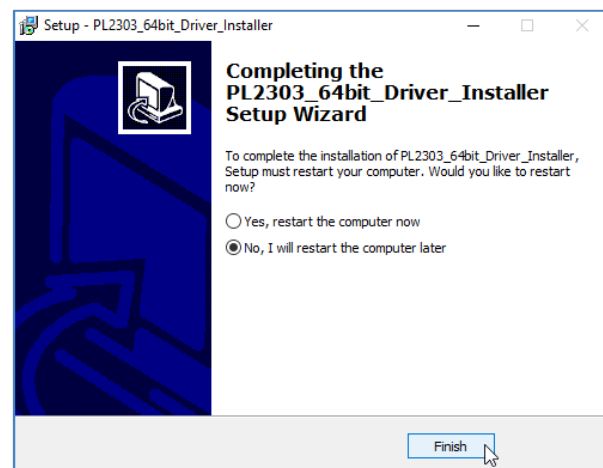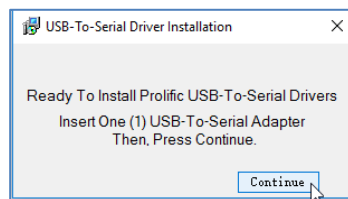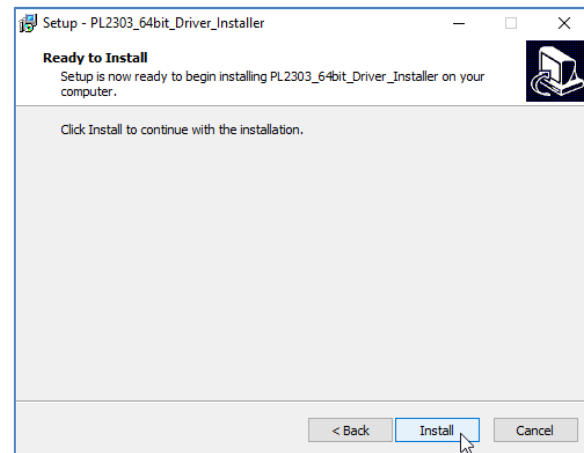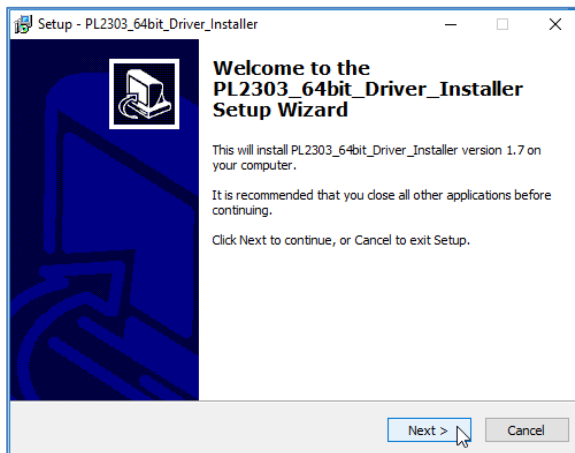

7. In the Device Installation Settings popup window, select "No" in response to the question "Do you want to automatically download manufacturers' apps and custom icons available for your devices?".

8. Now we will manually install another version of the USB driver, located inside the "Error Code 10 drivers" folder of your downloaded and extracted eC370T software package ("eC370T Software PC LINK SCPI" -> "USB driver package" -> "Error Code 10 drivers"). We will try version 3.3.2.102 first. If this version does not work, please try version 3.0.1.0.
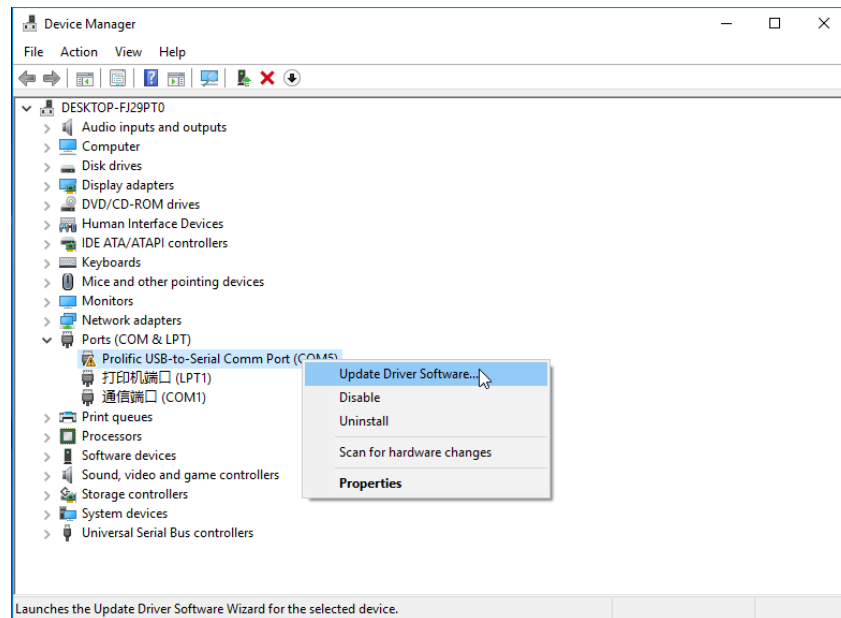
9. Follow the prompts during installation of this driver. When prompted to restart your computer, choose "No, I will restart the computer later."
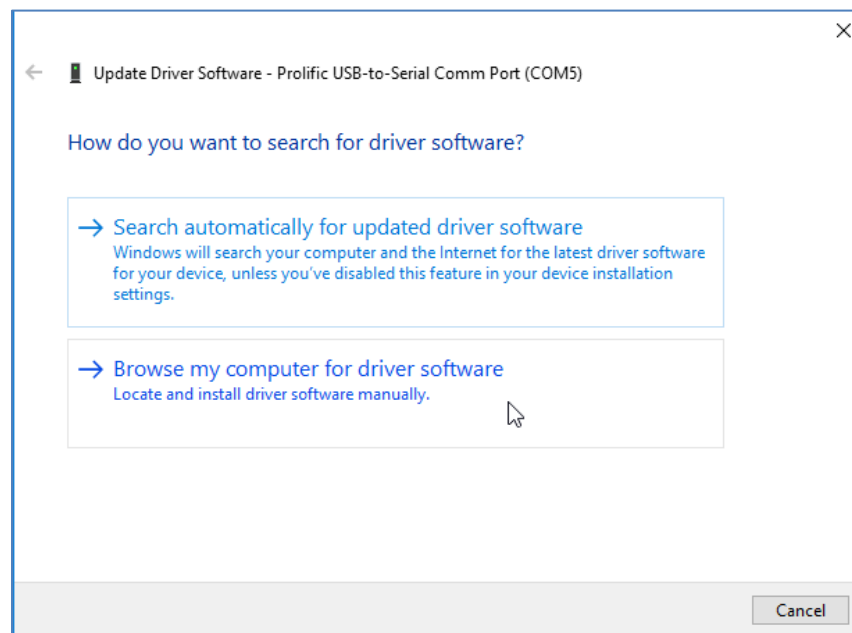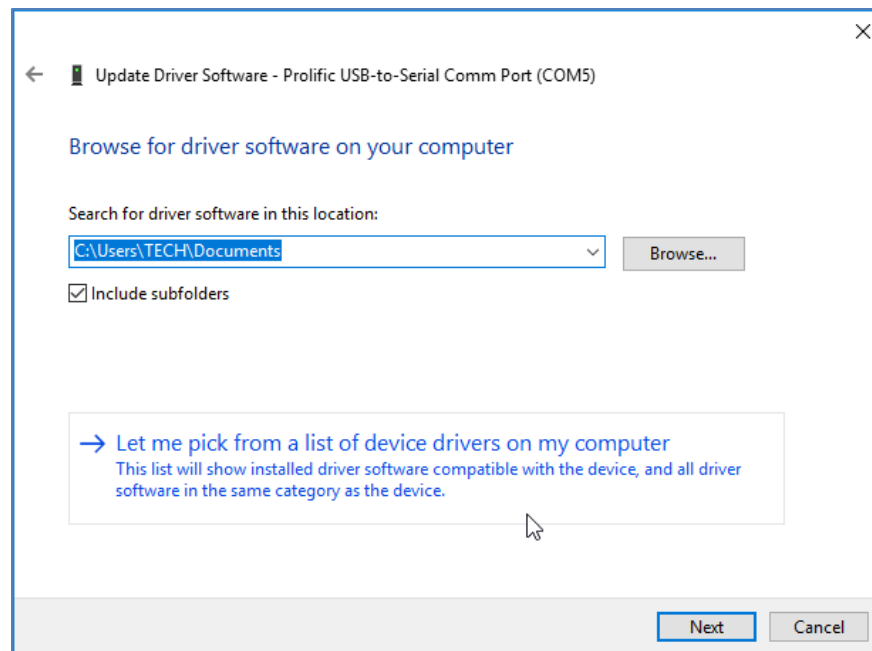
10. Go to "Device manager" as explained in section 1 of this guide. Connect the Mini-USB cable to the calibrator and a USB port of your computer. Find and expand the "Ports" section, select the "Prolific USB-to-Serial Comm Port" device, and choose "Update Driver Software" (or "Update driver", depending on your operating system).
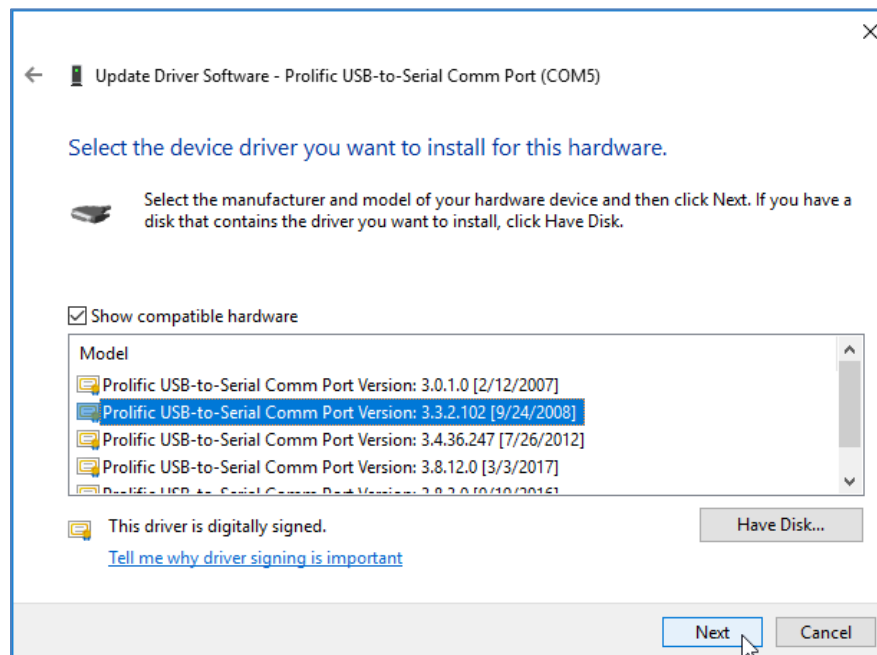

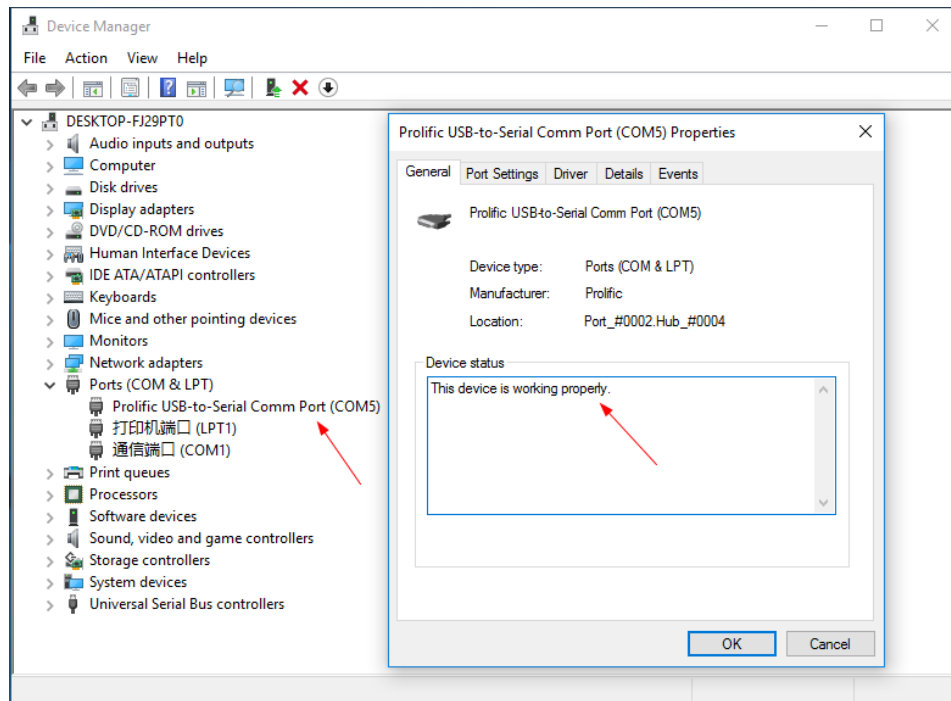11. Select "Browse my computer for driver software".

12. Select "Let me pick from a list of device drivers on my computer".

13. Select the driver version that you installed in step 8.

14. After the update has finished, connect the Mini-USB cable to the calibrator and a USB port of your computer. Open Device Manager, find the "Prolific USB-to-Serial Comm Port" under "Ports", double-click it and verify that it is working properly now. If not, please try USB driver version 3.0.1.0 (see step 8).

15. Once the installed driver is working properly, follow steps 2.4 through 2.7 again, but this time choose "Yes" in response to the question "Do you want to automatically download manufacturers' apps and custom icons available for your devices?" in the Device Installation Settings popup. This will restore this setting to its default recommended for most device installations.