



Subject USB to RS232 converter issue(s)	Project FDX	Author AP	Doc ver
Ref. Document(s)	Recipient	Category A	Date 14/01/2005

Categories: A – No Restrictions, B – National Distributors and Service Dealers, C – National Distributors, D – Internal and Daughter Companies, O – OEM

## USB to RS232 converter issue(s)

The following description applies only under Windows XP.

**Symptom1:** The virtual serial port provided by the USB driver cannot be opened in *Sail Performance* or *Hyper Terminal*, although there is no apparent application that keeps the port opened.

**Symptom2:** The mouse pointer may behave erratically (it jumps at random locations on the screen, even without moving the mouse).

**Issue:** Sometimes Windows mistakenly identifies the cable as a “*Microsoft Serial BallPoint*”, or “*Microsoft Serial Mouse*”.

### How to verify:

If **symptom2** is encountered, to gain control over the mouse, make sure the DB9 end of the cable it's not connected to any data source.

If control over the mouse it's still not restored, remove the cable from the USB port. You should now have complete control over the mouse.

- 1) Open *Device Manager* ([*Start*].menu->[*Control Panel*].menu->[*System*].option->[*Hardware*].tab->[*Device Manager*].button). Open the *Mice and other pointing devices* category in *Device Manager*.
  - a. If the cable is detached from computer, this category should look similar to Figure 1 (only one pointing device).
  - b. If the cable is attached to an USB port on the computer, the category should probably be similar to Figure 2 (more than one pointing device).



Figure 1. *Device Manager* with the cable detached from computer



Figure 2. *Device Manager* with the cable attached to computer

- 2) Attach the cable (if it's not already attached), but make sure that the DB9 end of the cable it's not connected to any data source.
  - a. If the *Mice and other pointing devices* category looks similar to Figure 2 (i.e. more than one pointing device), identify, select and remove (by the



Subject USB to RS232 converter issue(s)	Project FDX	Author AP	Doc ver
Ref. Document(s)	Recipient	Category A	Date 14/01/2005

Categories: A – No Restrictions, B – National Distributors and Service Dealers, C – National Distributors, D – Internal and Daughter Companies, O – OEM

*Delete* key) the fake pointing device (usually *Microsoft Serial Mouse*, but may vary).

- b. If the category contains a single item (the “real” mouse driver), no action is needed, and if there still is a problem, it has another source.

### Notes:

Extra care should be taken while working with *Device Manager*. Make sure you correctly identify the “real” mouse driver in use by the system (by identifying the brand, model or type of connection). Removing the wrong device may cause Windows to work improperly.