

## Windows 7 64bit Prolific Data USB Cable Driver Code 10 Error Fix

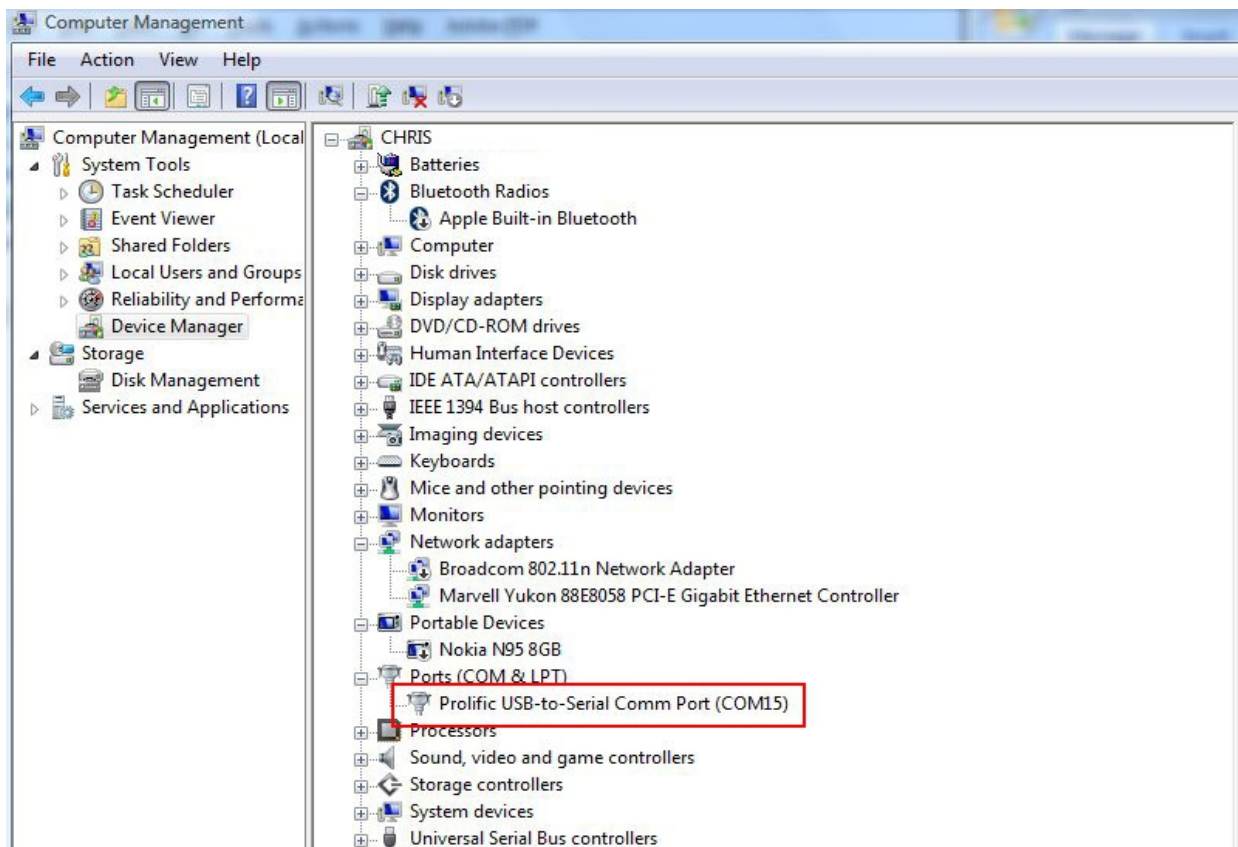
This document details how to fix the **code 10 error** which you may be seeing after plugging in the Current Cost Data Cable on a Windows 7 64bit PC.

This error is occurring as Windows is loading the incorrect driver by default and not the one we want to install. Following the steps in this document will force Windows to load the correct driver.

Following this two stage process to uninstall the incorrect driver and install the correct one, will result in successful connection to your Current Cost monitor.

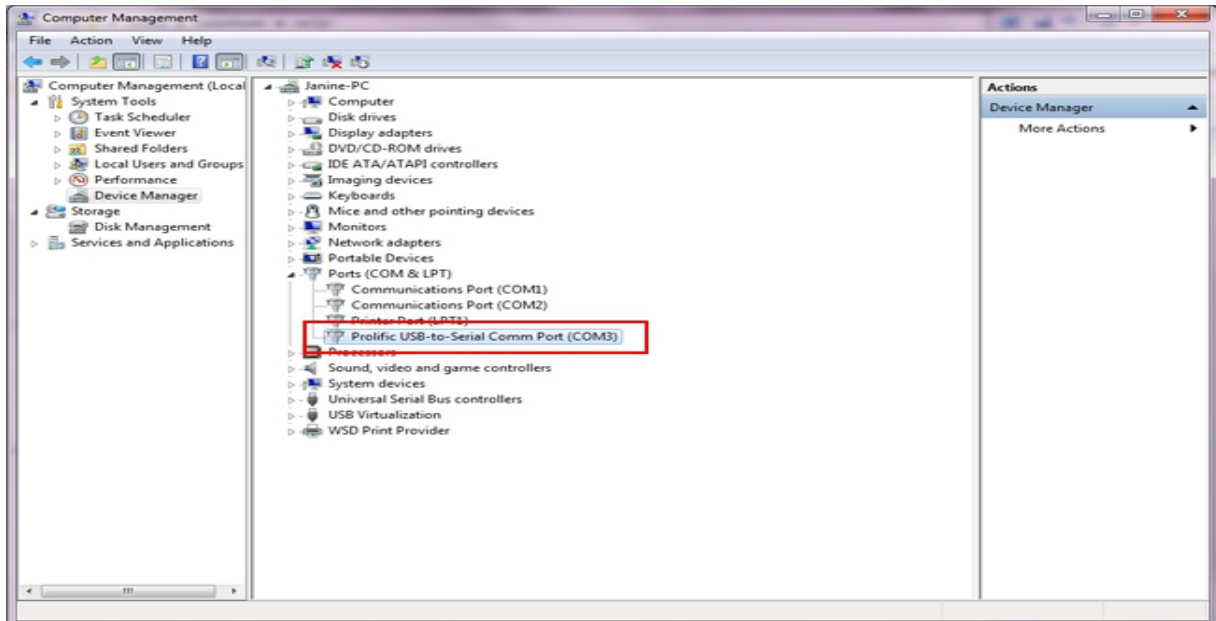
### Step 1: Uninstalling the incorrect driver Windows has automatically installed

- With the Data Cable plugged into the PC, go to the Device Manager
- Expand the Ports section. Select the "Prolific USB-to-Serial Comm Port"
- Right click and uninstall
- When the uninstall is complete, unplug the Data Cable from the PC

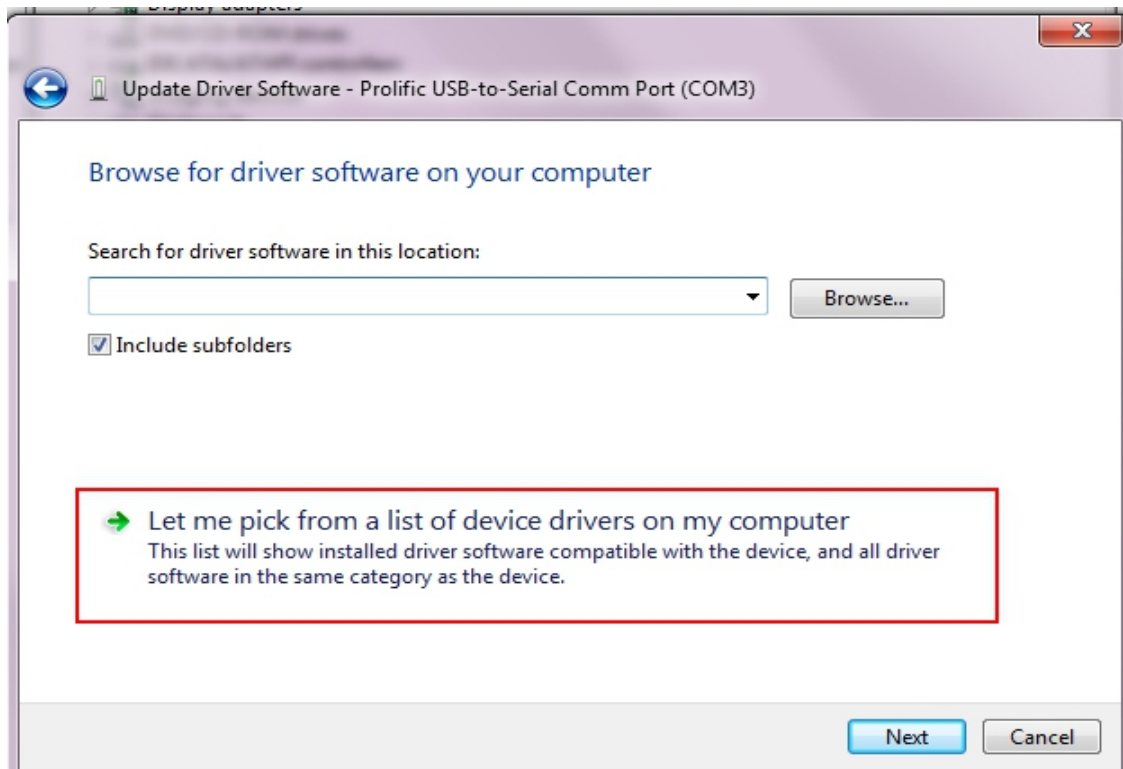


- Go to the Control Panel, select Programs and Features
- Select the item called "PL-2303 USB-to-Serial" and click "Uninstall"
- Follow the wizard to complete the uninstall process
- Reboot the PC

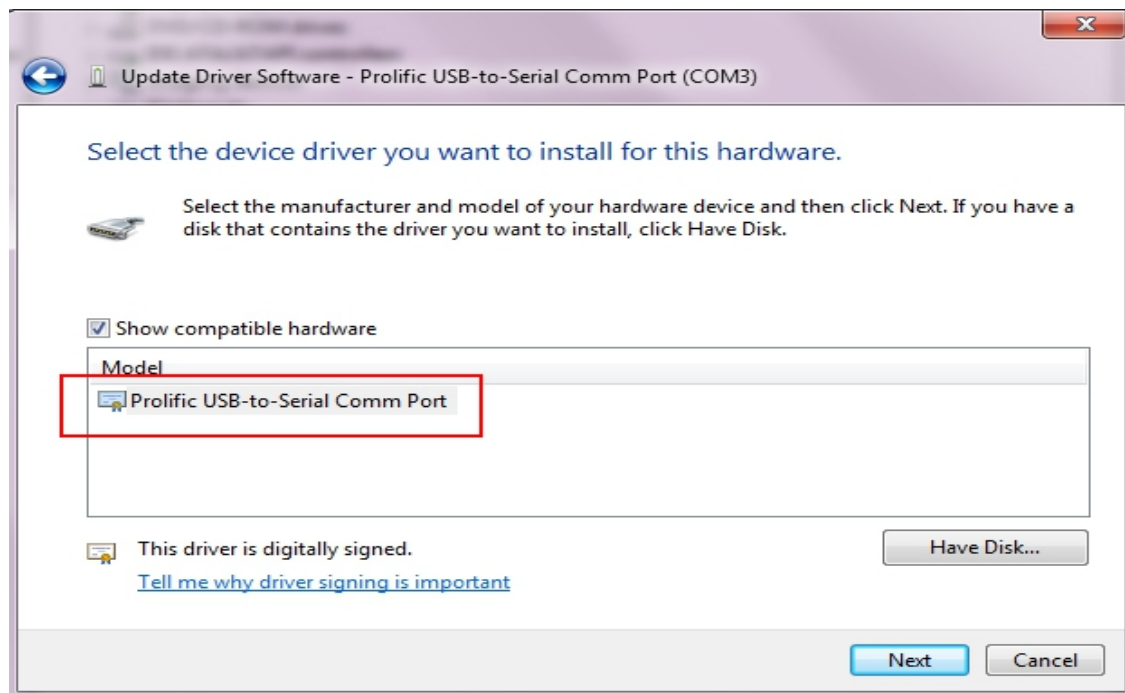
## Stage 2: Installing The Correct Prolific Driver



- Go to the Device Manager
- Expand the Ports section
- Plug in the Data Cable and you will hear Windows acknowledge this via a ding dong
- The Ports screen will refresh and you should be an entry called “Prolific USB-to-Serial Comm Port” as shown above
- Right click the Prolific USB-to-Serial Comm Port and click “**Update Driver Software**”.
- Click “Let me pick from a list of device drivers on my computer” as shown below



- Select the available Prolific USB-to-Serial Comm port and click “**Next**” as below



The correct Prolific driver will install and you should then see a message reporting “Windows has successfully updated your driver software”.

This document has been modified by Aussie Home Energy to correct a couple of issues in the original. This workaround works 100% if followed 100%.