

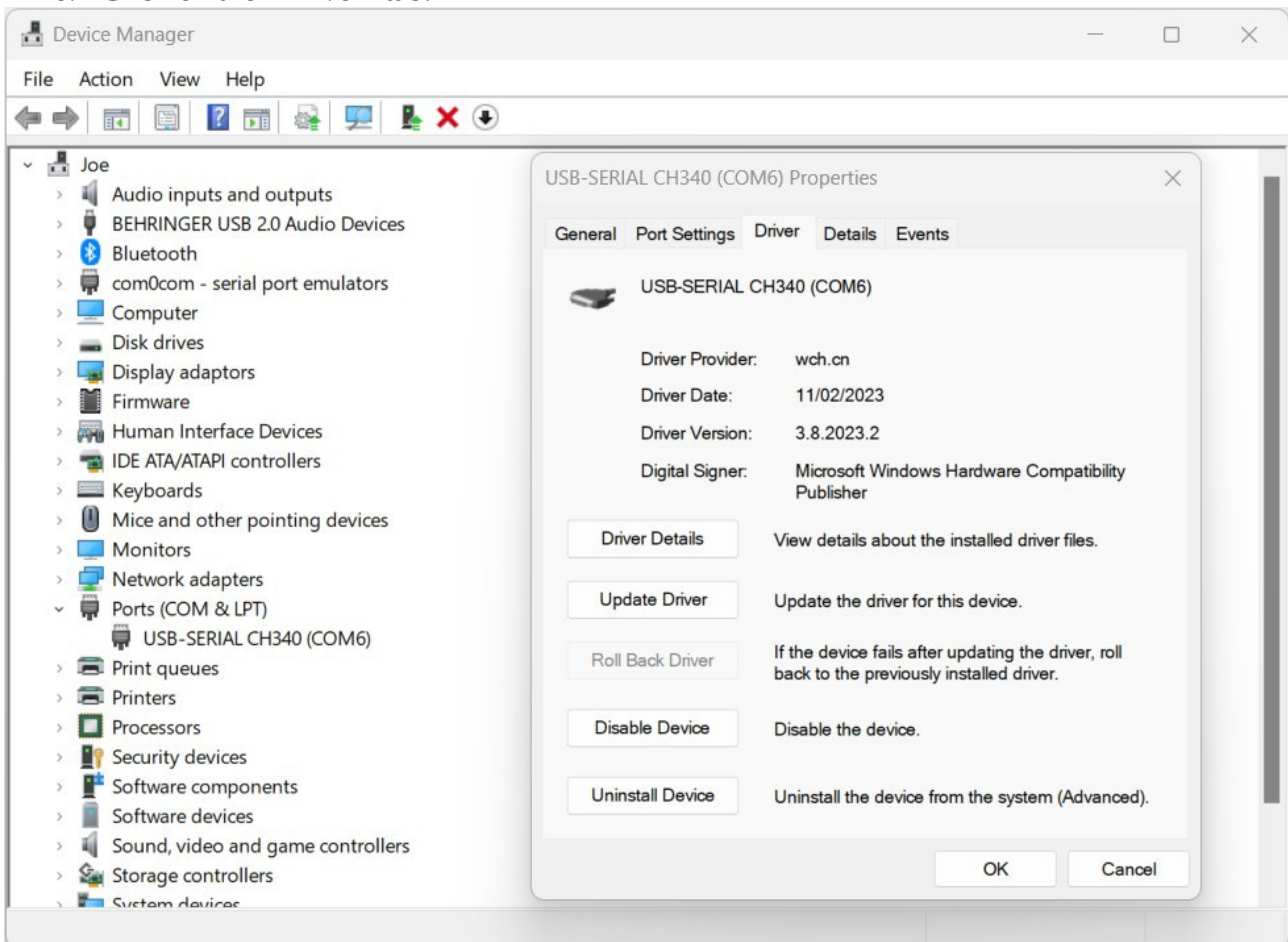
# Windows 11 - SARCTRAC Mk3B Driver Setup

## Overview

Windows 11 has a problem with the new Windows 11 CH340 USB serial device driver (Ver 3.8.2023.2 or later). Windows reports: "Unable to open connection to COMx". If this happens, the solution is to download the old Windows 10 CH340 device driver (Ver 3.5.2019.1) from here [CH340.zip](#) and unzip it to a local folder; open Device Manager and right-click on the CH340 serial port; uninstall and remove CH340 Ver 3.8.2023.2; install CH340 Ver 3.5.2019.1 from the folder; next you have to disable all future automatic driver updates otherwise Windows 11 Update will download and install the incorrect driver every time it runs. Select Start | Settings | System | About | Advanced system settings | Hardware | Device Installation Settings | No. You must then restart Windows. If you need to install device updates in the future, change the above to Yes, run Windows Update and repeat the procedure from the start. The full, step-by-step, procedure for doing this is as follows:

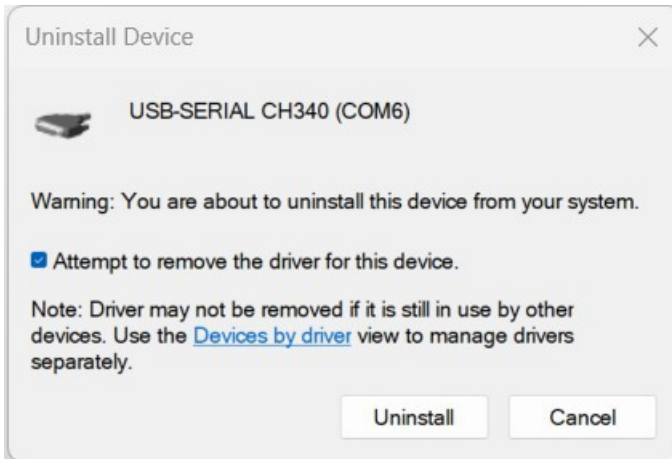
## Procedure

1. Start Windows 11.
2. Open Device Manager (WIN+X key then select Device Manager).
3. Plug in the SARCTRAC Mk3B WiFi Dongle.
4. Click on the "Ports (COM & LPT)" category.
5. Click on the "USB-SERIAL CH340 (COMx)" device.
6. Click on the "Driver" tab.



7. Note that the “Driver Version” is 3.8.2023.2 or later.

8. Click on “Uninstall Device”.



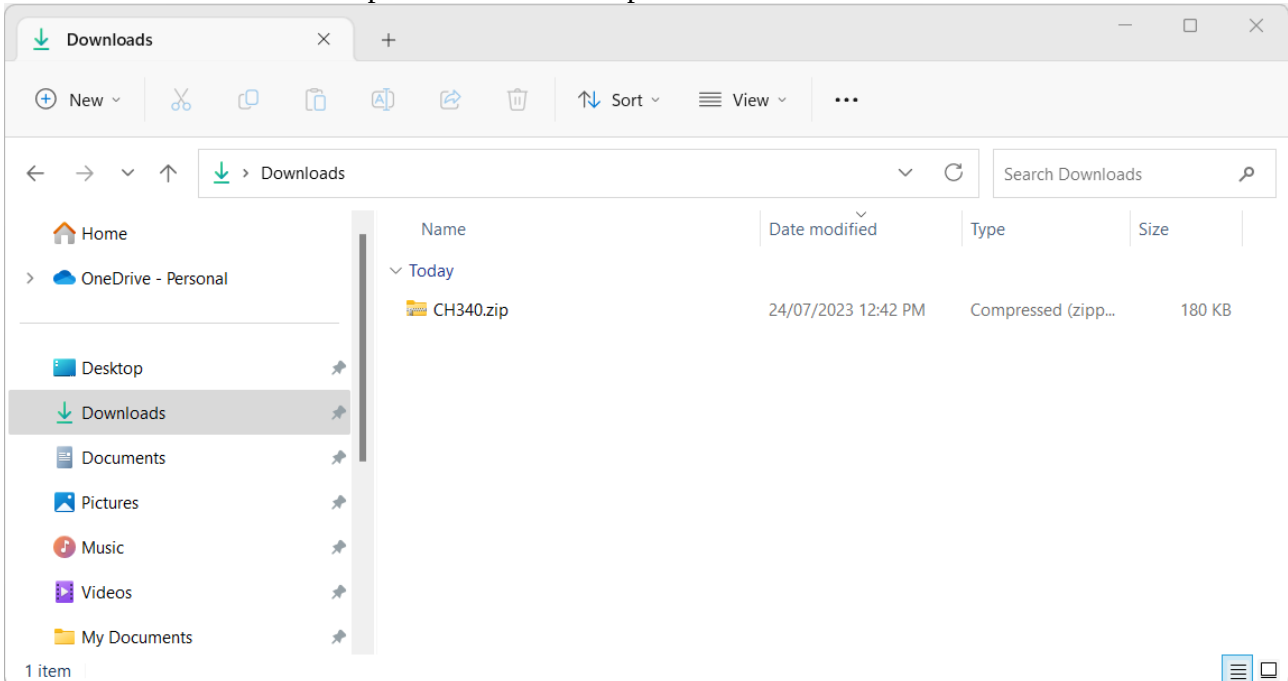
9. Click on “Attempt to remove the driver for this device”.

10. Click on “Uninstall”.

11. Download CH340.zip from <https://www.sarcnet.org/files/CH340.zip>.

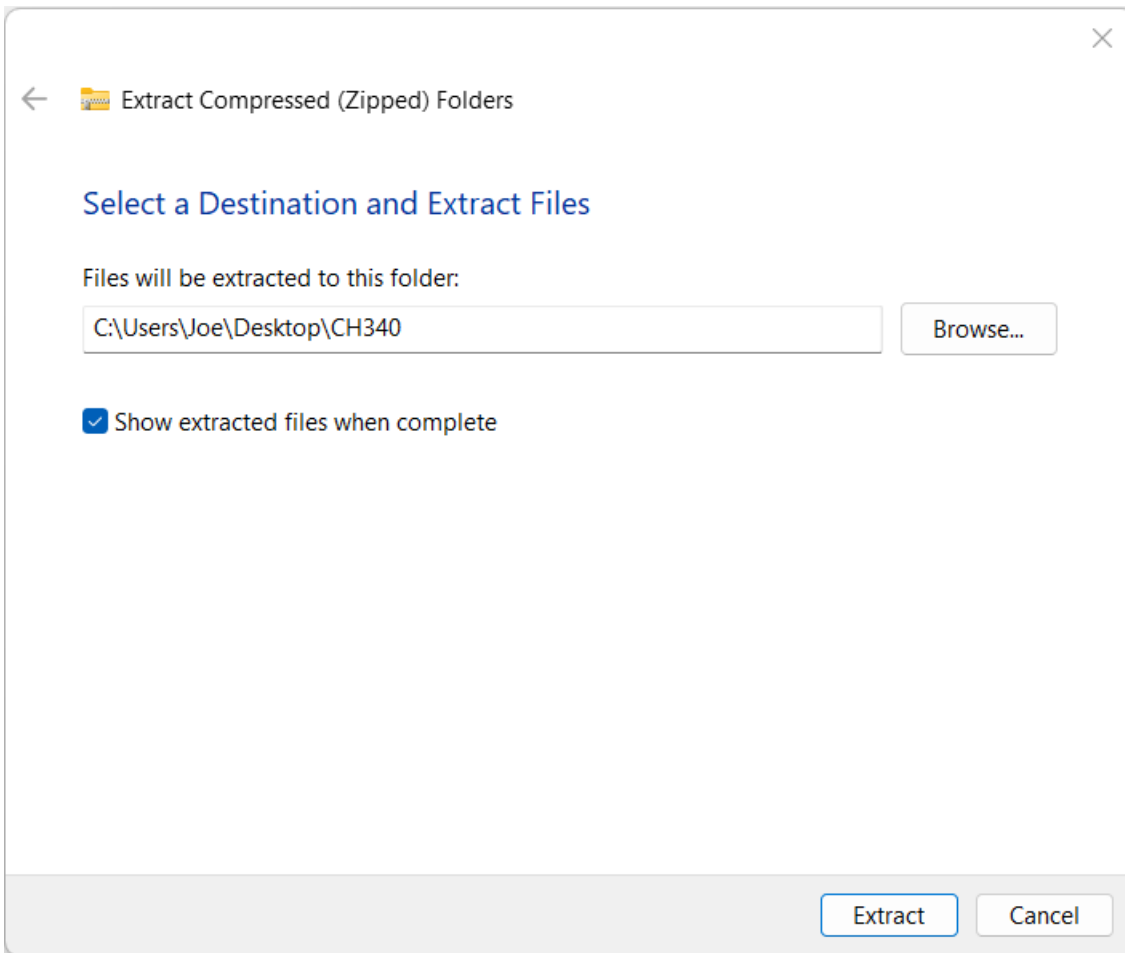
12. Open the Downloads folder.

13. Move the “CH340.zip” file to the Desktop.

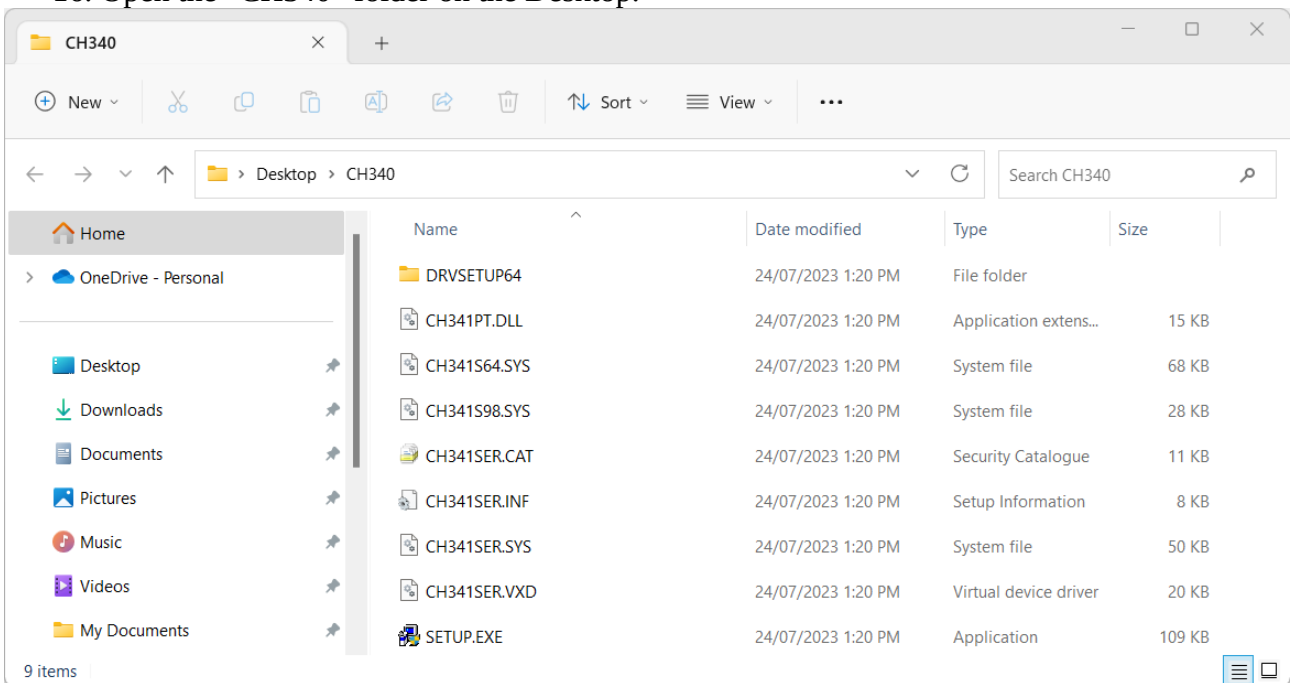


14. Right-Click on the “CH340.zip” file and select “Extract All...”.

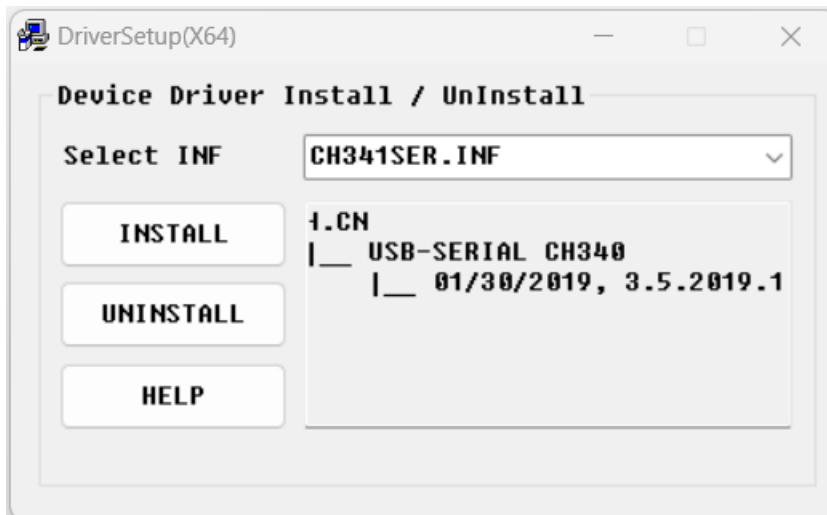
15. Select a Destination folder of the same name on the Desktop.



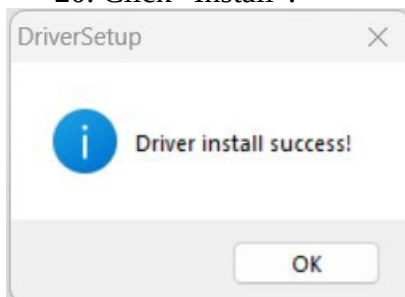
16. Open the “CH340” folder on the Desktop.



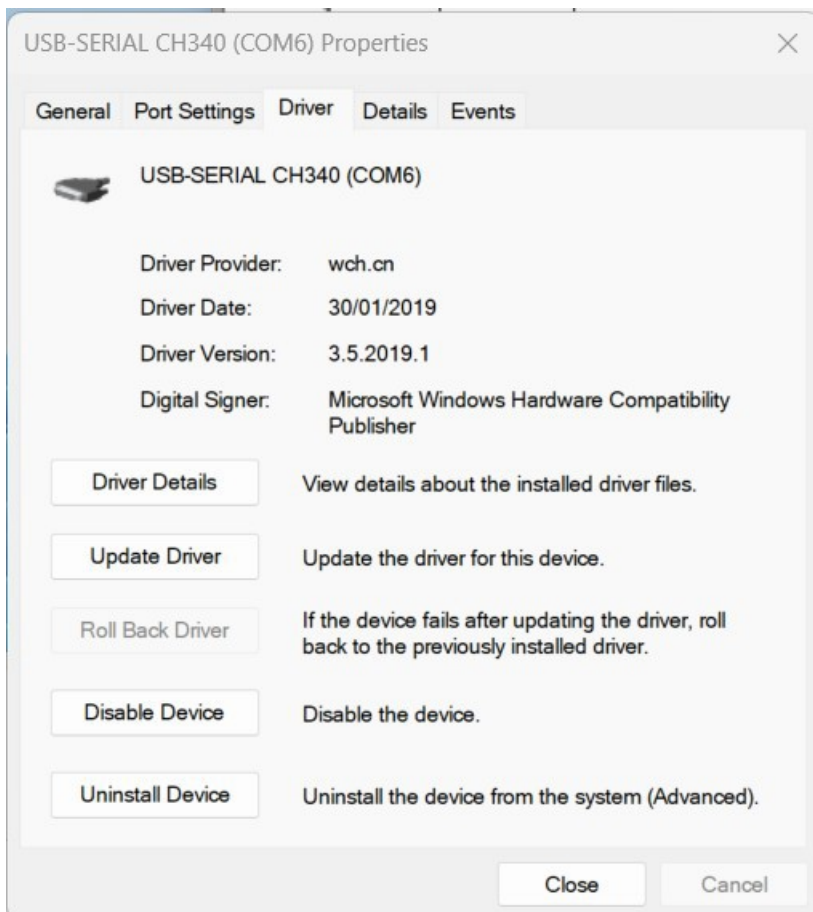
17. Double-click on “SETUP.EXE”.



18. Select "CH341SER.INF".
19. Verify it is "Version 3.5.2019.1".
20. Click "Install".

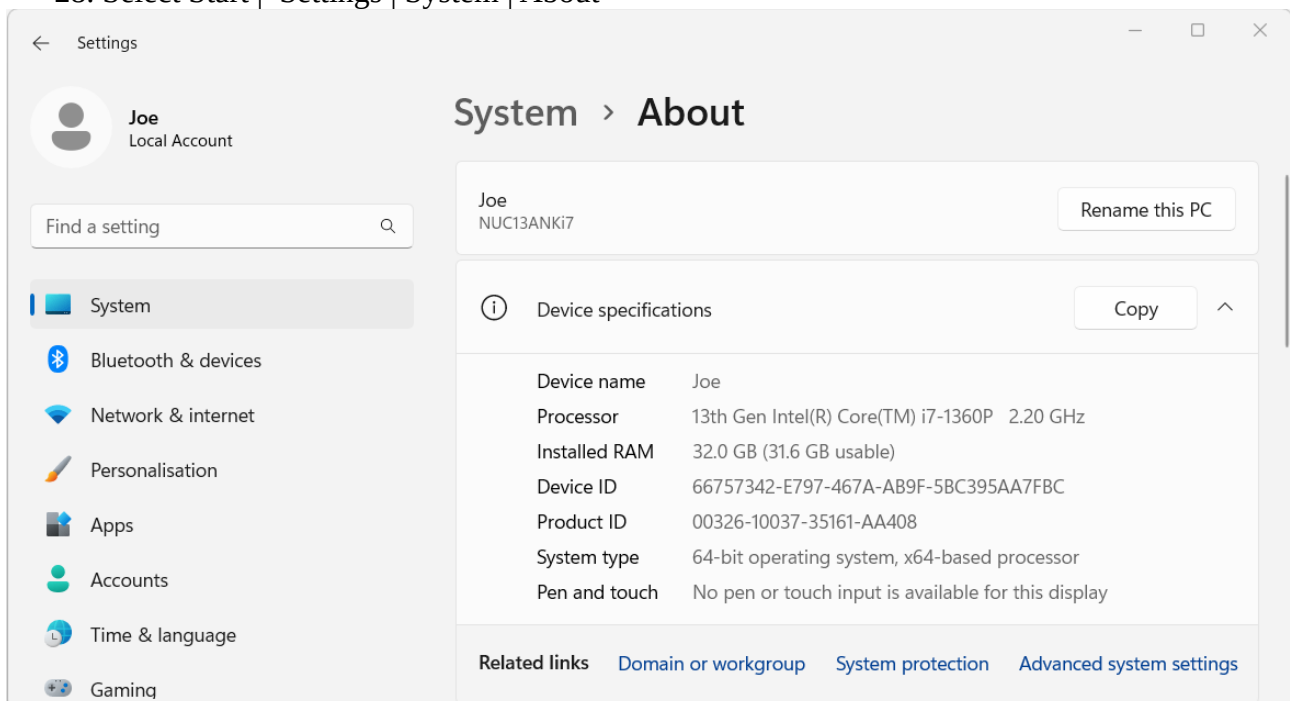


21. Verify "Driver install success!".
22. Click "OK".
23. Open device manager again (WIN+X key then select Device Manager).
24. Click on the "Ports (COM & LPT)" category.
25. Click on the "USB-SERIAL CH340 (COMx)" device.
26. Click on the "Driver" tab.

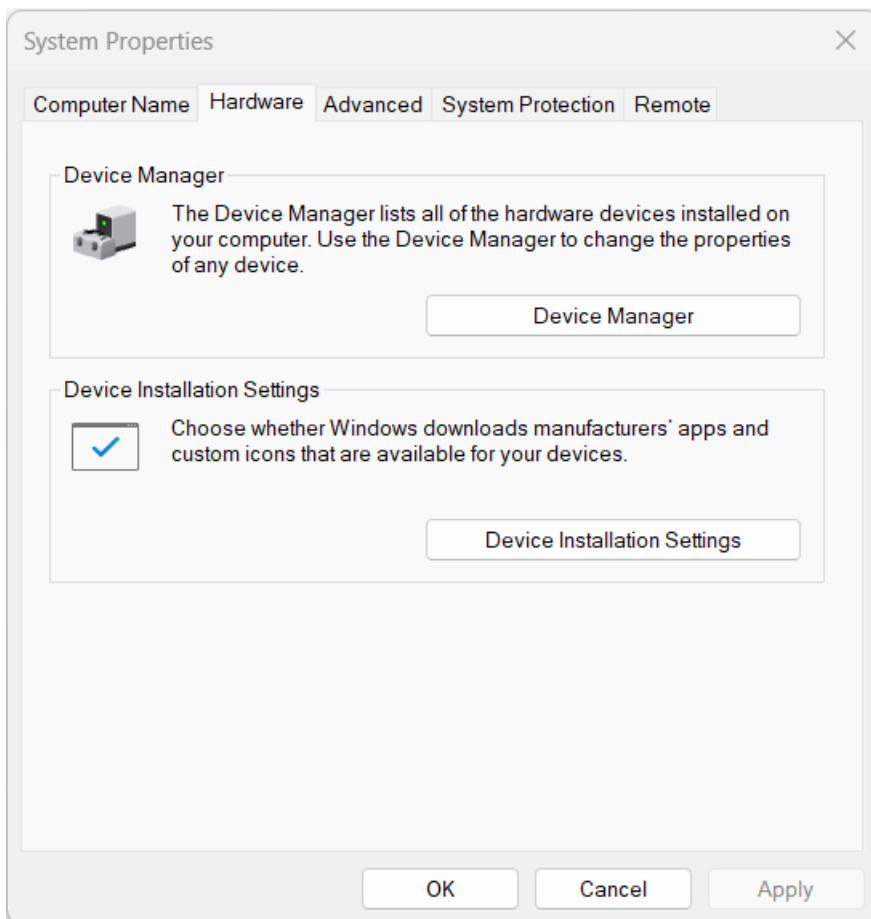


27. Verify the Driver Version is 3.5.2019.1

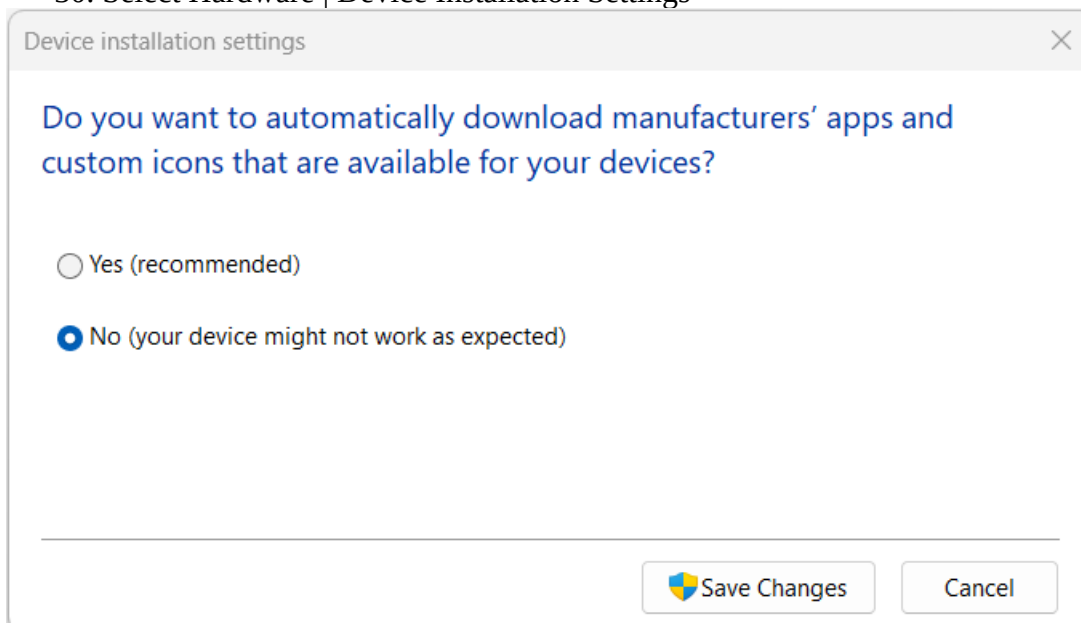
28. Select Start | Settings | System | About



29. Select Advanced system settings



### 30. Select Hardware | Device Installation Settings



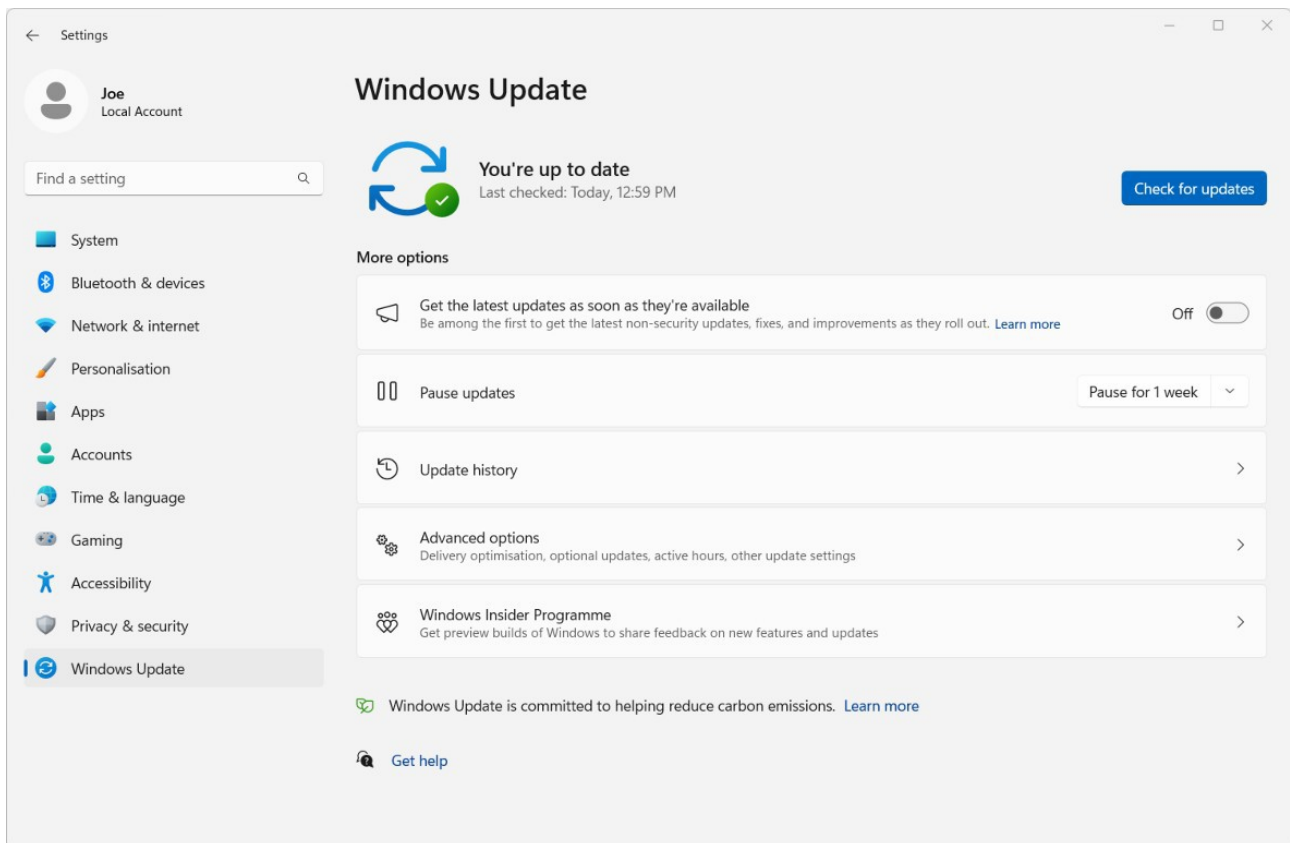
31. Select No and Save Changes

32. Restart Windows.

33. The installation of the working driver for SARCTRAC Mk3B is now complete.

34. Note: If you need to check for and install device driver updates in the future:

1. Select Start | Settings | System | About | Advanced system settings | Hardware | Device Installation Settings | Yes and Save Changes
2. Restart Windows
3. Select Start | Settings | Windows Update | Check for updates



4. Select Start | Settings | System | About | Advanced system settings | Hardware | Device Installation Settings | No and Save Changes
5. Restart Windows