

# USB Serial Port Driver Issue

Under normal circumstances, win10, linux3.0+, mac os can automatically identify and install the serial port driver. If you encounter a driver failure, you can go to the FTDI official website to download the corresponding VCP driver.

## Step 1.

Please completely uninstall the original driver.

## Step 2.

Download official corresponding VCP driver of your system.

<https://www.ftdichip.com/Drivers/VCP.htm>

## Step 3.

Disconnect your computer from the network.

## Step 4.

Install the new driver you've just downloaded.

## Still can't work?

Due to hardware issue, some computer still can't recognize this driver after all these steps. In this case, we don't have a good solution for the time being. We can only recommend replacing a computer or system and trying again.