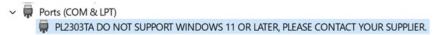


#### Symptoms:

- IR functions in MSA Link do not work.
- The Device Driver displays in the Device Manager as follows:



### Requirements:

- Administrative credentials on the PC to apply the solution.
- Windows 11 Professional/Enterprise
- Only Actysis model ACT-IR224UN-Li with
  - o Serial number **prefix is "TA"**

#### Solution Summary:

- Uninstall the incompatible device driver that was installed by Windows 11, and reboot.
- Install the compatible driver found in the "...\MSA\_Link\TA Dongle Driver Archive\TA\_Win 11\" folder.

# **Fixing the Driver**

In Device Manager under the "Ports (COM & LPT)", right-click and select "Uninstall Device":



2. Check the box for the "Attempt to remove the driver for this device." option, then select "Uninstall".



- 3. Go to <a href="https://us.msasafety.com/downloads">https://us.msasafety.com/downloads</a>
- 4. Scroll or "Jump to:" the "Portable Gas Detection Software" section on the page
- 5. Download "MSA Link" (it will download the latest version of "MSA Link.zip")
- 6. Right-click "MSA\_Link.zip" and choose "Extract All..."
- 7. In the extracted folders, navigate to the ...\MSA\_Link\_vX.X.XX.X\TA Dongle Driver Archive\TA\_Win 11\"

### Solution to the Windows 11 - Driver Issue for the:

# Actysis IrDA USB Dongle (Prolific Drivers)

- 8. Remove existing drivers using the installer:
  - a. Run "ACT-IR224UN-DriverInstaller\_v1.7.0- 20120801.exe" as an Administrator.
  - b. In the installer dialog: Select the "Remove" option, then select "Next >".
  - c. Confirm and **finish** the removal.
- 9. REBOOT the PC.
- 10. Install the Win 11 (Win7) Driver using the installer:
  - Run "ACT-IR224UN-DriverInstaller\_v1.7.0- 20120801.exe" as an Administrator.
  - b. Confirm and **finish** installation.
- 11. Go back to **Device Manager**
- 12. At the top of Device Manager select "Action" and select "Scan for hardware changes".
- 13. Expand the "Ports (COM & LPT)" group.
- 14. You should now see "Prolific USB-to-Serial Comm Port (COM\_)"
- 15. Right-click it and select to the "Driver" tab.
  - a. You should see a driver date of 7/26/2012 and a driver version of 3.4.36.247.

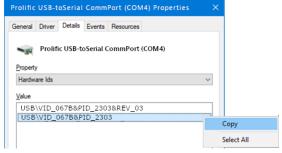


You should now be able to use the IR adapter with the MSA Link Software.

## Preventing the driver from being changed back

## Step – A Finding the Device's Hardware ID:

- 1. Open the **Device Manager** and Locate the device again.
- 2. **Right-click** and select **Properties** from the context menu.
- 3. Switch to the **Details tab**.
- 4. Under the Property menu at the top, select **Hardware Ids**.
- 5. Right-click on the ID you want (usually without "&REV03"), and select Copy from the context menu.



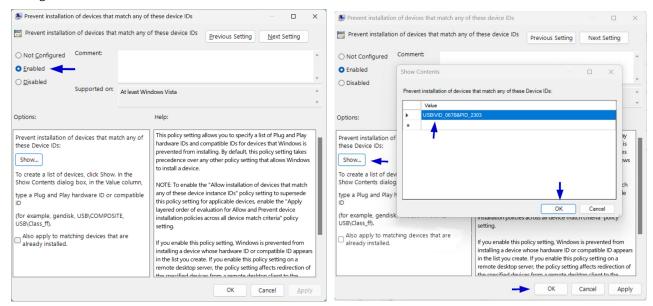
5. Paste and **save it** in a notepad txt document, for the next step "**Step-B**".

### Solution to the Windows 11 - Driver Issue for the:

Actysis IrDA USB Dongle (Prolific Drivers)

# Step B - Group Policy to Prevent driver updating of this device:

- 1. Open Group Policy Editor: In the Windows Search type **gpedit.msc** and hit the <Enter> key.
- 2. Go to Computer Configuration > Administrative Templates > System > Device Installation > Device Installation Restrictions.
- 3. Double-click on "Prevent installation of devices that match any of these device IDs".
- 4. Change the status to "Enabled".



- 5. Click on the "Show" button.
- 6. **Add** the device **Hardware ID**, that you copied in Step A.
- 7. Once done, Click **OK**.

### Need some help?

1-800-672-2222 | <u>support@safetyio.com</u>