# TECHINCAL SERVICE BULLETIN

**Release date:** 2024-Feb-15

**TSB Number:** 24-001

**Products:** Any instrument that uses the FTDI USB to serial adapter or FTDI driver with a USB radio to communicate.  This may include the M9/S5, IQ series, SL series, or older systems connected with the FTDI USB to serial adapter.

**Summary:**  Some newer PCs have been unable to connect to SonTek systems using the USB radio dongle or the USB to serial adapter provided with the instrument.  So far, the issue has been identified as affecting new Dell Latitude Rugged laptops and tablets, but there could be others.  The root cause is the FTDI USB driver version that comes installed on the PC.

The current version of the FTDI driver on their website is **v2.12.36.4** released in July 2021.  There are no known issues with that version.  However, new Dell Rugged laptops and tablets have been shipping with driver versions starting with v2.14.1.X.  The newer Dell-specific drivers enable a feature called "Selective Suspend" that can prevent communication between the software and the instrument.  All drivers with version numbers **greater than v2.12.36.4** potentially have an issue.

To confirm the FTDI driver version installed on a PC, plug in the USB to serial adapter or USB radio, and open the Windows Device Manager.  The quickest way to access it is through the Windows search bar by typing ***Device Manager***.  Expand the Ports (COM & LPT) section to find the USB Serial device.  Right-click on that COM port to select Properties.  Then click on the Driver tab to confirm the Provider, Date, and Version number.  Screenshots of the Device Manager can be seen in the next section.

**Resolution:**  There are two options to resolve this issue.  The first involves updating the USB driver with v2.12.36.4.  The second option is to disable the "Selective Suspend" feature in the existing driver.  Please note that both fixes are specific to the USB device plugged into the PC and may require Administrative privileges.

**Option 1)** Download and install the released version (2.12.36.4) of the FTDI driver from here:
https://ftdichip.com/wp-content/uploads/2021/08/CDM212364_Setup.zip

Open the Device Manager and right-click on the USB Serial Port to select Properties.

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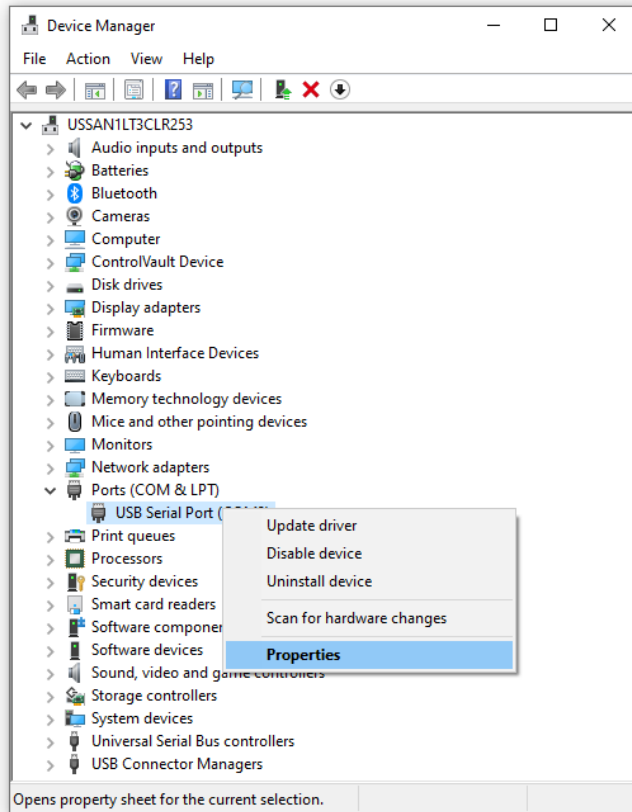


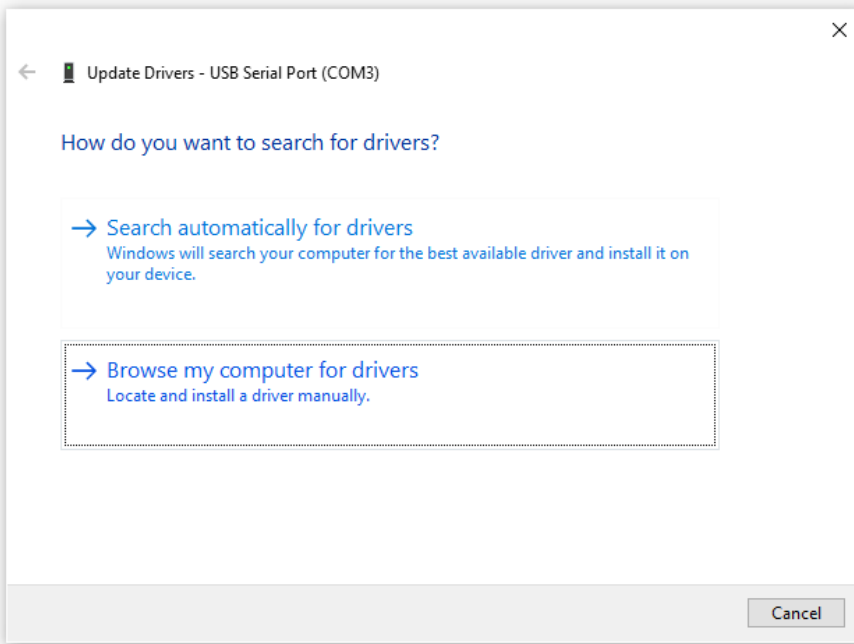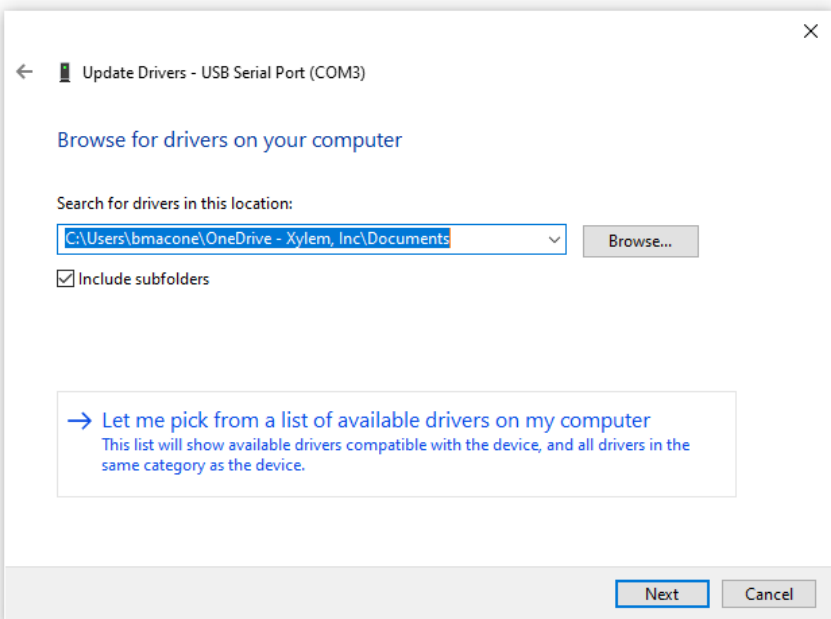Click on the Driver tab to confirm the version.  If it is not 2.12.36.4 then click Update Driver.
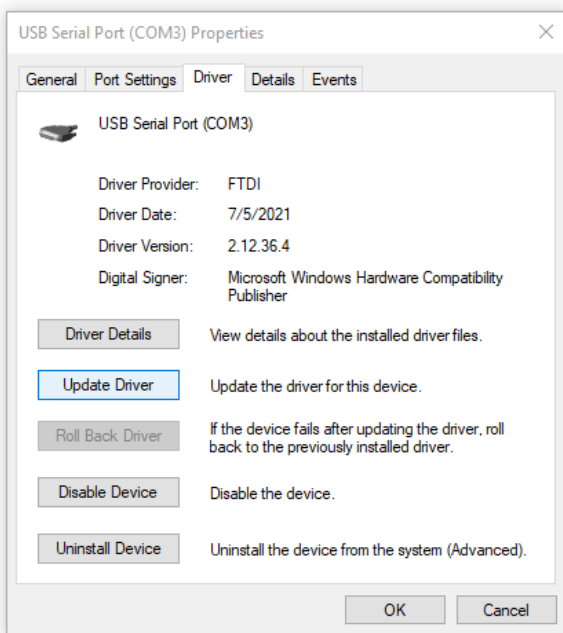
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Then click -> Browse my computer for drivers.



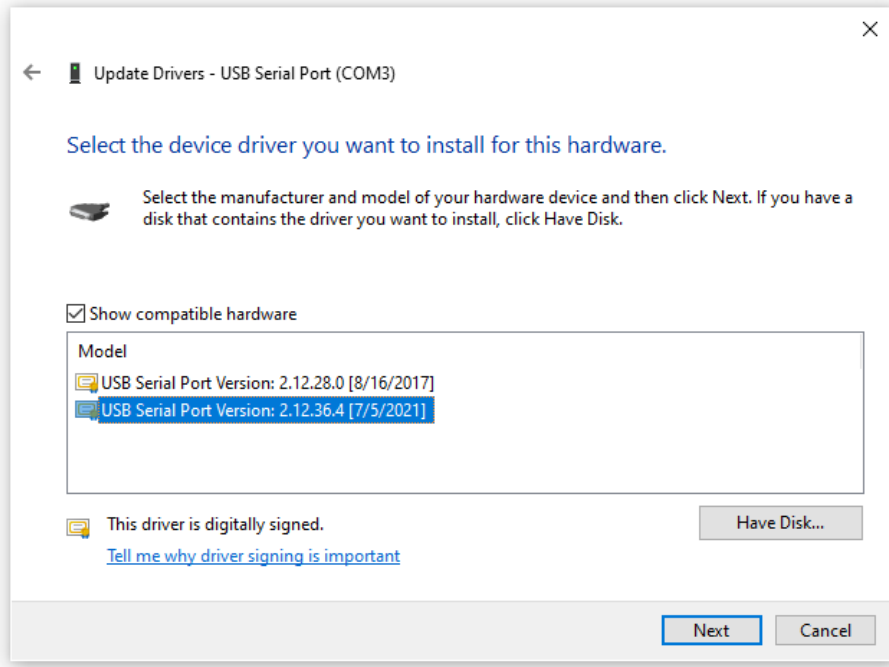Select -> Let me pick from a list of available drivers on my computer, then click Next.
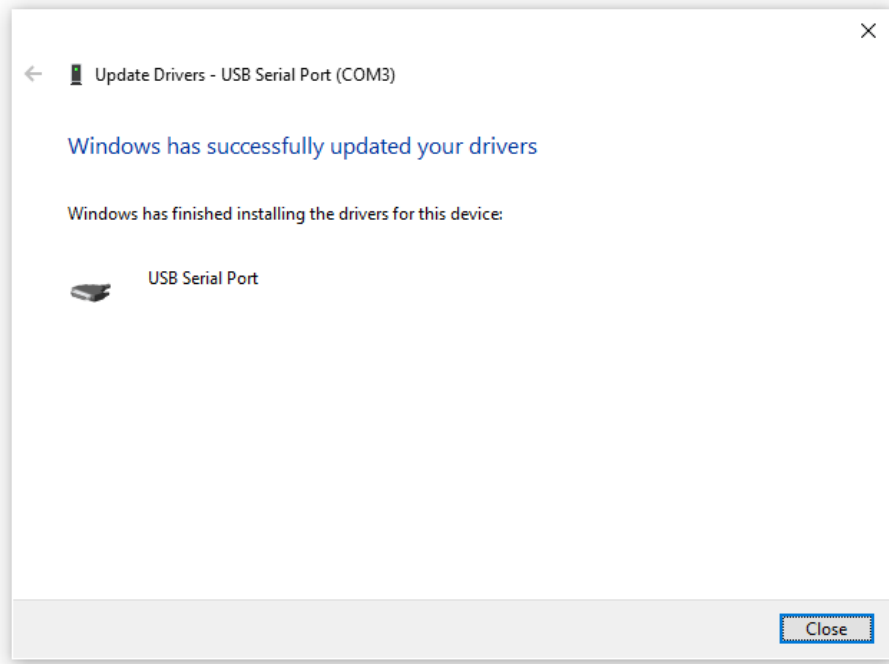
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Select USB Serial Port Version: 2.12.36.4 [7/5/2021], then click Next.



A message indicating that Windows has successfully updated your drivers should appear. Click Close.
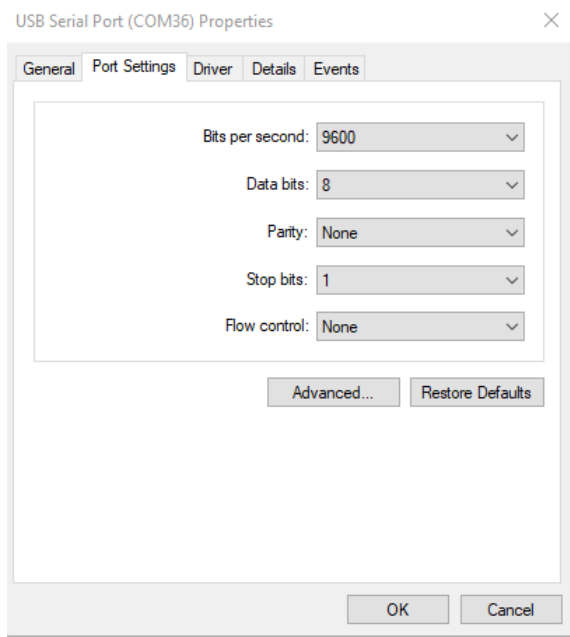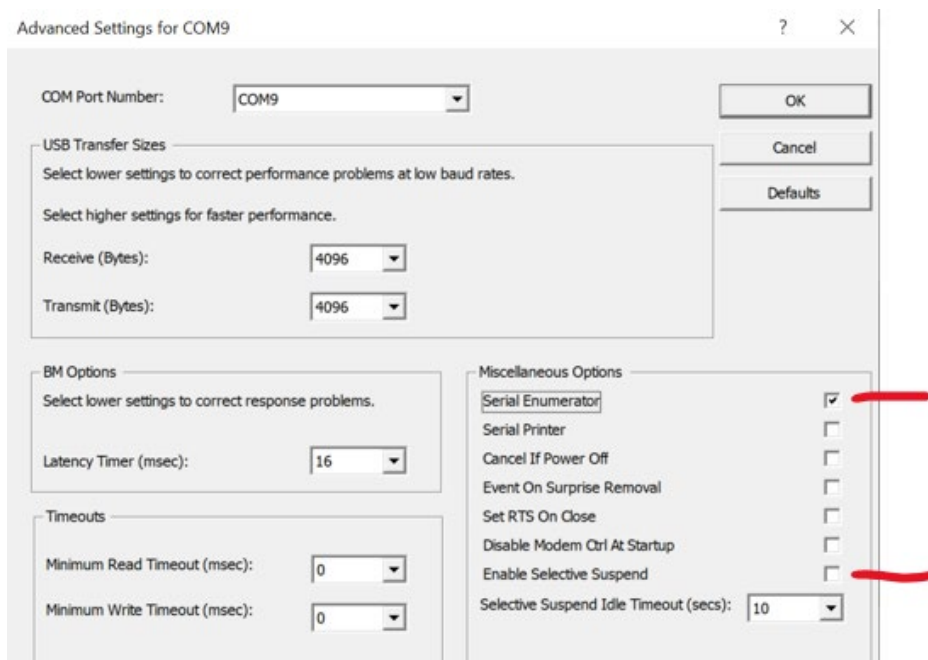
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**Option 2)** Alternatively, the Selective Suspend feature can be disabled if the Dell-specific driver is required.

To disable "Selective Suspend", plug in the USB serial device, and then go to Device Manager > Right-click on the COM port to select Properties > click the Port Settings tab > click the Advanced button.



Under the Miscellaneous Options section, uncheck the Enable Selective Suspend box and click OK.

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**Questions?** If you are unsure, or if you think your system is experiencing the problem, please contact our Technical Support department and they can help you identify whether a problem is occurring. Technical Support can be reached at support@sontek.com or +1 (858) 546-8327 extension 1. Please contact us with any questions or concerns you may have.

Sincerely,

SonTek Support Team