

4901- X1X ResortComPort utility running process

Toshiba Global Commerce Solutions

Background

Base on TCx 900 product series SurePort card current design, while remove old SurePort cards then install new one on 900 system.

The COM port number naming on device manager may appear the port number accumulation symptom.

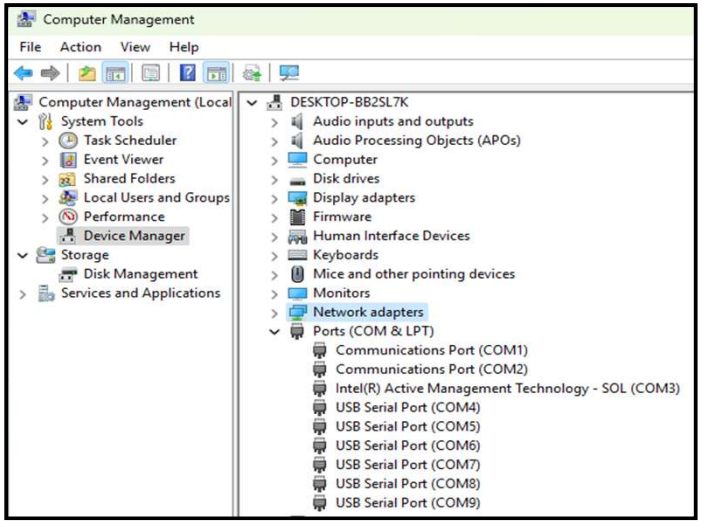
The symptom means:

Ex: Original XG11 RS232-USB SurePort card 3 COM ports number mapping to COM7, COM8 and COM9 at the device manager.

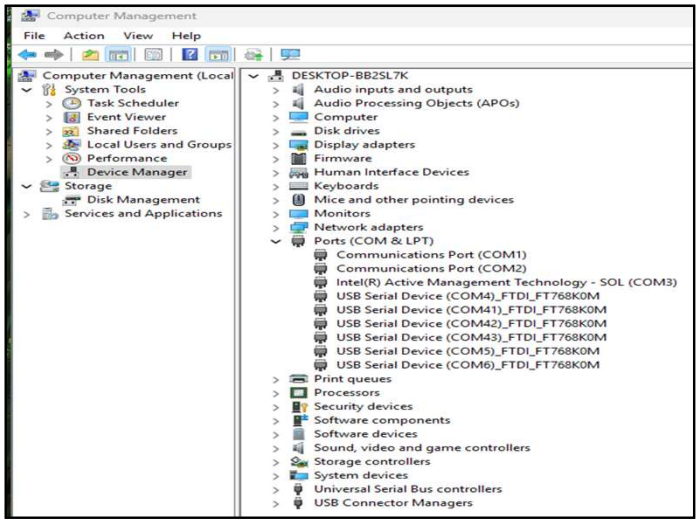
After replace original XG11 as new one, the COM port number mapping at the device manager show as COM41, COM42 and COM43.

The ResortComPort utility assist to reassign the XG11 SurePort card COM port number mapping as COM7, COM8 and COM9 at the device manager after card replacement.

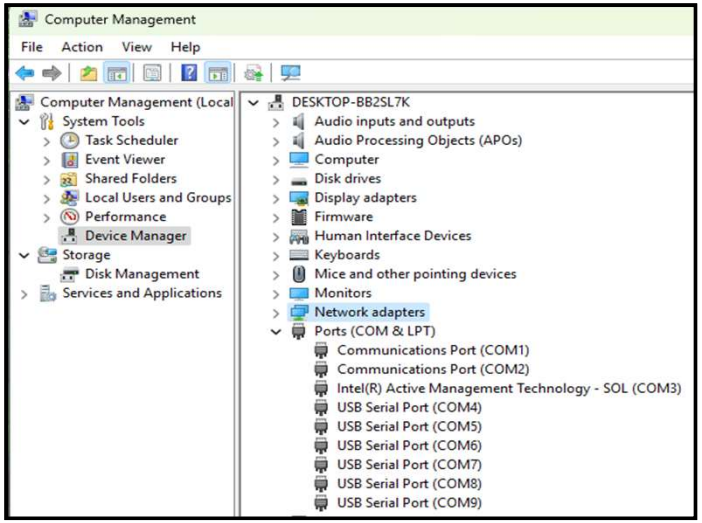
Original XG10+XG11 configure



Replace XG11 and configure as XG10 +XG11 (new) then COM port accumulation happened



After using ResortComPort utility to repair and Com port numbering present as consecutively

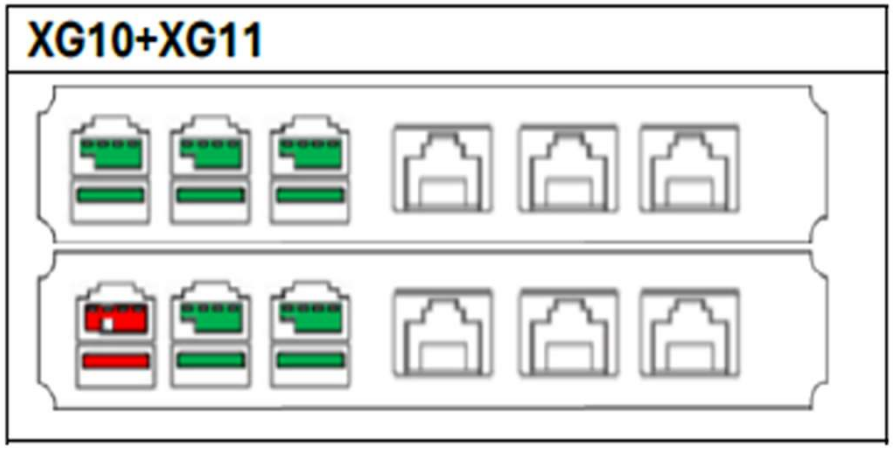


© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA

900 series SurePort card support configure

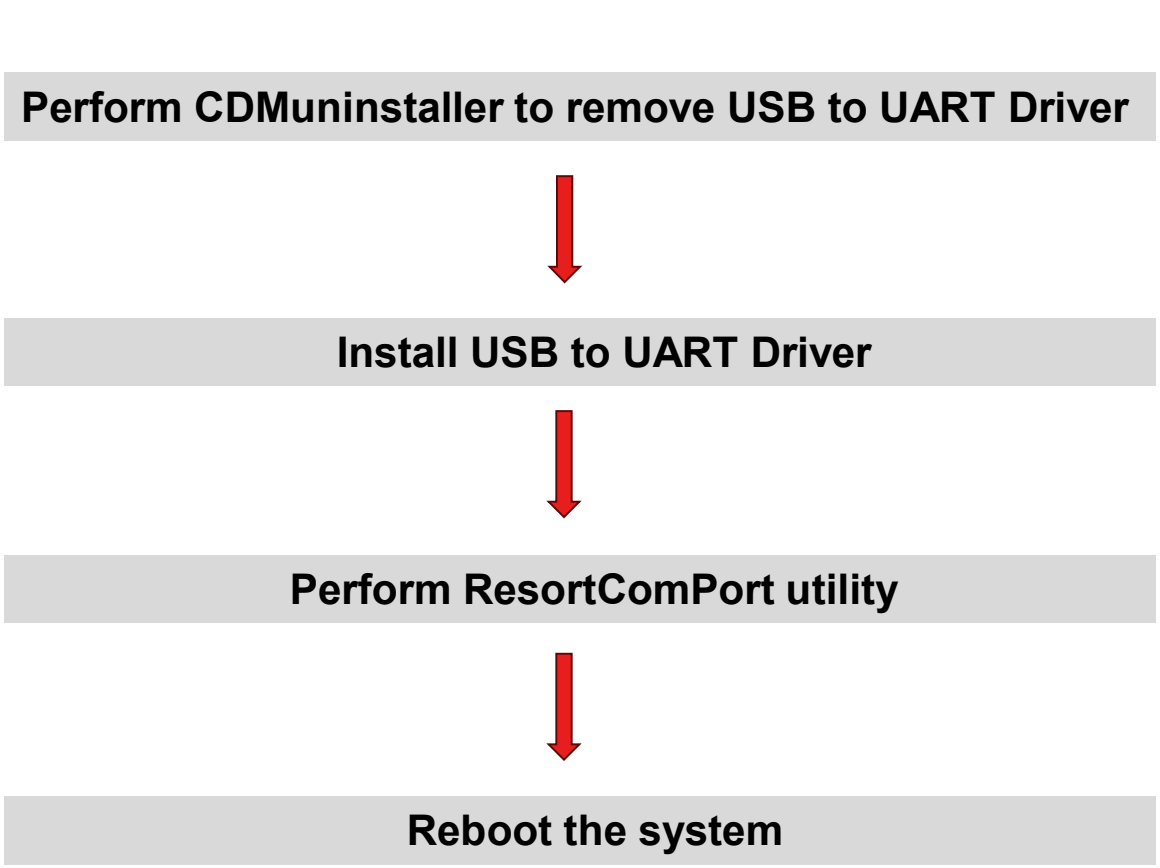
Row		SurePort Card Option	
Top Row	XG11	Filler SurePort Card (USB) SurePort Card (USB-C) SurePort Card (RS232-USB)	3 COM port
Bottom Row	XG10	Filler SurePort Card (USB-MIX) SurePort Card (RS485-CD) SurePort Card (RS232-MIX) SurePort Card (USB-C)	3 COM port



© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA

COM port accumulation issue repair process



FTDI CDMuninstallller tool used to remove the USB to UART driver. The action also assist to remove all the FTDI COM information at the OS registry

Install the FTDI driver

Perform ResortComPort utility for COM port reassign

Reboot system to finish overall repair process

© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA

Perform CDMUninstall tool

1. Download the **CDM Uninstaller 1.5** tool from below website.

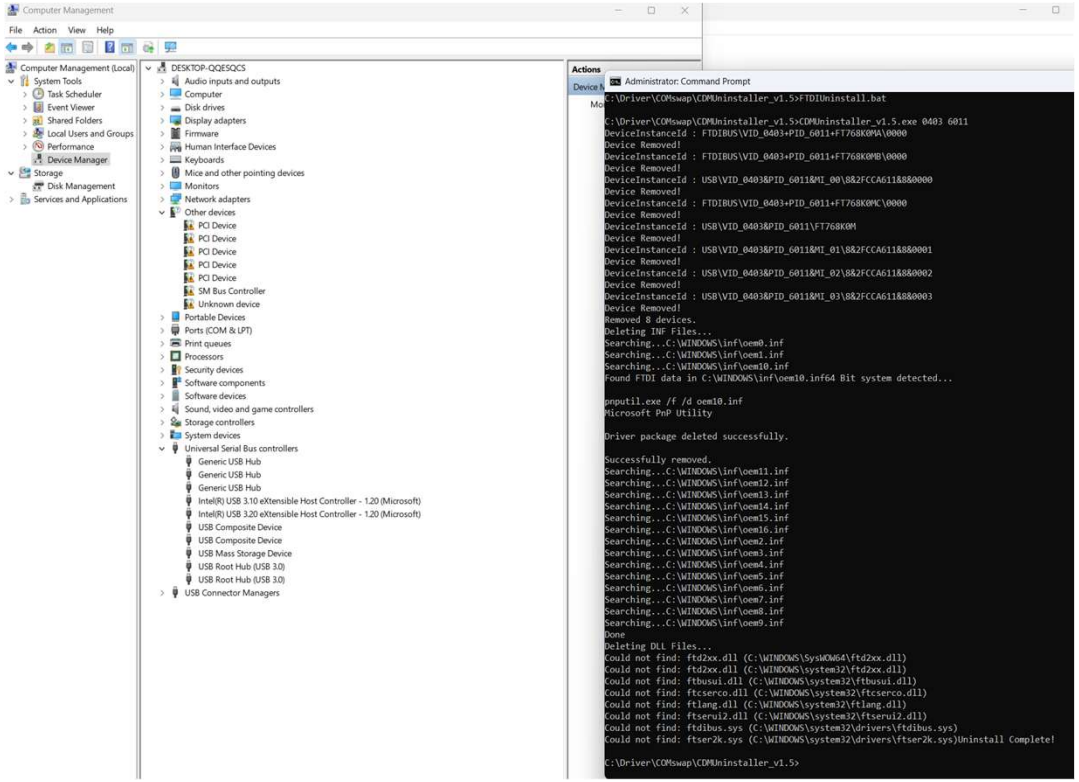
   https://ftdichip.com/utilities/

2. Open command prompt by administrator.

3. Execute FTDIUninstall.bat for the command .

   CDMUninstaller_v1.5.exe VID PID

   Ex: CDMUninstaller_v1.5.exe 0403 6011



© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA

Perform USB-to-Serial dongle driver install

1. Download the **USB-to-Serial dongle driver** from below website.

   TCx® 900 Support | Toshiba Commerce

2. Open command prompt by administrator

3. Execute FTDIbus_2.13.0.2_silentinstall.bat to install FTDI bus driver.

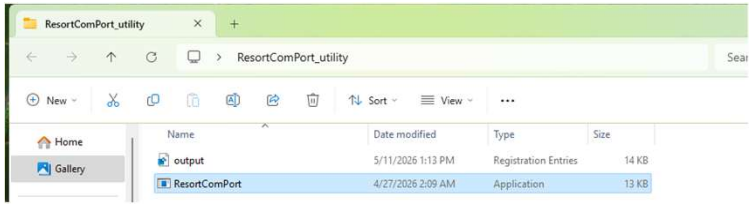
© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA

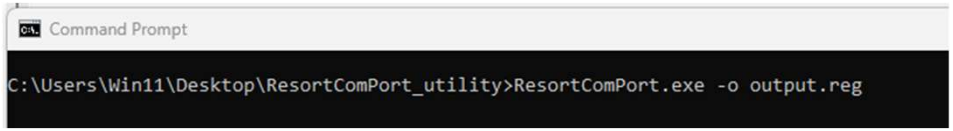
Perform ResortComPort utility

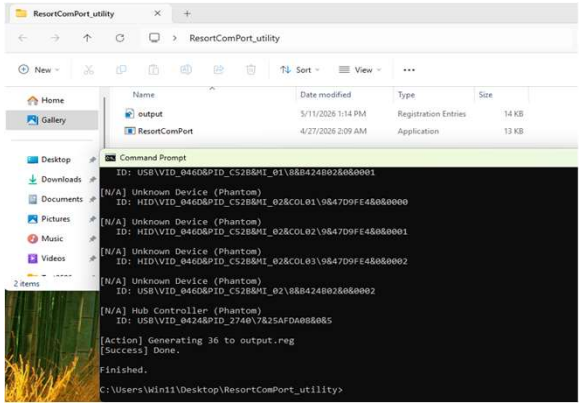
1. Open command prompt by administrator
2. Execute ResortComPort.exe to generate the registry file.

a. Double click “ResortComPort.exe”

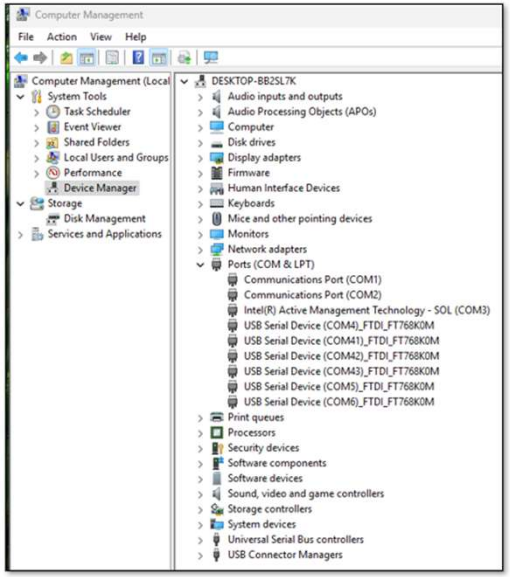


b. Execute “ResortComPort.exe –o output.reg” by command prompt





COM port numbering doesn’t follow the sequence to mapping



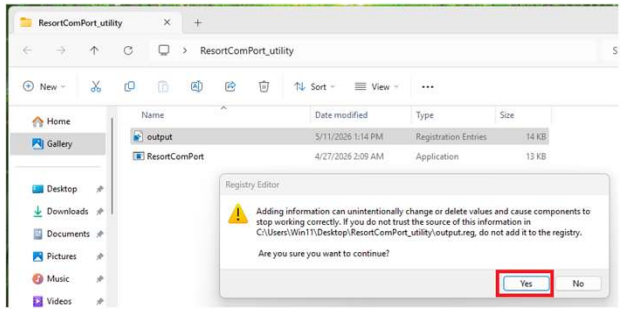
© 2018 Toshiba Global Commerce Solutions, Inc.

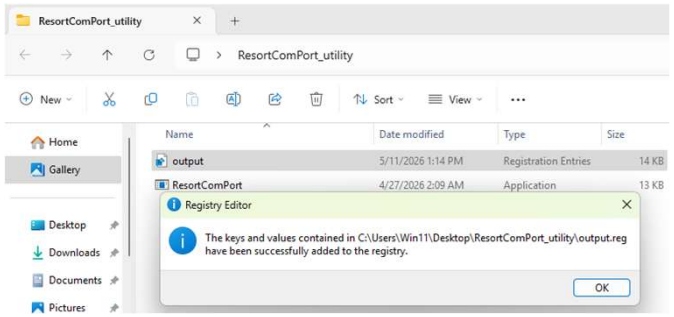
TOSHIBA

Perform ResortComPort utility

3. Double click output.reg file to import the COM port sequence setting.

   And select “Yes”, then click “OK”.

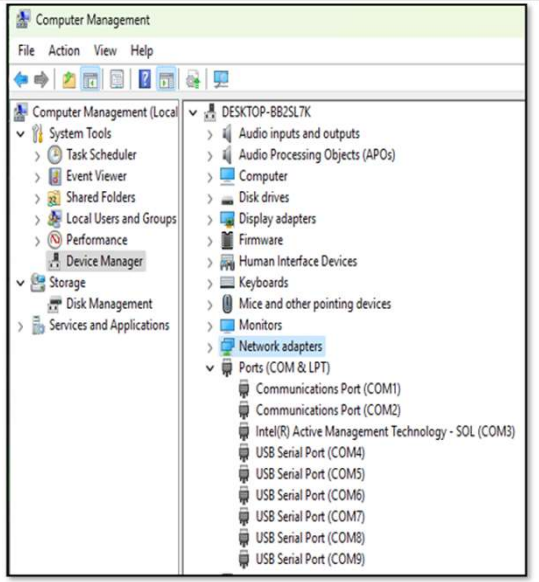




4. Reboot system

5. Confirm the COM sequence in device management

COM port numbering follow the sequence to mapping



© 2018 Toshiba Global Commerce Solutions, Inc.

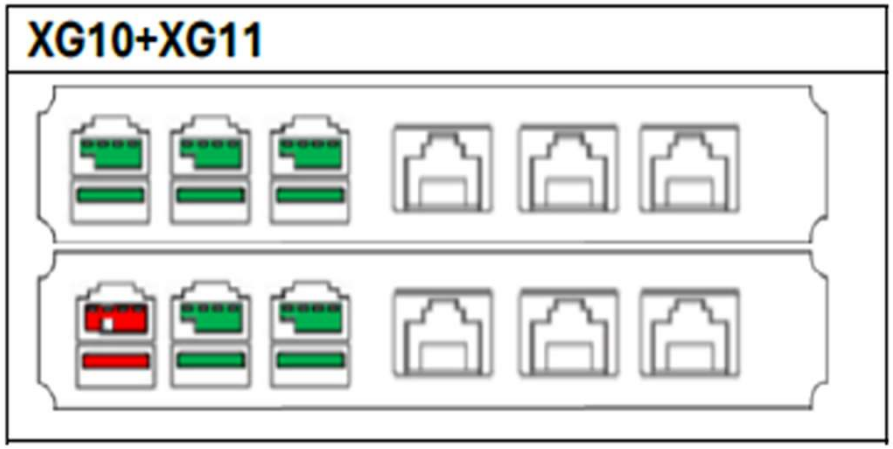
TOSHIBA

Backup

© 2018 Toshiba Global Commerce Solutions, Inc.

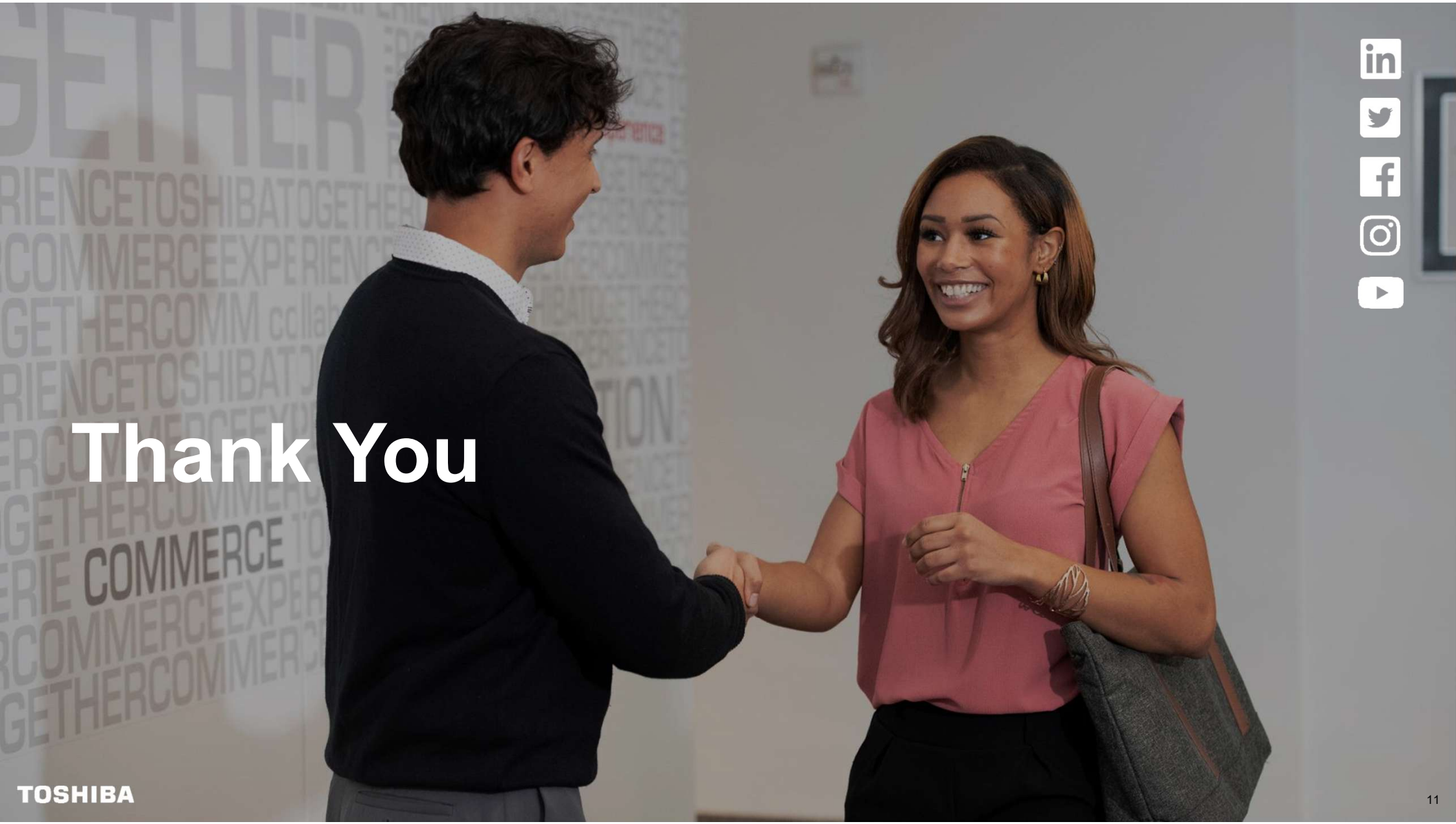
900X SurePort card support configure

Row		SurePort Card Option	
Top Row		Filler	
		SurePort Card (USB)	
		SurePort Card (USB-C)	
	XG11	SurePort Card (RS232-USB)	3 COM port
Bottom Row		Filler	
		SurePort Card (USB-MIX)	
		SurePort Card (RS485-CD)	
	XG10	SurePort Card (RS232-MIX)	3 COM port
		SurePort Card (USB-C)	



© 2018 Toshiba Global Commerce Solutions, Inc.

TOSHIBA


Thank You
COMMERCE