

rinLINK Windows 11 Compatibility

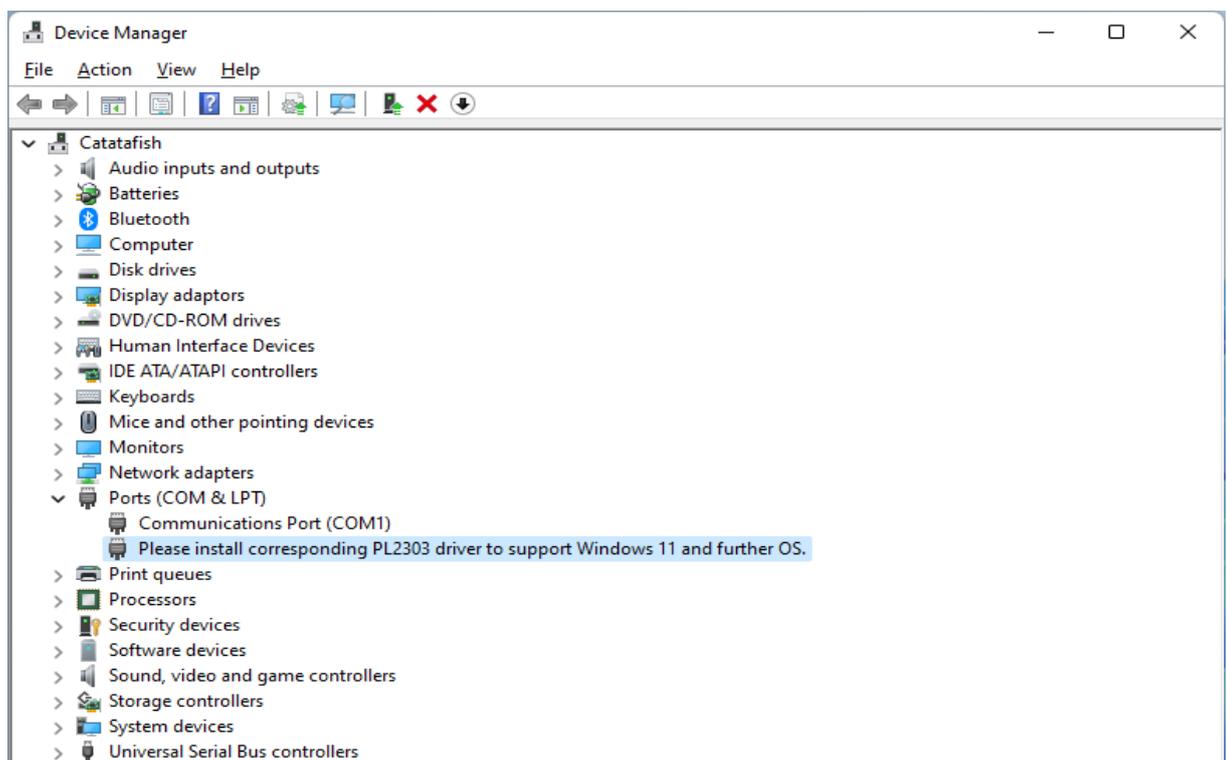
Introduction

It has been observed that the Rinstrum rinLINK cable does not operate correctly with the recently released Windows 11. It appears that the manufacturer of the USB serial chipset has deliberately prevented their chipset from working with Windows 11. This document outlines both short-term and long-term solutions to this problem.

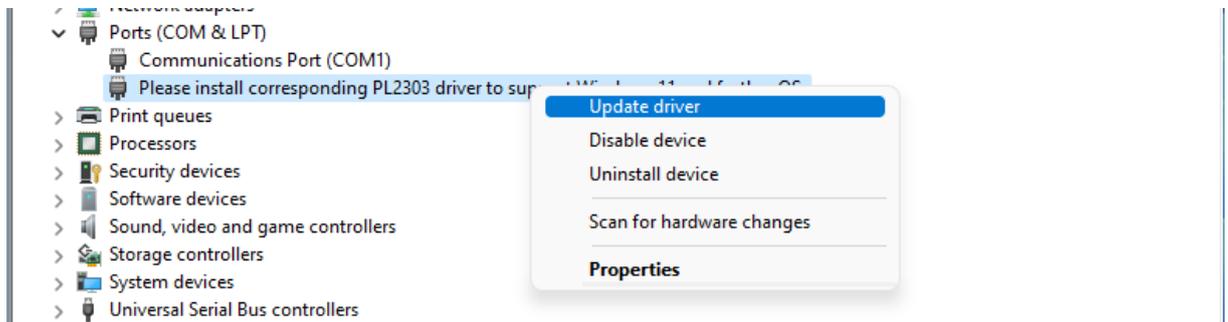
Existing rinLINK cables

To use an existing rinLINK cable with Windows 11, an older driver must be used that is not aware of Windows 11.

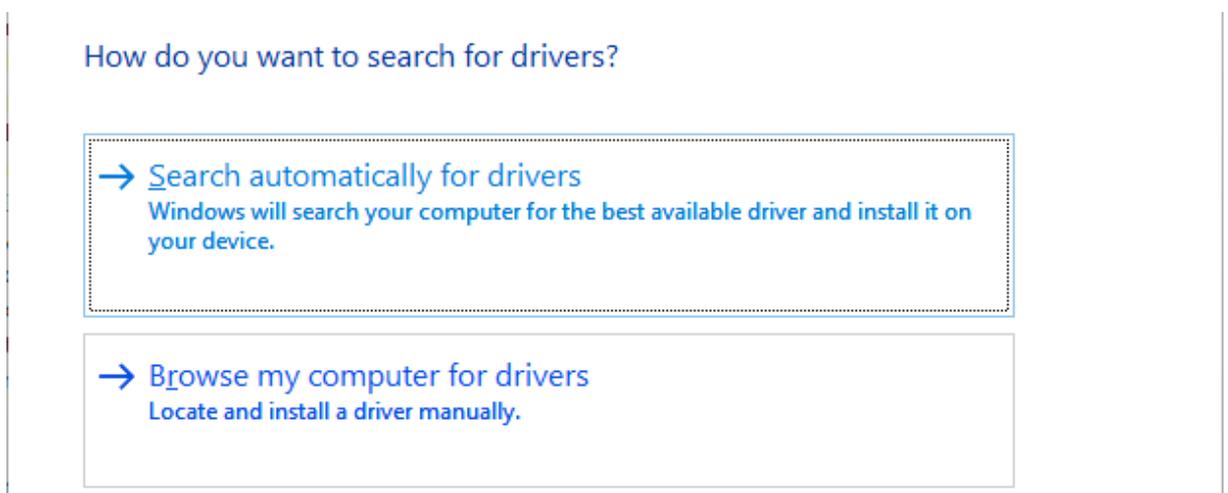
1. Download the following driver and extract it to a folder on your machine:
https://www.rinstrum.com/wp-content/uploads/PL2303_Prolific_DriverInstaller_v1_12_0-ID-125475.zip
2. Run “PL2303_Prolific_DriverInstaller_v1.12.0.exe” to install the drivers on your machine.
3. Open device manager. The following will be observed:



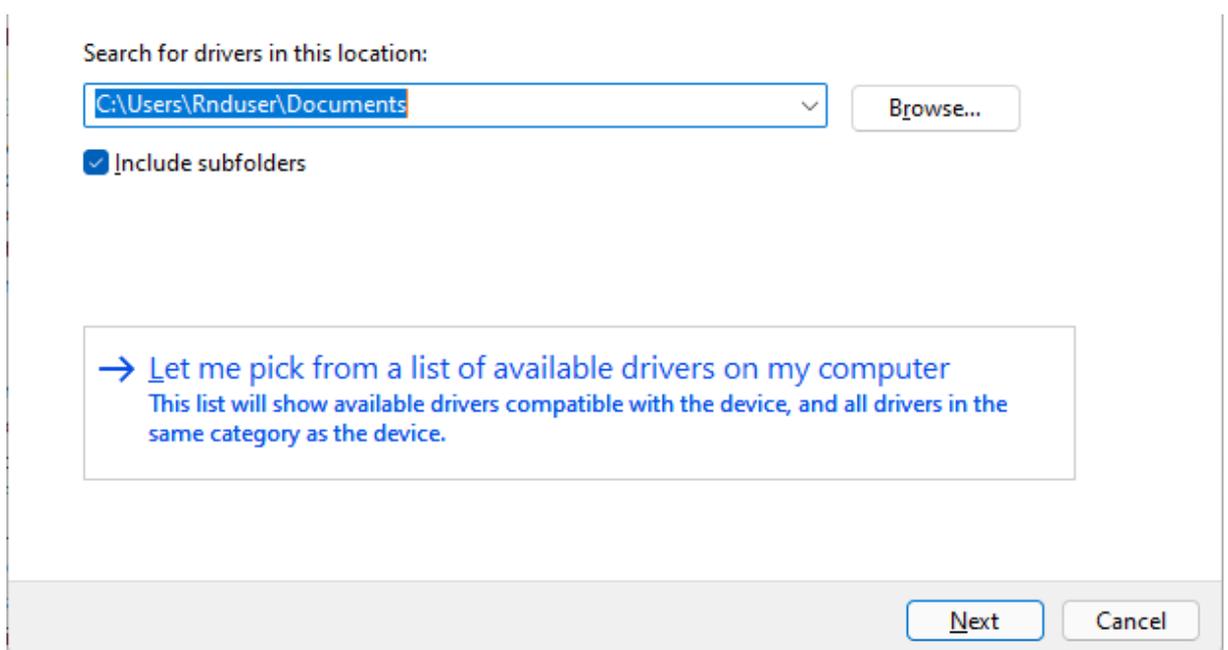
4. Right click the PL2303 entry and select “Update Driver”



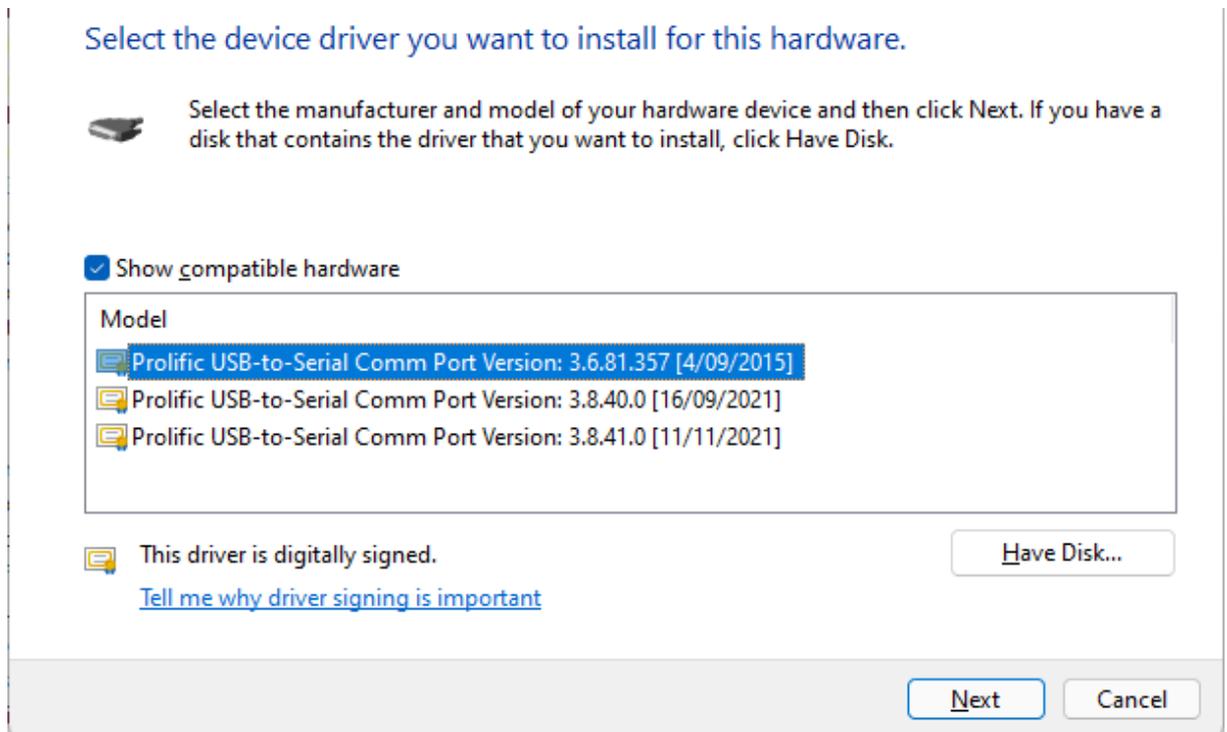
5. Select “Browse my computer for drivers”



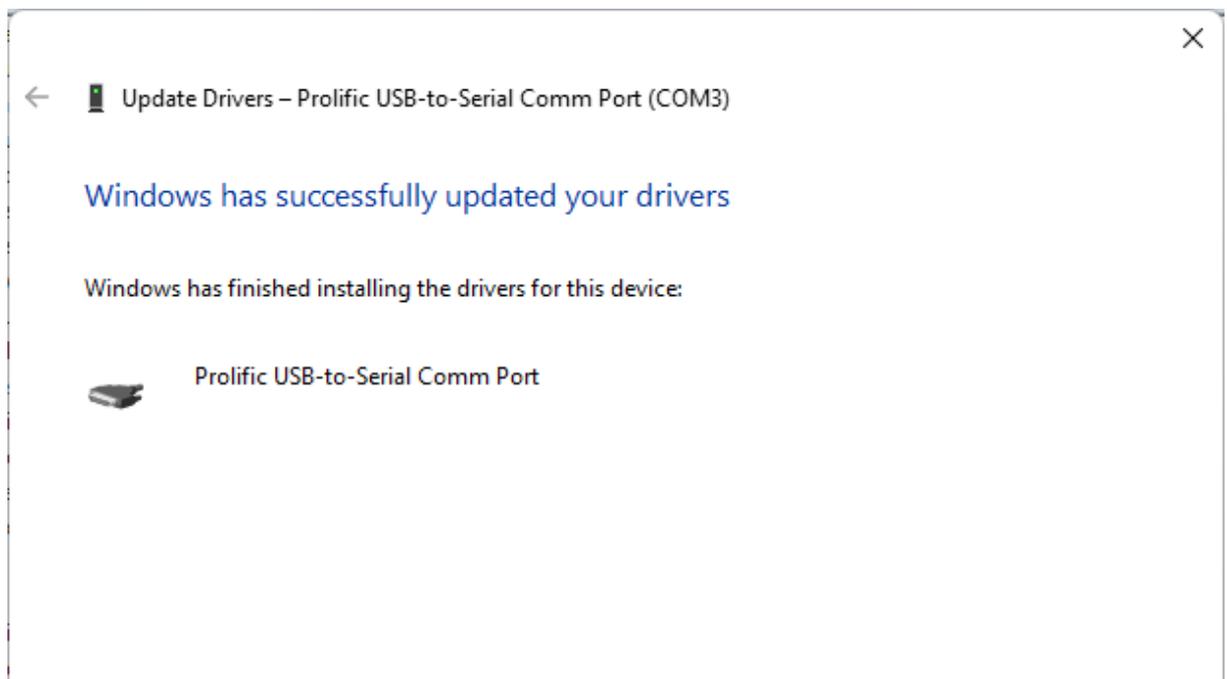
6. Select “Let me pick from a list of available drivers...”



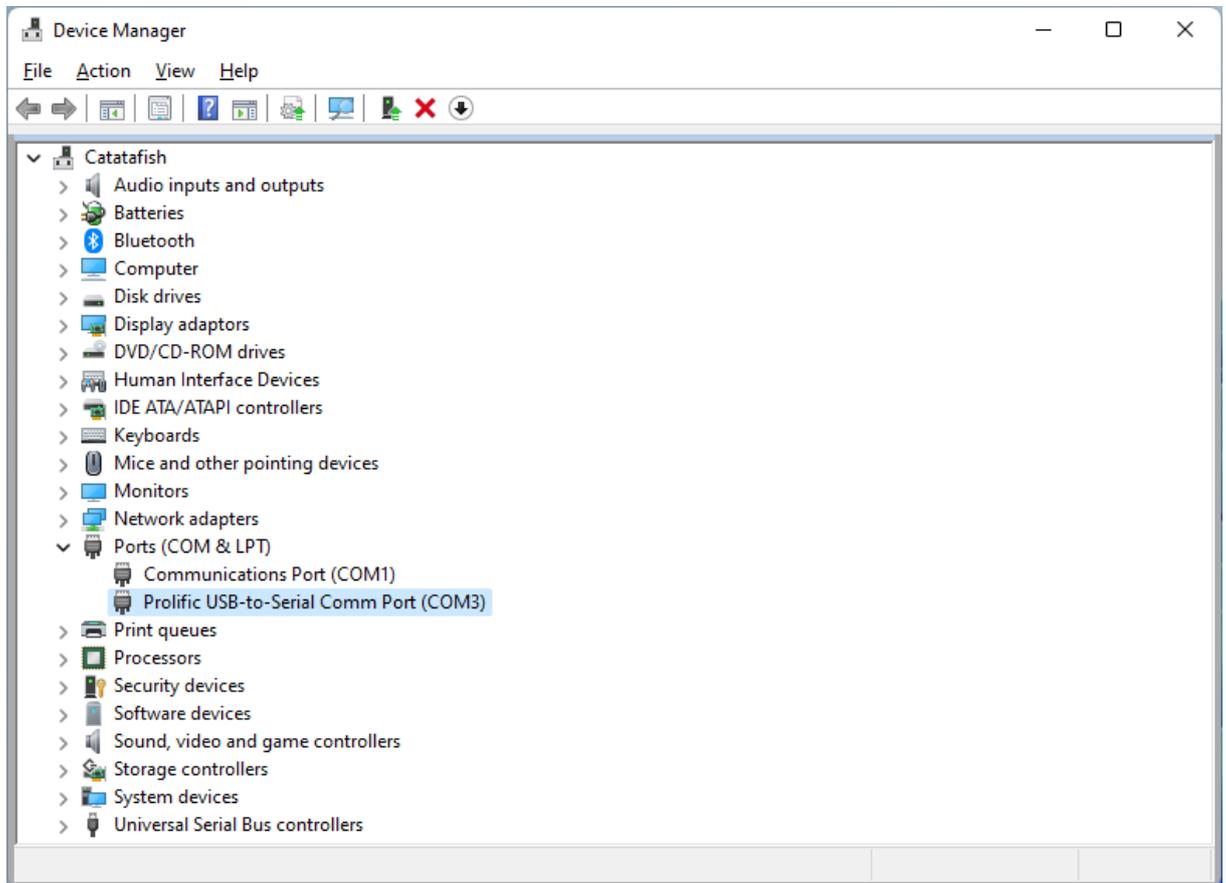
7. Select the appropriate driver as shown below and click “Next”



8. Windows will now install the desired drivers and will show the following when complete:

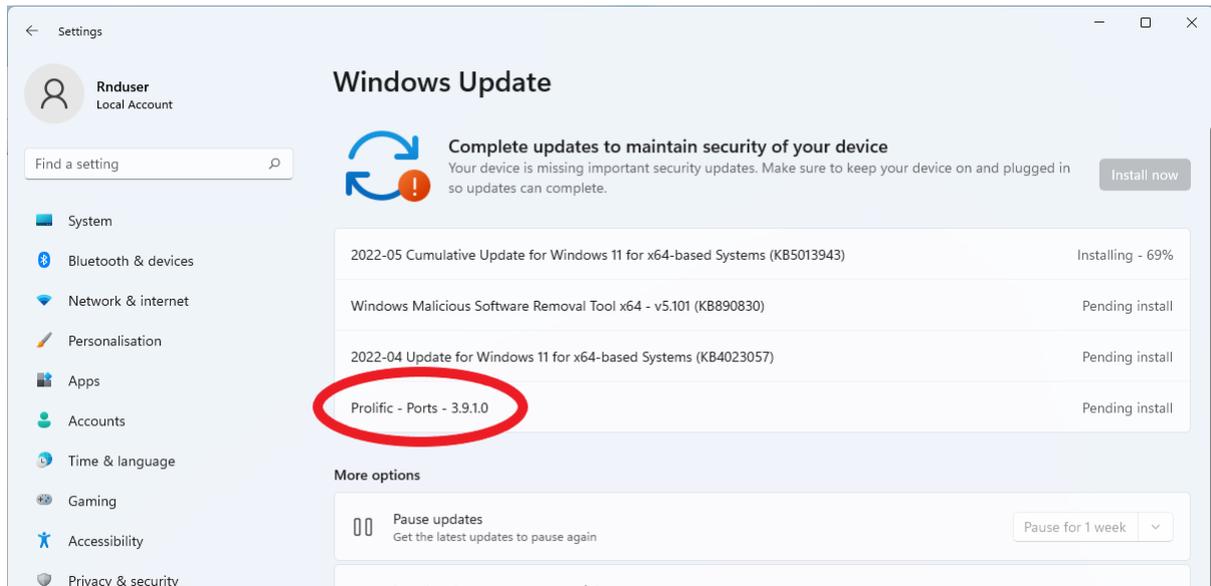


9. Device manager should now appear as follows, and you will be able to use the rinLINK cable as normal.

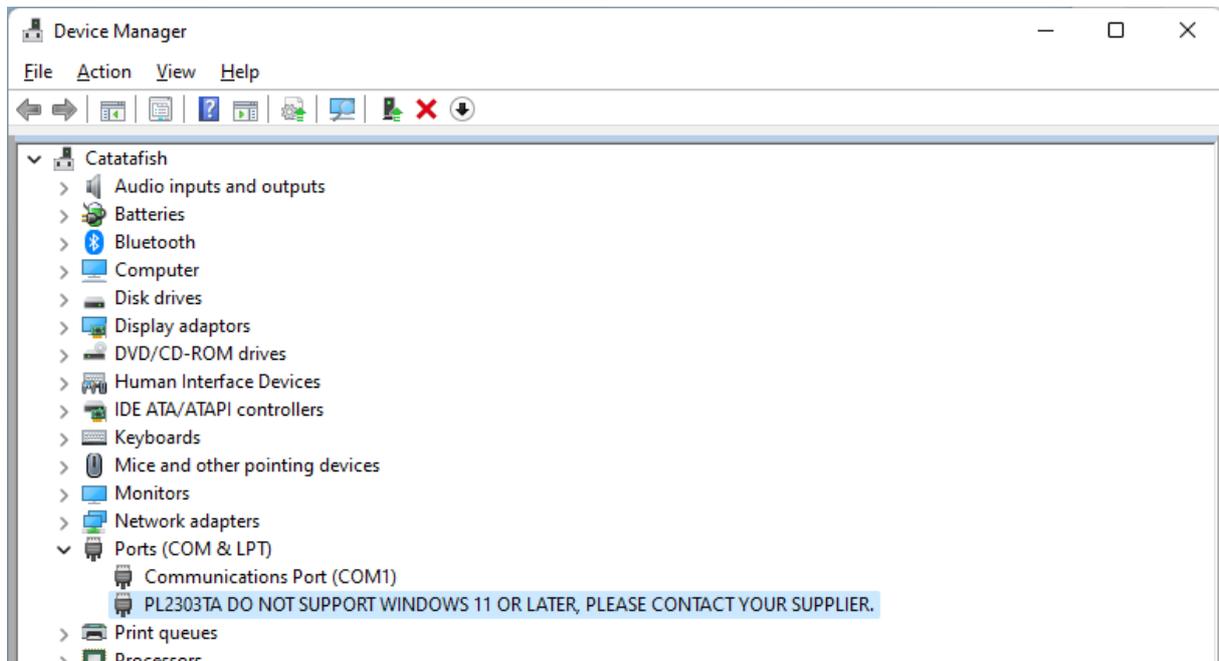


Windows update issues

Depending on the windows update settings on your machine, it may be found that the rinLINK cable stops working after a windows update. This is because windows may automatically update your driver to the latest versions which cause the incompatibility issue with Windows 11.



If this occurs the following will be seen in Device Manager:



The only way to resolve this is to follow the original instructions and re-install the older driver.

Hardware Identification

A new revision of the rinLINK cable including a Windows 11 compatible chipset will be available from June 2022. This revision of cable can be identified by the white dot on the housing shown below:



Any rinLINK cable that has this white identification mark is natively compatible with Windows 11 and will not require the driver rollback procedure outlined above.