

TechNote      TN-031302-47  
Date:            March 13, 2002  
Applies To:    ViewComm Async, Async Plus, and Viewer  
Subject:        USB Connected Serial Ports

## General

ViewComm products access the serial port hardware, the UART or equivalent (e.g. in an ASIC, multiple UART device, etc.)

This means that serial ports that are connected to your computer by means of a USB connection, ViewComm will not function. It will post a message like: "Cannot gain control of port..." and will not function.

## Solution

Use serial communications hardware. The UARTs associated with on-the-motherboard serial ports will almost universally produce proper operation of ViewComm products. Some add-in hardware may also be used.

Consult the **Compatible Hardware** page on our website. Go to the VCS Map page and click on this link.

## Notes

There are additional hardware related TechNotes on this site. Please consult those you think are relevant. You should do this prior to installing the software.

If you are installing ViewComm on Windows XP, please read the procedure outlined in the TechNote **Installing VCS on Windows XP**.