DealerTool USB Drivers

On some systems the newer drivers will install but leave a 'problem driver' icon in device manager and there may be no "Com port" available to select within DealerTool.

If so please try this alternative driver.

Please follow these steps:
1. Plug the DealerTool interface in to your computer and let Windows 8 install their own drivers, they aren't compatible with DealerTool interface, just follow the next steps to make them compatible.

2. Right click on top of **PL-2303_Driver_Installer.exe** and select "Run as Administrator"
a. Just press Next... and Finish installation. You don't need to restart the computer.

3. After the installation is completed, open the folder corresponding to the version (32 or 64 bits) of Windows 8/8.1, if you don't know which version you have, follow this link to help you: http://windows.microsoft.com/en-CA/windows/which-operating-system
For example: If you have Windows 8 64bits version, open *64bits* folder, and then click with the right mouse button on top of "install_64.bat" and select "Run as Administrator".
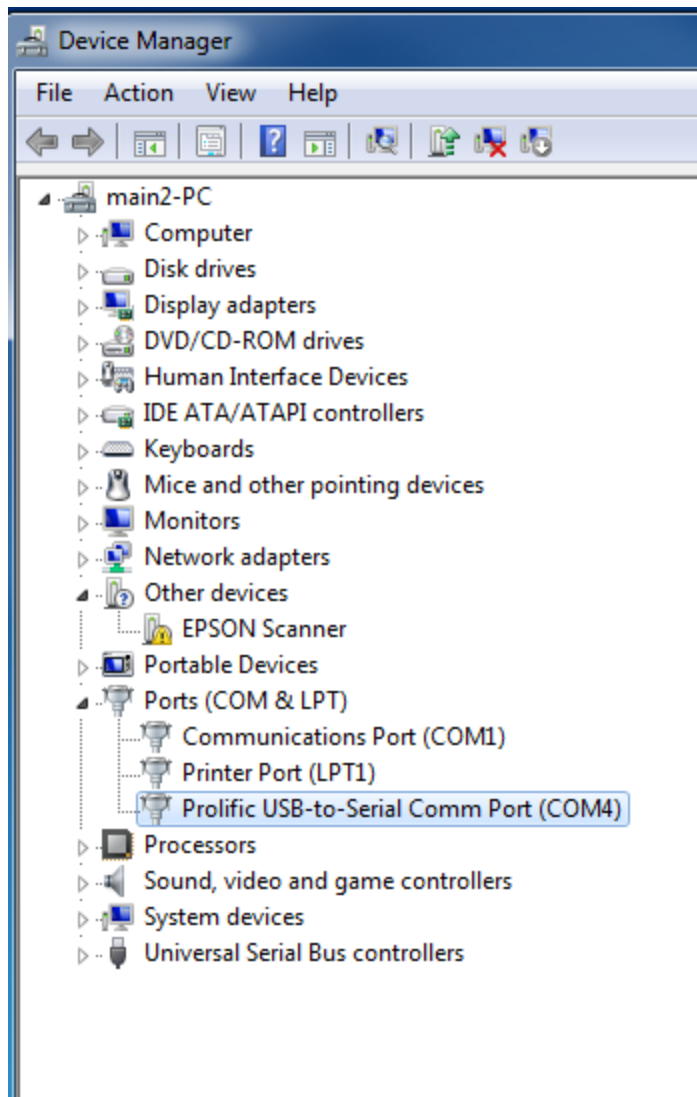
4. Restart the computer.

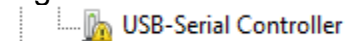*5. If it didn't work, follow the step 3 once more.*

6. Unplug and Re-plug the DealerTool interface to the PC.

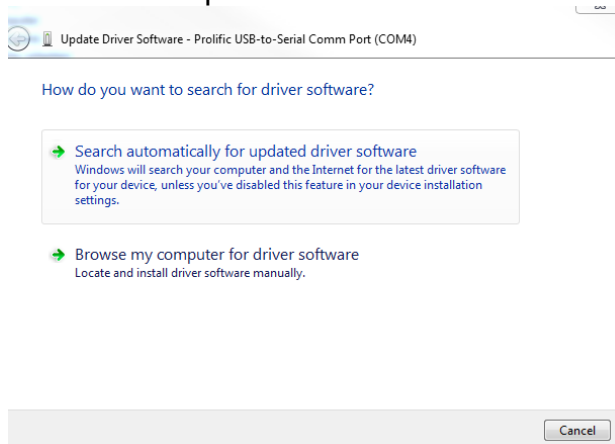7. If it still doesn't work:
In windows Device Manager:

Right click on the USB interface (it may have a "!" next to it) and click on 'Properties'.
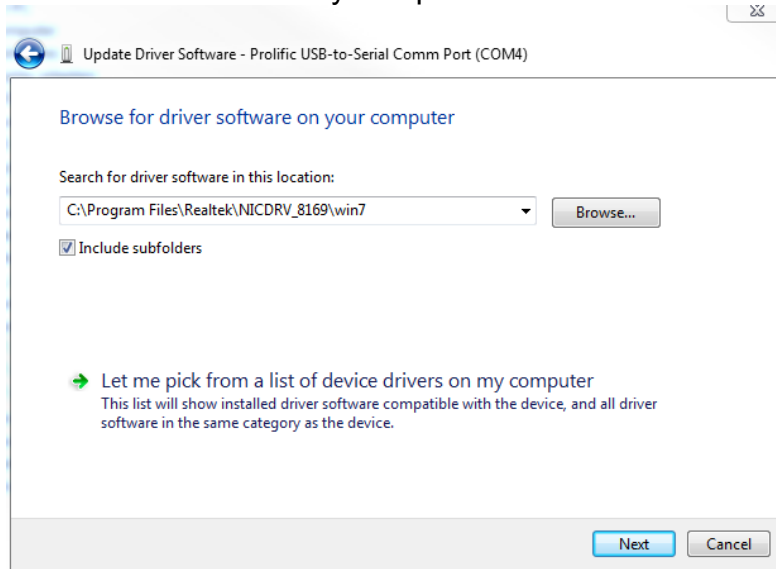

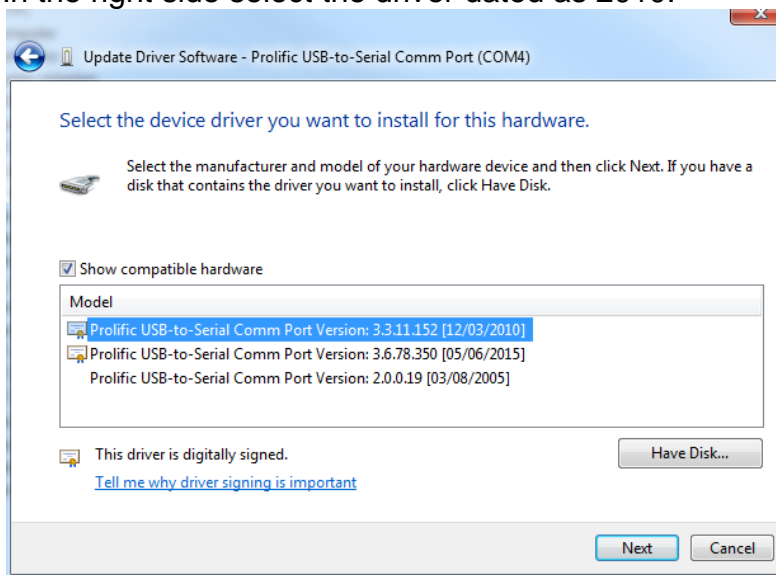Click on the 'driver' tab at the top of the page.
Click on the 'update driver' button

Click on the "Browse my computer for driver software"

Click on "Let me pick from a list of device drivers on my computer"
Uncheck the "show compatible hardware tab"
Select "Prolific" as the manufacturer in the left side.
In the right side select the driver dated as 2010.

If you still experience problems, please email us we are happy to help!.