



KPG-22U KPG-36U
KPG-43U KPG-46U

Troubleshooting

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“ ” (Double Quotation Mark)

The characters in quote marks indicate the names of the functions, buttons and menus shown in the active window.

Bold Letters

The characters in bold letters indicate the names of the windows, tabs and checkboxes for the application in use.

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TROUBLESHOOTING FOR KPG-22U, KPG-36U, KPG-43U, AND KPG-46U

This troubleshooting document helps you diagnose and resolve potential problems with your PC. Also, the document addresses some of the more common problems previously experienced by KPG-22U, KPG-36U, KPG-43U, or KPG-46U users. If you do not find a solution to your problem in this document, contact technical support for further assistance.

Note:

◆ “PC” represents Personal Computer in this document.

Question

What do I do if KPG-22U, KPG-36U, KPG-43U, or KPG-46U does not work properly on my PC?

Answer

Although the cause cannot be specified, the problem may be overcome by one of the following methods.

- **Solution 1**

Make sure that the installation of KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver has completed successfully.

- **Solution 2**

If there are multiple USB ports on the PC, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a different USB port. If a USB port on the front panel is used, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a USB port on the back panel.

- **Solution 3**

If KPG-22U, KPG-36U, KPG-43U, or KPG-46U does not work properly, restart Windows or disconnect KPG-22U, KPG-36U, KPG-43U, or KPG-46U from the USB port and re-connect it to the port.

- **Solution 4**

If any USB device other than KPG-22U, KPG-36U, KPG-43U, or KPG-46U is connected to a USB port, disconnect the device, and then re-connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U.

- **Solution 5**

If you have a USB hub with an external power supply, connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to the PC via the USB hub.

Question

How do I change the COM number for KPG-22U, KPG-36U, KPG-43U, or KPG-46U on Windows 7, Windows 8.1, and Windows 10?

Answer

Normally, a new COM number is automatically assigned to KPG-22U, KPG-36U, KPG-43U, or KPG-46U in the existing PC environment. Depending on the PC, multiple communications ports for items such as a built-in modem or an infrared device are available. In this case, the next available COM number is assigned to KPG-22U, KPG-36U, KPG-43U, or KPG-46U.

- **Solution**

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, or Windows 10 is properly running.
2. Make sure that the installation of the KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver has completed.
3. Connect KPG-22U, KPG-36U, KPG-43U, or KPG-46U to a USB port on the PC.
4. For Windows 7: Click Windows "Start" button, and then click the "Search programs or files" box.

Enter "cmd.exe" by using a keyboard, right-click "cmd.exe" in the searched program list, and then click "Run as Administrator".

The command prompt starts.

TROUBLESHOOTING FOR KPG-22U, KPG-36U, KPG-43U, AND KPG-46U

For Windows 8.1, and Windows 10 : Right click Windows **"Start"** button, and then click **"Search"**.

Enter **"Command Prompt"** by using a keyboard, right-click **"Command Prompt"** in the searched program list, and then click **"Run as Administrator"**.

The command prompt starts.

5. Enter the following commands and then start the Device Manager.

```
set devmgr_show_nonpresent_devices=1
```

```
cd c:\windows\system32
```

6. start devmgmt.msc.
7. Right-click **"Silicon Labs CP210x USB to UART Bridge (COMx)"** in the Device Manager > **"Port (COM and LPT)"**, and then select **"Properties"**.
8. Click the **"Port Settings"** tab and then click the **"Advanced"** button.
9. Select the desired COM port number from the **COM Port Number** dropdown list.

A COM port number with (in use), such as **"COMx (in use)"** cannot be selected since the number is being used by another device. If a COM port number with (in use) is selected, the message **"This COM name is being used by another device (such as another com port or modem). Using duplicate names can lead to inaccessible devices and changed settings. Do you want to continue?"** appears.

If you wish to use a COM port number with (in use), make the number available by disabling the device using the COM port number in advance.

10. Click the **"OK"** button.

Note:

- ◆ If installation information on a device that no longer physically exists (or a modem card that was installed before but is now disconnected) is retained, the COM port assigned to the device may become **"in use"**.
 - ◆ The administrative privilege is required to do the above operations.
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Question

How do I uninstall the KPG-22U, KPG-36U, KPG-43U, or KPG-46U driver?

Answer

Follow the procedure below to delete KPG-22U, KPG-36U, KPG-43U, or KPG-46U setup file and drivers.

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, and Windows 10 is properly running.
2. For Windows 7: Click **"Start"** and then select **"Control Panel"**. Select **"Uninstall a program"**.

For Windows 8.1: Right click Windows **"Start"** button, and then click **"Program and Features"**.

For Windows 10 : Right click Windows **"Start"** button, and then click **"Apps and Features"**.

3. Delete the drivers.

For Windows 7, and Windows 8.1: Right-click **"Windows Driver Package - Silicon Laboratories (silabnm) Ports (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall/Change"**.

For Windows 10 : If uninstalling the [USB] Driver, click **"Windows Driver Package - JVC KENWOOD Corporation Type 1 USB Driver (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall"**.

If uninstalling the [UART] Driver, click **"Windows Driver Package - Silicon Laboratories (silabnm) Ports (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall"**.

4. For Windows 7, and Windows 8.1: “**All devices using this driver will be removed. Do you wish to continue?**” appears, and clicking the “**Yes**” button will complete the uninstallation.

For Windows 10: “**This app and its related info will be uninstalled.**” appears, and clicking the “**Uninstall**” button will complete the uninstallation.

Now the uninstallation completes.

Question

The assigned COM port number is too large. Is there any other way to change the COM port number?

Answer

Follow the procedure below to delete the reserved COM port number.

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, and Windows 10 is properly running.

2. For Windows 7: Click “**Start**” and then click the “**Search programs or files**” box.

For Windows 8.1, and Windows 10: Place the mouse pointer in the upper-right corner of the screen and move the mouse pointer down to click “**Search**”.

3. For Windows 7: Enter “**cmd.exe**” by using a keyboard, right-click “**cmd.exe**” in the searched program list, and then click “**Run as Administrator**”.

The command prompt starts.

For Windows 8.1, and Windows 10: Enter “**Command Prompt**”, and then click “**Command Prompt**” in the search results list, and then click “**Run as Administrator**”

The command prompt starts.

4. Enter the following commands and then start the Device Manager.

```
set devmgr_show_nonpresent_devices=1
```

```
cd c:\windows\system32
```

```
start devmgmt.msc
```

5. Click the “**View**” menu in the Device Manager, and then click “**Show hidden devices**”.

6. For Windows 7, and Windows 8.1: Right-click the unused port you wish to delete, and then select “**Uninstall**”.

For Windows 10: Right-click the unused port you wish to delete, and then select “**Uninstall device**”.

The “**Confirm Device Uninstall**” dialog box appears. Confirm the message, and if you agree to proceed to the next step, click the “**OK**” button to delete the selected port. Be careful not to delete necessary devices.

Note:

- ◆ The administrative privilege is required to do the above operations.
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Question

Is KPG-22U, KPG-36U, KPG-43U, or KPG-46U equivalent to the serial cable (KPG-22A, KPG-36A, KPG-43A, or KPG-46A) in terms of the time required for writing and reading data?

Answer

The communication time significantly varies depending on the PC and the configured baud rate.

Also, it may take longer if the firmware is written by using KPG-22U, KPG-36U, KPG-43U, or KPG-46U and the corresponding Fpro (Version 6.30 or later).