

# Advantech AE Technical Share Document

Date	2020/06/02	SR#	1-4177911771		
Category	■ FAQ □ SOP	Related OS	Microsoft Windows 10		
Abstract	CAN Port number shifts after the OS is upgraded to newer version.				
Keyword	CAN Port, Windows Upgrade, Port number shifted				
<b>Related Product</b>	PCI-1680U-AE / PCI-1680U-BE / PCIE-1680-AE/ PCM-3680I-AE				

## Problem Description:

Using Windows upgrade utility to update the Win10 to a newer version, afterward, the CAN port number may shift to a higher number.



Picture1: Windows upgrade utility.



Picture2: The shifted-CAN Port.

# Problem Analysis:

In our test run, the CAN port number doesn't shift after the Win10 is updated through the operating system directly, on the contrary, the CAN port number shifted after we use Windows upgrade utility to upgrade the Win10 from version 1809 to version 1909 °

Windows specifications		Windows	Windows specifications	
Edition	Windows 10 Enterprise	Edition	Windows 10 Enterprise	
Version	1809	Version	1909	
Installed on	5/12/2020	Installed on	5/12/2020	
OS build	17763.107	OS build	18363.836	

Picture3: Windows 10 version.

We found that the OS re-install the driver in the upgrade process, yet, the OS doesn't remove the information of port number in the registry, hence, the OS will find other valid numbers for the card, and this is the reason why the port number will shift after the OS upgrade.



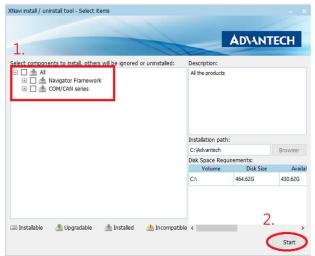
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#### Brief Solution - Step by Step:

Here is the solution to solve the issue (CAN Port number shifts after the OS is upgraded to newer version) Once the customer meets this issue, we recommend the customer to use installation package to remove the driver after the OS upgrade, and re-install the driver then.

#### **Performance Options:**

Step1. Download the latest driver through the Advantech website Step2. Execute the driver package to remove the driver



Picture4: Uninstallation (Select none of the options->Start)

Step3. Execute the driver package re-install the driver.

XNavi install / uninstall tool - Select Items				
1. Select all items		ADIANT	ECH	
Select components to install, others w	Description:			
	Installation path	1:		
	C:\Advantech		Browser	
	Disk Space Requirements:			
	Volume	Disk Size	Availal	
	C:\	464.62G	430.23G	
🖃 Installable 🏦 Upgradable 📥 Installed 📥 Incompati	ble <	2.	Start,	

Picture5: Installation (Select all the items->Start)

## Reference:

Advantech Website -PCI-1680U-AE / PCI-1680U-BE / PCIE-1680-AE/ PCM-3680I-AE: CAN card driver:

<u>https://support.advantech.com/support/DownloadSRDetail\_New.aspx?SR\_ID=1-2JL6VH&Doc\_Source=Download</u>