Advantech AE Technical Share Document

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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		
Related Product	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.
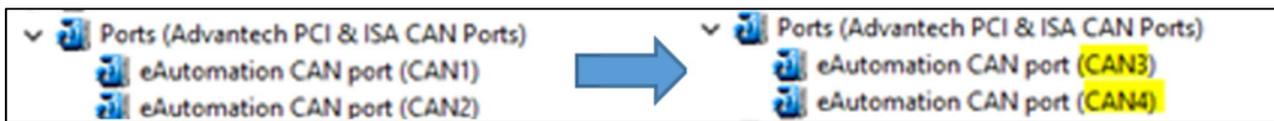
Picture2: The shifted-CAN Port.

■ **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。
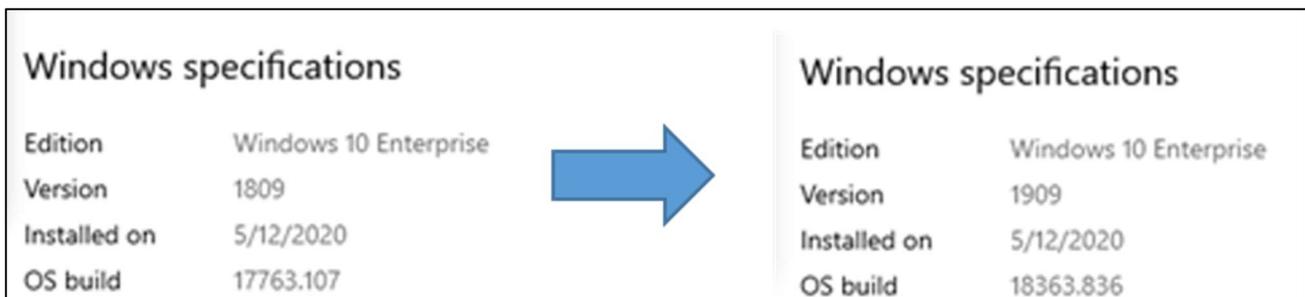
Picture3: Windows 10 version.

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.

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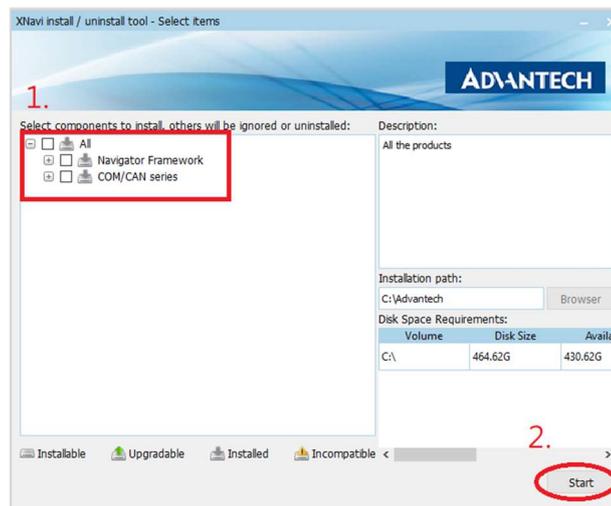
Picture4: Uninstallation (Select none of the options->Start)

Step3. Execute the driver package re-install the driver.
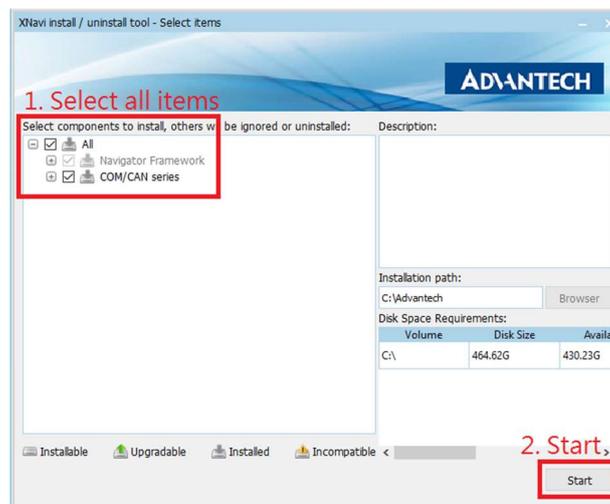
Picture5: Installation (Select all the items->Start)

■ **Reference:**

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

CAN card driver:

■ https://support.advantech.com/support/DownloadSRDetail_New.aspx?SR_ID=1-2JL6VH&Doc_Source=Download