Digi Edgeport/1, RS 232 converter (3AUA0000050177) not working in USB 3.0 ports

**Problem:** After start of a PC program that utilizes Com of Digi Edgeport (For example DriveStudio, or DriveWindow Light) in USB 3.0 port causes PC to crash with ‘Blue screen message’. Edgeport works OK in USB 2.0 ports (yellow or . USB 3.0 port can be recognized by blue colour in USB port, see pictures below

![USB 3.0 port](image1)

![Digi Edgeport](image2)

**Solution:** Use USB 2.0 ports on your PC or search from internet if Digi Edgeport has released drivers that support this device to work on USB 3.0 port. Or use Moxa’s similar product Nport 5110 Galvanic isolated USB/serial adapter (3AUA0000050176) that works on both USB 2.0 and 3.0 ports.