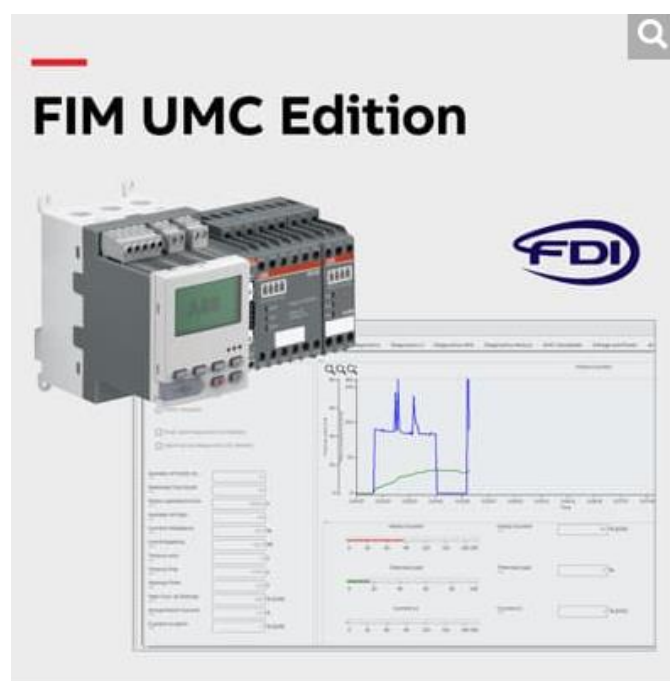# Solving FIM issues regarding missing UMC100.3 devices in the topology

Short guide to fix issues related with UMC100.3 not showing up in the topology window

After the update to Windows 10, it can happen that after the installation of FIM and the UMC device package, there are no UMC100.3 visible. This can have three reasons.

1. Conflict between pre-installed com.servers

2. Communication error between the USB terminal and the UMC Panel, caused by incorrect drivers coming from WIN10.

3. An already used COM port, which is incorrectly assigned.

1. Resolve conflict between com. Server

Please simply remove all the three pre-installed servers by clicking on the three black dots and then delete. Afterwards, please install the com. server you require again. From FIM version 2.2.1 onwards, there will be no pre-installed com. servers.

2. Install correct VCP drivers

Confirming the missing drivers and fixing the issue

a) Open the "device manager" in Windows 10. And check the Ports (COM & LPT). If there is an entry like in picture 1, then the USB port is not using the correct drivers.
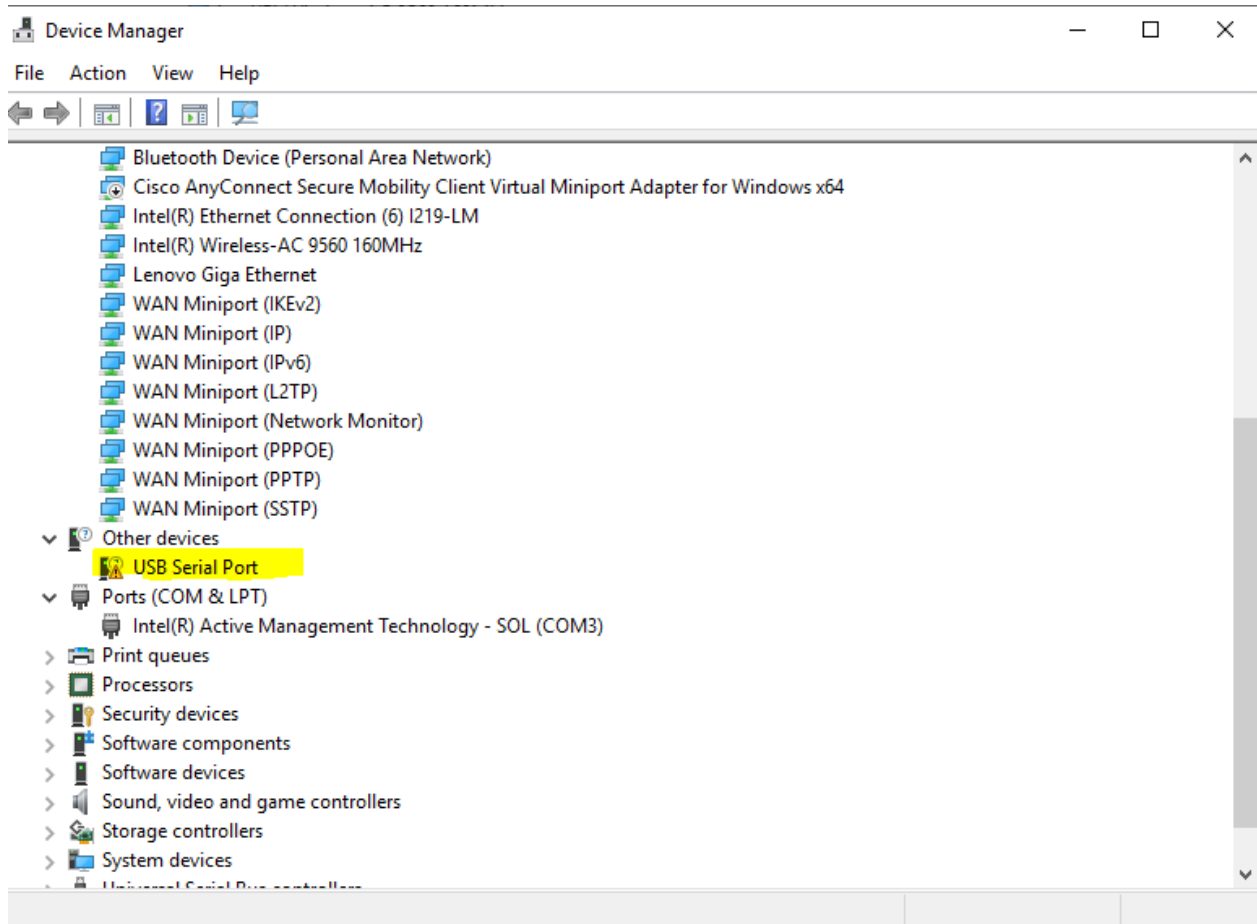
Figure 1: Device Manager - Mising USB drivers

b) In order so solve this problem you need to install an VCP (Virtual COM Port) driver. They can be found for example **here**. Please choose the right version for download. One of the two options in picture 2 should be the right one.
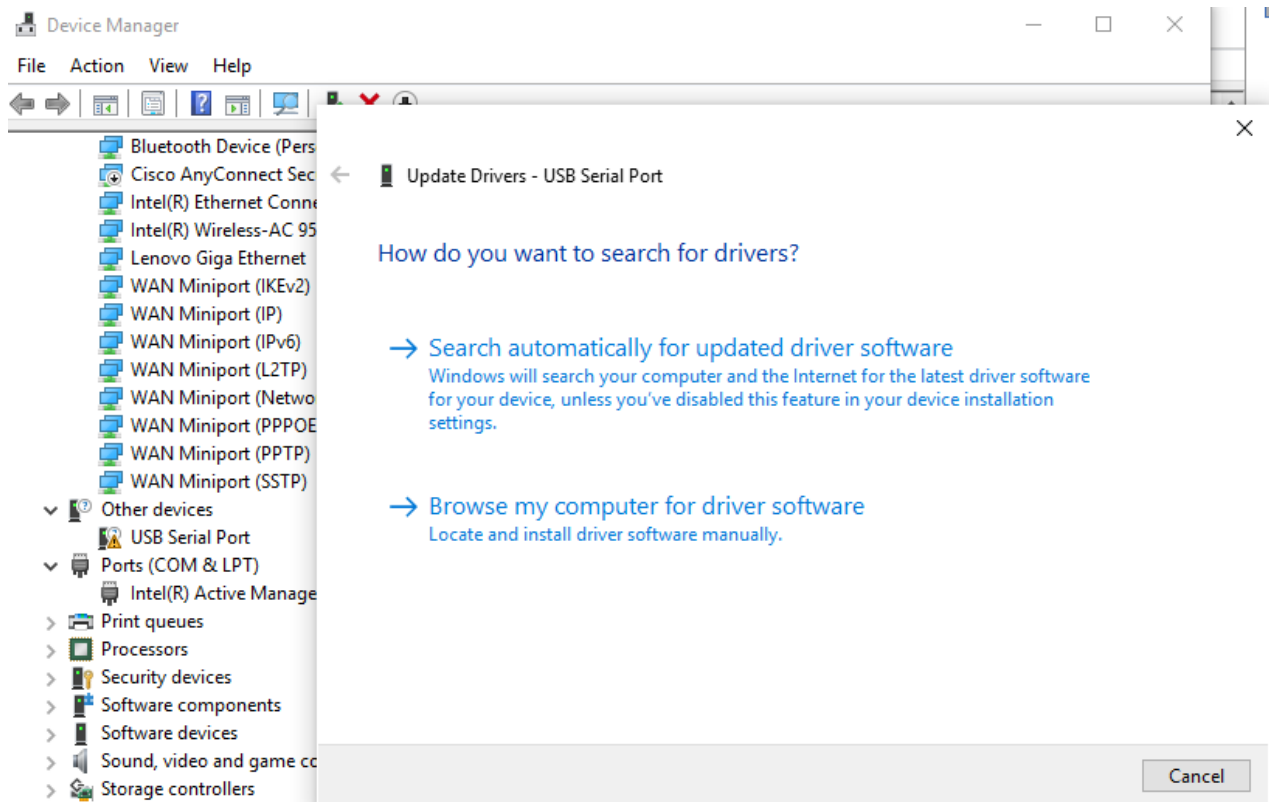

Figure 2: VCP drivers selection

c) Download and extract the files to a folder of your choice. Here we used the name VCP. You should see the following files of picture 3.
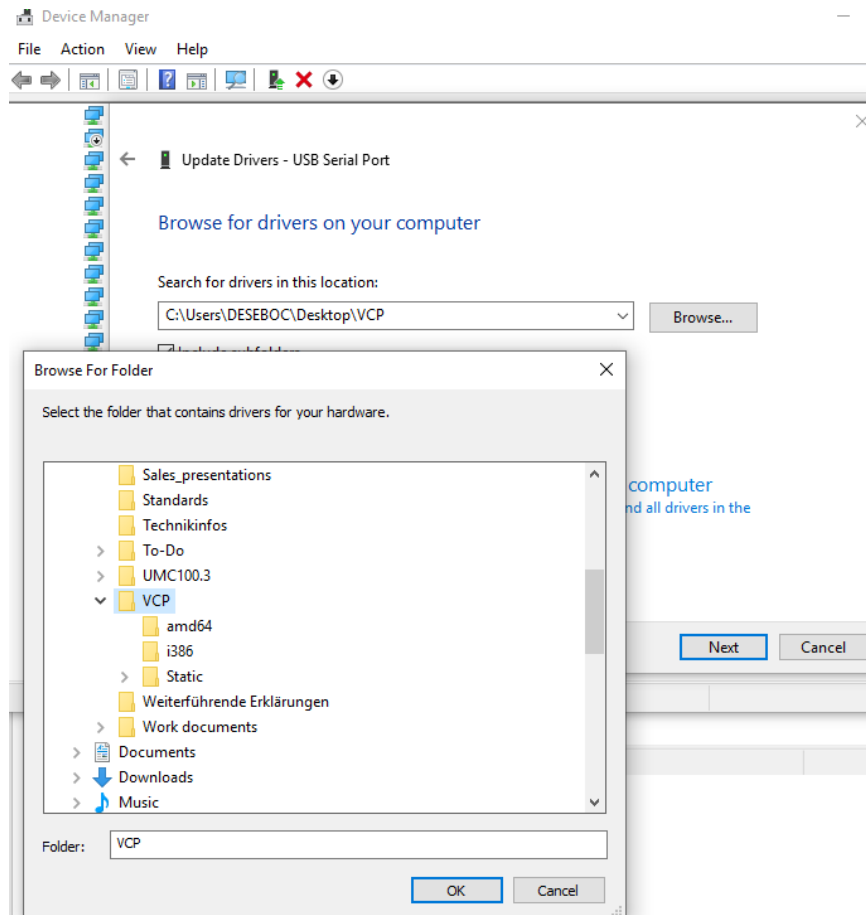
Name	Type	Compressed size
amd64	File folder	
i386	File folder	
Static	File folder	
ftd2xx.h	H File	8 KB
ftdibus.cat	Security Catalog	7 KB
ftdibus.inf	Setup Information	6 KB
ftdiport.cat	Security Catalog	7 KB
ftdiport.inf	Setup Information	6 KB

Figure 3: File Overview of VCP download

d) Go to the device manager and select the not correctly installed devices with right-click and update drivers. Here it is "USB Serial Port", the name might vary, but the process stays the same.
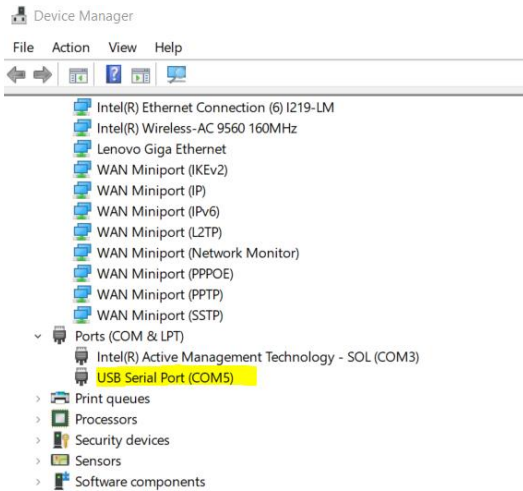

e) Select "Browse my computer…" and select the folder, in which all the extracted files are in. We used the name VCP here.
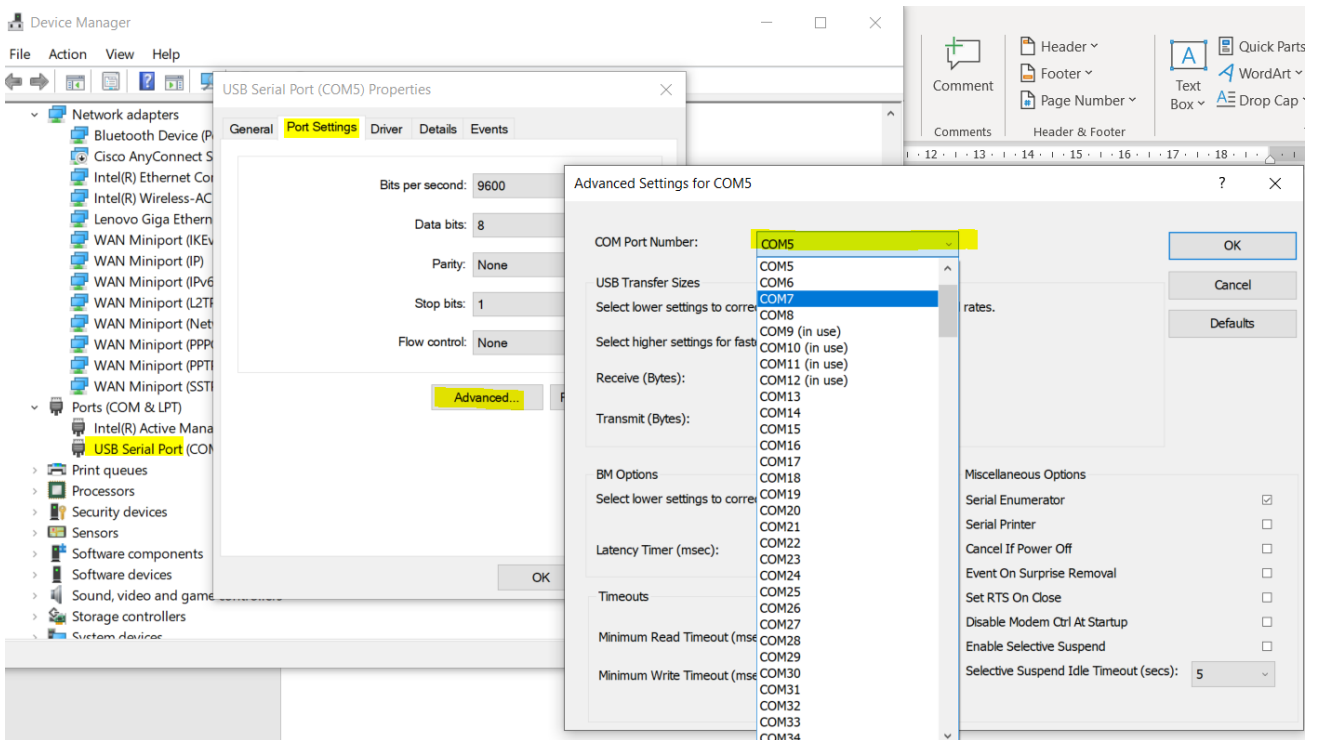
f) The pc will install the correct drivers. At the end restart the pc and start FIM. You should now see the UMC100.3 devices in the USB topology.

3. Assign a diffierent COM Port

a) Go to the USB Serial Port used for the connection to the Panel

b) Right click on the COM Port, select "Properties" -> Select the TAB "Port Settings" -> "Advanced" -> Open the Drop-Down Menu COM Port Number and select a COM not in use. Click "OK". Restart PC.

Contact us

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