

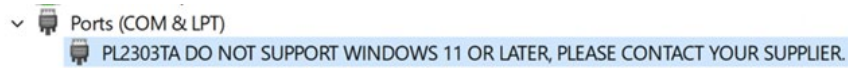
Solution to the Windows 11 – Driver Issue for the:

Actysis IrDA USB Dongle with Serial Number starting with "TA"



Symptoms:

- IR functions in MSA Link do not work.
- The Device Driver displays in the Device Manager as follows:



Requirements:

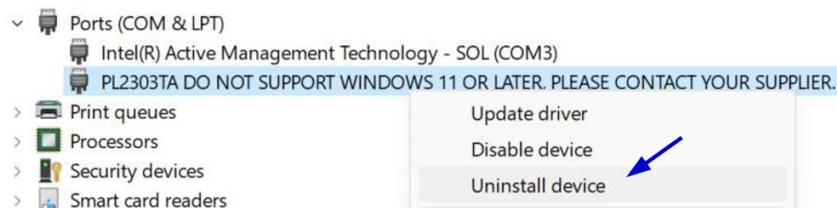
- **Administrative credentials on the PC** to apply the solution.
- Windows 11 **Professional/Enterprise**
- **Only Actysis** model **ACT-IR224UN-Li** with
 - Serial number **prefix is "TA"**

Solution Summary:

- Uninstall the incompatible device driver that was installed by Windows 11, and reboot.
- Install the compatible driver found in the "...\\MSA_Link\\TA Dongle Driver Archive\\TA_Win 11\\" folder.

Fixing the Driver

1. In **Device Manager** under the "**Ports (COM & LPT)**", right-click and select "**Uninstall Device**":



2. **Check the box** for the "**Attempt to remove the driver for this device.**" option, then select "**Uninstall**".



3. Go to <https://us.msasafety.com/downloads>
4. **Scroll** or "Jump to:" the "**Portable Gas Detection Software**" section on the page
5. Download "**MSA Link**" (it will download the latest version of "**MSA_Link.zip**")
6. Right-click "**MSA_Link.zip**" and choose "**Extract All...**"
7. In the extracted folders, navigate to the "...\\MSA_Link_vX.X.XX.X\\TA Dongle Driver Archive\\TA_Win 11\\"

Solution to the Windows 11 – Driver Issue for the:

Actysis IrDA USB Dongle (Prolific Drivers)

8. Remove existing drivers using the installer:
 - a. Run "**ACT-IR224UN-DriverInstaller_v1.7.0- 20120801.exe**" as an Administrator.
 - b. In the installer dialog: Select the "**Remove**" option, then select "**Next >**".
 - c. Confirm and **finish** the removal.
9. REBOOT the PC.
10. Install the Win 11 (Win7) Driver using the installer:
 - a. Run "**ACT-IR224UN-DriverInstaller_v1.7.0- 20120801.exe**" as an Administrator.
 - b. Confirm and **finish** installation.
11. Go back to **Device Manager**
12. At the top of Device Manager select "**Action**" and select "**Scan for hardware changes**".
13. Expand the "**Ports (COM & LPT)**" group.
14. You should now see "**Prolific USB-to-Serial Comm Port (COM_)**"
15. Right-click it and select to the "**Driver**" tab.
 - a. You should see a driver date of 7/26/2012 and a driver version of 3.4.36.247.

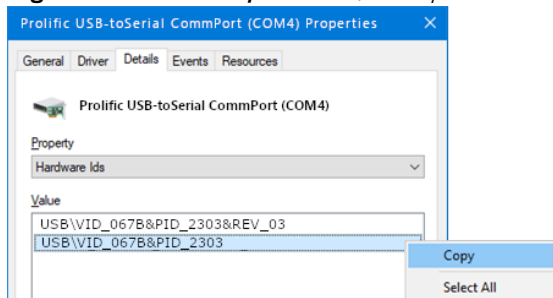


You should now be able to use the IR adapter with the MSA Link Software.

Preventing the driver from being changed back

Step – A Finding the Device's Hardware ID:

1. Open the **Device Manager** and Locate the device again.
2. **Right-click** and select **Properties** from the context menu.
3. Switch to the **Details** tab.
4. Under the Property menu at the top, select **Hardware Ids**.
5. **Right-click on the ID you want** (usually without "&REV03"), and select **Copy** from the context menu.



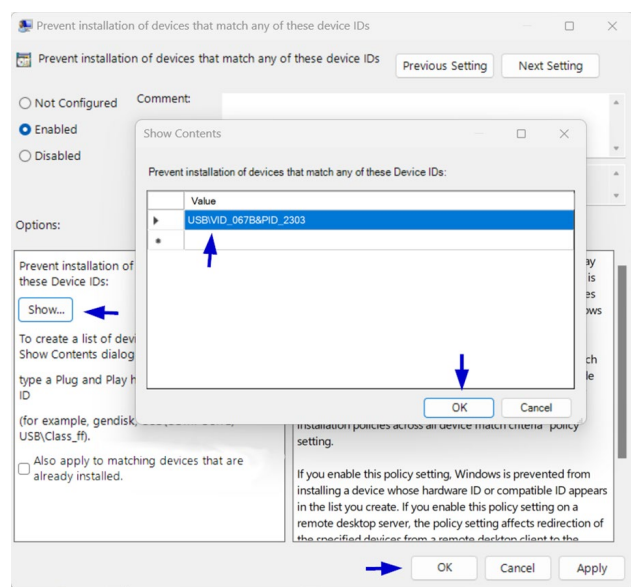
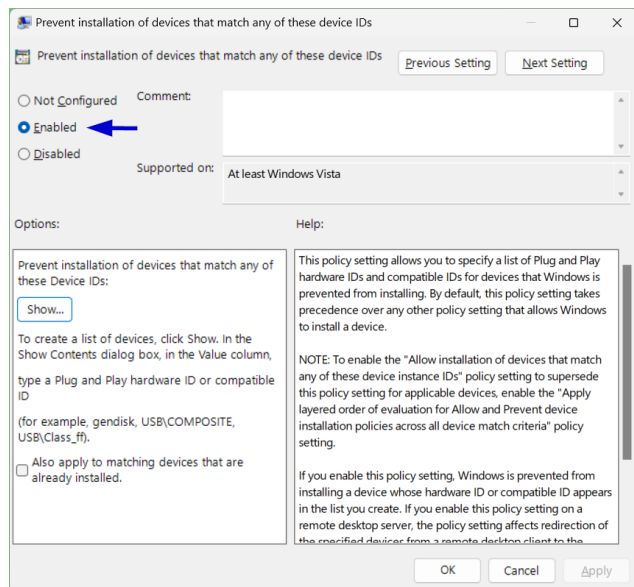
6. Paste and **save it** in a notepad txt document, for the next step "**Step-B**".

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Step B - Group Policy to Prevent driver updating of this device:

1. Open Group Policy Editor: In the Windows Search type **gpedit.msc** and hit the <Enter> key.
2. Go to **Computer Configuration > Administrative Templates > System > Device Installation > Device Installation Restrictions**.
3. Double-click on **"Prevent installation of devices that match any of these device IDs"**.
4. Change the status to **"Enabled"**.



5. Click on the **"Show"** button.
6. **Add** the device **Hardware ID**, that you copied in Step A.
7. Once done, Click **OK**.

Need some help?

1-800-672-2222 | support@safetyio.com