# USB Release Procedure

When third-party USB devices are plugged into the USB ports, Windows may not release the COM number when the device is unplugged. Each time another device is plugged in, the next highest COM number is used. This causes the (UI) software to select a COM number outside the usable range, which is generally not greater than COM10.

In order to resolve this, the following *manual* process is needed to free up and gain access to the usable lower value COM ports required by the (UI) software.

 NOTE: This process was made for Win7, but can be used on other Windows OS systems.

1. Turn off and disconnect external devices (USB Adaptor, Programming Cable, Cycle Counter, External Drives, etc.)
2. Left click the **START** button at the bottom left of the screen
3. Select **All Programs** just above the START button
4. Locate and select the **Accessories** folder
5. Right-Click on **Command Prompt** and select **Run As Administrator**
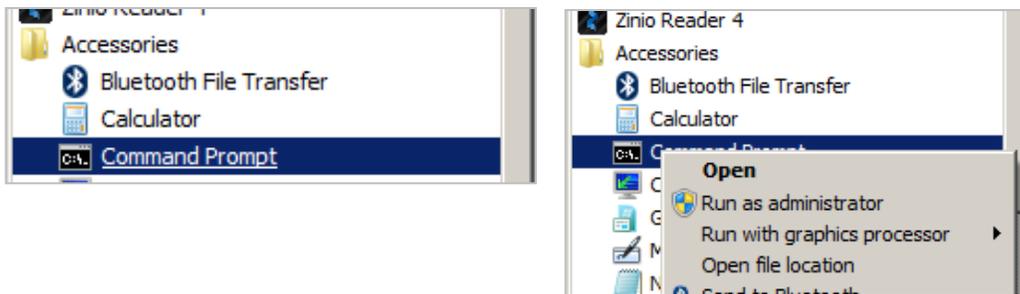
6. Left-Click the **Command Prompt**
   - The administrator name appears as: **C:\users*xxx*>** (where *xxx* is the admin's name)
7. After the administrator name, type: **set devmgr_show_nonpresent_devices=1**
8. Press **ENTER**

9. Start the **Device Manager** be typing: **start devmgmt.msc**
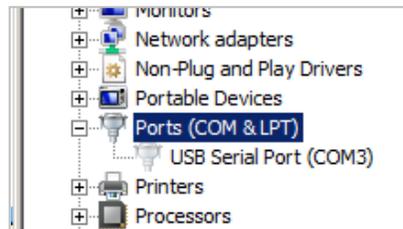10. Press **ENTER**

11. The **Device Manager** window opens

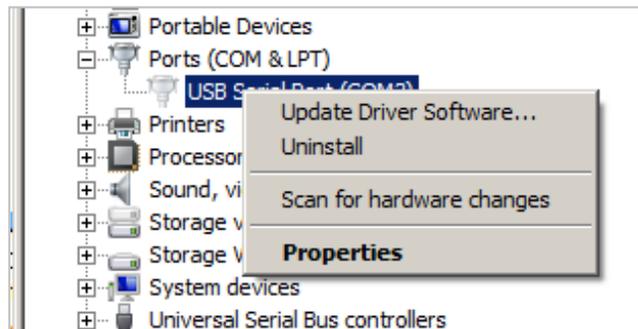12. In the tool bar at the top click on **View** then select **Show Hidden Devices**
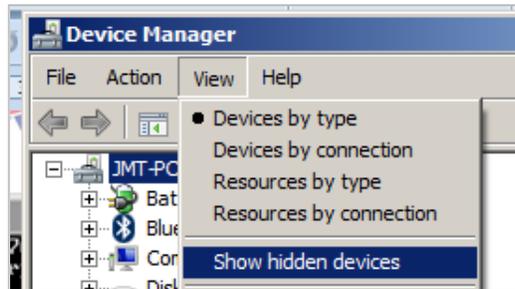
13. Expand **Ports (COM & LPT)** to view all of the COM ports
    - Non-present devices appear grey (Your screen views will vary)

14. Locate a **COM** port between 1 and 10 that has not been released

15. Right-click on a **COM port** between 3 and 8, and select **Uninstall**

16. Unplug the **USB Adaptor** and wait three seconds

17. Plug the **USB Adaptor** back in
    - The freed up **COM port** should now be assigned to the **USB adaptor**

18. Close the **Command Prompt** window

19. Run the **(UI) software**

20. Select the associated **COM port**

21. Continue from SECTION 5. – **Loading New Values Into The Cycle Counter** in the *AKV Cycle Counter UI User Manual*