



Running Active Net on Windows 10 with current supported devices  
(v2)



## ACTIVE Network, LLC

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If you have any questions about this document, please contact the ACTIVE Net Support team using the information below.

**Phone:** 1-800-663-4991

**Email:** [activenetsupport@activenetwork.com](mailto:activenetsupport@activenetwork.com)

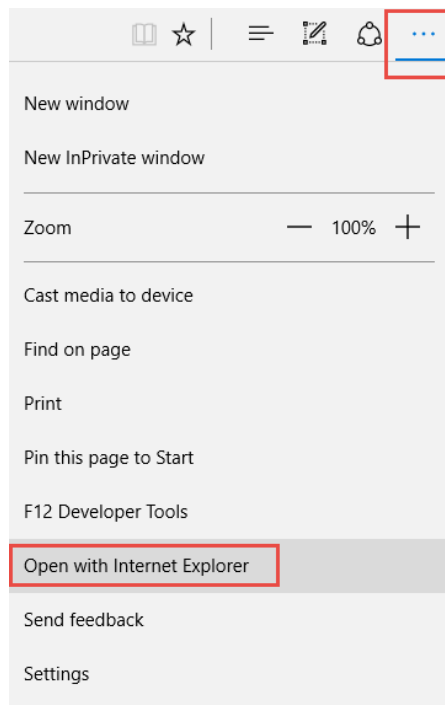
**Website:** <http://support.activenetwork.com/activenet>

## Running Active Net on Windows 10 with current supported devices

ACTIVE Net 16.2 now supports Microsoft Windows 10 operating system. To run Active Net on Windows 10, the following application requirements must be met:

- Java: version 8 update 91
- Adobe Reader: 11.0.06 or later
- Flash: 12.0.0.44 or later

**Note:** For Windows 10, ACTIVE Net Admin Interface (AUI) does not support the Microsoft Edge browser (the default Windows 10 browser). Please use Internet Explorer 11 to open the AUI. If you encounter Java content while using the Edge browser, you can click the **Menu** button, and choose **Open with Internet Explorer** or make Internet Explorer 11 the default browser.

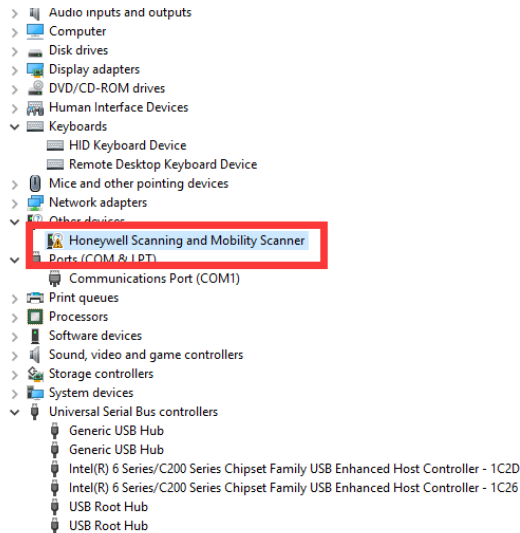


For most of the supported devices, installation procedures on Windows 10 are the same as other supported Windows operating systems, except for the following devices:

- **Honeywell 7120 and 7580 scanners.** To install a Honeywell 7120 or 7120 scanner on your Windows 10 computer, see [Installing Honeywell 7120 or 7580 scanner](#).
- **Epson TM-T88IV (POS Printer).** Before installing an Epson TM-T88IV (POS Printer), see [Checking whether your Prolific USB to Serial converter supports Windows 10](#).

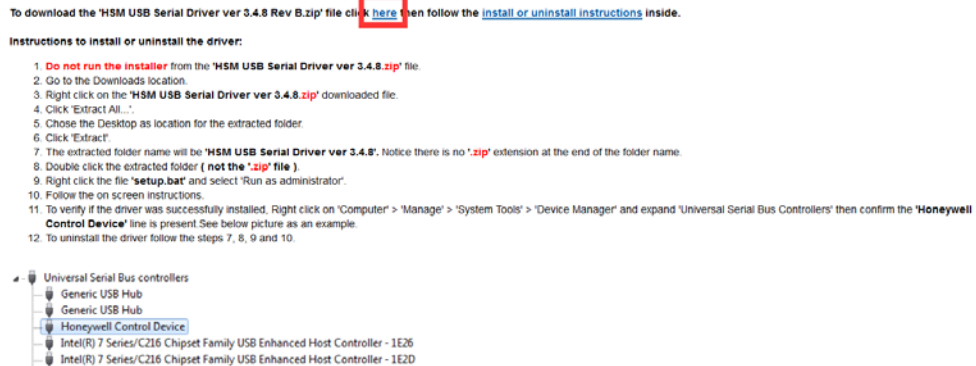
## Installing a Honeywell 7120 or 7580 scanner

If you have installed a Honeywell 7120 or 7580 scanner on Windows 10 with an incorrect driver, then under **Windows 10 > Device Manager > Other Device**, an exclamation mark icon (!) is displayed. Disconnect the device from your computer, and follow the instructions below to reinstall the device.

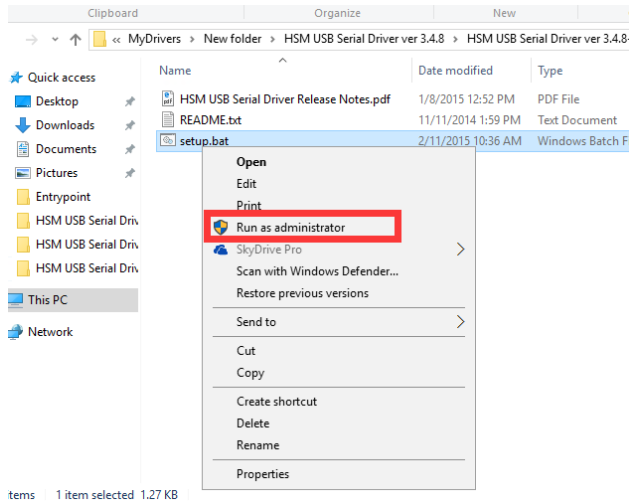


To install a Honeywell 7120 or 7580 scanner, execute the following steps:

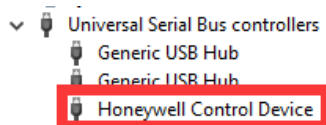
1. Open the Honeywell [How to get the scanner to communicate via virtual COM port / USB serial driver](#) page.



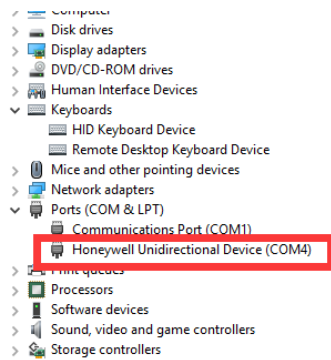
2. Referring to the screenshot above, click the **here** link to download the latest driver.
3. Unzip the downloaded **HSM USB Serial Driver** file.
4. Open the unzipped **HSM USB Serial Driver** folder.



5. Right click the **setup** BAT file and select **Run as administrator**.
6. To verify if the driver was successfully installed, right-click on **Computer > Manage > System Tools > Device Manager** and expand **Universal Serial Bus Controllers**, then confirm that **Honeywell Control Device** is present.



7. Connect your scanner device to your computer, note the COM port and use the COM port to configure your ACTIVE Net entry point.



If no COM port is displayed,

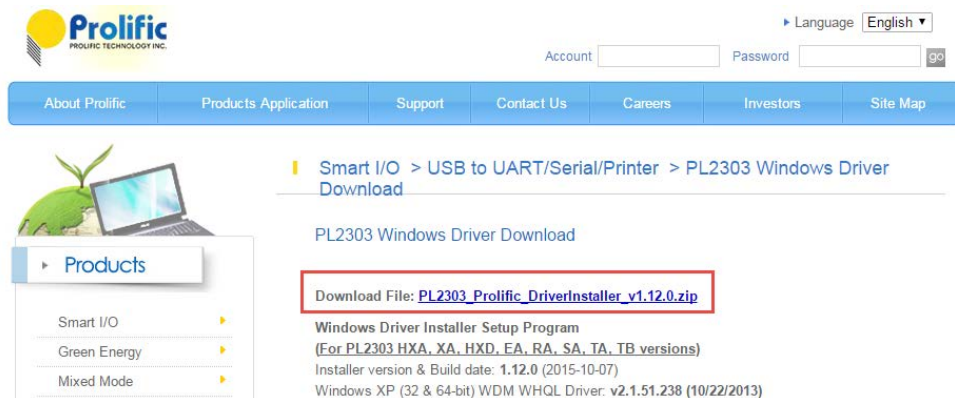
8. Right click the **setup** BAT file and select **Run as administrator**. The installer will detect the installed driver and offer to uninstall it; follow the instructions to uninstall it. Then follow the steps above to reinstall the driver.

## Checking whether your Prolific USB to Serial converter supports Windows 10

To use an **Epson TM-T88IV (POS Printer)** on Windows 10, you must check whether your Prolific USB to Serial converter supports Windows 10.

To check whether your Prolific USB to Serial converter supports Windows 10, execute the following steps:

1. Go to the [PL2303 Windows Driver Download](#) site.



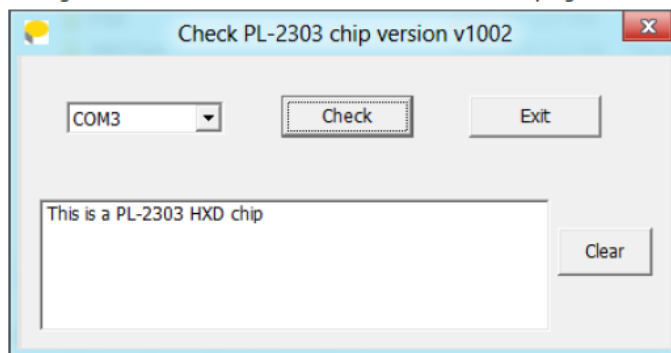
2. Click **PL2303\_Prolific\_DriverInstaller\_v1.12.0.zip** to download the driver installation file.
3. Unzip the downloaded file.
4. Under the unzipped **PL2303\_Prolific\_DriverInstaller\_v1\_12\_0** folder, open the **PL2303 Windows Driver User Manual v1.12.0.pdf**.

### Check Chip Version Tool

Prolific provides a tool program inside the driver package to check the chip version of your device:  
[http://www.prolific.com.tw/US/ShowProduct.aspx?p\\_id=225&pcid=41](http://www.prolific.com.tw/US/ShowProduct.aspx?p_id=225&pcid=41)

#### NOTE:

This tool will not work in Windows 8/8.1/10 if the PL-2303 device shows a yellow mark in Device Manager. You need to use Windows 7 or XP to run the tool program for discontinued chip versions.



5. Under the **page 11 > Check Chip Version Tool** section, follow the instructions to determine the chip version of your Prolific USB to Serial converter.
6. Under the **page 1 > System Requirements** section, check your chip version in the **USB Device with below PL-2303 chip versions and their supported OS Family** table.
7. If your USB to Serial converter does not support Windows 10, refer to the **USB Device with below PL-2303 chip versions and their supported OS Family** table, and use a different supported USB to Serial converter to connect an **Epson TM-T88IV (POS Printer)**.

### System Requirements

- ✓ PC with USB 1.1/2.0/3.0 Host Controller (USB Port) and Windows OS.
- ✓ USB Device with below PL-2303 chip versions and their supported OS Family:

Chip Version	Windows 2000 / XP Server 2003 (32 & 64 bit)	Windows Vista / 7 Server2008/R2 (32 & 64 bit)	Windows 8 / 8.1 Server2012/R2 (32 & 64 bit)	Windows 10 (32 & 64 bit)
PL-2303H	Yes	Yes	Not Supported*	Not Supported*
PL-2303HX (Rev A) or HXA	Yes	Yes	Not Supported*	Not Supported*
PL-2303X or XA	Yes	Yes	Not Supported*	Not Supported*
PL-2303HX (Rev D) or HXD	Yes	Yes	Yes	Yes
PL2303TA	Yes	Yes	Yes	Yes
PL2303TB	Yes	Yes	Yes	Yes
PL2303EA	Yes	Yes	Yes	Yes
PL2303RA	Yes	Yes	Yes	Yes
PL2303SA	Yes	Yes	Yes	Yes

\* - PL2303H, PL-2303HX (Rev A), and PL-2303X are EOL and discontinued chips and Prolific will not provide Windows 8 (and above versions) driver support. New driver versions will show yellow mark (Error Code 10) in Device Manager for these EOL chip versions under Windows 8 or above OS versions.