

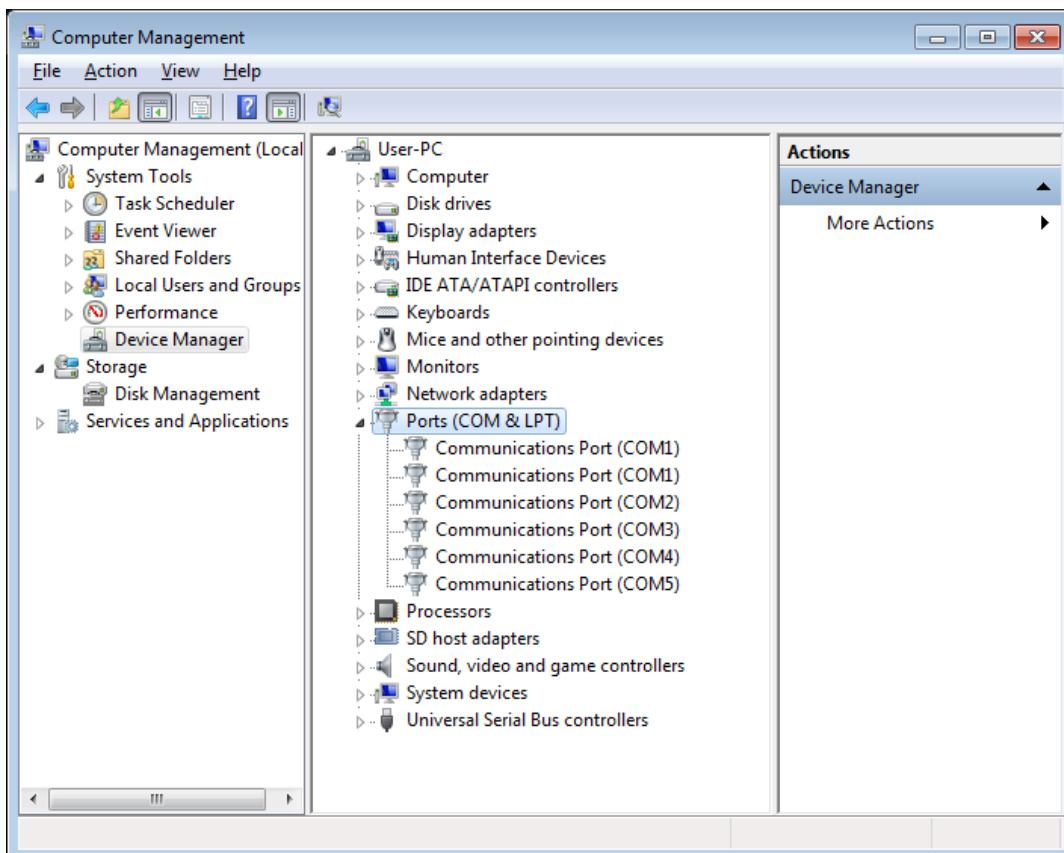
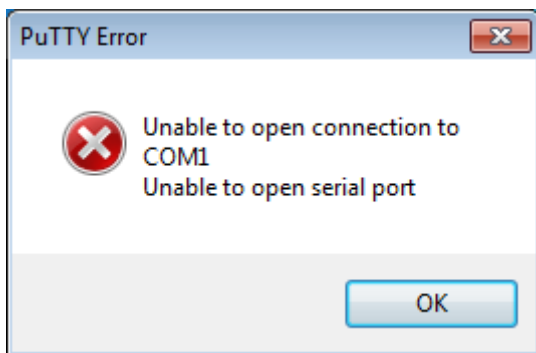
## COM1 port is not working - Two COM1 ports shown in Device Manager

### Affected product:

Indumicro IMP-Cxx2 series (Windows 7 operating system)

### Error:

COM1 port is not working. When checking Device Manager, two ports named COM1 are shown.



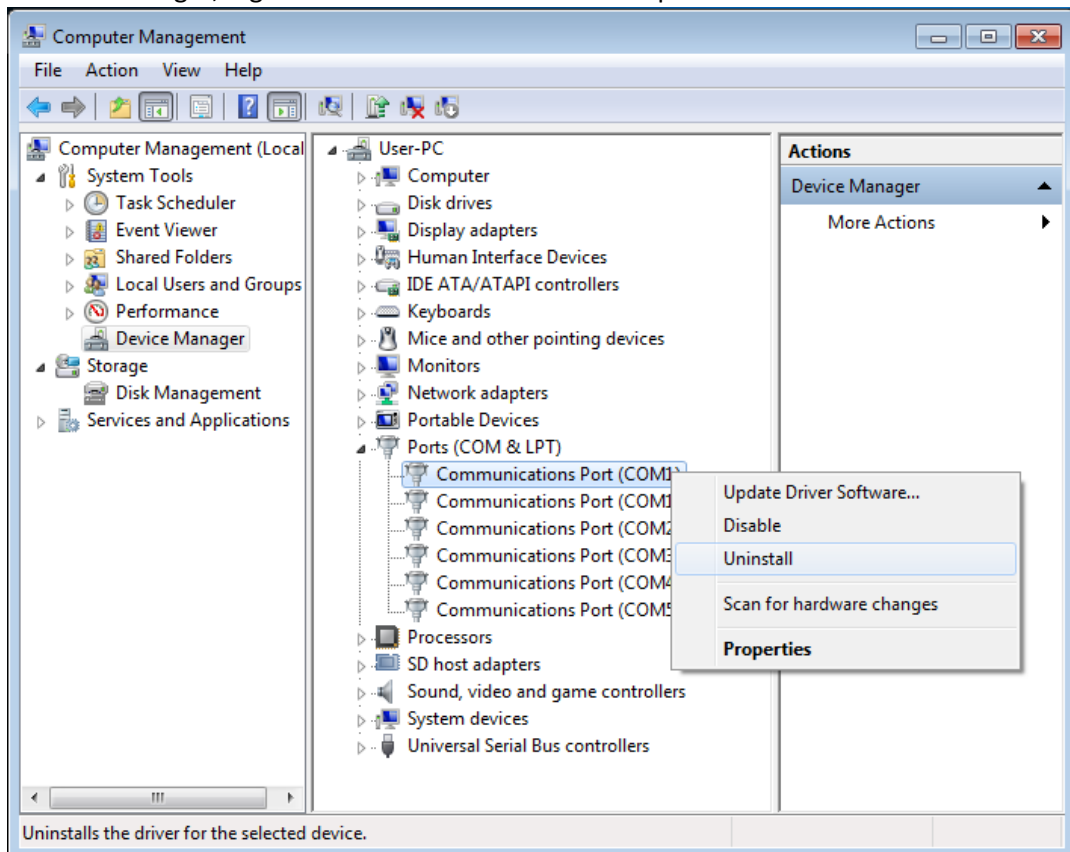
**Cause:**

Probably an error in the image deployed on this model, or an error occurred during deployment.

**Solution:**

Uninstall both COM1 ports. Let Windows reinstall the COM ports automatically.

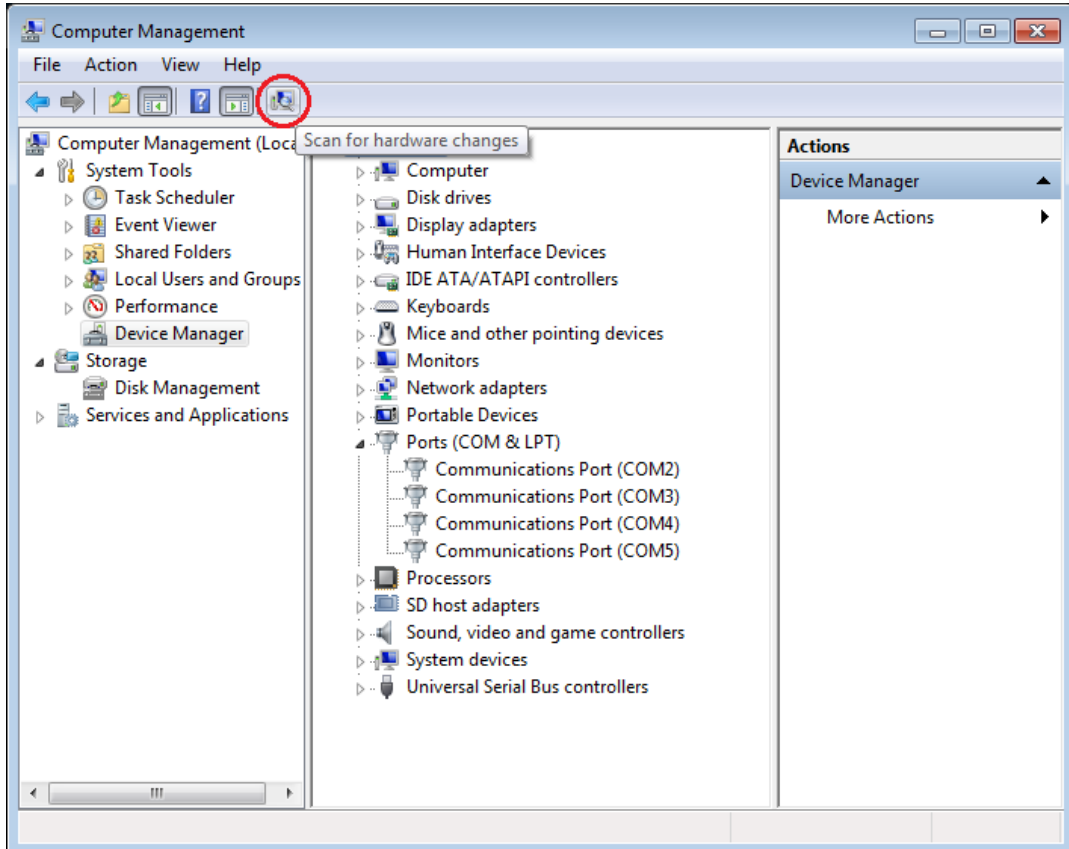
1. In device manger, Right click COM1 and uninstall both ports



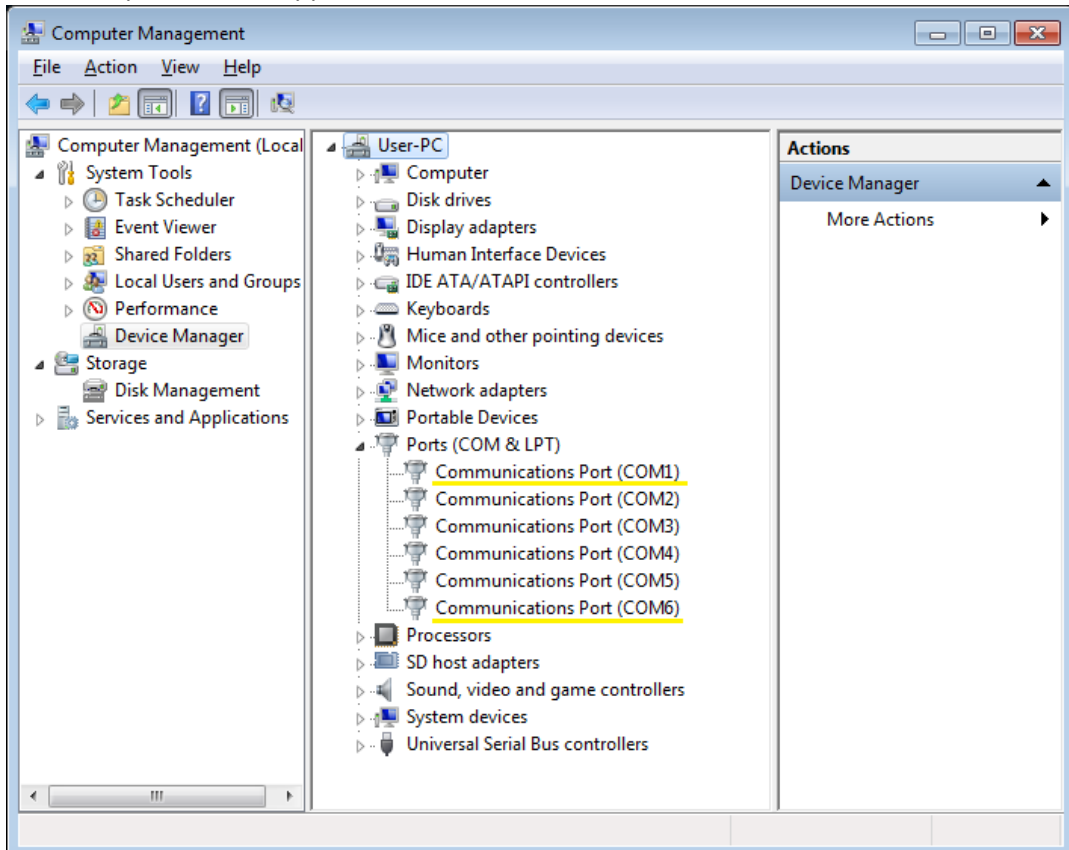
- a. Click OK to confirm



2. Click **Scan for hardware changes** to reinstall the COM ports



3. The COM ports should appear as COM1 and COM6 when installed



4. COM1 can now be opened, like here in PuTTY

