

## Why is the HAKKO Control Software not detecting my device?

Check and make sure your computer's USB drivers are up to date. If you check the Device Manager screen and see an OTHER DEVICE listed as FT231X USB UART, then your system is missing the appropriate USB Serial Port driver. The driver can be downloaded directly from FTDI at the following link:

[FTDI USB Serial Port Driver - WHQL Certified for Windows 7 to Windows 11](#)

Installation instructions for the driver can by FTDI can be found at the following link:

[USB Serial Port Driver - Installation Instructions](#)

HakkoUSA Knowledge Base

<https://kb.hakkousa.com/Knowledgebase/12154/Why-is-the-HAKKO-Control-Softwa...>