

Field Service Bulletin			
GPS Sync users experiencing problems communicating with device using Windows 11			
Version	1.0	DOC REF	FSB/6004
Date	5 th December 2025	Expiry Date	N/A
H/W Affected	All Mk II GPS Sync Units	S/W Affected	All GPS Sync app versions
Importance	Medium	O/S	Windows 11

Summary

Some recent Windows 11 updates have been found to install USB drivers that are not compatible with the USB device used inside the Verif-i GPS Sync units. This prevents the Verif-i provided GPS Sync software application from communicating with the GPS Sync.

It is likely Microsoft will issue patches that fix this in due course, however, if you are having problems, please contact Verif-i support support@verif-i.com for compatible drivers.

Description

Problem Summary

Verif-i have had reports from some clients that the GPS Sync unit is not being recognised by the Windows 11 operating system. This appears to happen on both previously working PCs/Laptops or newly purchased hardware.

After investigation, it appears that some recent Microsoft Windows 11 updates (Q4 2025) have been rolled out with USB drivers that fail to recognise the **Prolific PL-2302HxD** USB device used inside the Verif-i GPS Sync unit. This prevents the Verif-i GPS Sync software application from communicating with the device.

If you are running into problems communicating with the GPS Sync unit, you can check whether Windows is failing to recognise the device by running windows device manager. With the GPS Sync connected to your machine, you should see an entry in the "Ports (COM & LPT)" section as shown in the picture to the right.

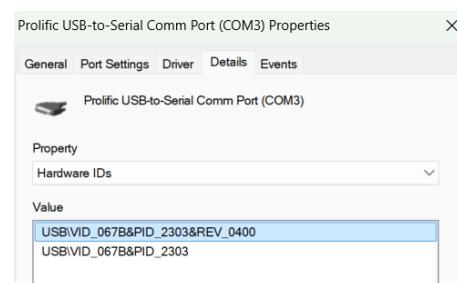
You can double check this the correct device if you have multiple COM ports visible, by ensuring the manufacturers ID and the device ID match those in the picture below right. You can view this window by double clicking on the COM port, selecting the "Details" tab and viewing the "Hardware IDs" property.

If the COM port does not automatically appear as shown, it is likely you are running into this problem.

Note : Please make sure the GPS Sync is connected directly to a USB port on your laptop/PC itself to rule out potential problems with 3rd party USB adaptors.



WINDOWS DEVICE MANAGER



MANUFACTURERS ID (067B) AND DEVICE ID (2303)

Solution

The USB device used inside the GPS Sync is still supported by Prolific and Windows 11, so we hope Microsoft will solve this issue shortly.

In the mean time, Verif-i can provide suitable drivers. If you are experiencing problems, please get in touch with Verif-i support via our support email (support@verif-i.com) or call us on the number below so we can provide the appropriate drivers for your hardware.