



## Jamex Driver Update

Please note that the update process has two parts that need to be completed. The first part updates the Jamex USB Serial Converter and the second part updates the Jamex USB Serial Port.

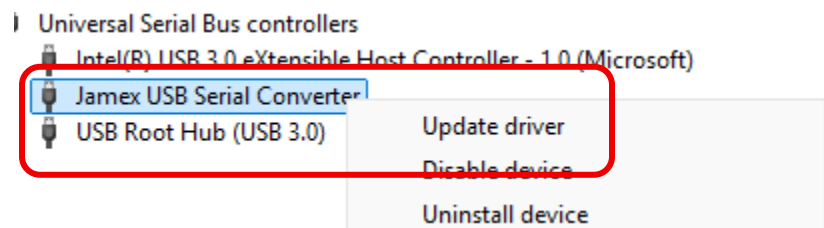
In a browser, navigate to [www.jamexvending.com](http://www.jamexvending.com). View the support section select Downloads and then Drivers. “USB Driver Installer (Windows)” section, download the file named

“Jamex USB Serial Port Driver 2.12.36.20.zip”.

Leave it in the downloads folder of the PC you intend to connect the Jamex Vend Device to. Right click and use the “Extract All” option to unzip the file into your Downloads folder.

### First Part

Locate the Jamex USB Serial Converter in Windows Device Manager under Universal Serial Bus controllers. Right click on “Jamex JPC USB Serial Converter” and select update driver.



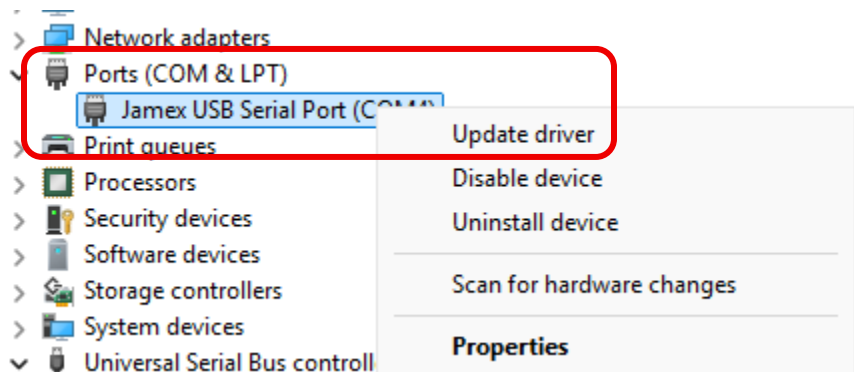
Select “Browse my computer for drivers” and browse to the extracted Jamex driver files in your downloads folder. Be sure the “include subfolders” option is checked. Click OK

Click “Next” and windows will install the Jamex USB Serial Converter.

### Second Part

Now look in Device Manager under Ports (COM & LPT). You should now see a USB Serial Port with a warning triangle or exclamation point.

Right click on the USB Serial Port and select Update driver.



Select “Browse my computer for drivers” and browse to the same extracted Jamex driver files in your downloads folder as before. Be sure the “include subfolders” option is checked. Click OK

Click “Next” and Windows will install the Jamex USB Serial Port.



## Re-enable Memory Integrity

Memory Integrity, under Core Isolation” was turned off for the older Jamex driver. You may want to turn it back on. If you get an error saying there are still driver issues and it turns back off, click the text to “Review incompatible drivers”.

### Memory integrity

Prevents attacks from inserting malicious code into high-security processes.

☐ Off

Resolve any driver incompatibilities and scan again.

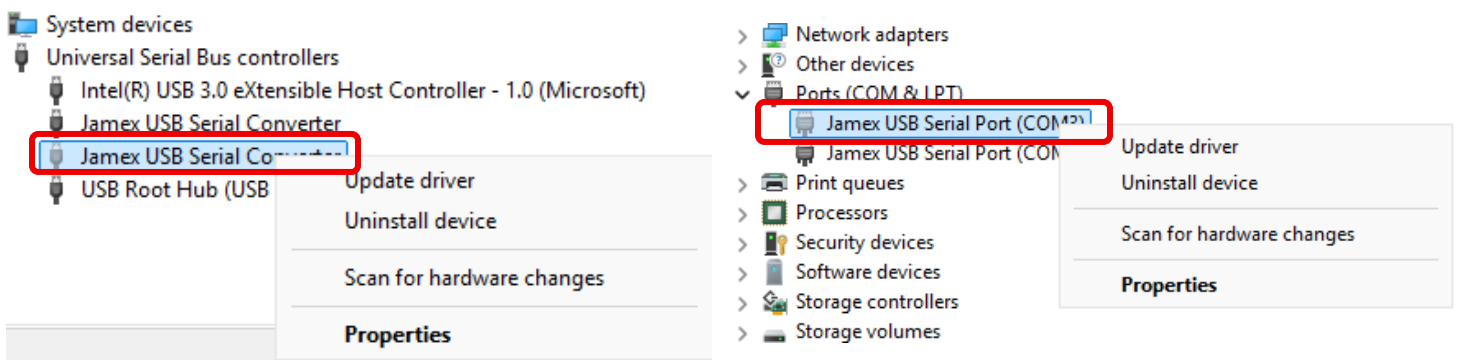
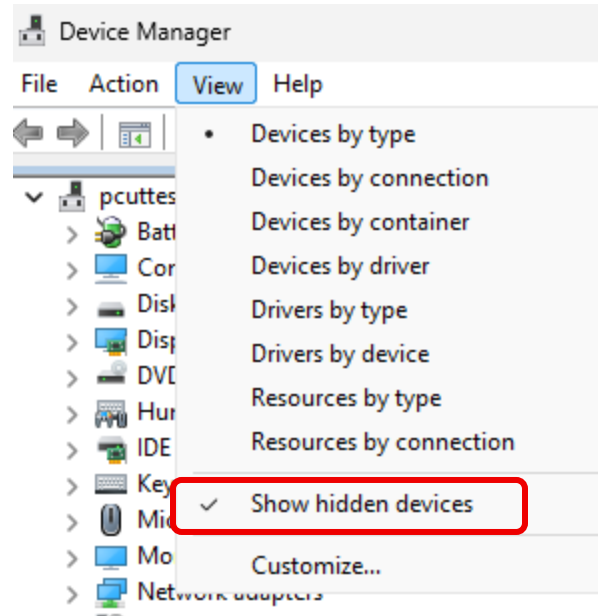
Scan again

Review incompatible drivers

Learn more

If you see any drivers from FTDI, There may still be old Jamex USB Serial Port drivers still installed. Go to Device Manager select the option to “Show Hidden Devices” Under the “View” option.

Look for older Jamex devices That appear to be grayed out like the ones shown below.



Uninstall any Jamex device that shows as grayed out. You will need to reboot once Memory Integrity is turned back on.

Contact your IT department for any other devices listed preventing Memory Integrity from enabling.