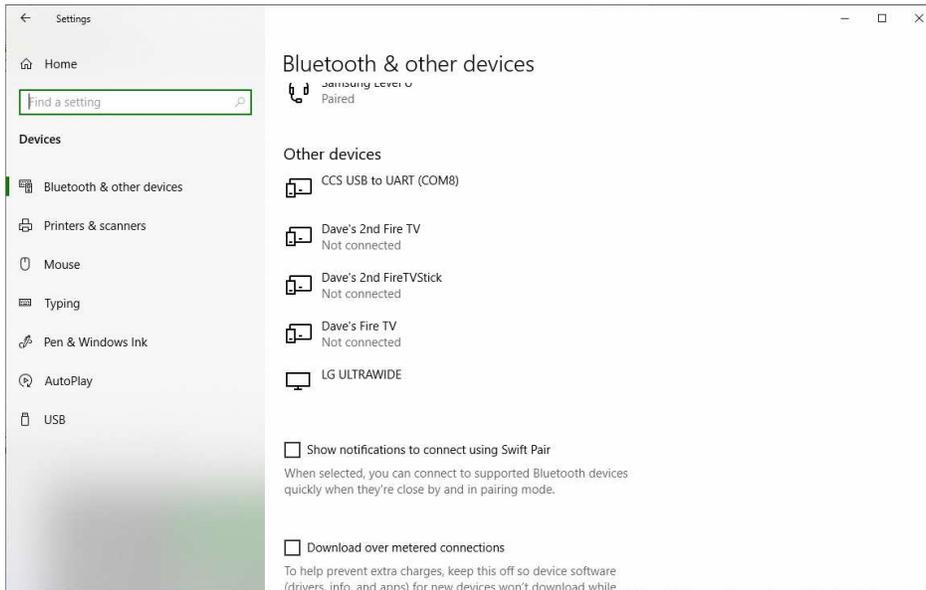


## Overview:

Occasionally a third party Windows application will block other programs such as the Eye-BERT, from using the COM ports while active. In the following example, The Eye-BERT Gen3 application cannot connect to COM8 because of a conflict with Utilimaker Cura. The procedure below determines how to identify the cause of this conflict.

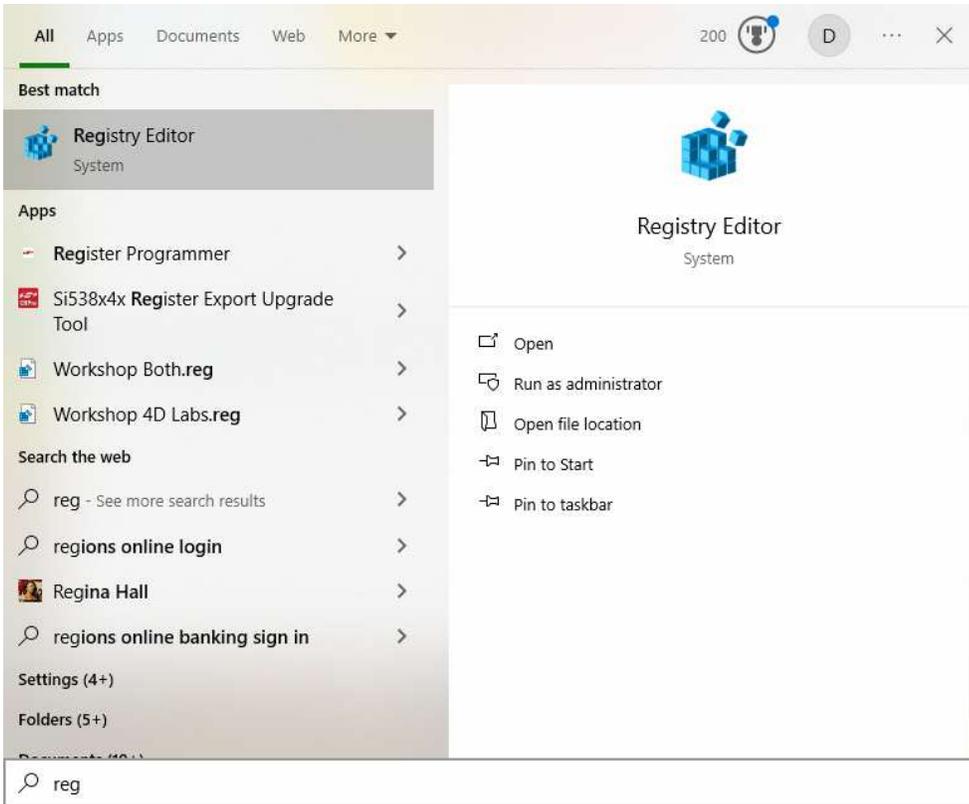
### Step 1

Open the Windows device manager to determine which port the Eye-BERT application is attempting to use. In this case COM8.



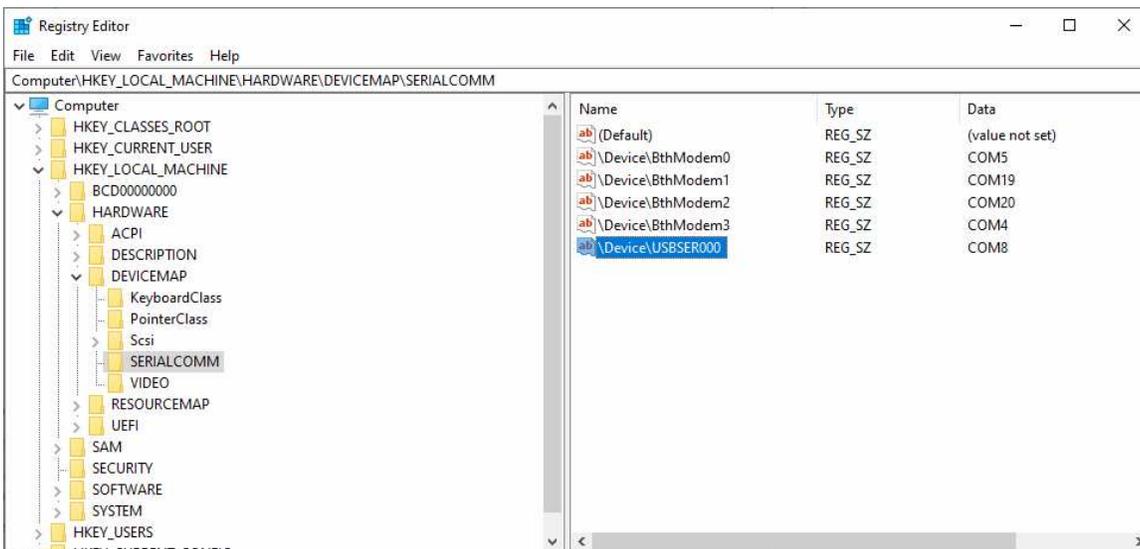
## Step 2

Open the registry editor



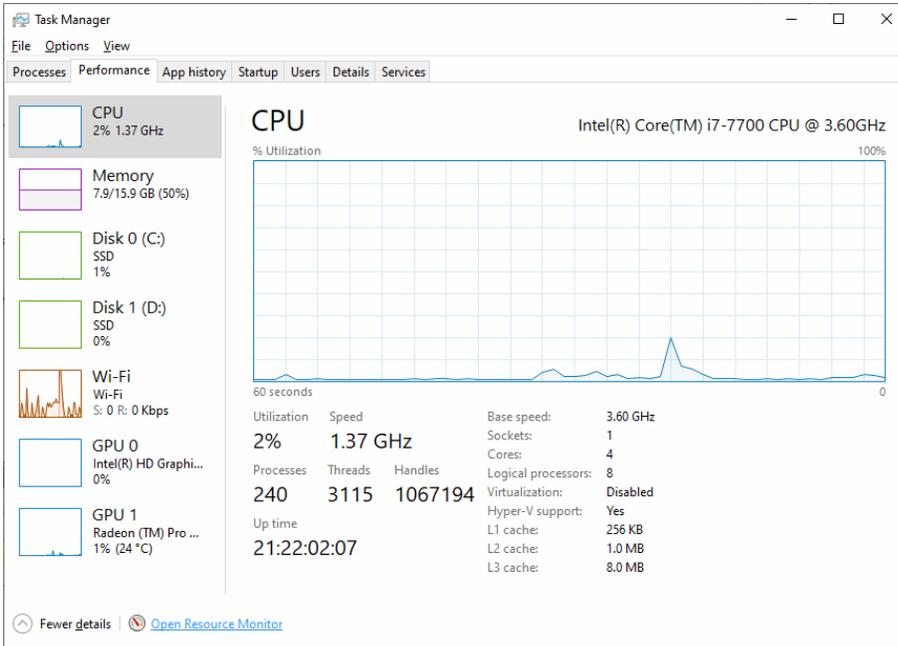
## Step 3

Select the path: HKEY\_LOCAL\_MACHINE\HARDWARE\DEVICEMAP\SERIALCOMM and identify the COM port handle of the blocked port. In this case COM8 is \Device\USBSER000.



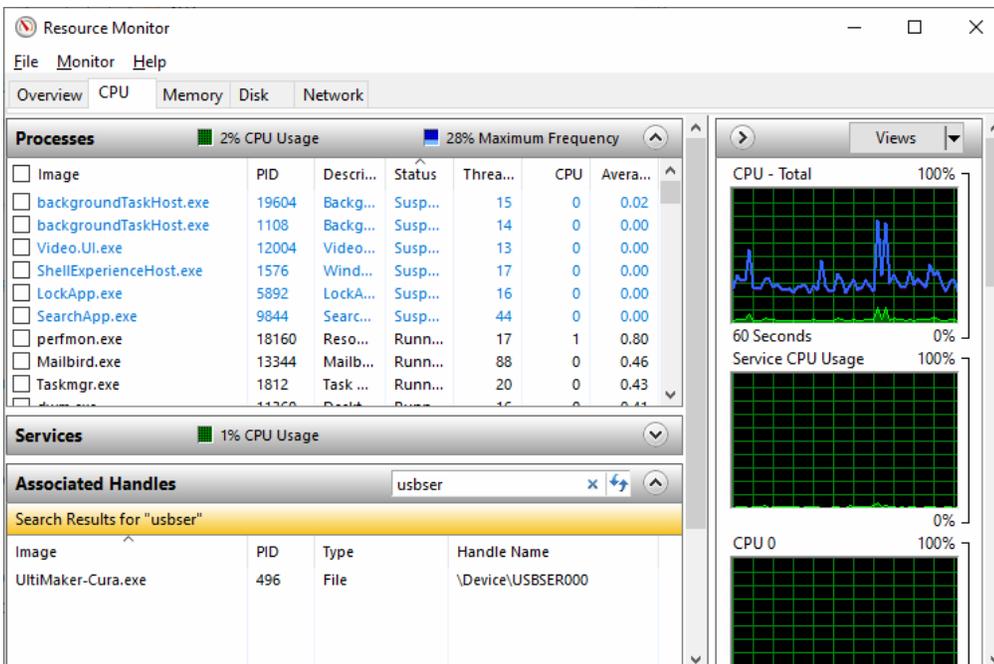
## Step 4

Open the Windows Task Manager (<ctrl> <alt> <del>) and select the performance tab.



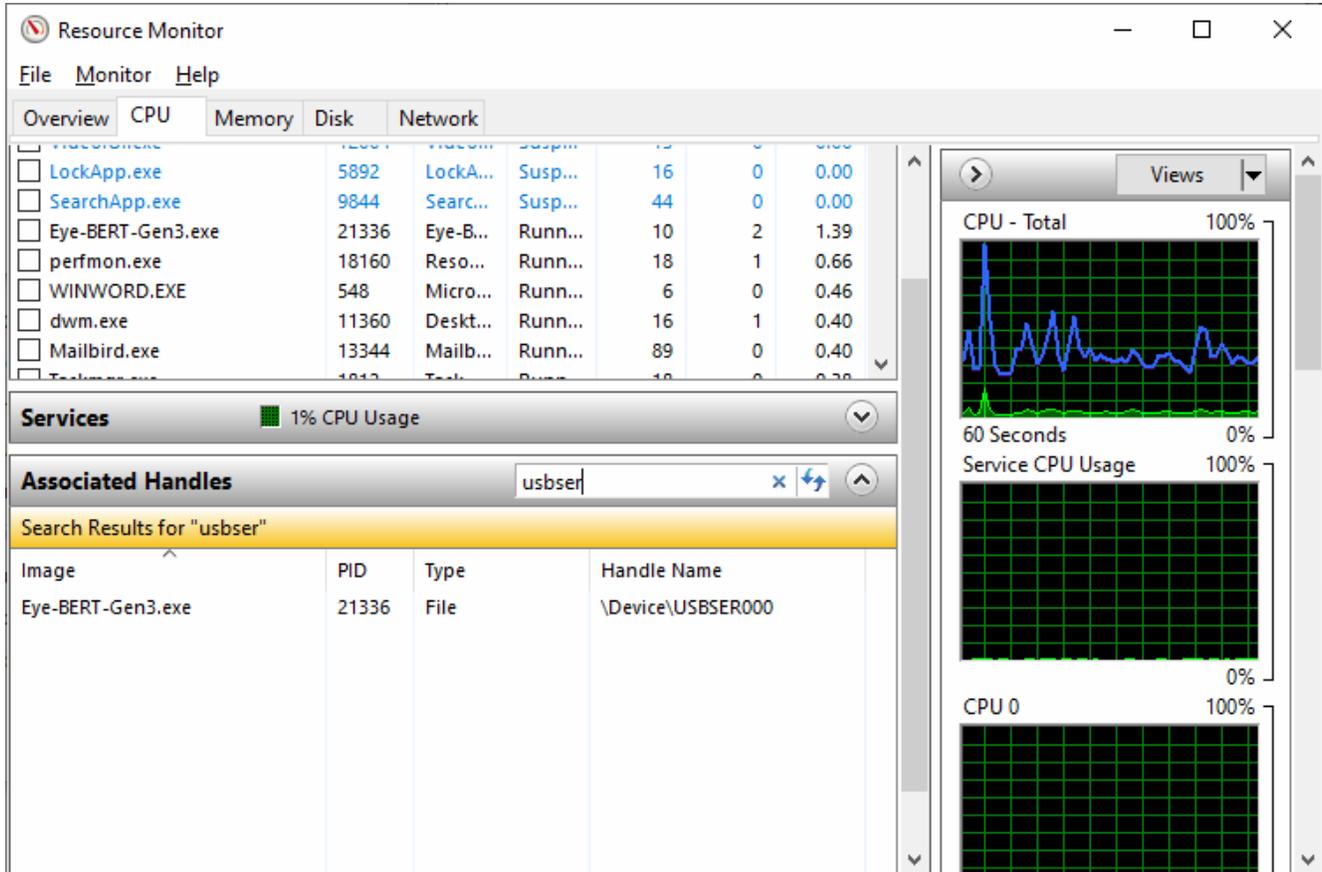
## Step 5

Click “Open Resource Monitor” at the bottom of the window. Select the “CPU” tab and search in the “Associated Handles” window for the handle name from the above step. Searching for “usbser000” show Cura is using (connected to) COM8.



## Step 6

Exit the Cura application and connect to COM8 in the Eye-BERT application. After refreshing the search again, the Eye-BERT-Gen3 application is now shown using COM8.



The screenshot shows the Windows Resource Monitor application. The 'Associated Handles' section is expanded, showing search results for 'usbser'. The results table is as follows:

Image	PID	Type	Handle Name
Eye-BERT-Gen3.exe	21336	File	\Device\USBSER000

On the right side of the window, there are three performance graphs: 'CPU - Total' (0% to 100%), 'Service CPU Usage' (0% to 100%), and 'CPU 0' (0% to 100%). The 'CPU - Total' graph shows a blue line fluctuating between approximately 10% and 30% usage.