

---

# Keysight Handheld Meter Logger Software in Windows 11

### Situation:

According to the [prolific driver website](#), Windows 11 or later is not supported in PL2303TA chip version.

If Keysight U1173B IR-to-USB PC connectivity cable with PL2303TA chip is used, the error message below will appear in the device manager.

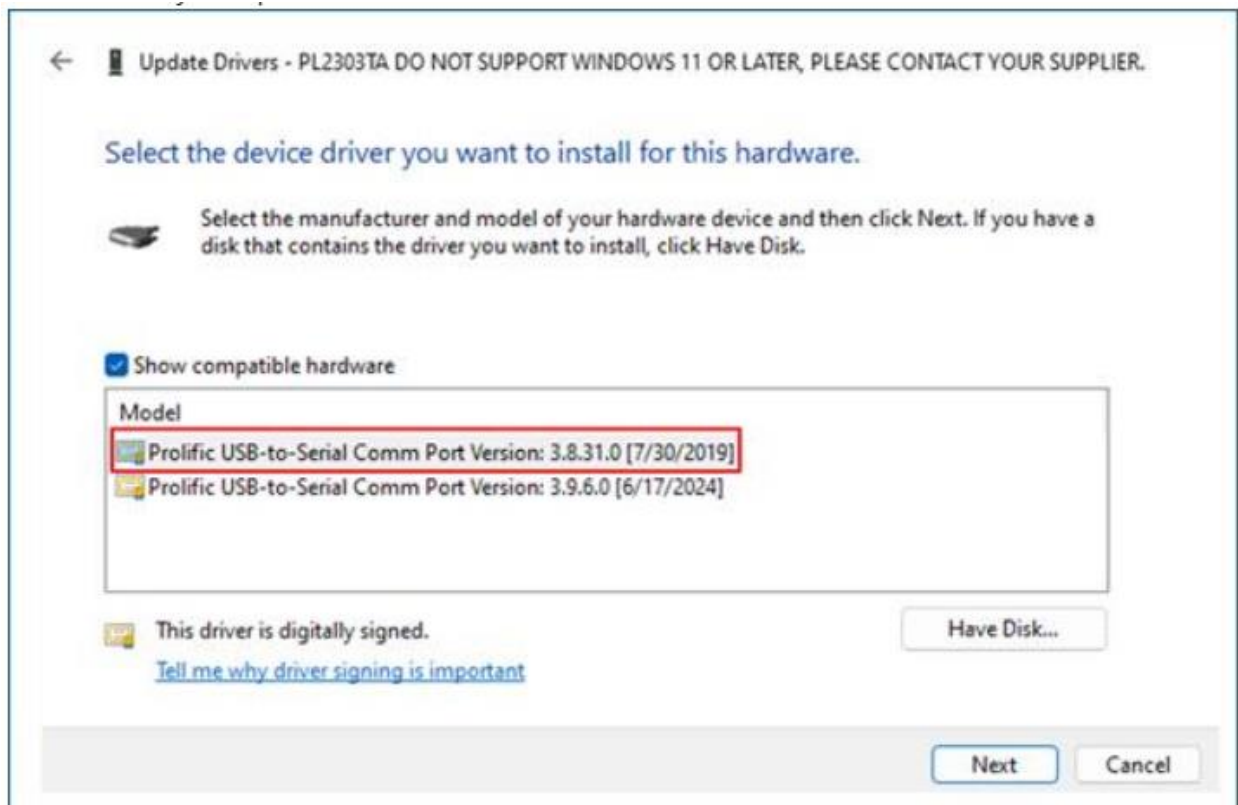
***“PL2303TA DO NOT SUPPORT WINDOWS 11 OR LATER, PLEASE CONTACT YOUR SUPPLIER.”***

### Prerequisites:

Install the driver from the [Keysight Handheld Meter Logger Software page](#).

### Workaround:

1. Right click the error message.
2. Select 'Update Driver'.
3. Select 'Browse my computer for drivers'.
4. Select 'Let me pick from a list of available drivers on my computer'.
5. Select the driver with the older version.



Note: U1173B IR-to-USB cable with PL2303GC chip does not show any error as GC chip version is compatible with Windows 11.

| Date         | Revision |
|--------------|----------|
| 25 June 2025 | 01       |
|              |          |
|              |          |
|              |          |