



# How to Connect Cisco Device via USB Cable Using Putty

By [prescient](#) Posted *October 5, 2017* In *Troubleshooting*

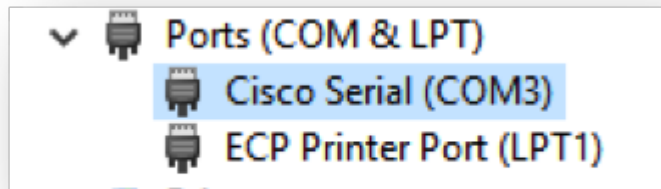
1) Login to Cisco's support site and download the Cisco USB Console driver

The screenshot shows the Cisco support site interface for the Cisco USB Console driver, Release 3.1. The page includes a search bar, navigation links for 'Expand All' and 'Collapse All', and a sidebar with a 'Latest' section showing version 3.1 and 'All Releases' with sub-sections for 3.1 and 3.0. The main content area displays a table with columns for 'File Information', 'Release Date', and 'Size'. The table lists the file 'Cisco\_usbconsole\_driver\_3\_1.zip' with a release date of '27-NOV-2014' and a size of '14.35 MB'. There are 'Download' and 'Add to cart' buttons next to the file entry.

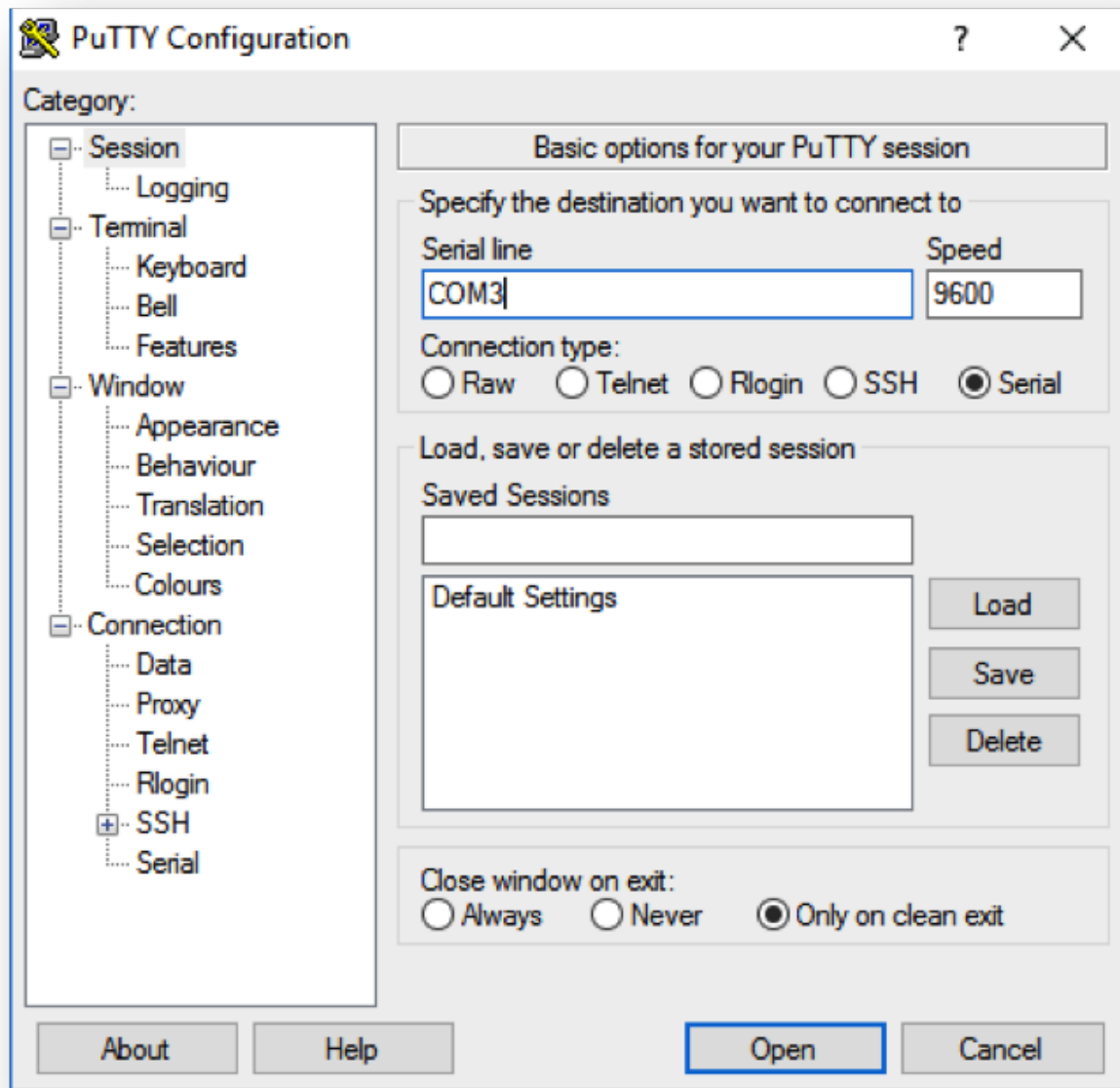
File Information	Release Date	Size
Cisco_usbconsole_driver_3_1.zip	27-NOV-2014	14.35 MB

2) Plug in USB cable to Cisco device and PC

3) From your PC open Device Manager à Ports should now show the Cisco Serial (COM3) listed

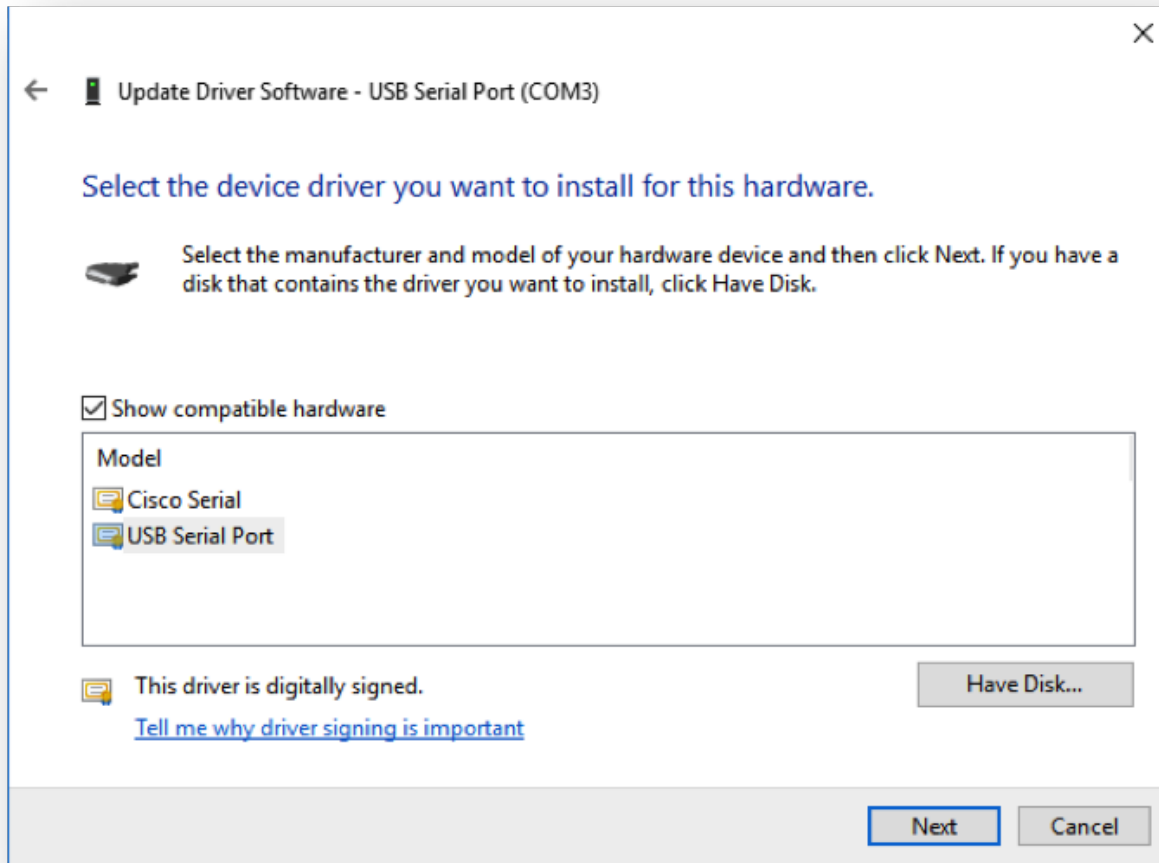


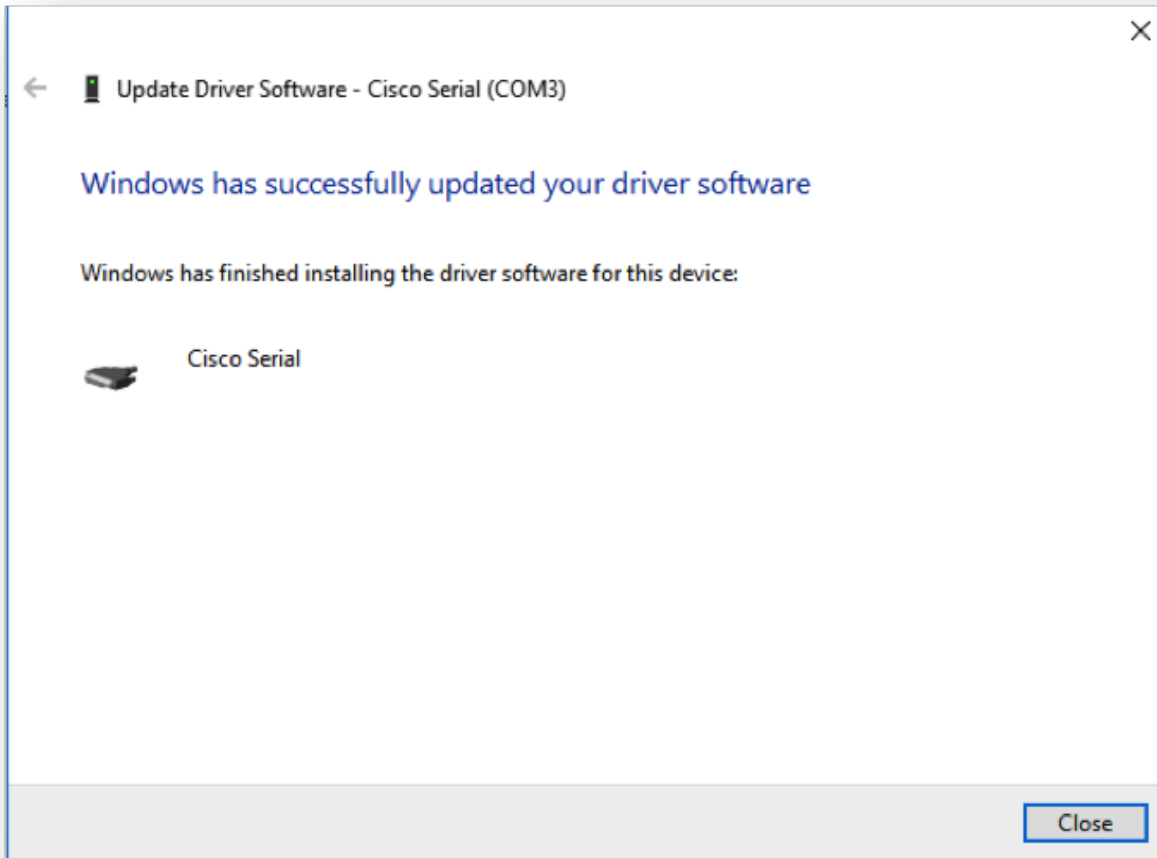
4) Open Putty, choose Serial and change COM1 to COM3 and click Open



**Note: If this stops working, follow the troubleshooting steps below:**

1. Open Device Manager → Ports
  - You need to change “USB Serial Port (COM3)” to “Cisco Serial (COM3)”
2. Right-click “USB Serial Port (COM3)” → Properties
3. Driver tab → Update Driver
4. Browse my computer for software
5. Let me pick from a list of devices on my computer





Ports should now have the correct device listed:

