

# SageView® USB Driver Installation on Windows 8 and Windows 8.1

(Including Windows 8.1 Update 1)

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#### REVISION HISTORY

Rev	Description	Checked & Approved by / Date
6	See PCO 45388	CJM 8/1/19

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Throughout the remainder of this manual, "UNIPOWER" will mean "UNIPOWER, LLC."

# PERSONNEL REQUIREMENTS

Installation, setup, operation, and servicing of this equipment should be performed by qualified persons thoroughly familiar with this Product Manual and Applicable Local and National Codes. A copy of this manual is included with the equipment shipment.

#### PRODUCT SUPPORT

Product support can be obtained using the following addresses and telephone numbers.

Corporate office: Manufacturing facility: Manufacturing facility: UNIPOWER, LLC UNIPOWER, LLC UNIPOWER Slovakia SRO 210 N University Dr 65 Industrial Park Rd ZLATOVSKA 1279
Coral Springs, FL 33071 Dunlap, TN 37327 Business Center 22
United States United States 91105 Trencin, Slovakia

Phone: +1-954-346-2442 Toll Free: 1-800-440-3504 Web site – www.unipowerco.com

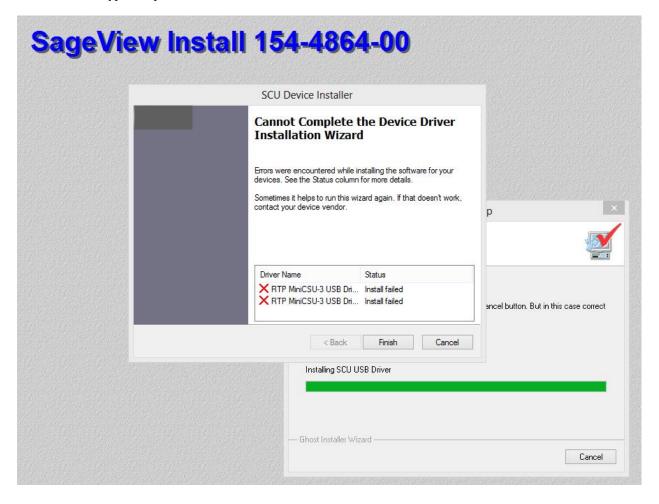
When contacting UNIPOWER, please be prepared to provide:

- 1. The product model number, spec number, S build number, and serial number see the equipment nameplate on the front panel
- 2. Your company's name and address
- 3. Your name and title
- 4. The reason for the contact
- 5. If there is a problem with product operation:
  - Is the problem intermittent or continuous?
  - What revision is the firmware?
  - What actions were being performed prior to the appearance of the problem?
  - What actions have been taken since the problem occurred?

You must use an account with administrative permissions to install SageView® on Windows computers.

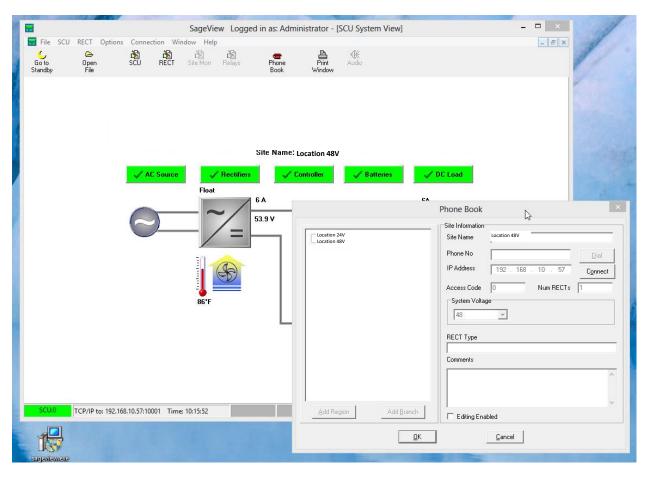
When installing SageView® on a Windows 8 or Windows 8.1 computer, installation will proceed normally even though the SCU Device Installer fails to properly install the RTP MiniCSU-3 USB Windows drivers.

Installation of these drivers will <u>always fail</u> under Windows 8 and Windows 8.1 unless Windows Driver Signature Enforcement is bypassed prior to software installation.



Even though the RTP MiniCSU-3 USB Windows drivers have failed to install, the SageView® software is able to communicate normally with remote devices via TCP/IP communications or RS232 direct serial connection communications (if so equipped). Only USB communications are hindered.

(Note: your remote device must have been ordered with either the optional TCP/IP or optional TCP/IP SNMP communications module to be capable of utilizing TCP/IP communications).



To install the RTP MiniCSU-3 USB Windows drivers, you must bypass Windows Driver Signature Enforcement.

To temporarily bypass Windows Driver Signature Enforcement on your Windows 8 or Windows 8.1 computer refer to the following instructions.

Note: If you've already installed SageView®, uninstall it and restart your computer before continuing.

(Certain instruction excerpts and images from Disabling Driver Signature Enforcement In Windows 8 by Greg Matthews on wiki.openpilot.org. All rights reserved.)

#### Disabling Driver Signature Enforcement for Windows 8 and Windows 8.1

Windows 8 and Windows 8.1 have a security feature which will not allow you to install Unsigned Drivers or drivers without a digital signature.

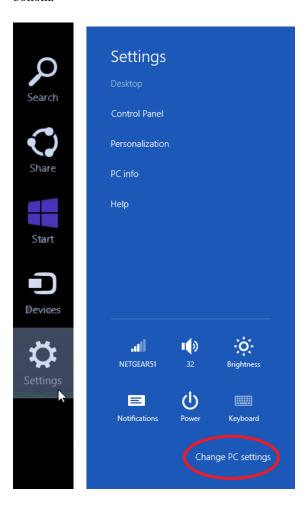
If you are having trouble on your Windows PC because of this feature then you can simply disable Driver Signature Enforcement on your Computer.

Note: To re-enable Driver Signature Enforcement, simply reboot your computer

# Before proceeding, save your work!

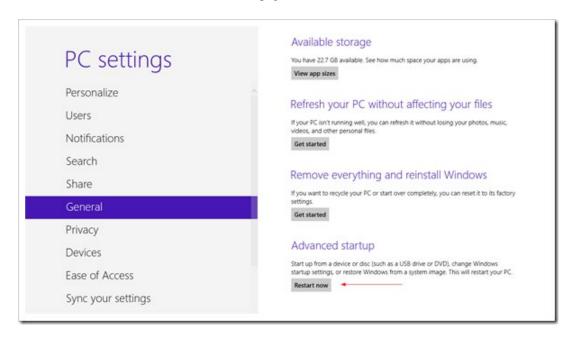
# Windows 8 and Windows 8.1

Press "Win + I", or click Settings in the Charms Bar, to launch the "Settings" menu, and click "Change PC Settings" at the bottom.

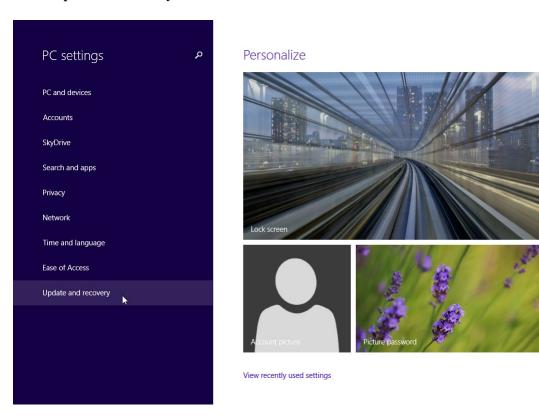


# Windows 8

Go to "General", scroll to the bottom of the page, and click "Restart Now" button under "Advanced Startup" section.

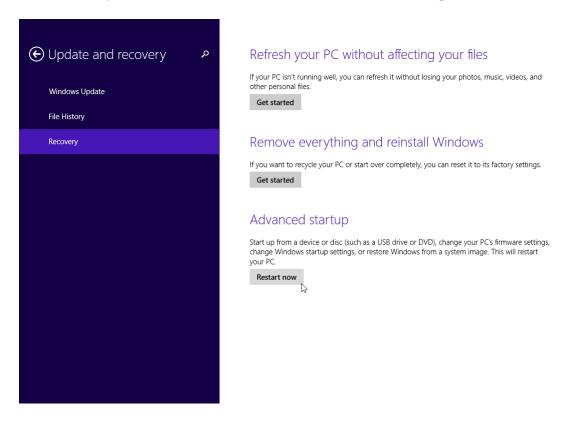


# Windows 8.1 Go to "Update and recovery"



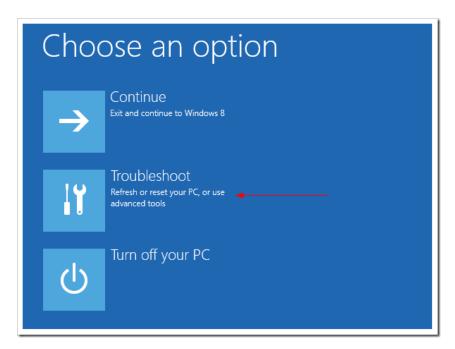
# Windows 8.1

Go to "Recovery", and click "Restart now" button under "Advanced startup" section.



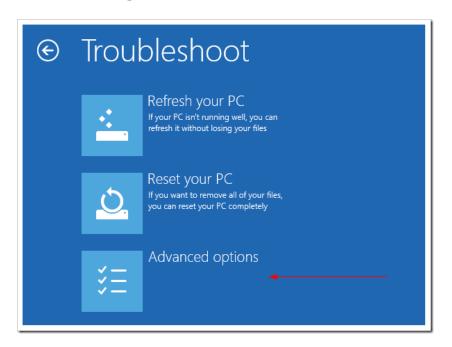
# Windows 8 and Windows 8.1

Once the computer restarts, click "Troubleshoot" in the "Choose an option" menu.



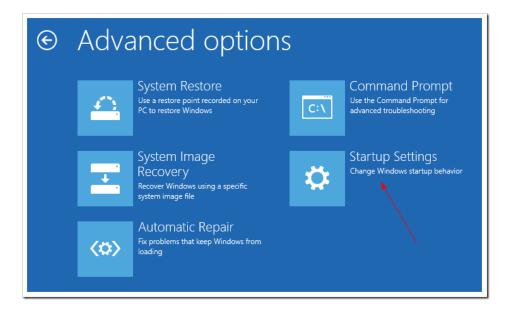
#### Windows 8

Click "Advanced Options" in the "Troubleshoot" menu



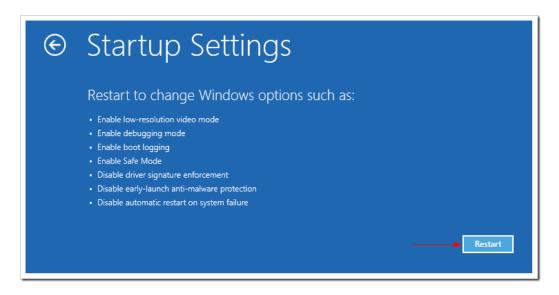
# Windows 8 and Windows 8.1

Click "Startup Settings" in the "Advanced Options" menu



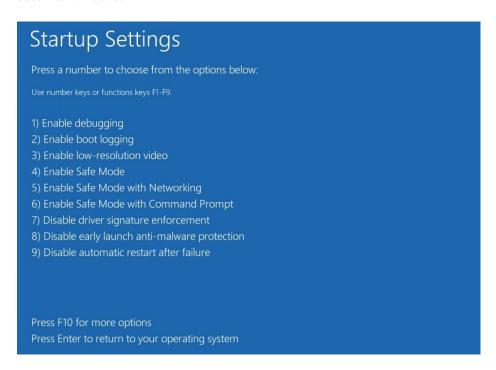
# Windows 8 and Windows 8.1

Click "Restart button" at the "Startup Settings" screen



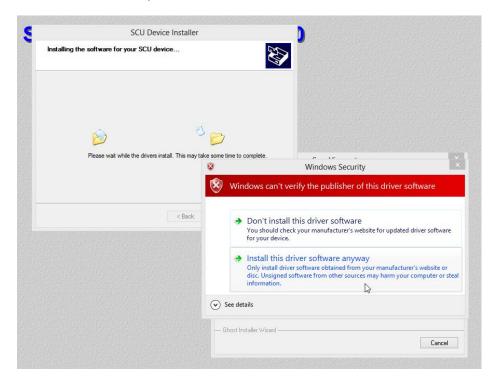
# Windows 8 and Windows 8.1

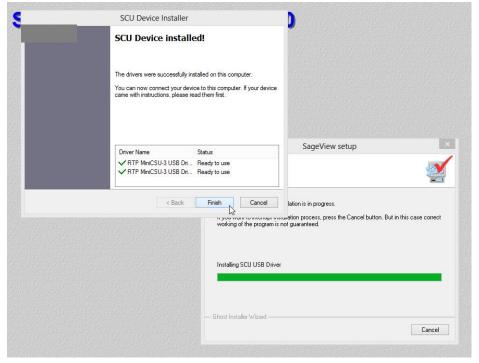
Once the computer restarts and the "Startup Settings" menu appears, press F7 to disable driver signature enforcement and boot into Windows.



Once the boot into Windows is complete, you can proceed to install the SageView® software.

When the SCU Device Installer begins to install the RTP MiniCSU-3 USB Windows drivers, you will be presented with a Windows Security message twice; once for each driver being installed. You MUST select "Install this driver software anyway" each time, to successfully install the RTP MiniCSU-3 USB Windows drivers.





Note: To re-enable Driver Signature Enforcement, simply reboot your computer.