



# **SageView<sup>®</sup> USB Driver Installation on Windows 8 and Windows 8.1**

**(Including Windows 8.1 Update 1)**

**REVISION HISTORY**

Rev	Description	Checked & Approved by / Date
6	See PCO 45388	CJM 8/1/19
7	See ECN 46140	JPR 1/11/24

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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.

Manufacturing facility:

UNIPOWER, LLC

65 Industrial Park Rd

Dunlap, TN 37327

United States

Phone: +1-954-346-2442

Toll Free: 1-800-440-3504

Web site – [www.unipowerco.com](http://www.unipowerco.com)

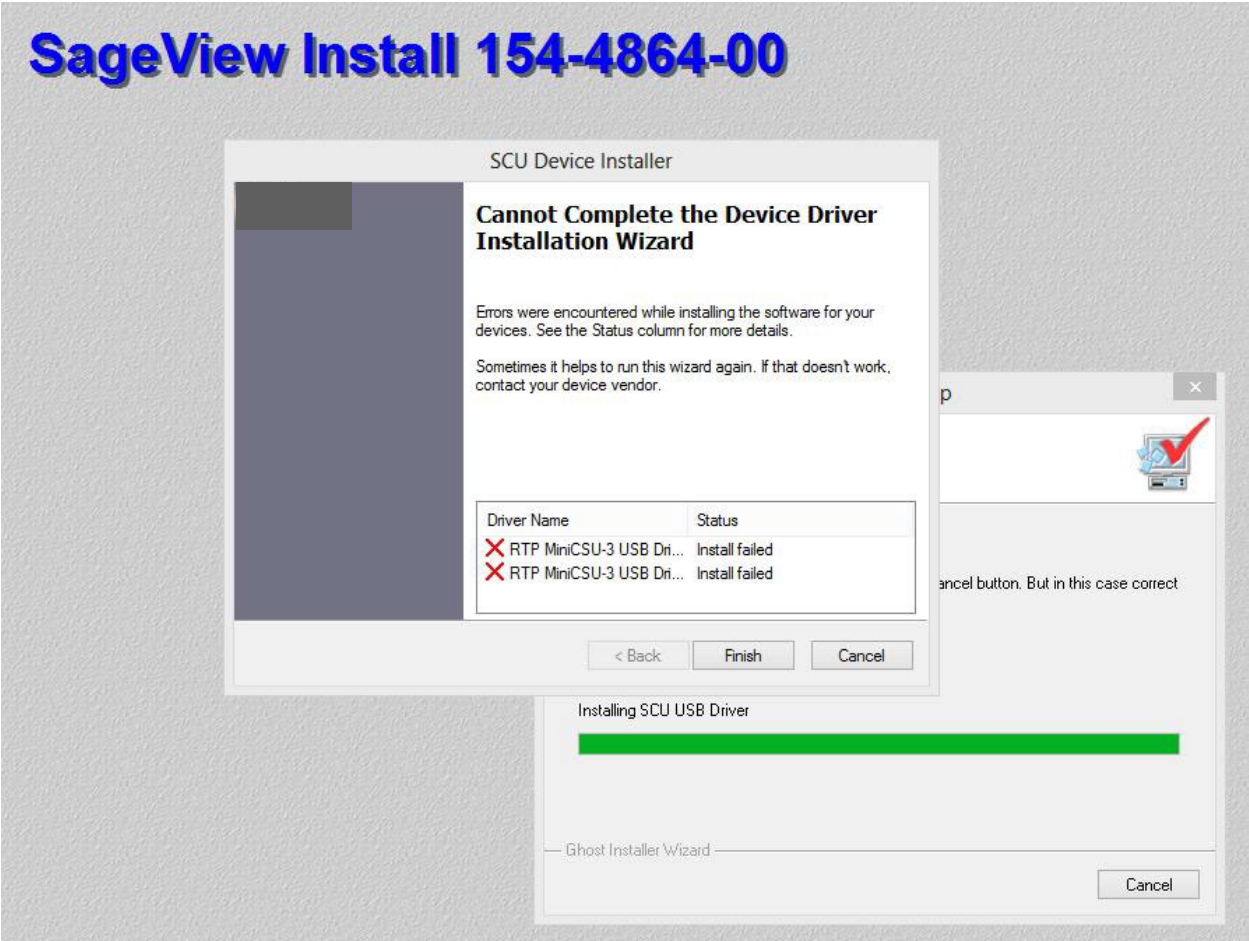
When contacting UNIPOWER, please be prepared to provide:

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.

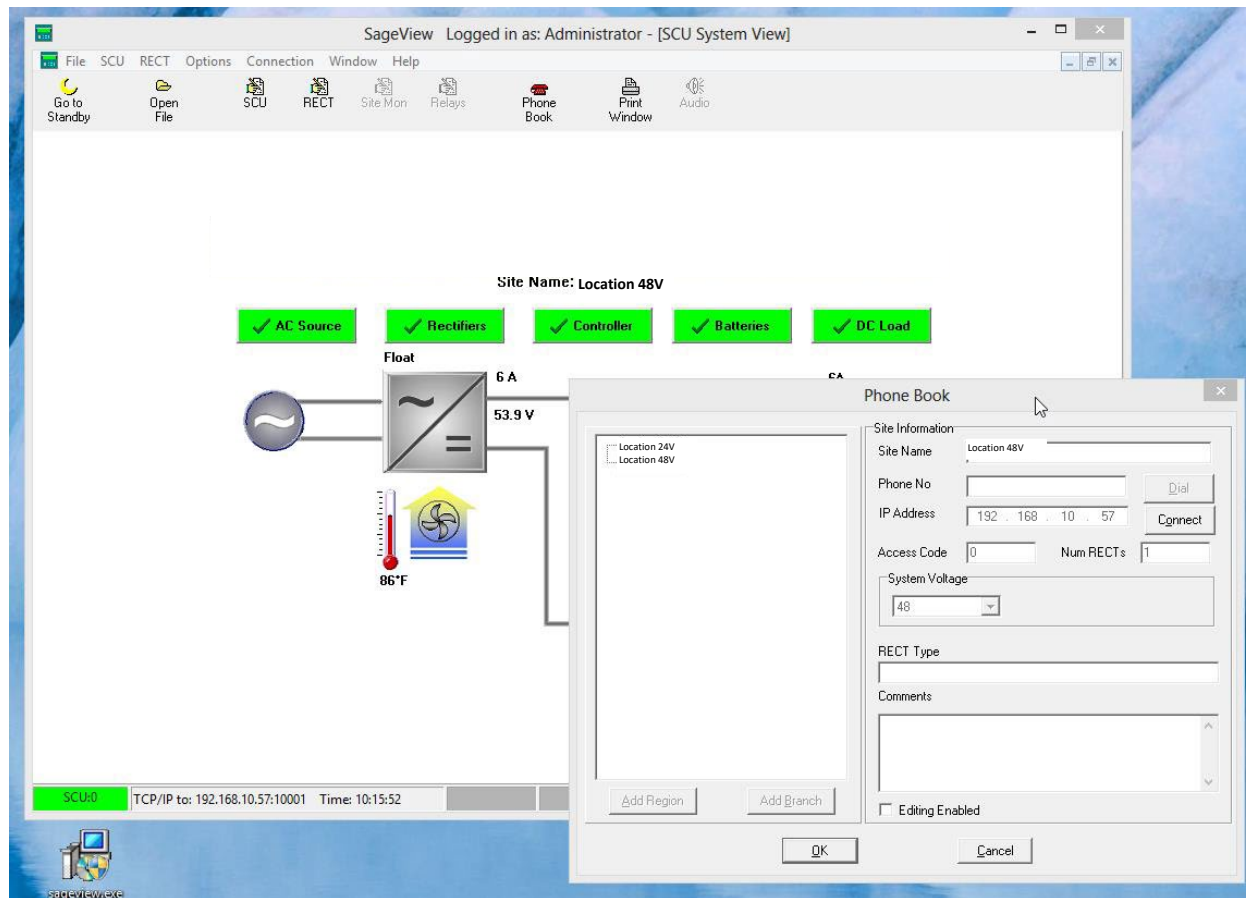
When installing SageView® on a Windows 8 or Windows 8.1 computer, installation will proceed normally even though the SCU Device Installer fails to properly install the RTP MiniCSU-3 USB Windows drivers.

Installation of these drivers will always fail 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](http://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.

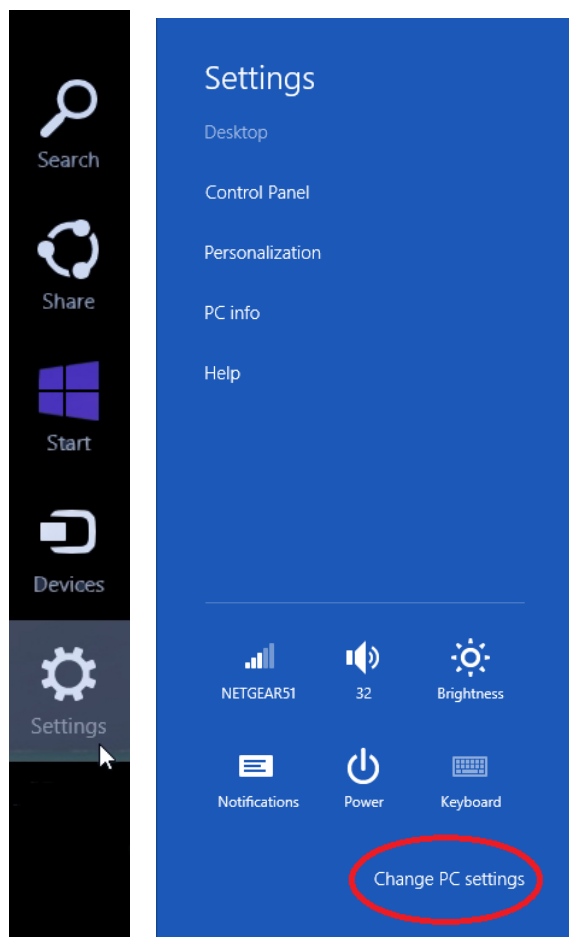
If you are having trouble on your Windows PC because of this feature then you can simply disable Driver Signature Enforcement on your Computer.

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

## Before proceeding, save your work!

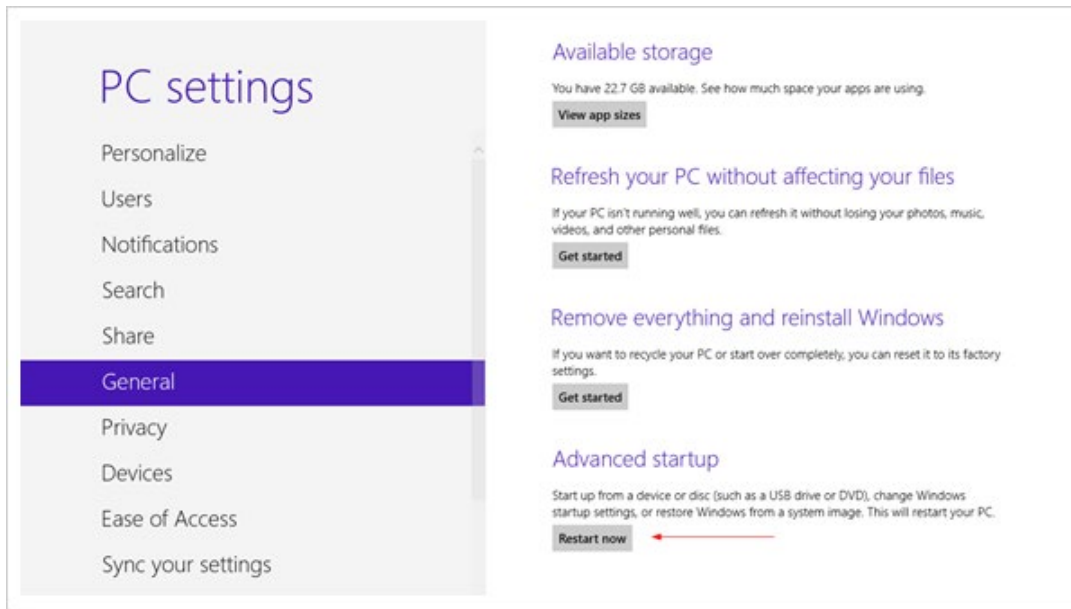
### Windows 8 and Windows 8.1

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



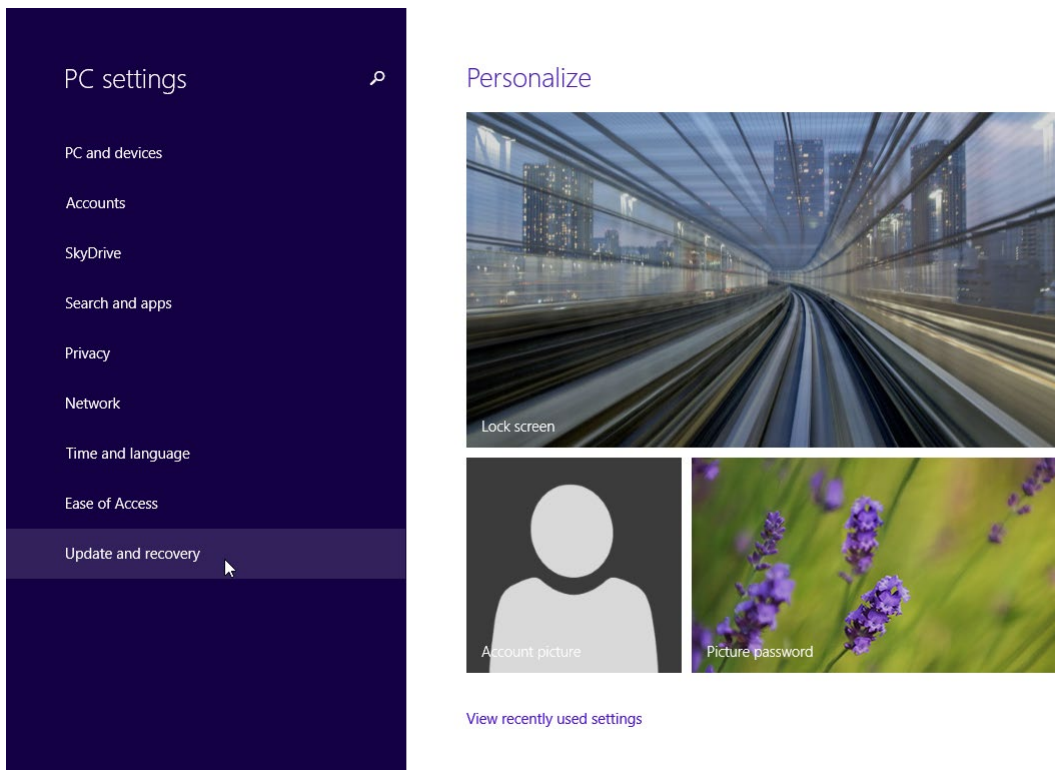
## Windows 8

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



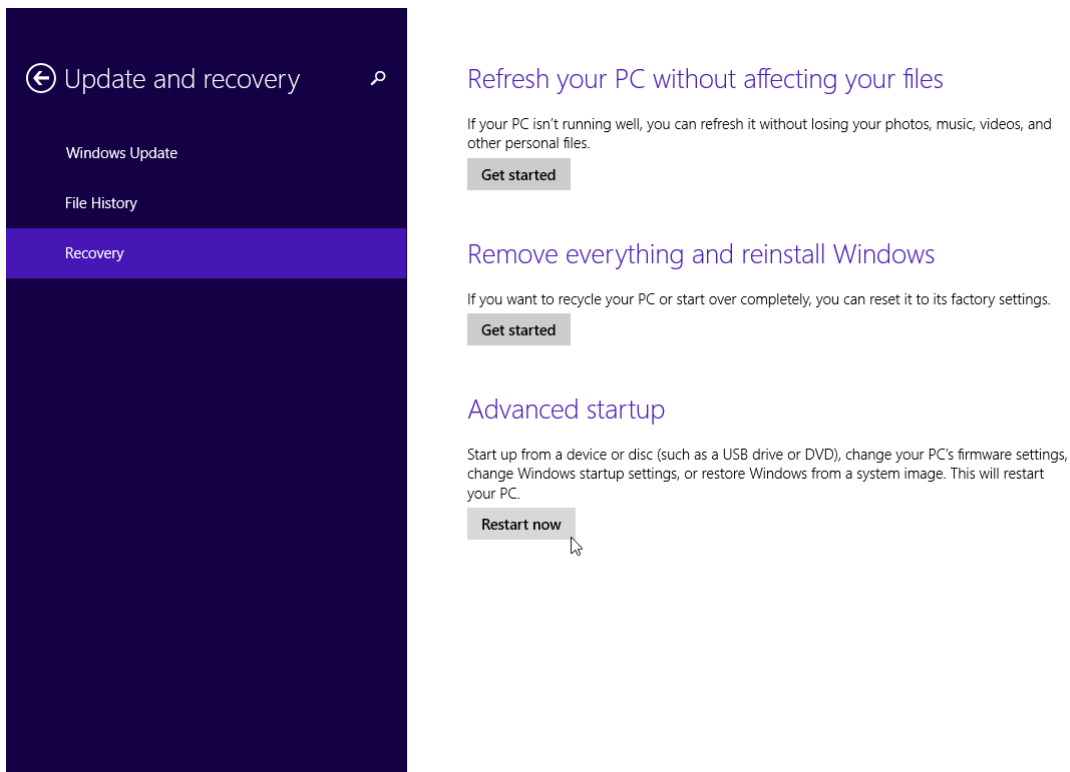
## Windows 8.1

Go to **"Update and recovery"**



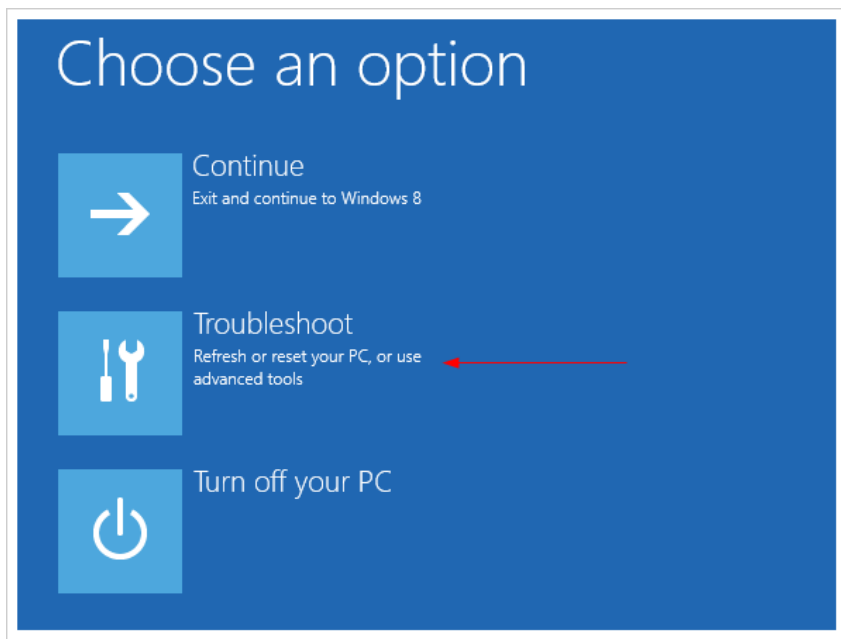
### Windows 8.1

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



### Windows 8 and Windows 8.1

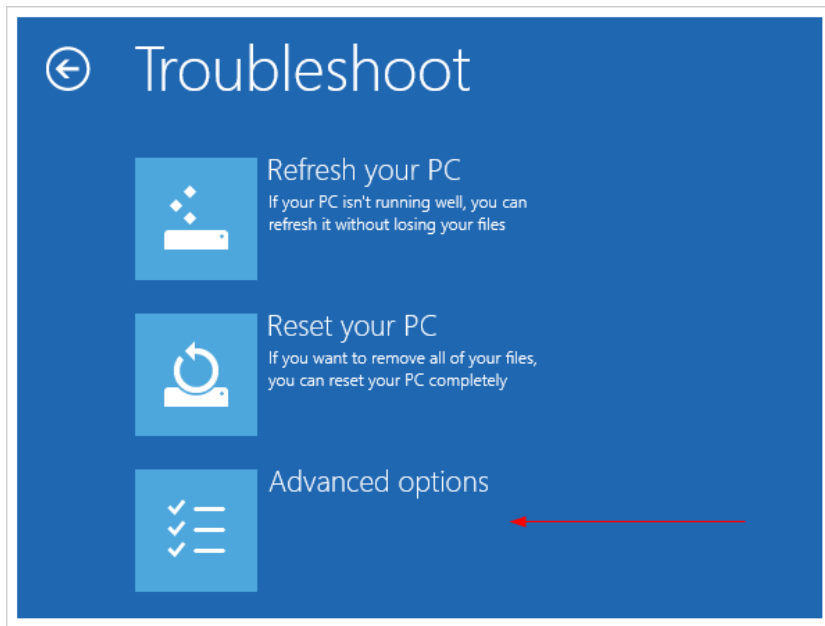
Once the computer restarts, click **"Troubleshoot"** in the **"Choose an option"** menu.





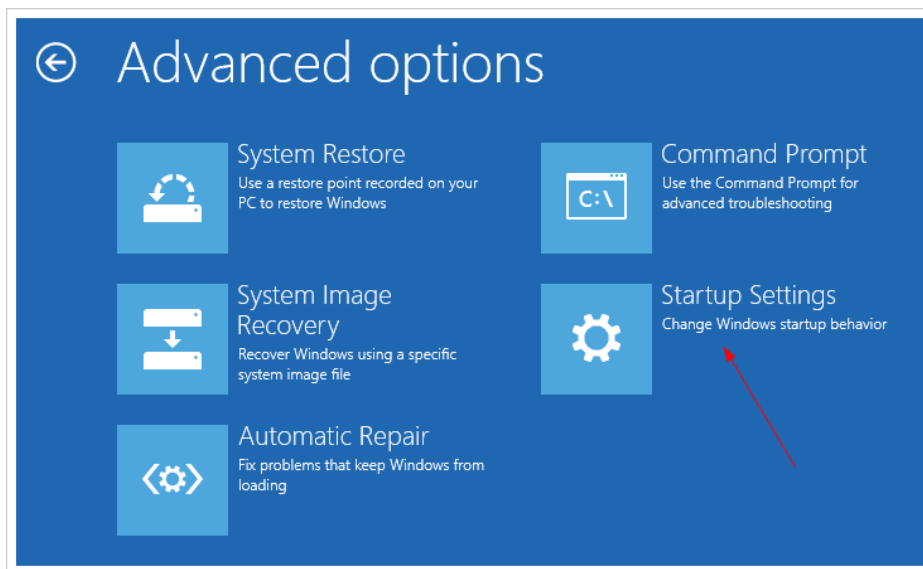
## Windows 8

Click "**Advanced Options**" in the "**Troubleshoot**" menu



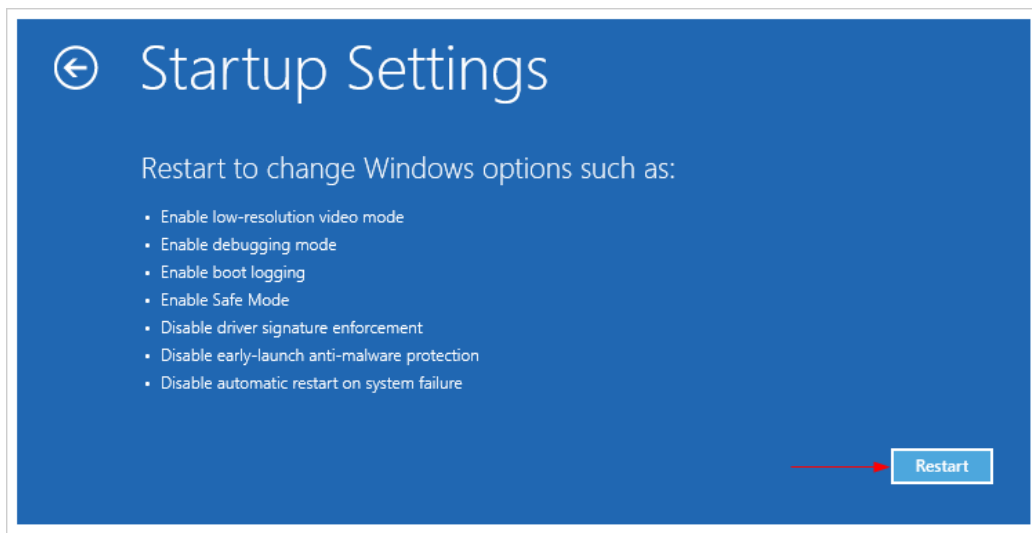
## Windows 8 and Windows 8.1

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



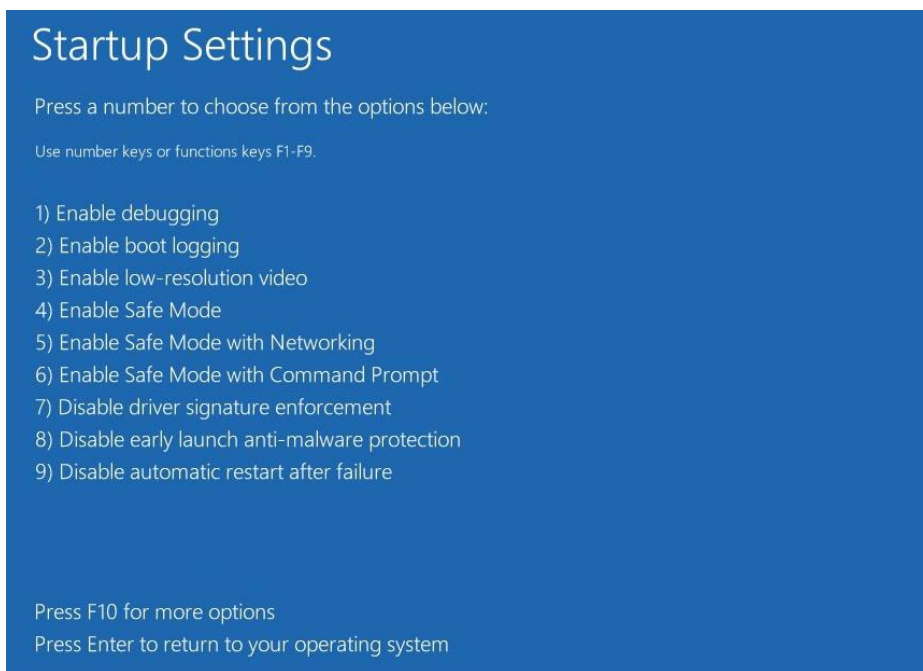
### Windows 8 and Windows 8.1

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



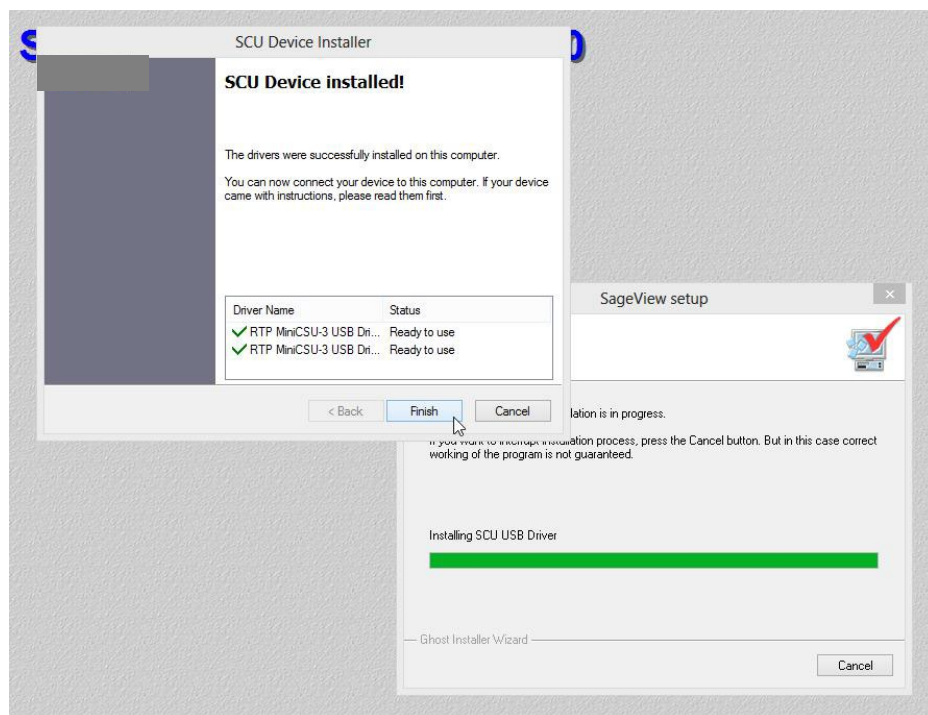
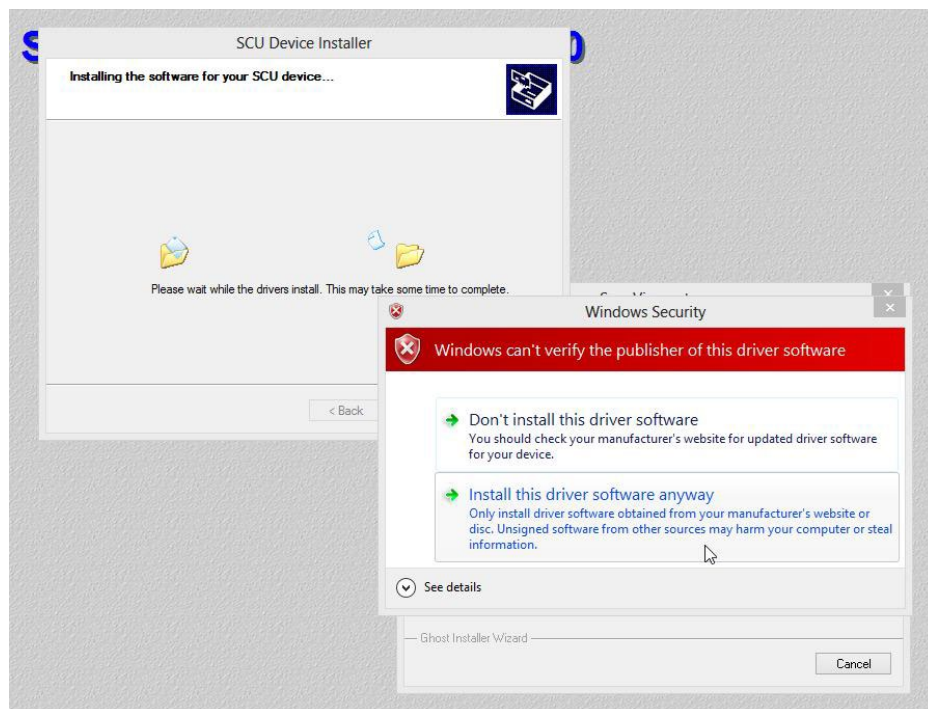
### Windows 8 and Windows 8.1

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.