



**SageView[®] USB Driver Installation
on Windows 8 and Windows 8.1**
(Including Windows 8.1 Update 1)

ISSUE HISTORY

Issue	Page(s) Altered	Description	Issued by/Date
5	ALL	Updated with UNIPOWER logo. See PCO# 44414	WD 6/9/17

PROPRIETARY AND CONFIDENTIAL

The information contained in this product manual is the sole property of UNIPOWER, LLC. Reproduction of the manual or any portion of the manual without the written permission of UNIPOWER, LLC is prohibited.

© Copyright UNIPOWER, LLC 2015

DISCLAIMER

Data, descriptions, and specifications presented herein are subject to revision by UNIPOWER, LLC without notice. While such information is believed to be accurate as indicated herein, UNIPOWER, LLC makes no warranty and hereby disclaims all warranties, express or implied, with regard to the accuracy or completeness of such information. Further, because the product(s) featured herein may be used under conditions beyond its control, UNIPOWER, LLC hereby disclaims and excludes all warranties, express, implied, or statutory, including any warranty of merchantability, any warranty of fitness for a particular purpose, and any implied warranties otherwise arising from course of dealing or usage of trade. The user is solely responsible for determining the suitability of the product(s) featured herein for user's intended purpose and in user's specific application.

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

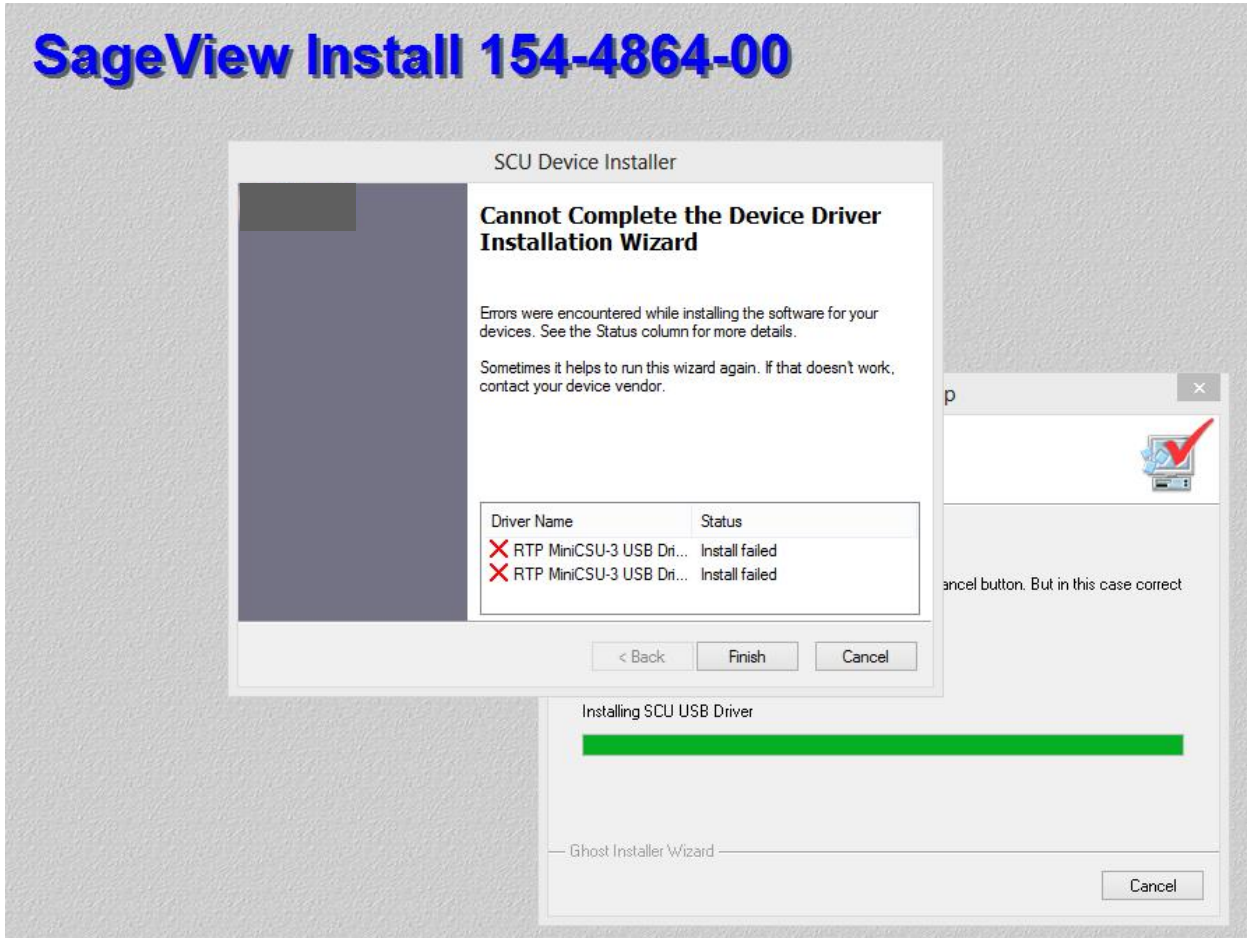
PERSONNEL REQUIREMENTS

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.

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

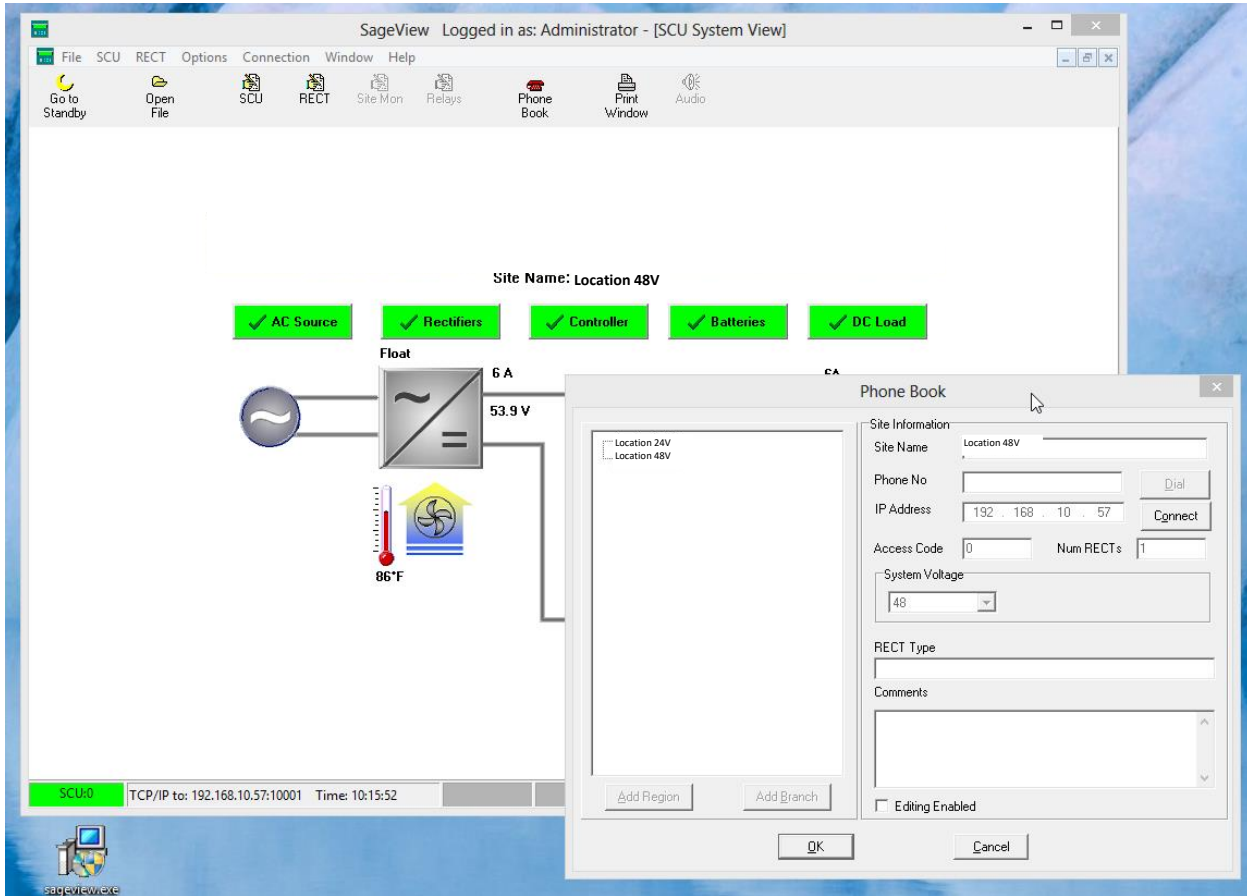
When installing SageView® on a Windows 8 or Windows 8.1 computer, installation will proceed normally even though the SCU Device Installer fails to properly install the RTP MiniCSU-3 USB Windows drivers.

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. 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.

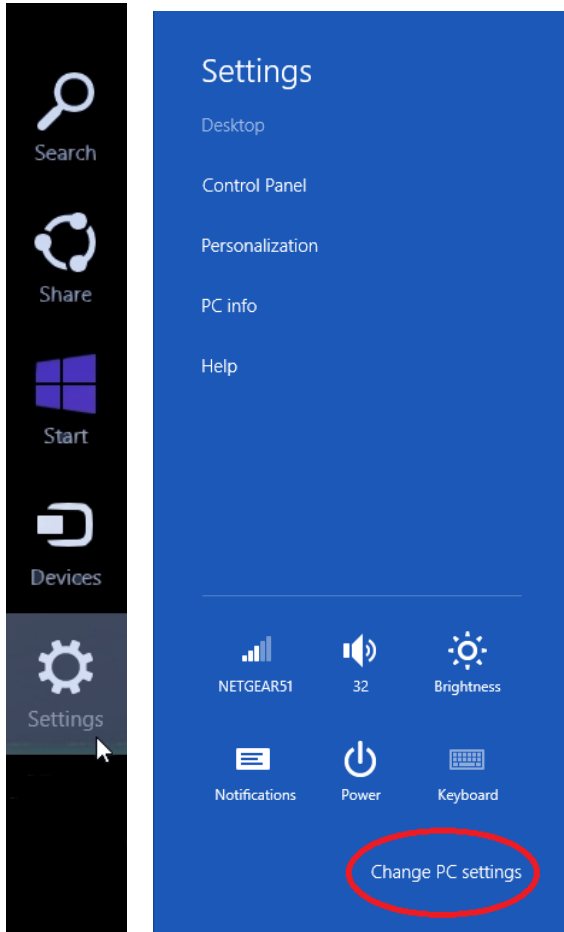
If you are having trouble on your Windows PC because of this feature then you can simply disable Driver Signature Enforcement on your Computer.

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

Before proceeding, save your work!

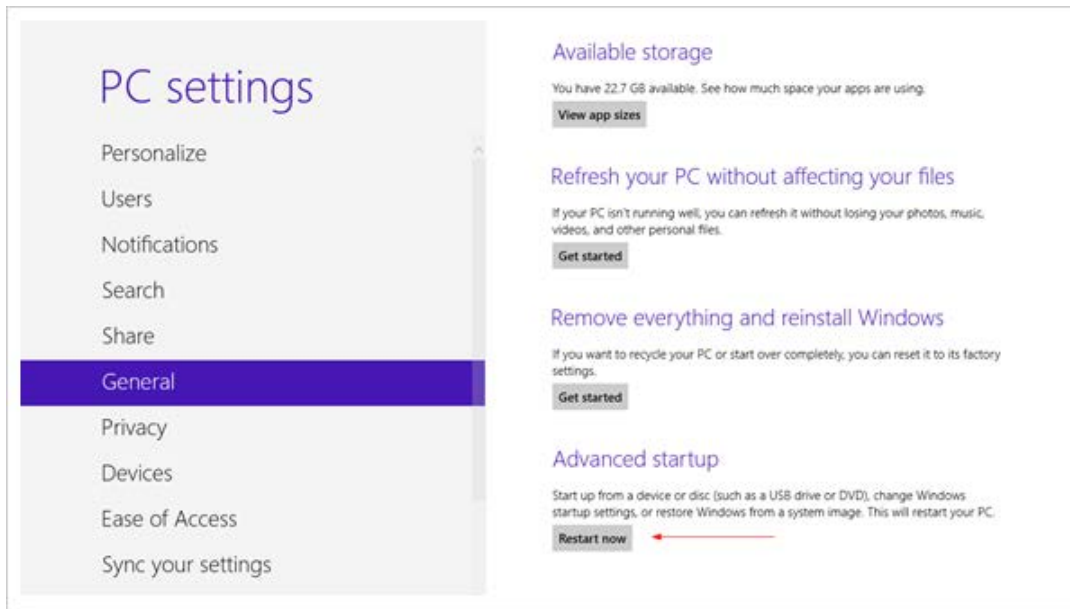
Windows 8 and Windows 8.1

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



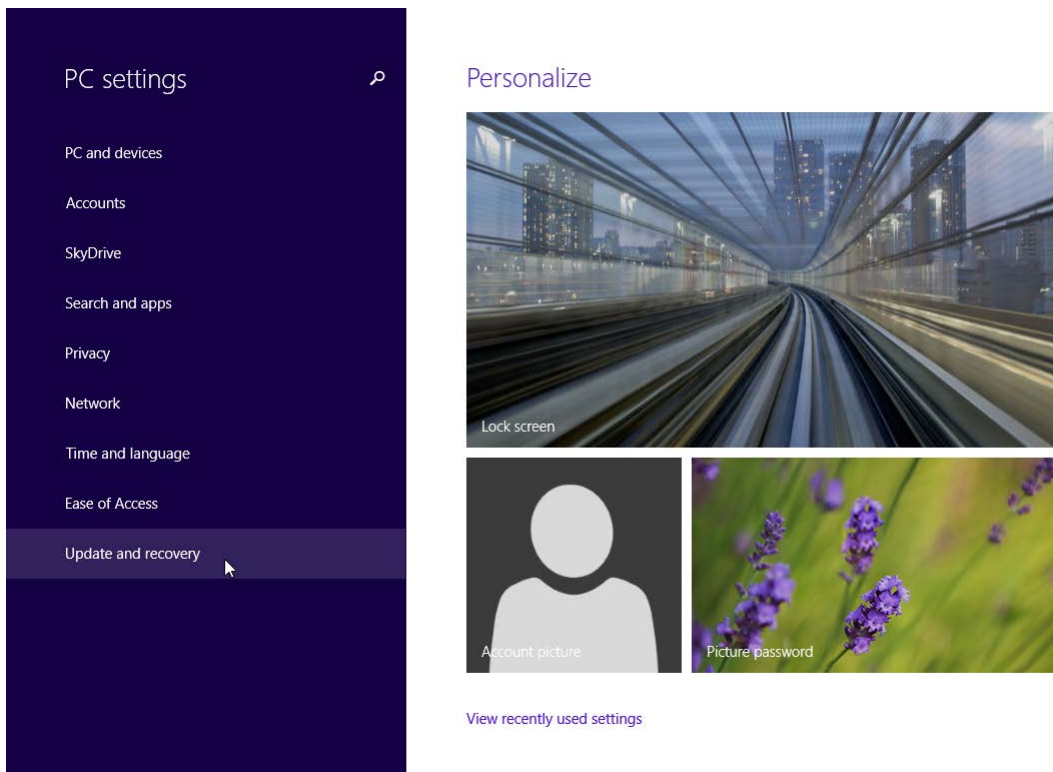
Windows 8

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



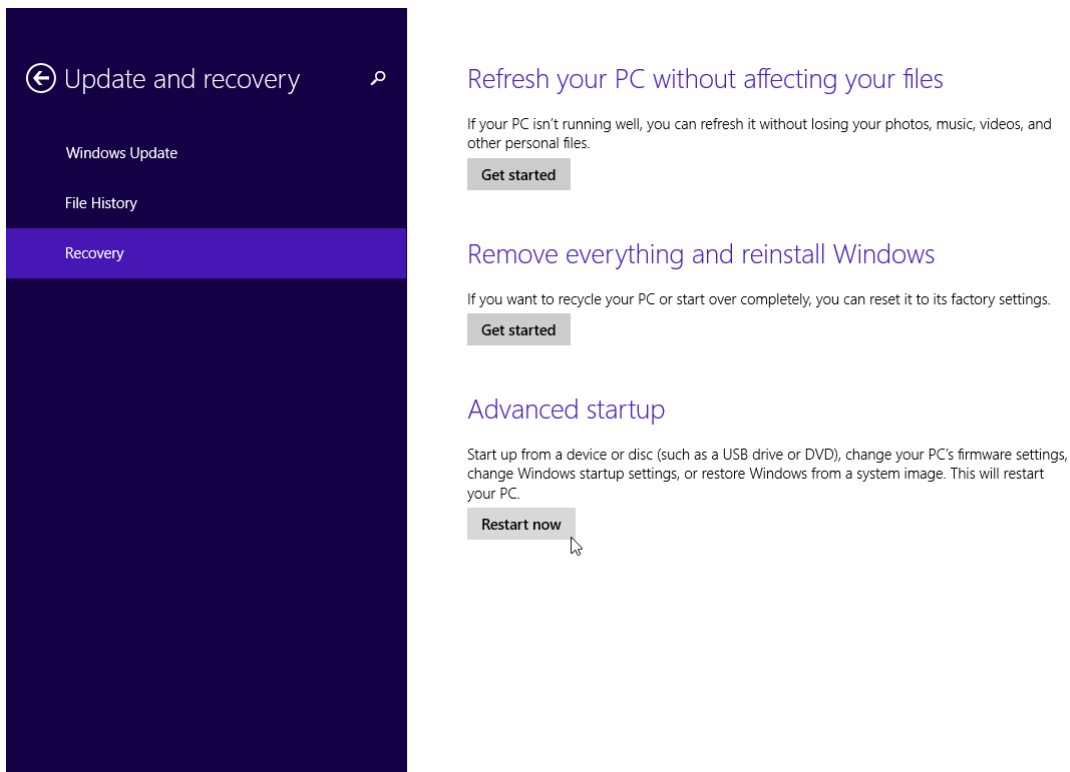
Windows 8.1

Go to **"Update and recovery"**



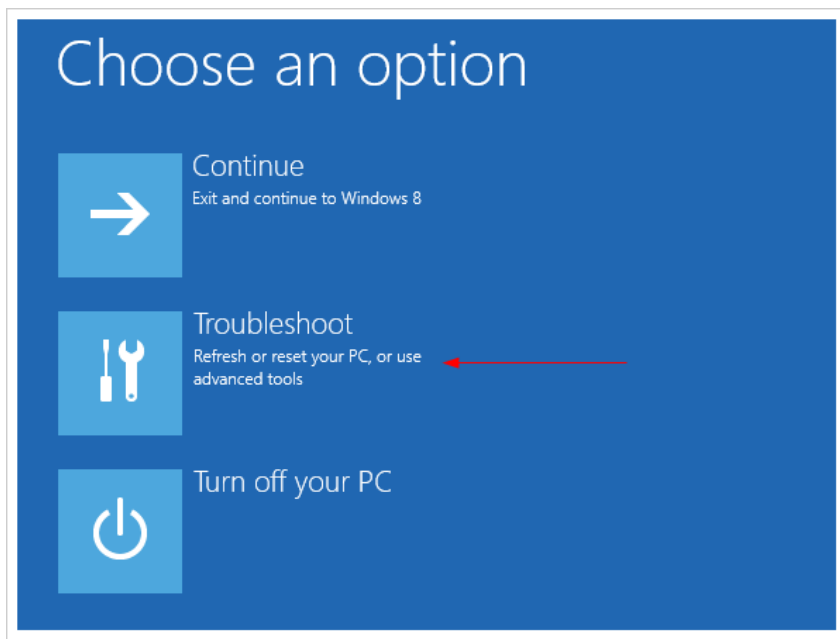
Windows 8.1

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



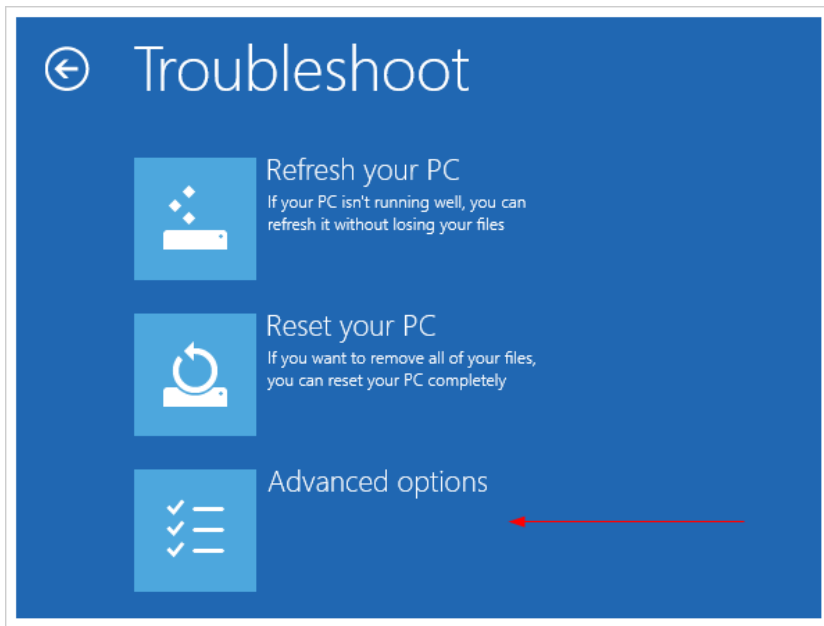
Windows 8 and Windows 8.1

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



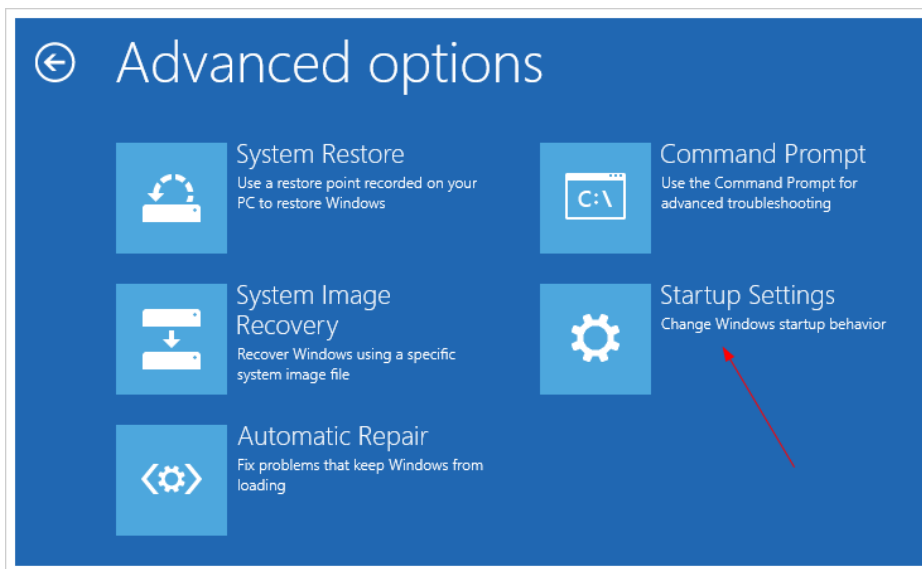
Windows 8

Click "Advanced Options" in the "Troubleshoot" menu



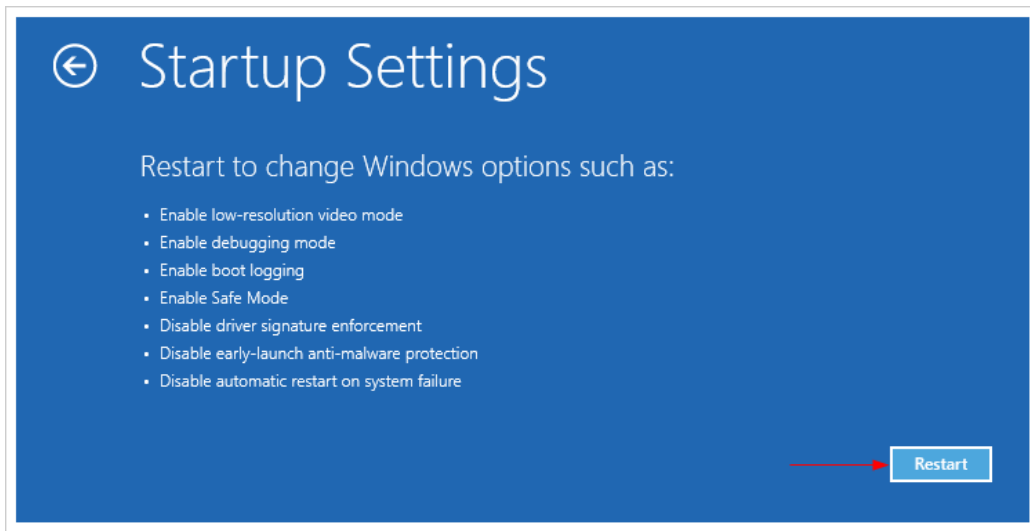
Windows 8 and Windows 8.1

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



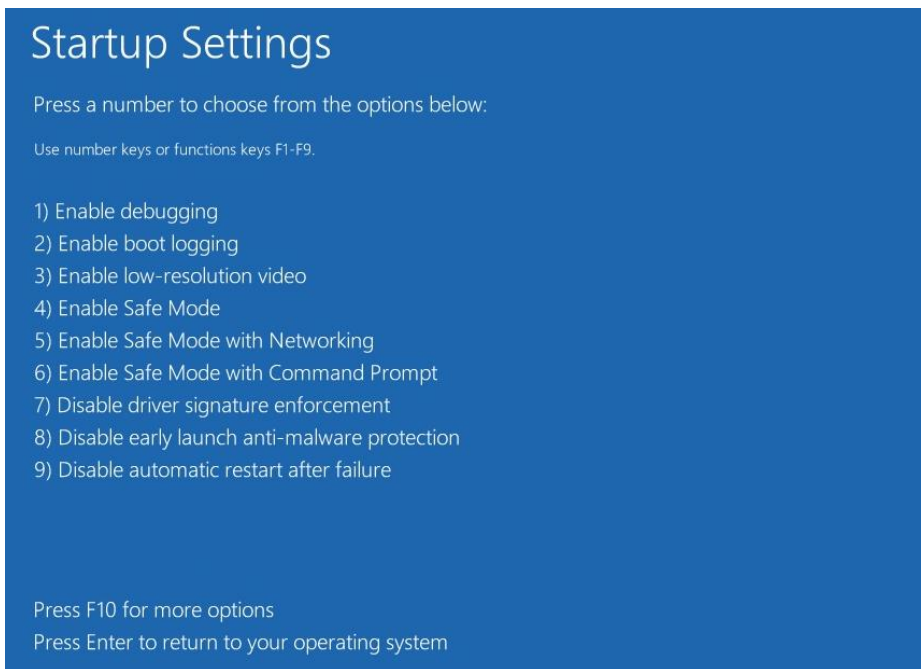
Windows 8 and Windows 8.1

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



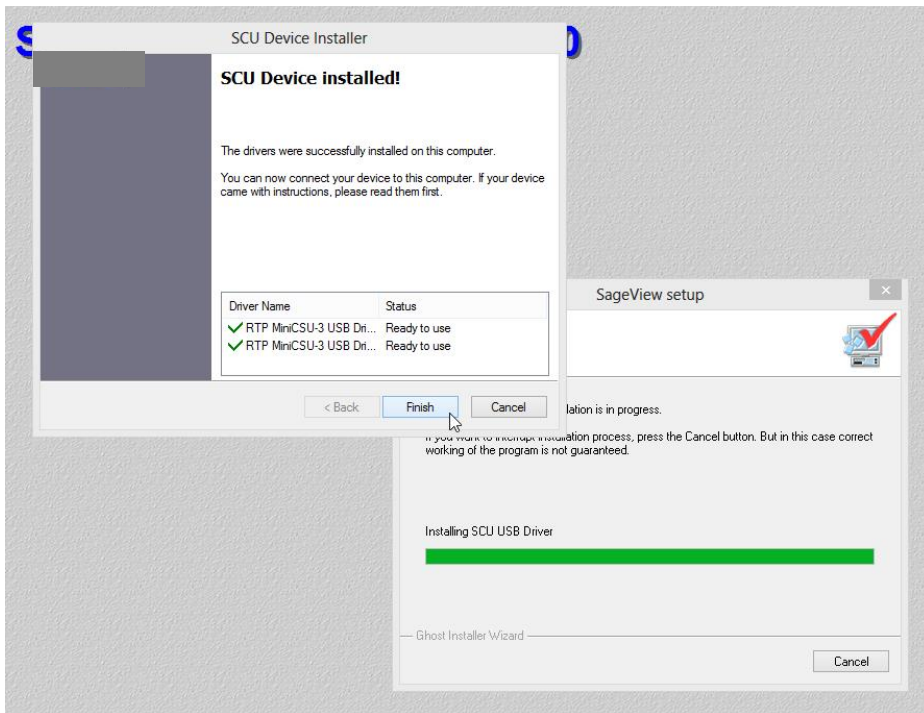
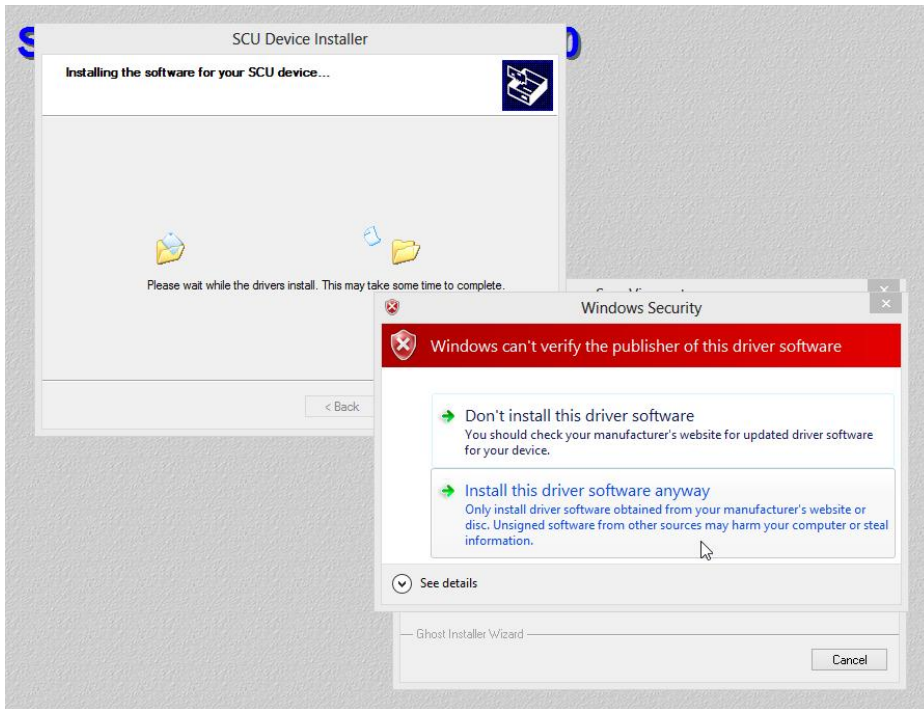
Windows 8 and Windows 8.1

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

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

UNIPOWER, LLC
3900 Coral Ridge Drive
Coral Springs, FL 33065
Phone: +1-954-346-2442
Toll Free: 1-800-440-3504
Web site – <http://www.unipowerco.com>

When contacting UNIPOWER, please be prepared to provide:

1. Your company name and address
2. Your name and title
3. The reason for the contact
4. If contact is for technical assistance, be prepared to also supply a serial number, model number and/or spec number, S-build number (all located on the equipment nomenclature label), and the following:
 - Is the problem intermittent or continuous?
 - What revision is the firmware (if applicable)?
 - What actions were being performed prior to the appearance of the problem?
 - What actions have been taken since the problem occurred?