

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

(Including Windows 8.1 Update 1)

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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

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<sup>®</sup> 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.

SCU Device Installer	
Cannot Complete the Device Driver Installation Wizard	
Errors were encountered while installing the software for your devices. See the Status column for more details. Sometimes it helps to run this wizard again. If that doesn't work, contact your device vendor.	p V
Driver Name Status RTP MiniCSU-3 USB Dri Install failed RTP MiniCSU-3 USB Dri Install failed	ancel button. But in this case correct
< Back Finish Cancel	]
Installing SCU USB Driver	_

Even though the RTP MiniCSU-3 USB Windows drivers have failed to install, the SageView<sup>®</sup> 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).

SageView Logged in as: Adr	ninistrator - [SCU System View]	
File     SCU     RECT     Options     Connection     Window     Help       Go to     Open     Image: Connection     Image: Connection     Image: Connection     Image: Connection       Standby     File     Image: Connection     Image: Connection     Image: Connection     Image: Connection	Print Audio Window	- # ×
Site Name AC Source Rectifiers Float 5 A	: Location 48V Controller V Batteries	<sup>A</sup> DE Load
53.9 V	Location 24V	Site Information     Location 48V       Phone No
SCUX0 TCP/IP to: 192.168.10.57:10001 Time: 10:15:52	Add Region Add Branch	Comments
	<u>o</u> k	

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<sup>®</sup>, 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.

Search Share	Settings Desktop Control Panel Personalization PC info Help		
Start Devices			
Settings	.III NETGEAR51	∎ <b>())</b> 32	Brightness
k	Notifications	<b>U</b> Power	
		Cha	nge PC settings

#### Windows 8

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

DC cottings	
PC settings	You have 22.7 GB available. See how much space your apps are using.
	View app sizes
Personalize	
11	Refresh your PC without affecting your files
Users	If your PC isn't running well, you can refresh it without losing your photos, music,
Notifications	videos, and other personal files.
	Get started
Search	
Chara	Remove everything and reinstall Windows
Silare	If you want to recycle your PC or start over completely, you can reset it to its factor
General	settings.
	Get started
Privacy	
Devices	Advanced startup
Derices	Start up from a device or disc (such as a USB drive or DVD), change Windows
Ease of Access	startup settings, or restore Windows from a system image. This will restart your PC
	Restart now

#### Windows 8.1 Go to "Update and recovery"



#### Personalize



View recently used settings

#### 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.

Choose an option		
$\rightarrow$	Continue Exit and continue to Windows 8	
ľ	Troubleshoot Refresh or reset your PC, or use advanced tools	
Ģ	Turn off your PC	

#### Windows 8

Click "Advanced Options" in the "Troubleshoot" menu

€T	roubleshoot
	Refresh your PC If your PC isn't running well, you can refresh it without losing your files
	Reset your PC If you want to remove all of your files, you can reset your PC completely
	Advanced options

<u>Windows 8 and Windows 8.1</u> Click "Startup Settings" in the "Advanced Options" menu



## Windows 8 and Windows 8.1

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

Restart to change Windows options such as: • Enable low-resolution video mode • Enable debugging mode • Enable boot logging • Enable Safe Mode • Disable driver signature enforcement • Disable early-launch anti-malware protection • Disable automatic restart on system failure
Restart

#### 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<sup>®</sup> 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.

SCU Device Installer	
Installing the software for your SCU device	
Dease wait while the drivers install. This may tak	e some time to complete.
	Windows Security
	Windows can't verify the publisher of this driver software
< Back	<ul> <li>Windows can't verify the publisher of this driver software</li> <li>Don't install this driver software You should check your manufacturer's website for updated driver software for your device.</li> </ul>
< Back	<ul> <li>Windows can't verify the publisher of this driver software</li> <li>Don't install this driver software You should check your manufacturer's website for updated driver software for your device.</li> <li>Install this driver software anyway Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or stee information.</li> </ul>
< Back	<ul> <li>Windows can't verify the publisher of this driver software</li> <li>Don't install this driver software You should check your manufacturer's website for updated driver software for your device.</li> <li>Install this driver software obtained from your manufacturer's website or disc. Unsigned software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or stee information.</li> <li>See details</li> </ul>
< Back	<ul> <li>Windows can't verify the publisher of this driver software</li> <li>Don't install this driver software You should check your manufacturer's website for updated driver software for your device.</li> <li>Install this driver software anyway Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or stee information.</li> <li>See details</li> </ul>

 SCU Device Installer	
SCU Device installed!	
The drivers were successfully installed on this computer. You can now connect your device to this computer. If your device came with instructions, please read them first.	
Driver Name Status ✓ RTP MiniCSU-3 USB Dri Ready to use ✓ RTP MiniCSU-3 USB Dri Ready to use	SageView setup
< Back Finish Cancel	lation is in progress.
working of the program is	nananan process, prese une cancel Duitori, Bui II frins Case Duirect not guaranteed.
Charle Andrew Versel	

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