



## SDT170 USB Driver problem on Windows 8

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### Problem:

- USB connection from SDT170 device to computer does not work
- Cannot install USB driver for SDT170 device

### IMPORTANT REMARK:

- The SDT170 USB connection is only supported when the user has a USB-to-serial-converter supplied by SDT: Eminent EM1016.

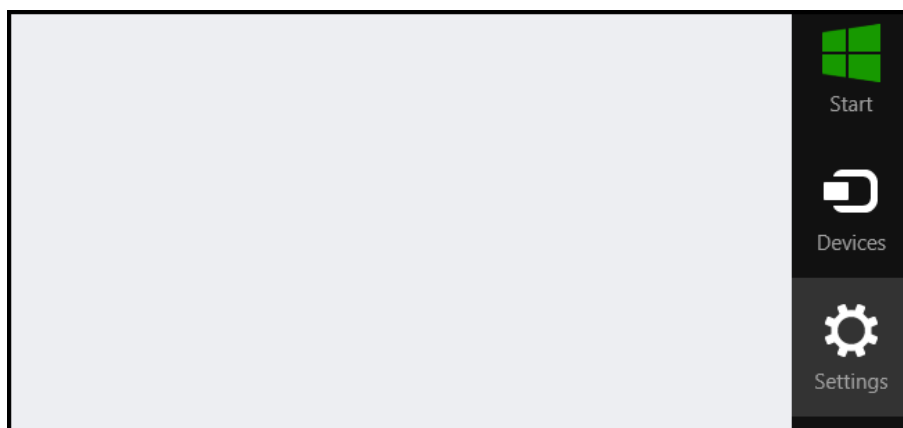


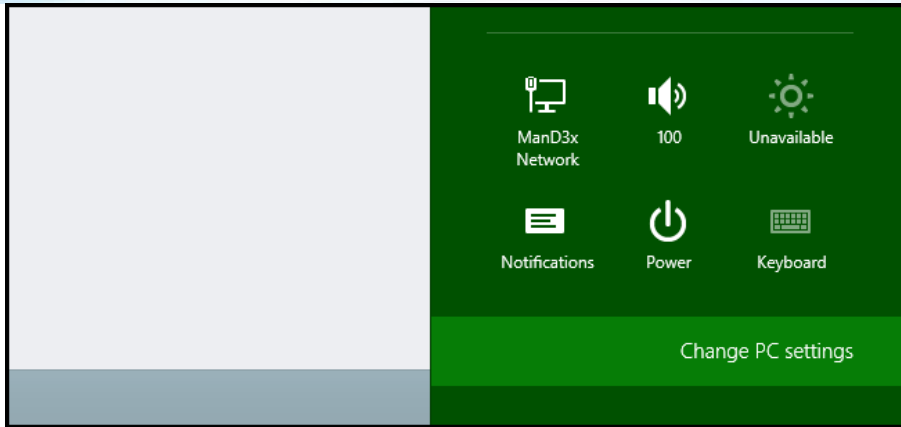
Other converters may not be compatible with the SDT170!

### Solution:

#### I. Preparation: Disable Driver Signature Verification

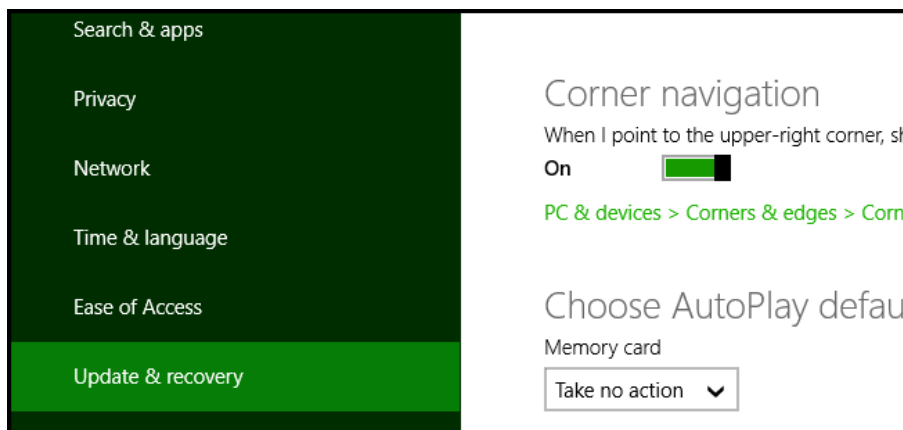
1. Press the **Win + C** keyboard combination to bring up the Charms Bar, then click on the **Settings** Charm.





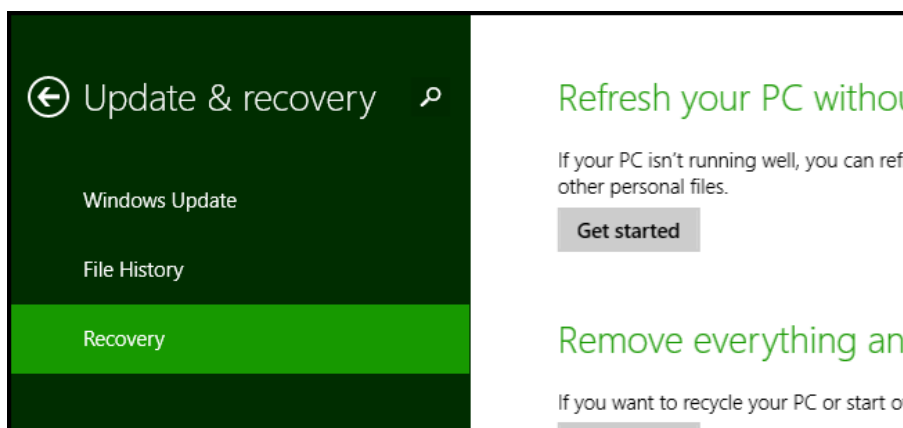
2. Click on the **Change PC settings** link.

3. When the Control Panel opens, switch over to the **Update & recovery** section.



**NOTE:** if you are using Windows 8 instead of Windows 8.1, choose **General** instead and skip to step 5.

4. Then click on the **Recovery** option on the left hand side.



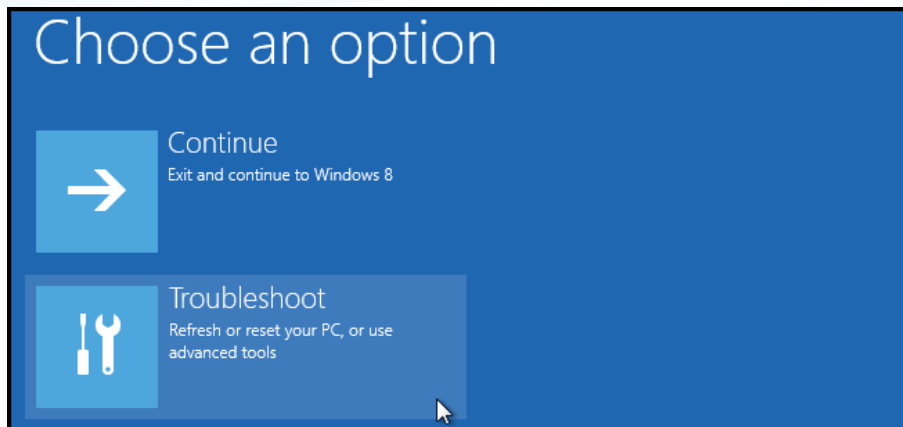
5. Once selected, you will see an advanced startup section appear on the right hand side. You will need to click on the **Restart now** button.

## Advanced startup

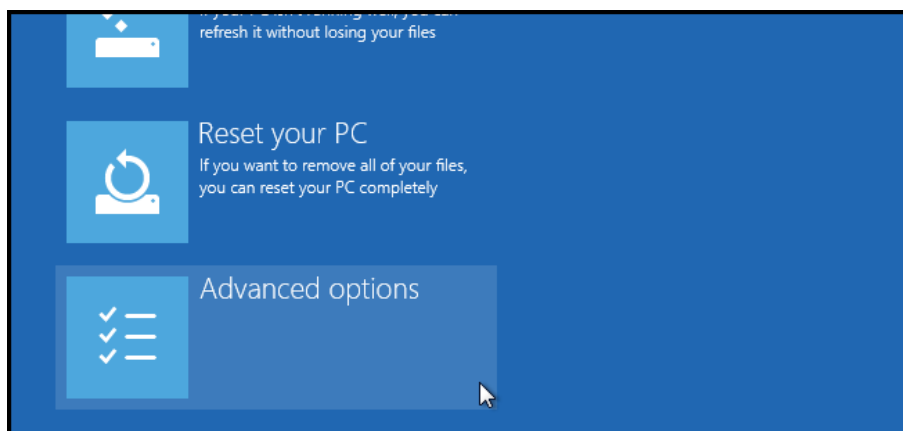
Start up from a device or disc (such as a USB drive or DVD), change Windows startup settings, or restore Windows from a system image. This will restart your PC.

**Restart now**

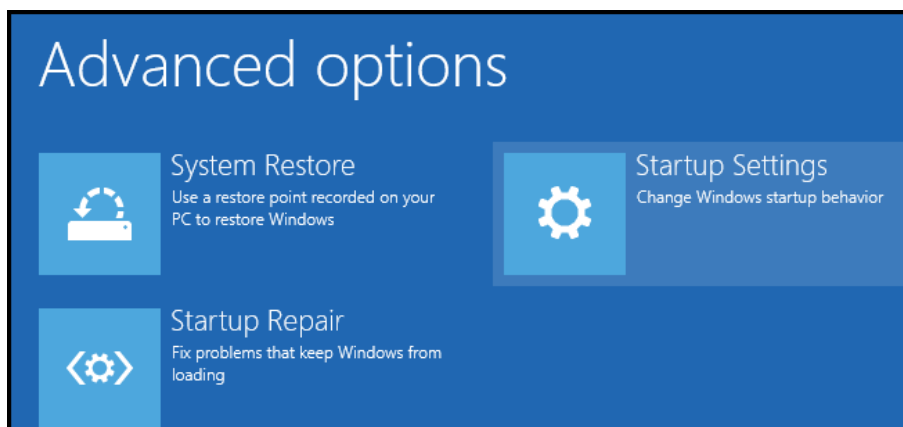
6. Once your Computer has rebooted you will need to choose the **Troubleshoot** option.



7. Then head into **Advanced options**.



8. Then **Startup Settings**.



9. Click the **Restart** button.

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

10. Finally, you will be given a list of startup settings that you can change. The one we are looking for is “Disable driver signature enforcement”. To choose the setting, you will need to press the **F7** key.

## Startup Settings

Press a number to choose from the options below:

Use number keys or functions keys F1-F9.

- 1) Enable debugging
- 2) Enable boot logging
- 3) Enable low-resolution video
- 4) Enable Safe Mode
- 5) Enable Safe Mode with Networking
- 6) Enable Safe Mode with Command Prompt
- 7) Disable driver signature enforcement
- 8) Disable early launch anti-malware protection
- 9) Disable automatic restart after failure

11. Your PC will then reboot and you will be able to install unsigned drivers without any error message.

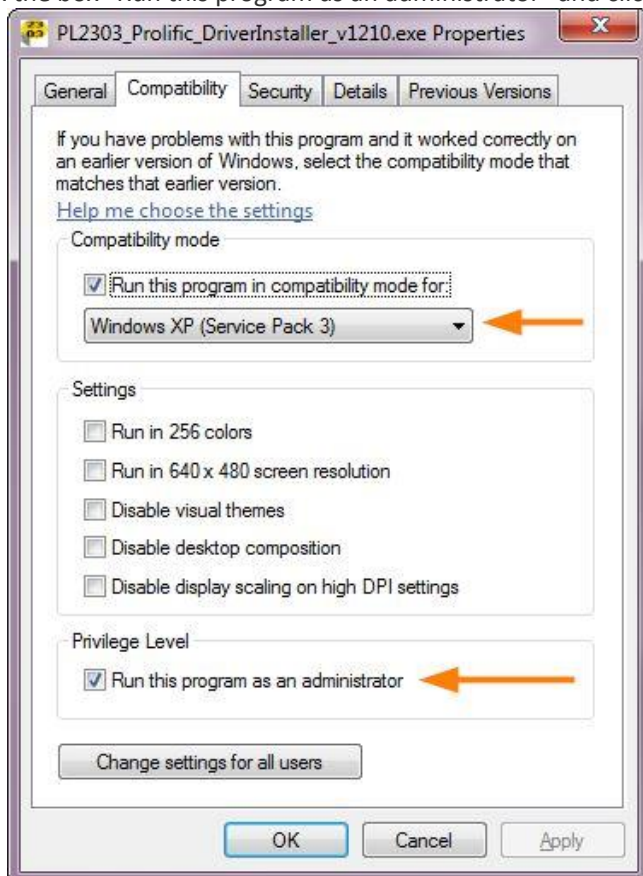
## II. Install the USB driver in Windows XP compatibility mode

### Step 1: download the driver files

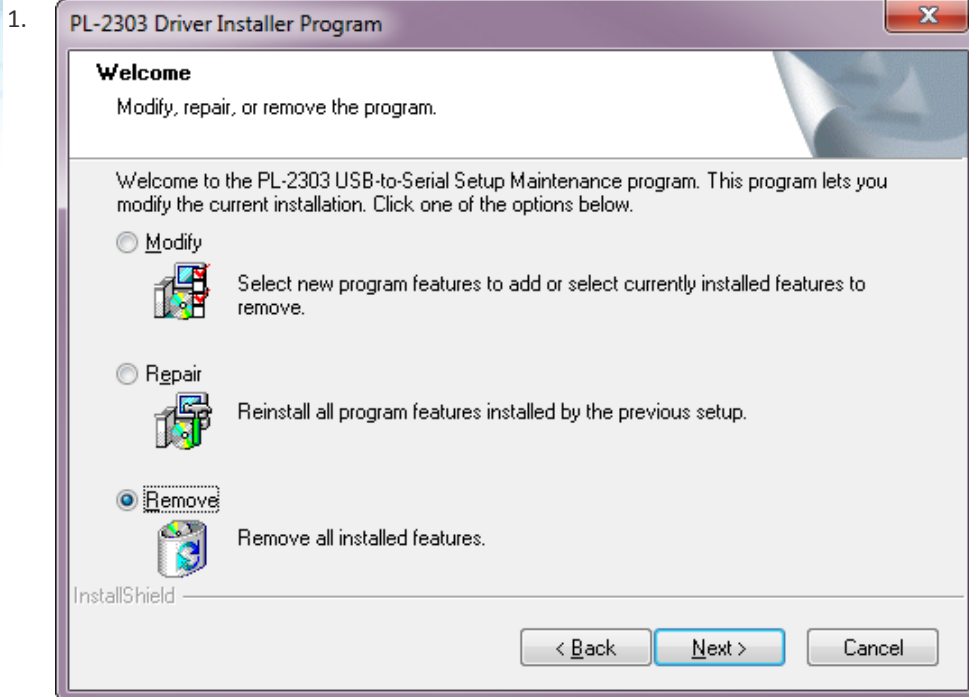
1. Navigate with your internet browser to <ftp://ftp.sdt.be/pub/SDT170%20Software/USB/>
2. Enter the directory that matches your computer's operating system
3. Click the driver file to download it to your computer

### Step 2: configure the driver setup to run in compatibility mode

1. Locate the downloaded driver file on the computer
2. Right click the file and click "properties"
3. Select the second tab "Compatibility"
4. Check the box "Run this program in compatibility mode for:"
5. Select the option "Windows XP (Service Pack 3)"
6. Check the box "Run this program as an administrator" and click the "OK" button



### Step 3: run the driver setup



- Here, choose the Remove option and click Next.
- After the uninstall has been completed, run the driver setup again and re-install the driver.

## Step 4: restart the computer before trying to transfer data from the SDT170 device

### Additional solution (frequently needed)

#### IF IT STILL DOES NOT WORK, TRY THIS:

A Windows Update may have installed an incompatible device driver.

To verify / correct this, please follow the next steps.

- In the device manager, look at the **Prolific USB** device driver properties. SDT's version is **2.0.13.130** (2009-11-19).
- If the version does not match, please also check the "**driver details**" tab. The file "**ser2pl64.sys**" should be version 2.0.13.130.

If you have the same version on your computer, the next steps will not solve the problem.

- Note: on a **32 bit** version of Windows, the driver file is called **ser2pl.sys** instead of ser2pl64.sys.
- In the device manager, right click on the device and select "**disable**".
- You can download the correct file here :
  - <ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl64.sys>
  - Note: on a **32 bit** version of Windows, download this file instead:
    - <ftp://ftp.sdt.be/pub/SDT170%20Software/USB/USB%20driver%20Win7/ser2pl.sys>
- Next, go to **C:\Windows\System32\drivers** and rename existing "ser2pl64.sys" file (to ser2pl64.sys.old for example). This serves as a backup.
- Now copy/paste the file you downloaded from our FTP site.
- Again, right click on on the device from device manager and select "**enable**" (may avoid a computer restart).
- Still in the device manager, check the port **COM number** used by the device.
- In the software, click "Get Data" and choose the correct COM port number.
- If it does not work at this point, please do **restart the computer** and try again.