

TECH NOTE

PRODUCTS SUPPORTED:
All CONVERGE Pro and INTERACT Products

CLEARONE DOCUMENT NTS-0045-001
(REVISION 1.0) AUGUST 2016

DISABLING DRIVER SIGNATURE ENFORCEMENT

OVERVIEW

This document provides guidelines for disabling the driver signature enforcement for connecting to a CONVERGE or INTERACT Device through USB.

DISABLING DRIVER ENFORCEMENT

When trying to connect to a CONVERGE device through USB you may encounter a driver error when installing the software or the USB option will not be available when trying to connect in CONVERGE Console. [Windows 7](#), [Windows 8.1](#), and [Windows 10](#) will not allow in most cases unsigned drivers to be installed and this is why these errors are appearing. Depending on the operating system you are using there are different processes to allow these unsigned drivers to install and allow you to use the USB option when connecting.

Windows 7

Disabling driver signature enforcement for Windows 7 is a onetime change, and when you restart your computer the settings will revert back to what they were previously.

1. Restart the computer.
2. Start tapping the F8 key on your keyboard until you have either the boot select screen (**See Fig. 1**), or the Advanced Boot Options (**See Fig. 2**).

NOTE: Not all computers will go directly to the Advanced Boot Options when tapping F8.



Figure 1

- If you come to a boot select screen (See Fig. 1), get ready to tap F8. Scroll down to your hard drive option (This may be labeled differently than what is shown). Hit Enter and start tapping F8 again. If this was done correctly you should get to the Advanced Boot Options (See Fig. 2).
- Once you are to this screen (See Fig. 2), scroll down to the **Disable Driver Signature Enforcement** and hit Enter.

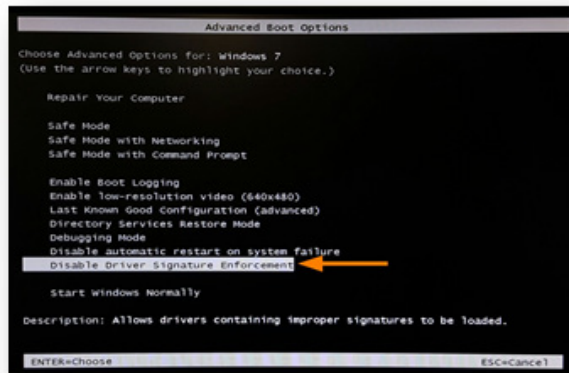


Figure 2

- Your computer should startup as it normally does. Further instructions below in [Section 2: Installing Drivers](#) depending on what device you are trying to install drivers for.

Windows 8.1

- To begin in Windows 8.1, move your cursor anywhere along the right side of the screen, and hold it there (See Fig. 3) until the pop out menu appears (See Fig. 4).



Figure 3

- Click **Settings** (See Fig. 4).
- Click **Power** then hold **Shift** and select **Restart** (See Fig. 5).

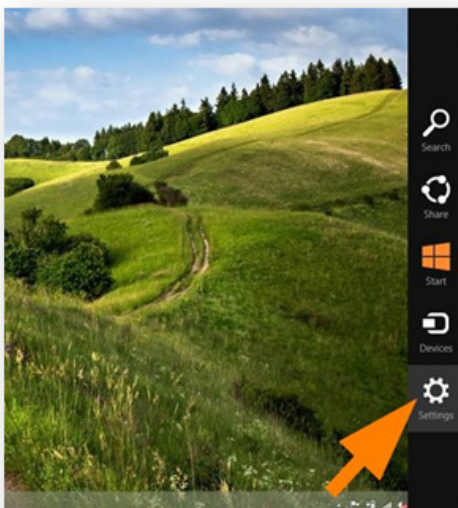


Figure 4

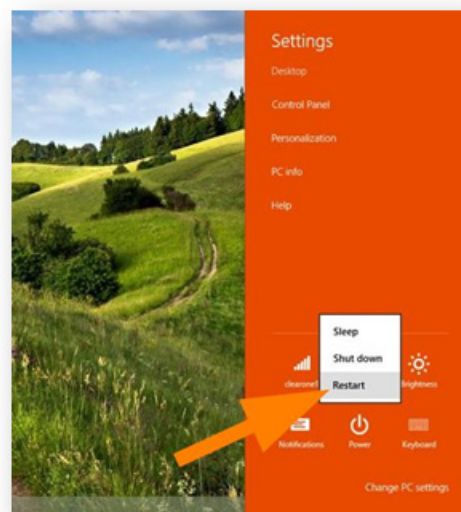


Figure 5

Windows 10

1. To begin in Windows 10, select the Windows icon in the lower left hand corner of the screen (See Fig. 6).
2. Click on the **Power** button (See Fig. 7).

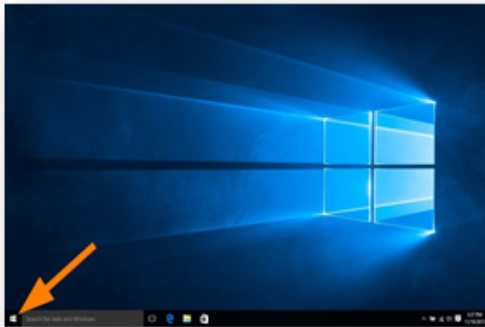


Figure 6



Figure 7

3. Hold **Shift** and select **Restart** (See Fig. 8).

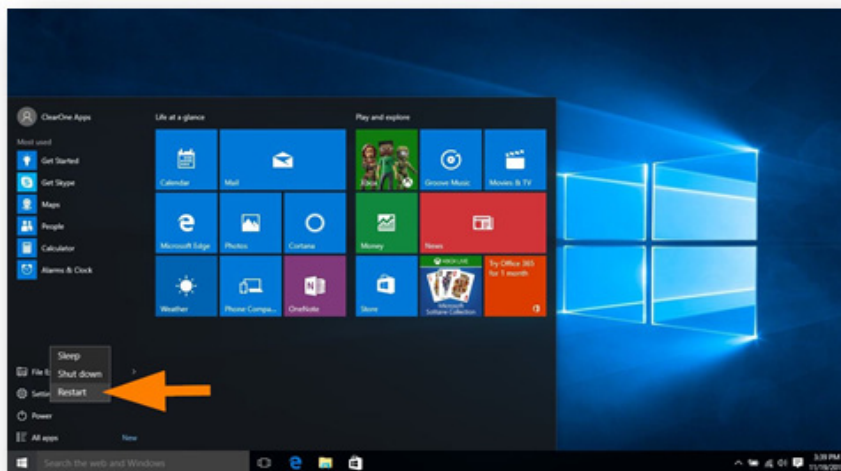


Figure 8

Windows 8.1 and 10

1. Your computer will restart and when it comes back up, it will be in the Advanced Boot Options. Select **Troubleshoot** (See Fig. 9).
2. In the Troubleshoot menu, select **Advanced options** (See Fig. 10).

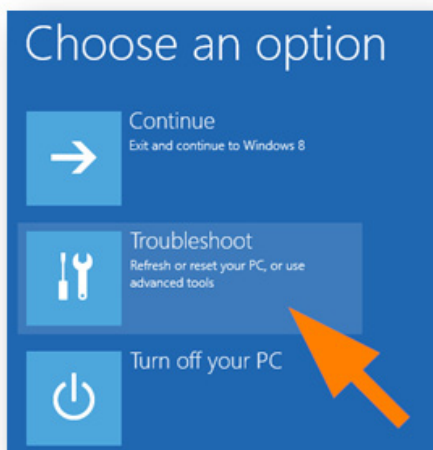


Figure 9

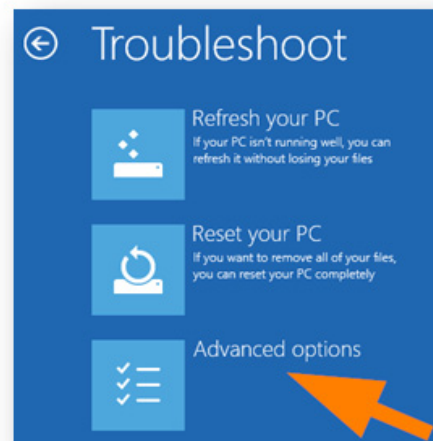


Figure 10

3. In the Advanced Options menu, select **Startup Settings** (See Fig. 11).
4. In the Startup Settings menu, select **Restart** (See Fig. 12), your computer will restart and come up in the **Startup Settings** screen (See Fig. 13).

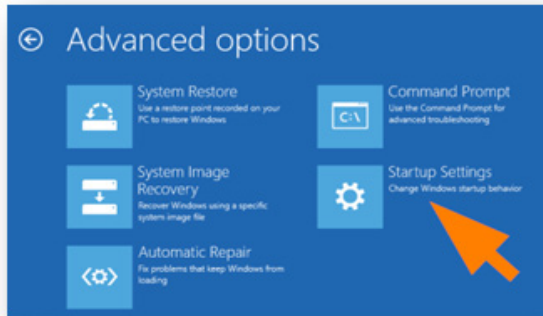


Figure 11



Figure 12

5. When the Startup Settings screen appears press **F7** to "Disable driver signature enforcement" (See Fig. 13). At this point your computer will restart.

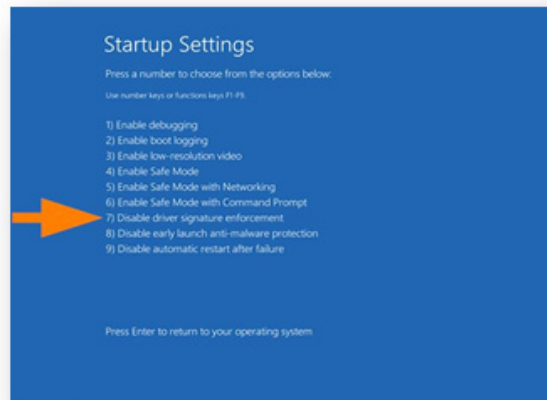


Figure 13

6. Your computer should startup as it normally does. Further instructions below in [Section 2: Installing Drivers](#) depending on what device you are trying to install drivers for.

SECTION 2: INSTALLING DRIVERS

In this section we will show you where the drivers are located to install after you have disabled the driver signature enforcement on any Windows operating system.

1. Navigate to your computers **(C:) Drive** (See Fig. 14).
2. Select **Program Files (x86)** folder (See Fig. 15).

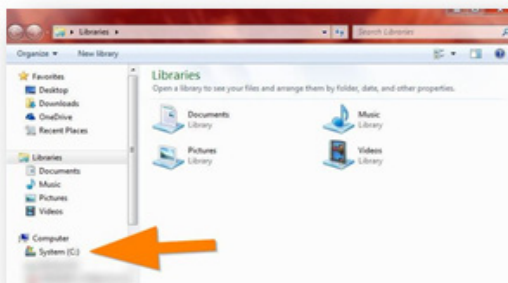


Figure 14

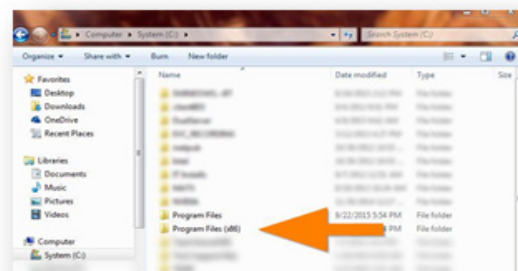


Figure 15

3. Select the **ClearOne** folder (See Fig. 16).
4. For installing CONVERGE drivers, see [Installing CONVERGE Drivers](#). For INTERACT drivers, see [Installing INTERACT Drivers](#) (See Fig. 17).

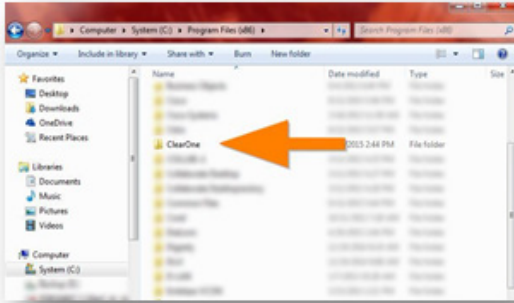


Figure 16

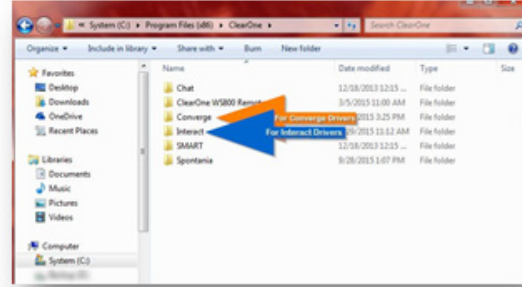


Figure 17

Installing CONVERGE Drivers

1. Select the **Drivers** folder (See Fig. 18).

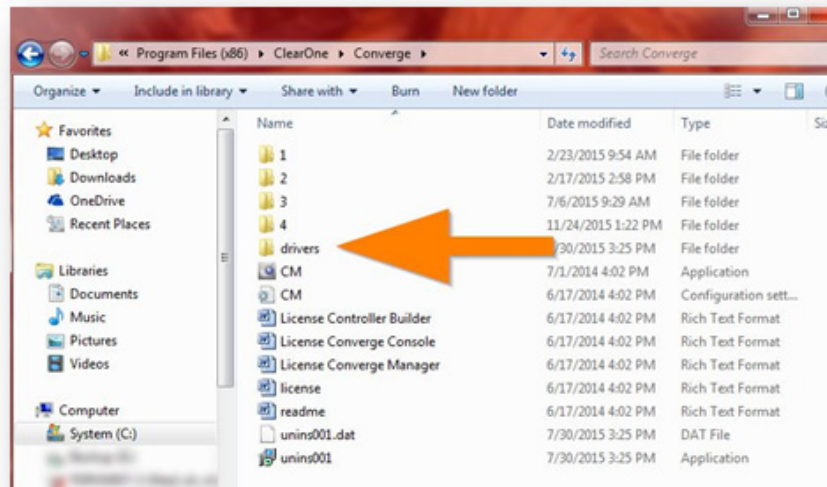


Figure 18

2. If your computer is a 32 bit operating system run the **CONVERGE_Installx86_W7**, otherwise **right click** on the **CONVERGE_Installx64_W7** and choose **Run as administrator** (See Fig. 19).

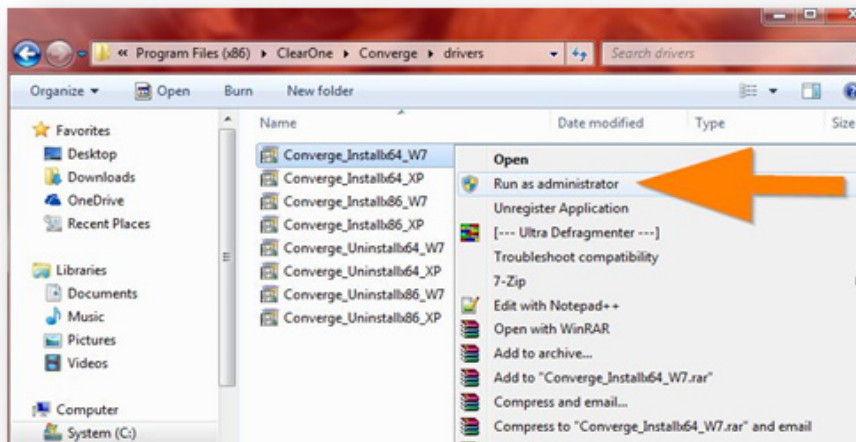


Figure 19

Installing INTERACT Drivers

1. Once in the INTERACT folder, select the folder labeled **1.0** (See Fig. 20).
2. In the 1.0 folder select **Drivers** (See Fig. 21).

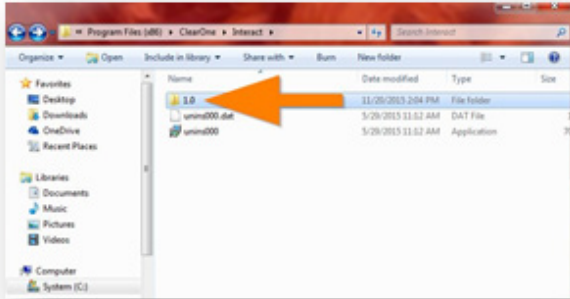


Figure 20

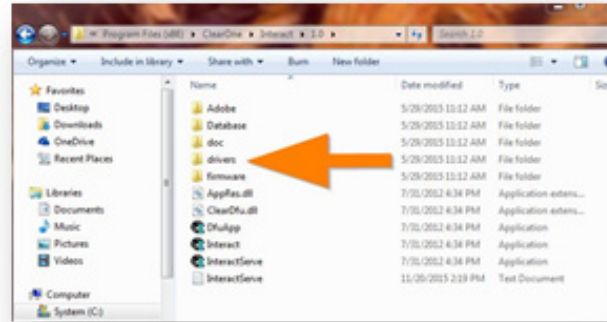


Figure 21

3. If your computer is a 32 bit operating system run the **INTERACT_Installx86_W7**, otherwise **right click** on the **INTERACT_Installx64_W7** and choose **Run as administrator** (See Fig. 22).

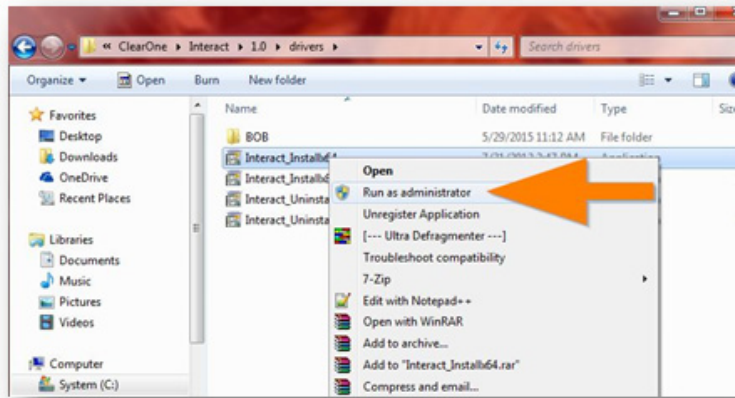


Figure 22

At this point you should be able to run CONVERGE Console or the INTERACT software and use the USB to connect with your CONVERGE or INTERACT device. If you are still experiencing connection issues with the USB option move to an IP connection. Please contact our Technical Support team by calling 800-283-5936 or by email techsupport@clearone.com with any questions you may have.

CLEARONE LOCATIONS

HEADQUARTERS:

Salt Lake City, UT USA
5225 Wiley Post Way
Suite 500
Salt Lake City, UT 84116

Tel: 801.975.7200
Toll Free: 800.945.7730
Sales: 800.707.6994
Fax: 801.303.5711
e-mail: sales@clearone.com

Europe
Tel: +44.1454.616.977
UK Tech Support: +44.0800.680.0682
e-mail: global@clearone.com

Asia Pacific
Tel: +86.138.23287825
Tech Support: +86.18420152949
e-mail: global@clearone.com

Middle East
Tel: +91.9930782195
e-mail: global@clearone.com

Other Regions
Tel: +1.801.975.7200
e-mail: global@clearone.com

TechSales
Tel: 800.705.2103
e-mail: techsales@clearone.com

Technical Support
Tel: 800.283.5936
Tel: 801.974.3760
e-mail: tech.support@clearone.com