



## Using Standard USB Device Drivers with SP's



Ashly Audio's USB-enabled System Processors (3.6SP and 4.8SP) manufactured prior to June 2014 may have issues being recognized by some Windows configurations. If this issue affects you, the following instructions will help. **These instructions only need to be followed once for each affected SP.** After that, you shouldn't have any problems connecting to your SP.

### *Step 1: Install Protea Software Suite 5.20 (or greater)*

If you have not done so already, please download Protea Software Suite 5.20 (or greater) from our web site and then install it on your computer. The URL is:

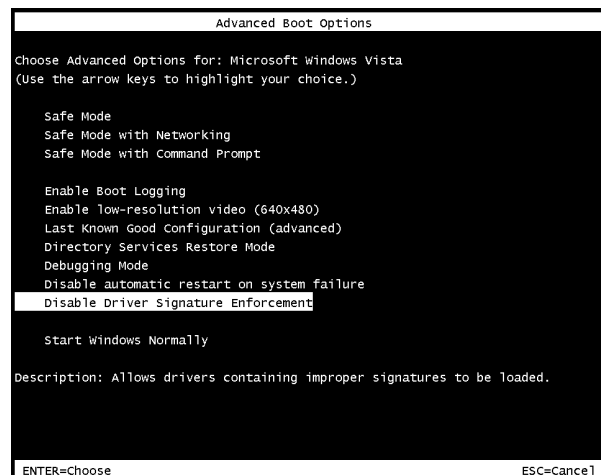
<http://www.ashly.com/software-downloads/protea.php>

### *Step 2: Temporarily Disable Driver Signature Enforcement*

Depending on the version of Windows that you're using, the procedure for disabling driver signature enforcement is different.

#### **Procedure for Windows Vista and Windows 7**

1. Reboot your computer.
2. Hit the F8 key just as Windows starts loading. As it may be difficult to know exactly when to hit F8, just press F8 repeatedly after your computer starts to boot until you see a screen like this:



3. Use the arrow keys to choose "Disable Driver Signature Enforcement."
4. Press ENTER to load Windows.

## Procedure for Windows 8

1. Press the Win+C keyboard combination to bring up the “Charms Bar” and click on the Setting charm (the one shaped like a gear).
2. Select “Change PC settings”.
3. Select “General”.
4. Scroll to the bottom of the General page and select “Restart Now” under “Advanced Start-Up”.
5. Your computer will now reboot and you should see a blue screen with “Choose an option” on it.
6. Select “Troubleshoot”.
7. Select “Advanced options”.
8. Select “Startup Settings”.
9. Select “Restart”.
10. You should see a screen listing boot options. Type the number next to “Disable driver signature enforcement.” Your computer will now load Windows.

## Procedure for Windows 8.1

1. Press the Win+C keyboard combination to bring up the “Charms Bar” and click on the Setting charm (the one shaped like a gear).
2. Select “Change PC settings”.
3. Select “Update & recovery”.
4. Select “Recovery”.
5. Under “Advanced startup”, select the “Restart now” button. Your computer will now reboot and you should see a blue screen with “Choose an option” on it.
6. Select “Troubleshoot”.
7. Select “Advanced options”.
8. Select “Startup Settings”.
9. Select “Restart”.
10. You should see a screen listing boot options. Type the number next to “Disable driver signature enforcement.” Your computer may now load Windows.

## Step 3:

With driver signature enforcement already disabled, right click on the shortcut to our software, (the Protea NE software icon on your desktop). Click on “properties”, then click “Open File Location”. This will take you to the folder where our software suite is stored.

In this folder you will find two different USB driver folders. One labeled “Ashly USB driver”, and the other labeled “USB driver”. You will need to install drivers from each of these folders.

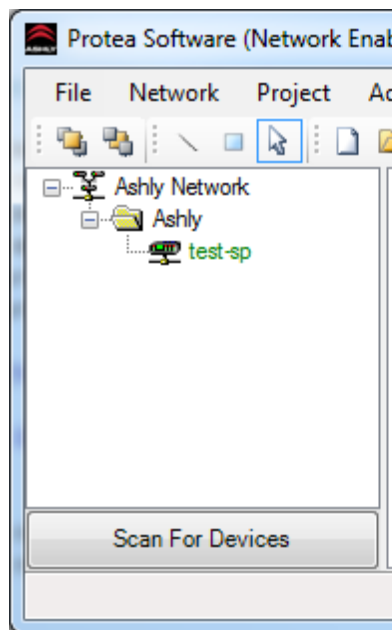
First find the executable file labeled “DPInstx64.exe”, right click on the icon and select “run as administrator”. Step through the install wizard, and ignore any warnings from Microsoft saying that our driver isn’t registered with Microsoft, (we know this, as it is the source of all our troubles)!

Once the Ashly USB driver is installed, back out of the Ashly USB driver folder, and open the folder labeled “USB driver”. Find the executable file labeled “dpinst-amd64.exe”, and install it in the exact same way as you did the first driver, (right click, “run as administrator”).

### *Step 4: Change the Device Driver the SP Uses*

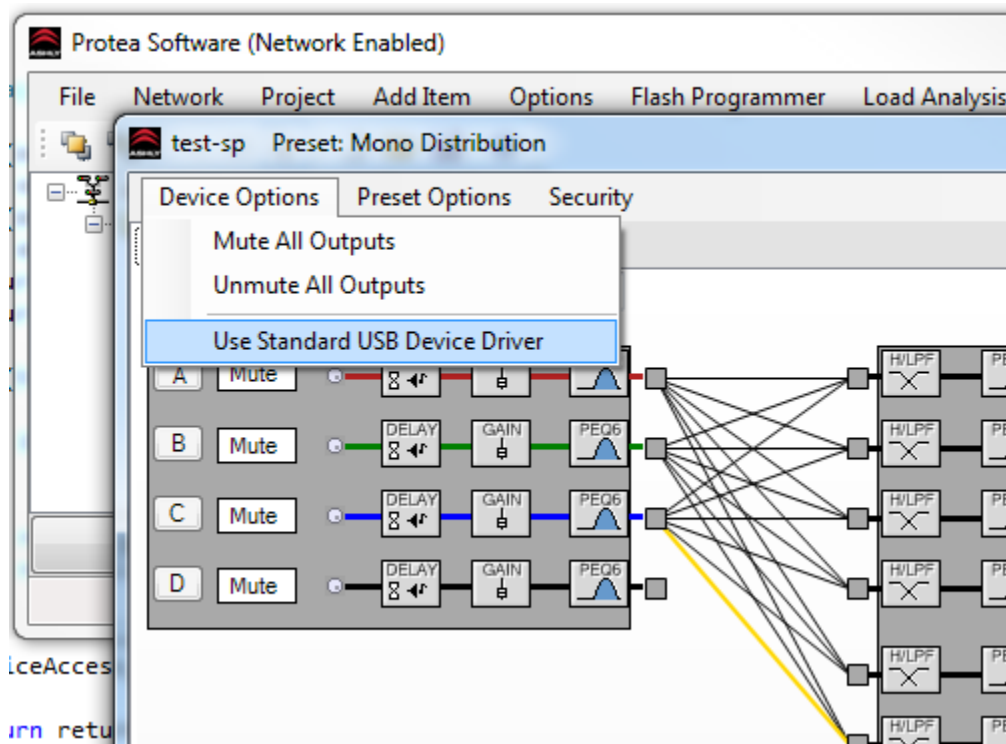
Power on your SP and connect a USB cable to your computer. If your computer says it is installing device drivers, please wait until that finishes to proceed.

Launch Ashly’s control software (the  icon on your desktop). After it finishes loading, you should see your SP in the “Ashly” folder of the network tree:

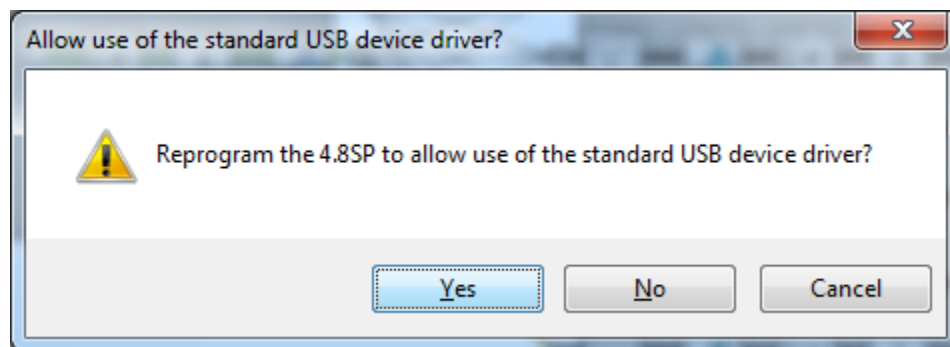


If you don’t see your SP show up under the Ashly folder, click “Scan for Devices”.

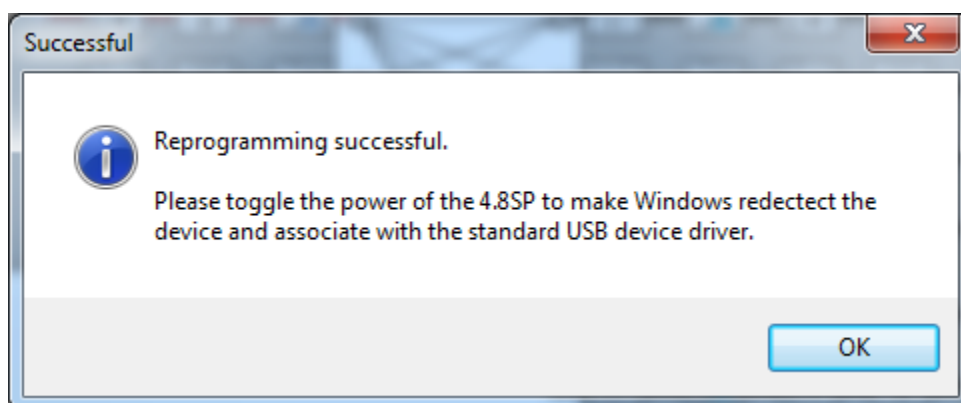
The next step is to double-click on the SP in the device tree. This will bring up the control surface window. Select “Device Options” from the menu bar, and then select “Use Standard USB Device Driver”:



Once you select this menu option, you'll see a dialog box that looks like this:



Reply "Yes" to this dialog. You should very quickly see this confirmation dialog:



And that's it. After cycling power on your SP, it will use the standard device driver. You should have no further problems connecting to the SP.