

Steps to Clean up the System Before Installing a New WHQL Certified HSM USB Serial Driver

- This procedure is required only
 - If the current installed HSM USB Serial Driver is a non WHQL certified driver.
 - If the current installed HSM USB Serial Driver is a WHQL certified driver. The system had a non WHQL certified driver installed at one time, and never been properly cleaned up prior to the installation of the current WHQL certified driver.

- **If the current installed driver is a WHQL certified driver, and the system never had a non WHQL certified driver installed, you can skip the rest of the steps described in this document.** To determine the type of the current installed driver, please follow the below steps:
 - Launch the Windows's Device Manager, click start, select "run", type "devmgmt.msc" in the "Open" window, and click "OK".
 - In Device Manager Window, scroll to the bottom. Click the "+" sign, on the left of the "Universal Serial Bus controllers", to expand the list.
 - Right click "Honeywell Control Device", and select "Properties". Select the "Driver" tab on the properties window.
 - If the string "Not digitally signed" is displayed to the right of the "Digital Signer" field. This means the current driver is a non WHQL driver, you will need to follow the rest of the steps described in this document. Else, you can skip the rest of the steps and resume to the "HSM USB Serial Driver Getting Started Guide.pdf" document.

- Uninstall the current installed driver. Please consult the "HSM USB Serial Driver Getting Started Guide.pdf" for detailed instructions

- Device manager – uninstall any leftover devices that are in:
 - Ports – any leftover devices
 - Run "ShowOfflineDevices.vbs" script.
 - Click View | Show Hidden Devices.
 - Under ports right click and then choose uninstall for all Honeywell ports.
 - Universal Serial Bus controllers – any leftover devices & any leftover driver entries (the names would be - Honeywell Control Device, dc_enum, honeywell_dc_enum, honeywell_enum, etc.)
 - Under Universal Serial Bus controllers right click and then choose uninstall for all Honeywell devices and any leftover old Jungo driver entries.

- Manually delete old driver files (includes .sys files, .inf files, .PNF files) in the following folders (make sure folder options is set to see hidden files/folders or you may not see these folders..)
 - Windows\System32\drivers
 - Search for these files and remove if found - cdc_acm.sys, dc_enum.sys, honeywell_dc_enum*.sys, honeywell_cdc*.sys, honeywell_enum*.*
 - Windows\inf
 - Search for word “jungo” and “honeywell” in *.inf files. Delete any old jungo driver .inf files found along with their corresponding .PNF file (i.e. oem59.inf and oem59.PNF). Caution do NOT delete old legacy HHP driver if you would like it to co-exist with the new Jungo driver.