



Siemens Technical Bulletin STAB15-0093

ST950 & Stratos Outstation USB Network Driver Issues on Windows 8.1 & Windows 10

20th February 2015

Product: ST950 & Stratos Outstation
Modifications Req: No
Retrospective Action Req: No
Priority of Change: Action only if problem arises

- ✓ Introduction
- ✓ Scope
- ✓ Procedure
- ✓ Related Documents

Introduction

This Bulletin provides notification of an issue when trying to install the ST950 and Stratos Outstation USB Network driver on Windows 8.1 & Windows 10.

Scope

When trying to install ST950 and Stratos Outstation USB Network Driver on Windows 8.1 & Windows 10 the following error is displayed:

Windows found driver software for your device but encountered an error while attempting to install it.

Siemens CDC ECM network adapter

The third party INF does not contain digital signature information.

Procedure

The reason for this error is that Windows 8.1 & Windows 10 does not allow unsigned drivers to be installed. Previous versions of Windows had displayed a warning but still allowed the user to make the decision whether or not to continue the installation. However Windows 8.1 & Windows 10 removes by default this option to continue the installation.

To avoid this error, the following workaround is available:

1. Go to Start - Then Command Prompt
2. Enter command "**shutdown /r /o /t 00**"
3. Click the "**OK**" button
4. System will restart to a "**Choose an option**" screen
5. Then select "**Troubleshoot**" from "**Choose an option**" screen
6. Then select "**Advanced options**" from "**Troubleshoot**" screen
7. Then select "**Windows Startup Settings**" from "**Advanced options**" screen
8. Click "**Restart**" button
9. System will restart to "**Advanced Boot Options**" screen
10. Select "**Disable Driver Signature Enforcement**"
11. Restart & install the driver...

Please note that this only needs to be done once when first installing the USB driver, so some users may already have performed this for other drivers on their computer.

We therefore recommend that Windows 8.1 & Windows 10 users set up and test that their PC connects to ST950 in the depot/office before going onsite to use for the first time.

Note: We are currently investigating the option of being able to sign our driver and if

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successful, this will remove the need for this workaround in future.



Related Documents

N/A



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