APPLIES TO:

USB AUDIO DRIVERS FOR EMOTIVA XMC-1 / DC-1 / XDA-2 FOR WINDOWS 10 <u>ONLY</u>

BACKGROUND:

There is a Windows security feature called Driver Signature Enforcement (DSE) which prevents you from installing drivers on your Windows computer if their installer package does not include a valid digital security signature. This feature is intended to help ensure that drivers you download from unverified or unreliable sources haven't been tampered with before you received them. However, it serves no useful purpose for files that you obtain from reliable sources, including those that you obtain directly from the device manufacturer. If DSE is enabled, it will not only prevent you from installing unsigned files, but may actually disable or remove unsigned files that are already installed on your computer (which may have been installed while DSE was disabled).

DSE was rarely enabled on Windows 7 installations, but is enabled by default on computers running Windows 10. Because our drivers are NOT signed, and so are not compatible with DSE, we instructed you to disable Driver Signature Enforcement on Windows 10 computers before installing drivers for the XMC-1, DC-1, or XDA-2 - and included instructions on how to do so.

UNFORTUNATELY, some recent Windows 10 updates have altered how DSE works. The procedure which we provided previously disabled DSE permanently. However, after some recent updates, its action has become temporary. As a result, if you previously installed drivers after disabling DSE, they may have stopped working when DSE became enabled again after a recent Windows update - and the procedure we previously gave you to disable DSE will no longer work to disable it. (Since the original method of disabling DSE has now become temporary, applying it again may allow you to reinstall the drivers, but the drivers will probably stop working again after you reboot your computer.)

THE SOLUTION:

The solution is to again DISABLE DRIVER SIGNATURE ENFORCEMENT - using a different method that works permanently with the current updated versions of Windows 10 (the new method will also work if your computer hasn't had the problematic updates).

You will be required to disable DSE using the new method.

You will then have to run the driver installer TWICE:

- The first time you run the driver installer you will instruct it to REMOVE the drivers. The drivers CANNOT be repaired, they MUST be REMOVED.

- The second time you run the driver installer you will instruct it to reinstall the drivers. The drivers should install normally, and will work as before after they've been installed.

PROCEDURE (to PERMANENTLY disable Driver Signature Enforcement)

Assuming you have a keyboard:

1) Press the "X" key WHILE HOLDING DOWN THE WINDOWS KEY (this will bring up a menu)

2) On this menu, select **COMMAND PROMPT (ADMIN)**
(this lets you enter commands with administrator privileges)

3) You will probably be asked to confirm that you:
"want to let this app make changes to your system" (if so, click **YES**).

(you should now see a black screen with a command prompt window)

(this will look something like: **C:\WINDOWS\system32>**   )

4) At the command prompt type the following CAREFULLY AND EXACTLY -
then press the **ENTER** key

bcdedit.exe /set nointegritychecks on

(you should then be told "The operation completed successfully".)

5) Type **EXIT** then press the **ENTER** key to exit the command prompt screen

NOW, WHEN YOU REBOOT WINDOWS 10, DRIVER SIGNATURE ENFORCEMENT SHOULD AGAIN BE DISABLED - PERMANENTLY THIS TIME

Now that DSE is disabled, you must first run the driver installer program to remove the old damaged drivers. The drivers MUST BE removed and reinstalled. DO NOT allow the installer to REPAIR the drivers.

Once the drivers have been removed, run the driver installer program a second time, and instruct it to install the drivers. Connect your Emotiva device when prompted to during the install procedure.

YOUR DRIVERS SHOULD NOW INSTALL NORMALLY, THEY SHOULD WORK AFTER BEING INSTALLED, AND THEY SHOULD CONTINUE TO WORK AFTER YOUR COMPUTER HAS BEEN REBOOTED.

NOTE: SOME USERS HAVE REPORTED THAT WINDOWS PREVENTED THEM FROM CHANGING THIS SETTING DUE TO ANOTHER SECURITY FEATURE CALLED SECURE BOOT POLICY. THE FOLLOWING MICROSOFT LINK WILL EXPLAIN HOW TO DISABLE SECURE BOOT POLICY.... READ ALL INSTRUCTIONS AND CAUTIONS CAREFULLY!

https://msdn.microsoft.com/en-us/windows/hardware/commercialize/manufacture/desktop/disabling-secure-boot