

KeySpan USA-19HS Installer

Release notes

12/6/2024

Overview

The updated installer includes the new device drivers, which are compatible with the memory integrity feature of Microsoft Windows.

On Windows, when a device driver is installed, the operating system will keep a copy of every driver installed on the system. When a device is connected, it will then choose the newest version to use.

Normally, this does not present an issue. However, for users who had the previous drivers, activating memory integrity could lead to errors. The cause is that when the memory integrity feature is activated, Windows will check all drivers for compatibility. If the older USA-19HS driver is still on the system, memory integrity will not allow it to load, even though the driver has been updated with a newer version.

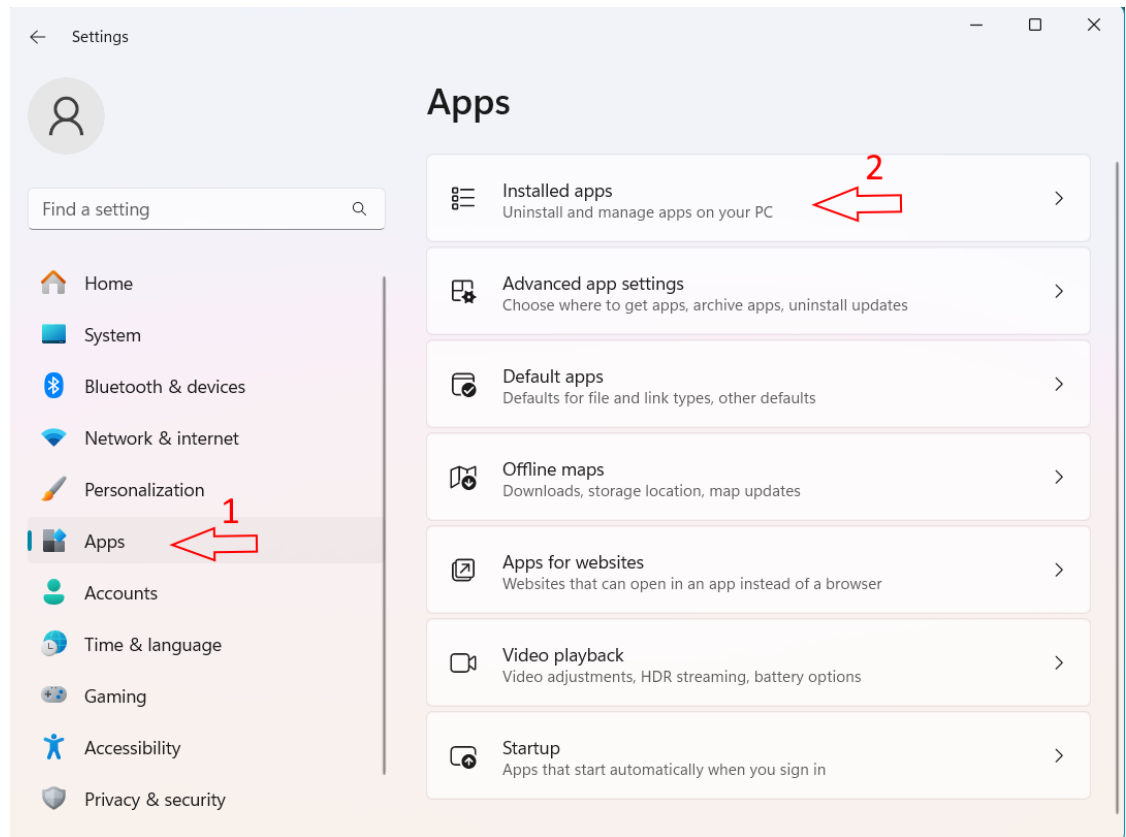
The solution is that the installer will scan for, and remove, the existing drivers before installing the new driver.

Installation Instructions

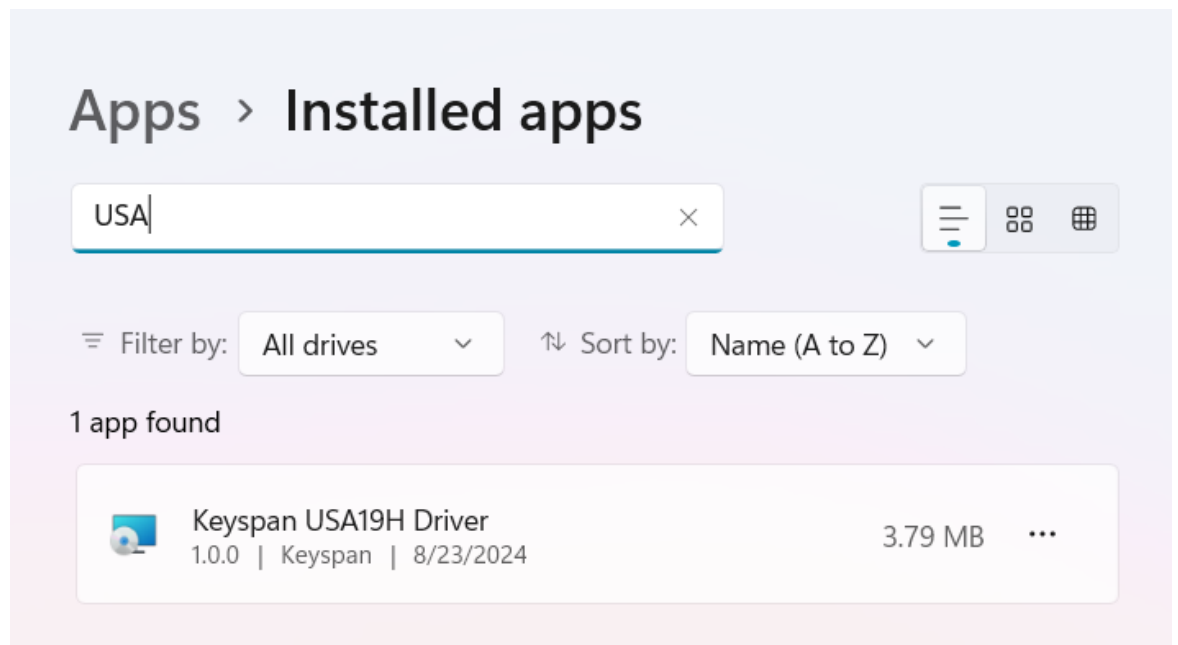
1. If the USA-19HS is attached to the computer, detach it before running the installer.
2. Uninstall previous versions of the driver by using the Apps and Features app in Windows Settings.
 - a. Open Windows Settings by pressing the Windows Key and the letter I



- b. On the left side of the Settings screen, select **Apps** (indicated by Arrow 1 in the image below) and then **Installed apps** (arrow 2 in the image below)

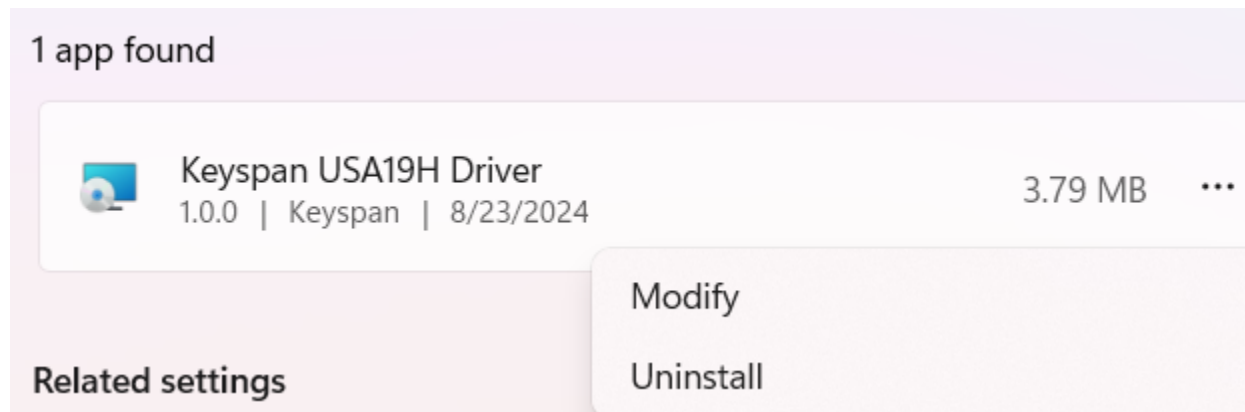


c. Search for “USA” in the Installed Apps search bar:

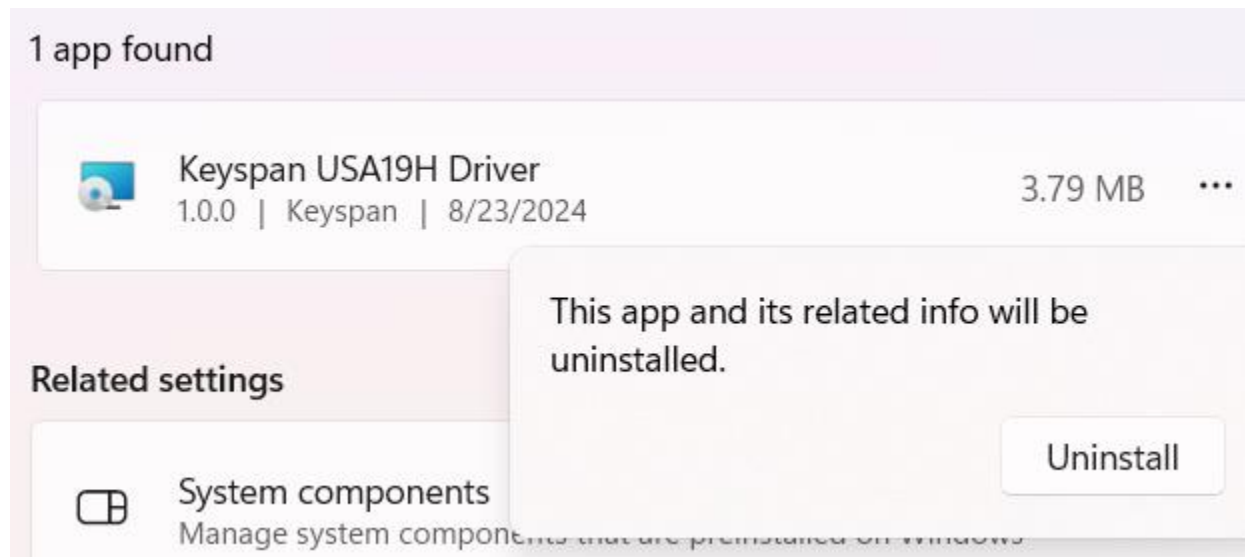


Note: actual results may vary depending on what version is installed, or if there are other programs that have “USA” in their name.

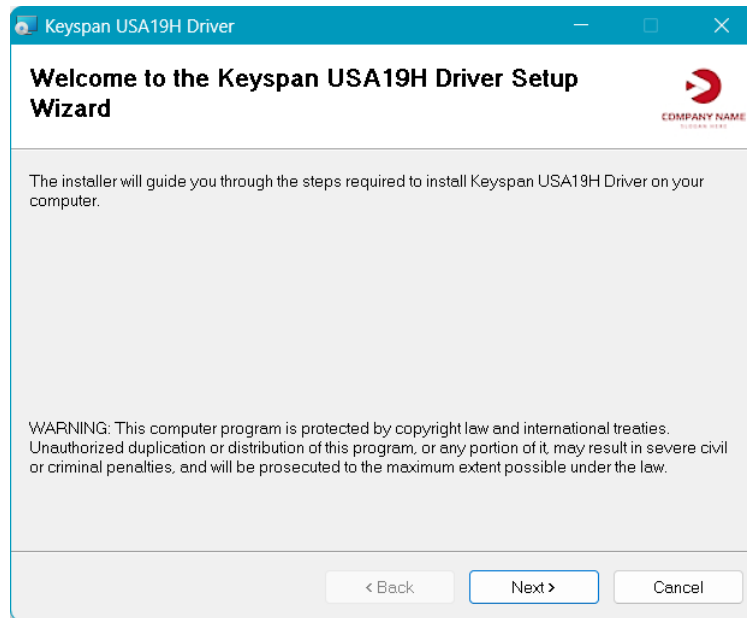
- d. Select the **Keyspan USA-19HS Driver** entry, and click the elipsis on the right side of the row.



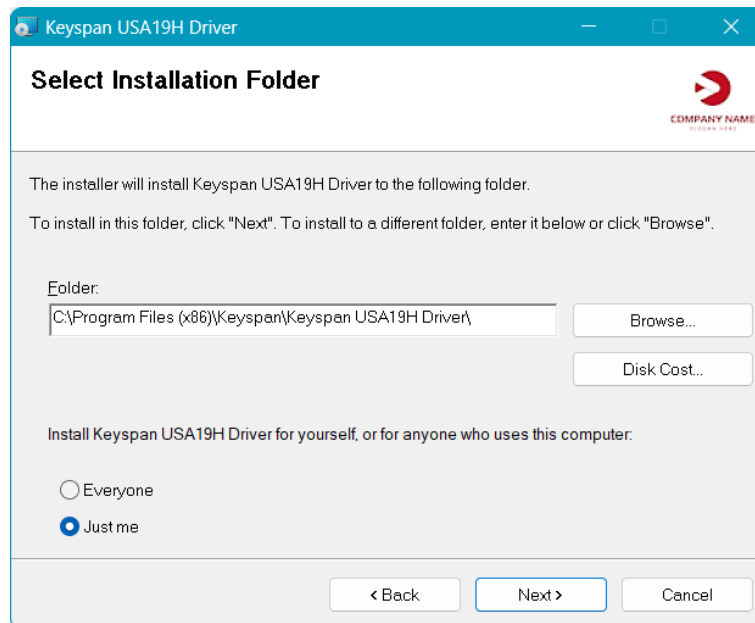
- e. Choose Uninstall from the popup menu, and then click Uninstall.



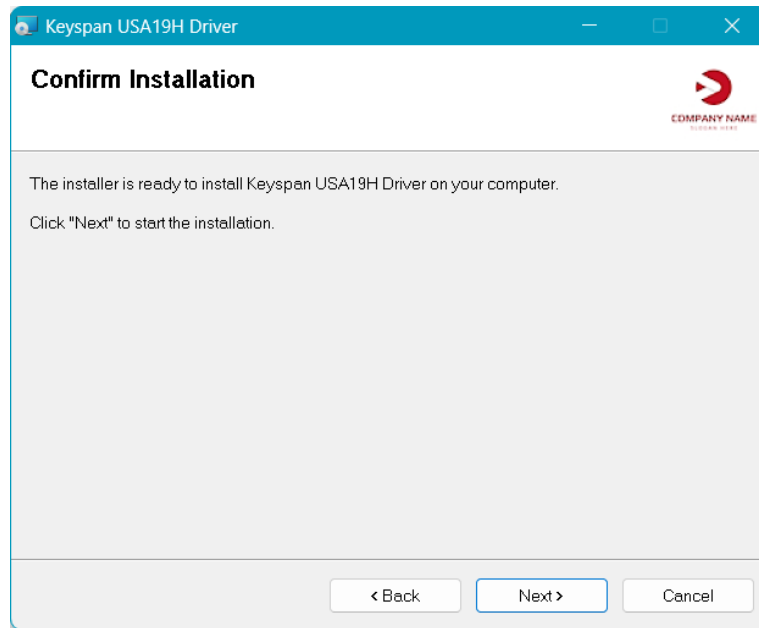
3. Once the uninstall is complete, you may proceed with the driver installation.
- a. Double-click the **USA-19HS Driver Installer.msi** file. The installer should begin, and show this screen. Click Next to begin.



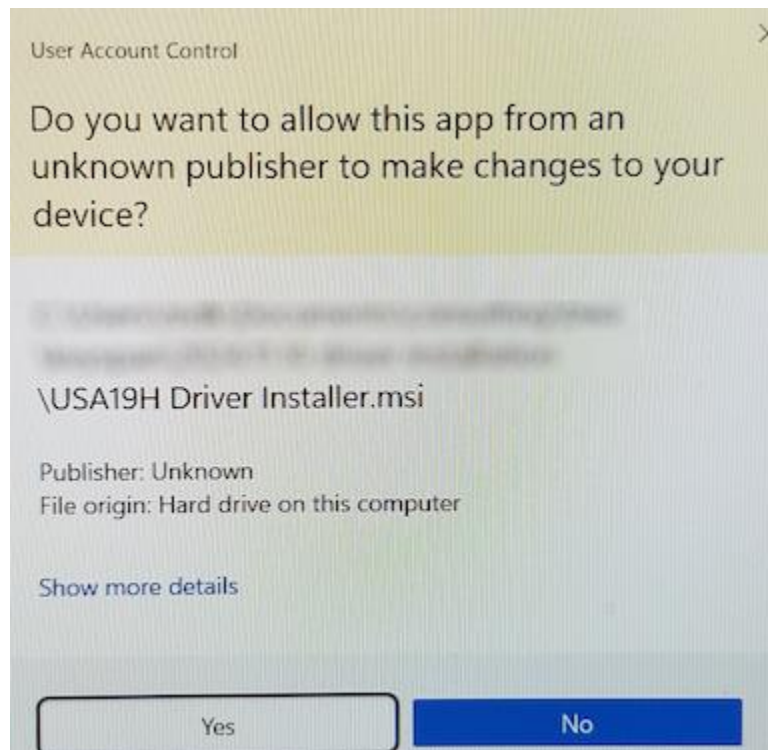
b. Select the installation folder, and click Next.



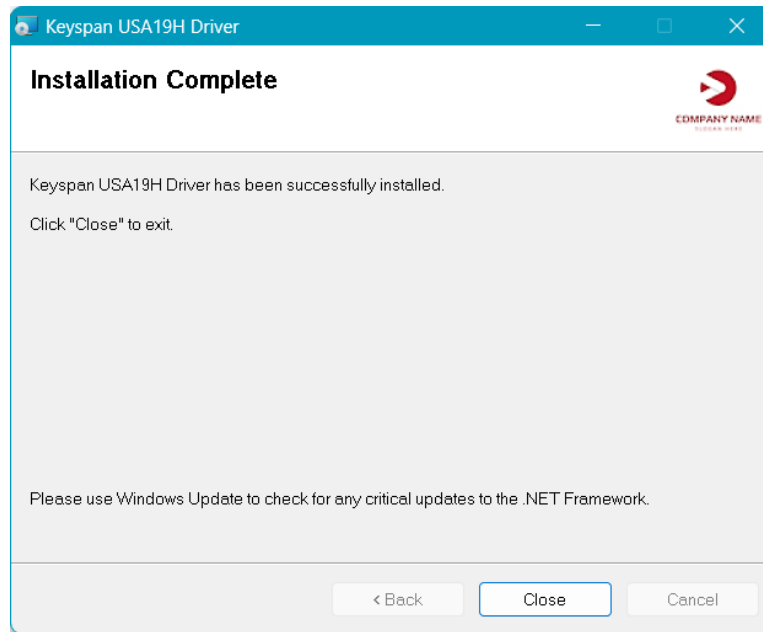
c. Confirm your selections by clicking Next.



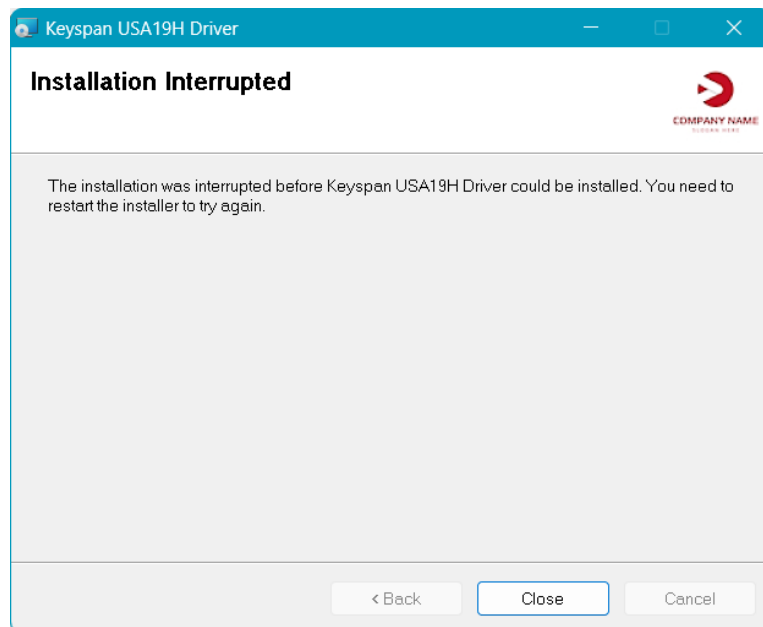
- d. Windows will display a User Access Control window similar to the following. Click Yes to allow the changes and proceed, or No to cancel the installation.



- e. Assuming access was granted, the installation will proceed. At the end of the process, the following screen will be shown. Click Close.



- f. If access was not granted, or another error occurred, the installer will show a screen similar to the following:



4. Once the installation is complete, attach the USA-19HS to the system.
5. The device should be recognized by Windows, and the new drivers loaded automatically.

Troubleshooting

The majority of users will likely have no issues with this installation. This issue only affects users who:

1. Have previous versions of the drivers installed.
2. Have memory integrity disabled on their system.
3. Install the new driver versions.
4. Turn memory integrity back on.

A key symptom of this issue is that the device appears in the Device Manager, but with a yellow exclamation mark. Right-clicking the device icon, and choosing properties will state that there are no drivers for the device.

Resolution

Normally, running the new installer again should resolve the problem. However, if this does not succeed, manually removing the old drivers is recommended.

When the software is uninstalled, all items in the folders are removed. However, this does **not** remove the driver from Windows.

During driver installations, Windows stores a copy of the driver in the Windows Driver Store. This allows Windows to recognize the device in the future when it is attached to the system.

When the driver is stored, it is assigned a new driver name in the form “oem<Number>.inf”, where <Number> is a number assigned by Windows. For example, the USA19H driver

“19hp.inf” might be named “oem99.inf” in the driver store. The actual number is selected by Windows, and varies from system to system.

In order to remove the driver from the driver store, the oem driver store name must be used.

This can be accomplished by the following procedure:

1. Open a Command Prompt by choosing Run As Administrator.
2. Type in:

```
pnputil.exe /enum-drivers
```

3. A long list of drivers will be displayed, somewhat like the following:

```
Command Prompt

C:\>pnputil /enum-drivers
Microsoft PnP Utility

Published Name:    oem53.inf
Original Name:     19h.inf
Provider Name:     KSPN
Class Name:        Universal Serial Bus controllers
Class GUID:        {36fc9e60-c465-11cf-8056-444553540000}
Driver Version:    08/16/2024 17.14.44.557
Signer Name:       Microsoft Windows Hardware Compatibility Publisher

Published Name:    oem86.inf
Original Name:     19hp.inf
Provider Name:     KSPN
Class Name:        Ports (COM & LPT)
Class GUID:        {4d36e978-e325-11ce-bfc1-08002be10318}
Driver Version:    08/16/2024 17.14.44.551
Signer Name:       Microsoft Windows Hardware Compatibility Publisher

Published Name:    oem55.inf
Original Name:     appleusb.inf
Provider Name:     Apple, Inc.
Class Name:        Universal Serial Bus devices
Class GUID:        {88bae032-5a81-49f0-bc3d-a4ff138216d6}
Driver Version:    10/02/2020 486.0.0.0
Signer Name:       Microsoft Windows Hardware Compatibility Publisher

Published Name:    oem34.inf
Original Name:     avolutenh3ext.inf
```

4. Scroll through the list, and find the entries for the USA-19HS drivers. The drivers can be identified by the following criteria:

- Original Name will be 19h.inf or 19hp.inf.
- Provider Name will be KSPN.

There will usually be at least two entries, and sometimes more. Example entries:

```
Published Name:    oem53.inf
Original Name:     19h.inf
Provider Name:     KSPN
Class Name:        Universal Serial Bus controllers
Class GUID:        {36fc9e60-c465-11cf-8056-444553540000}
Driver Version:    08/16/2024 17.14.44.557
Signer Name:       Microsoft Windows Hardware Compatibility Publisher

Published Name:    oem86.inf
Original Name:     19hp.inf
Provider Name:     KSPN
Class Name:        Ports (COM & LPT)
Class GUID:        {4d36e978-e325-11ce-bfc1-08002be10318}
Driver Version:    08/16/2024 17.14.44.551
Signer Name:       Microsoft Windows Hardware Compatibility Publisher
```

5. Note the Published Name for each entry. This always starts with “oem”. In the above example, the oem names are “oem53.inf” and “oem86.inf”.

6. For each of these entries, type the following, substituting the oem name for the placeholder:

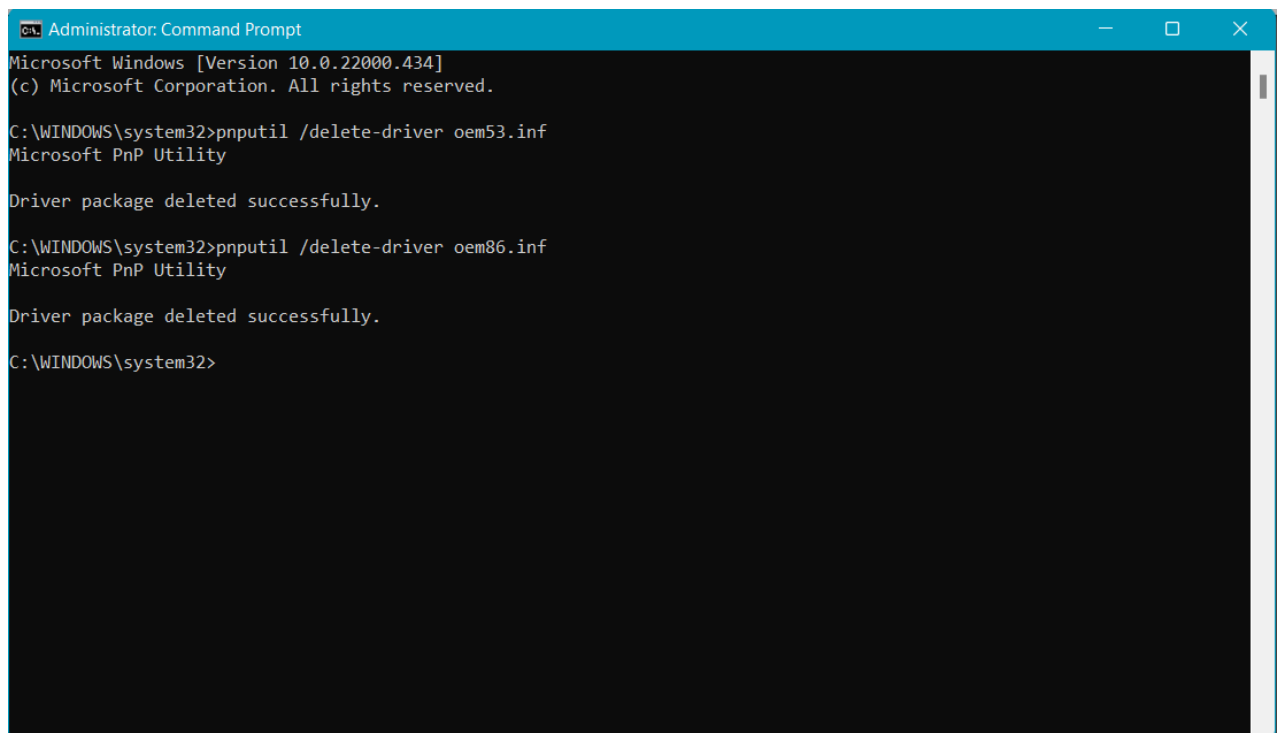
```
pnputil.exe /delete-driver <oem name> /uninstall
```

The commands to remove the entries above would be:

```
pnputil.exe /delete-driver oem53.inf /uninstall
```

```
pnputil.exe /delete-driver oem86.inf /uninstall
```

7. After each command, pnputil should respond with “Driver Package deleted successfully.”.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.434]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>pnputil /delete-driver oem53.inf
Microsoft PnP Utility

Driver package deleted successfully.

C:\WINDOWS\system32>pnputil /delete-driver oem86.inf
Microsoft PnP Utility

Driver package deleted successfully.

C:\WINDOWS\system32>
```

8. Repeat until all of the entries are gone.
9. Run the installation program again, and the drivers should install without any problems.
10. Verify that Windows recognizes the USA19H when it is attached to the computer.