Documentation

Installation & Configuration

signotec Virtual Comport Driver

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Contents

1. Requirements 4
2. Installation 5
   2.1. Silent installation 9
   2.2. Silent uninstall 9
3. Configuration 10
4. Changing the COM port 11

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List of changes

Version	Date	Person responsible	Status/Note
1.0.0	2 December 2014	Ferenc Hilker	Creation of the documentation
1.0.1	6 July 2016	Ferenc Hilker	Enhancement to the supported operating systems and signature devices.
1.0.2	18 October 2016	Ferenc Hilker	Legal notice Added
1.0.3	27 July 2022	Ferenc Hilker	Requirements adapted

1. Requirements

In order to install the Virtual Comport Driver, you require local administrator rights.

The driver runs on the following operating systems and supports both 32-bit and 64-bit versions.

Operating system	32-bit	64-bit
Windows XP	Not supported	Not supported
Windows Vista	Not supported	Not supported
Windows 7	Not supported	Not supported
Windows 8	Not supported	Not supported
Windows 10	Supported	Supported
Windows 11	Not supported	Supported

The Sigma, Omega, Alpha, Gamma, Delta and Zeta signature devices are supported (USB HID/WinUSB version).

A virtual COM port can be created for one signature device per computer. If multiple devices are connected, the one that is found first is used.

2. Installation

IMPORTANT

An update installation of the demo version to the licensed version is currently not possible. Please uninstall the demo version first.

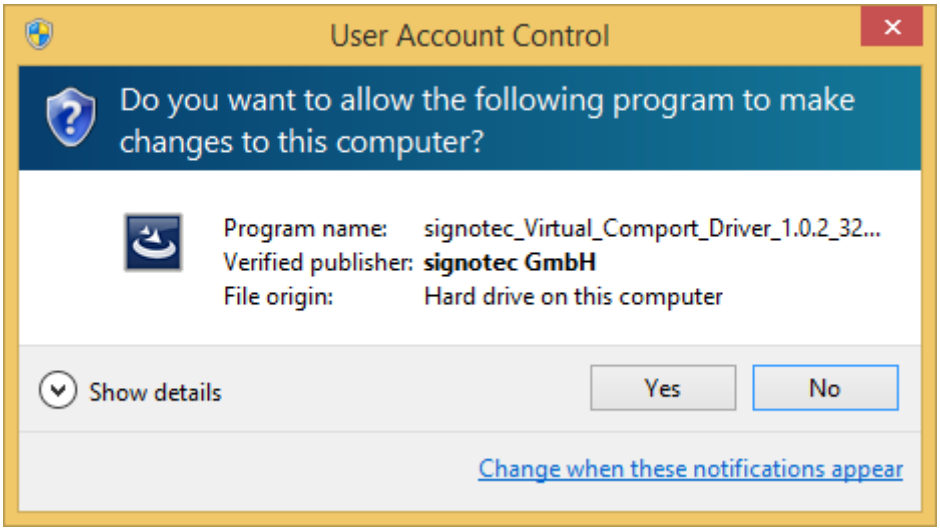
Please note that you must use different installation files, depending on whether you have a 32-bit or 64-bit operating system. First of all, please find out which operating system you are using. For a 32-bit system start the

signotec_Virtual_Comport_Driver_X.X.X_32Bit.exe file

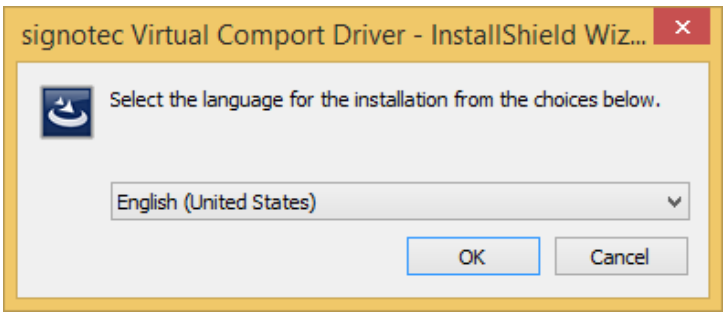
and for a 64-bit system, start the

signotec_Virtual_Comport_Driver_X.X.X_64Bit.exe file.

If User Account Control (UAC) is activated, the following message appears. Click Yes to confirm.

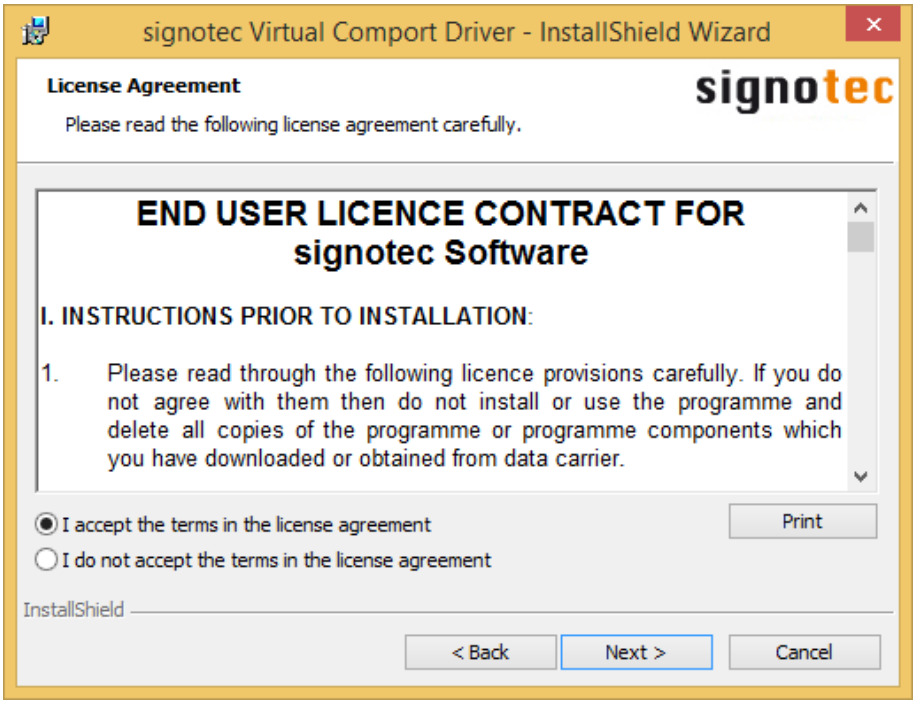


The language selection dialog box for the setup appears next to allow you to select either English or German. Select a language and then click OK.

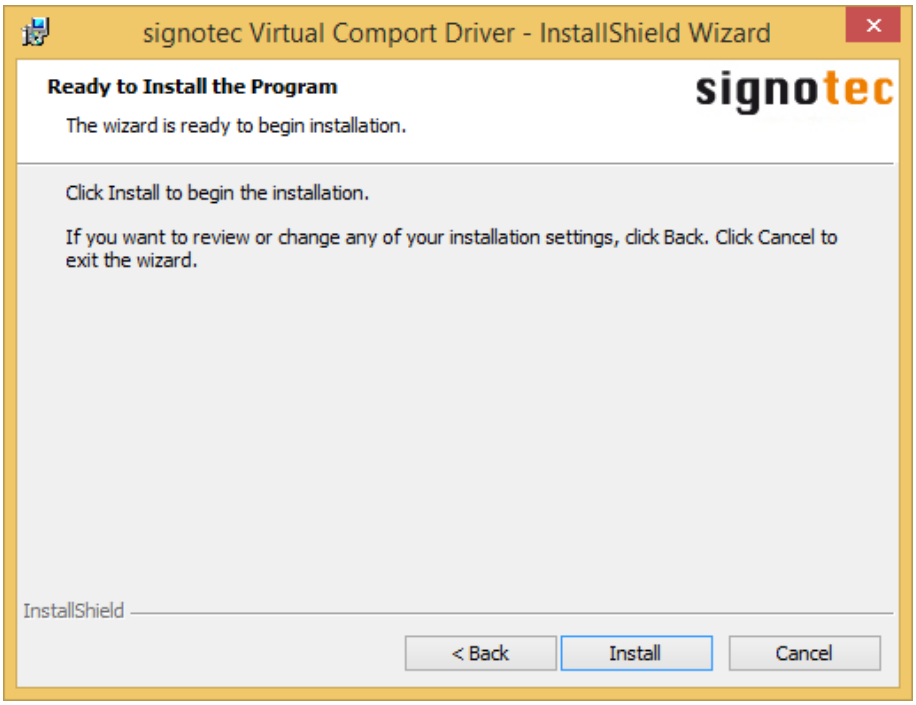


After you have selected the setup language, the installation is prepared and a Welcome screen appears. Please click Next >.

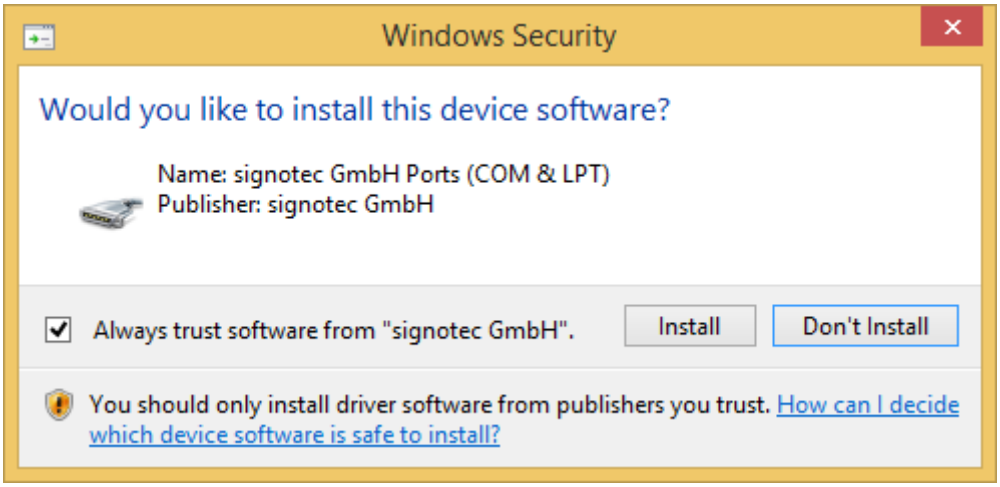
The license agreement then appears. Please read it carefully and confirm by selecting the 'I accept the terms in the license agreement' option. Once you have done this, please click Next >.



Finally, all you need to do is start the installation. To do this, click Install.



Click Install again to confirm the Windows security message. You can also choose to activate the Always trust software from "signotec GmbH" option if you intend to install further signotec GmbH device software and you no longer want this message to be displayed.



Click Finish to complete the installation.

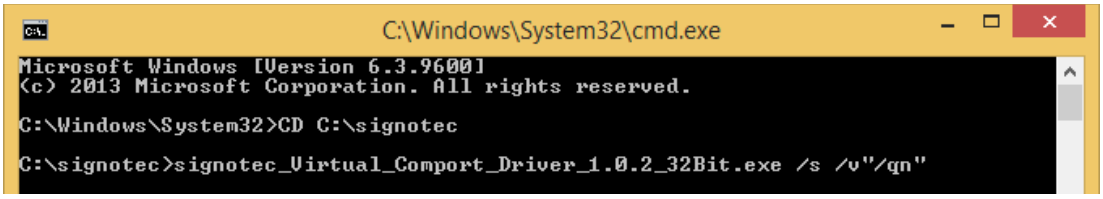
2.1. Silent installation

A silent installation allows you to install the Virtual Comport Driver without displaying any dialog boxes. This means that no additional user interaction is necessary; all you need to do is confirm the Windows security message. To perform a silent installation, start the command prompt. Switch to the directory that holds the setup file.

Now enter the following command to carry out the installation. The elements highlighted in orange need to be adapted according to your own system and setup.

Path\signotec_Virtual_Comport_Driver_X.X.X_XXBit.exe /s /v"/qn"

Example:



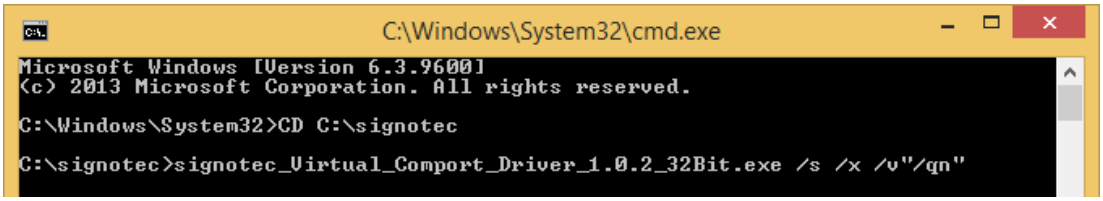
2.2. Silent uninstall

A silent uninstall allows you to uninstall the Virtual Comport Driver without displaying any dialog boxes. This means that no additional user interaction is necessary. To perform a silent uninstall, start the command prompt. Switch to the directory that holds the setup file.

Now enter the following command to carry out the uninstall. The elements highlighted in orange need to be adapted according to your own system and setup.

Path\signotec_Virtual_Comport_Driver_X.X.X_XXBit.exe /s /x /v"/qn"

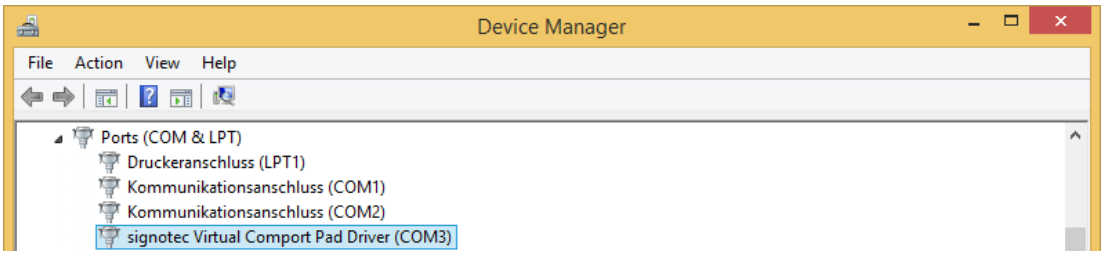
Example:



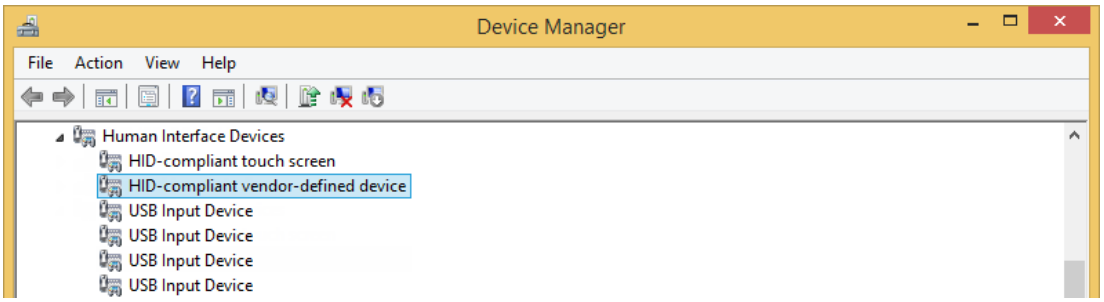
3. Configuration

If your signature device was not connected during the installation, please connect it to your computer now so that you can create the virtual COM port for the device.

Now open the Device Manager, look under Ports (COM & LPT) and find the signature device with the entry signotec Virtual Comport Pad Driver and the assigned port, in this case COM3.

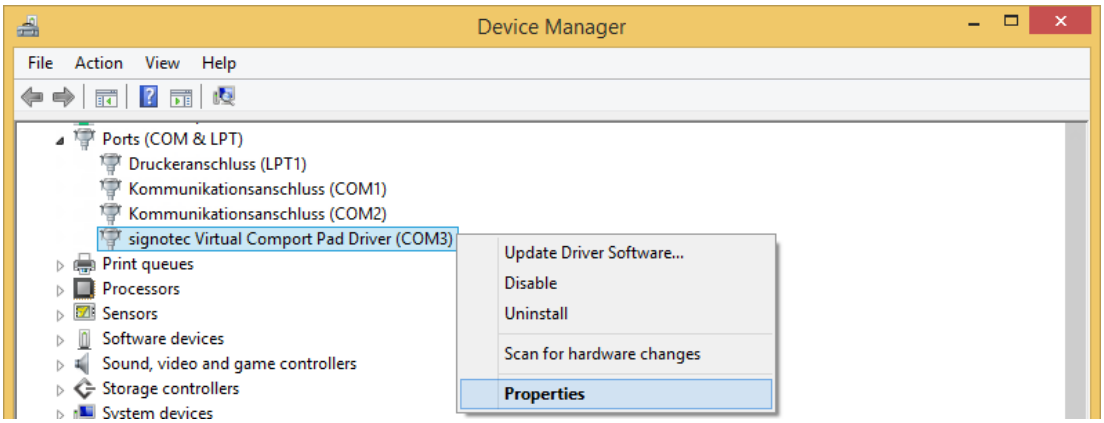


If you uninstall the Virtual Comport Driver, the device will be listed again under Human Interface Devices with the entry HID-compliant vendor-defined device.

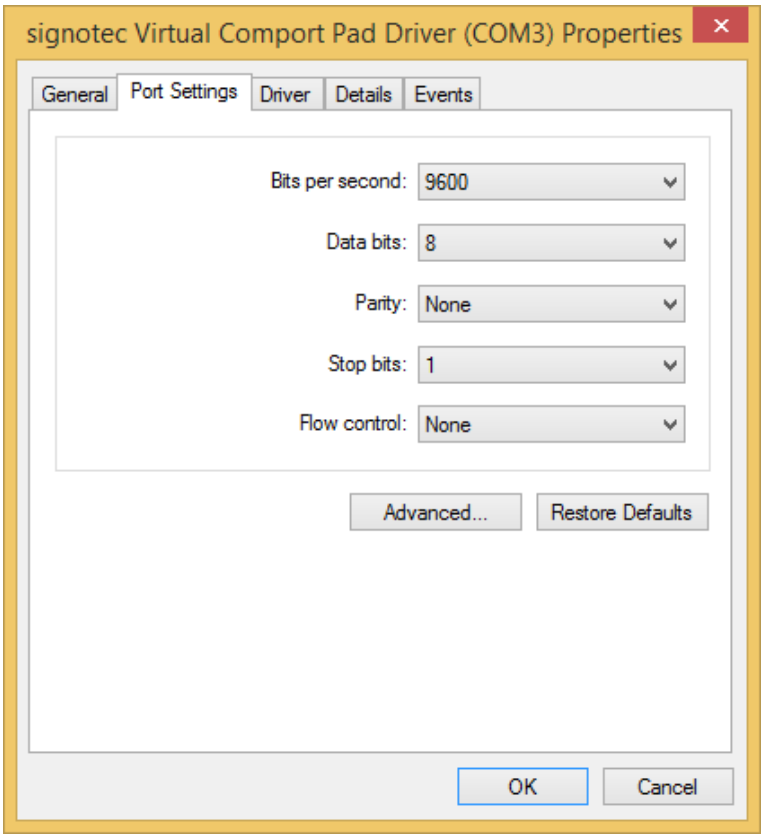


4. Changing the COM port

To change the COM port assigned for the device, please right-click the respective entry in the Device Manager and select Properties.



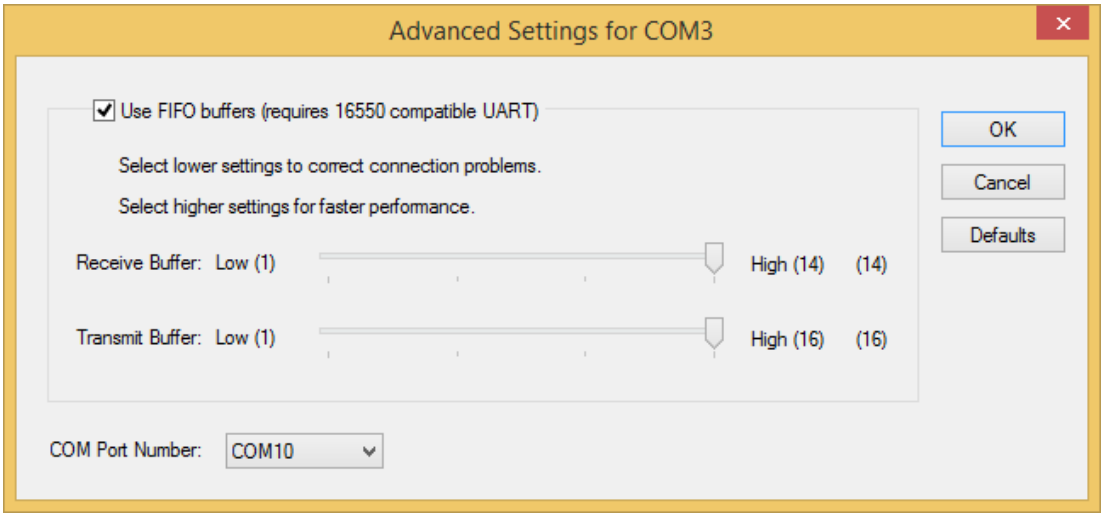
Select the Port Settings tab in the Properties window and then click Advanced….



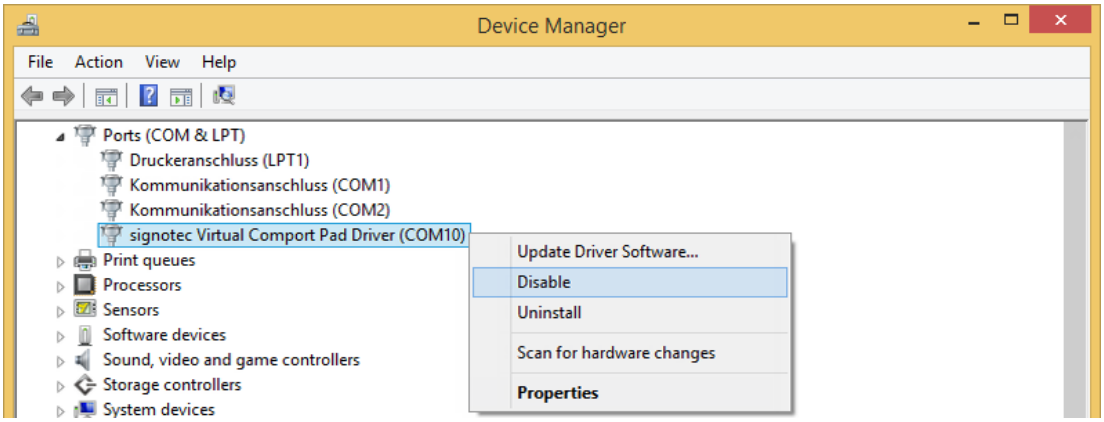
In the Advanced Settings, you can now select a new COM port under COM Port Number. Click OK to confirm the change. Also click OK to close the Properties window that is still open.

IMPORTANT

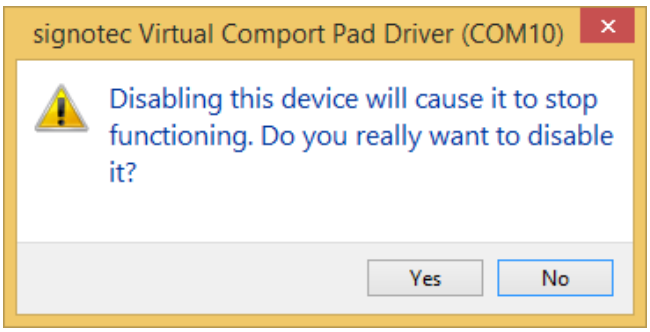
When selecting a new COM port, please make sure that you chose a port that is free. Ports that are already being used are listed with the text (already occupied).



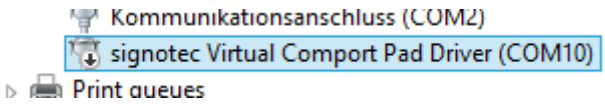
The device is now displayed with the newly assigned COM port. However, you still need to deactivate and reactivate the device once so that it can be found by our applications. To do this, right-click the respective entry again in the Device Manger and select Disable.



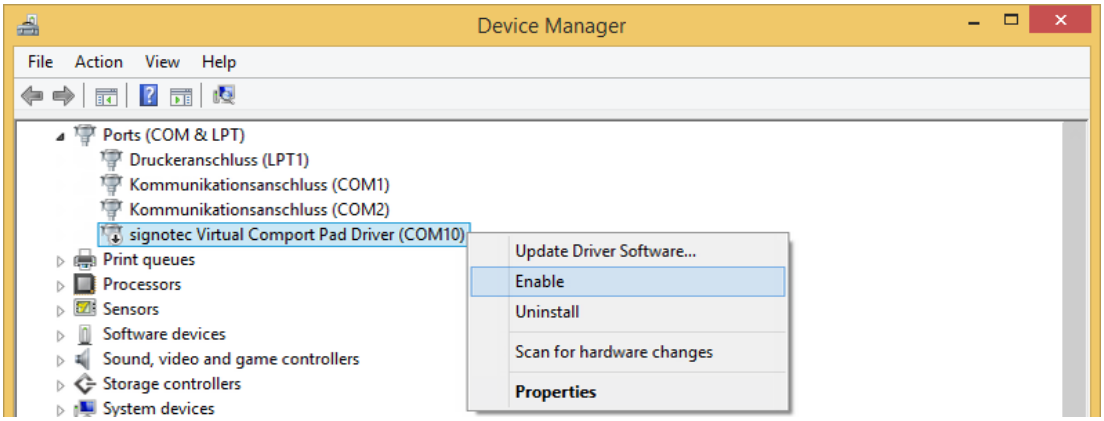
A warning will be displayed when you try to disable the device. Please click Yes to confirm this warning message.



The device will then be displayed as disabled in the Device Manager.



Now enable the device again by right-clicking the respective entry once more in the Device Manger, however, please select Enable this time.



The device is active again and you can close the Device Manager.