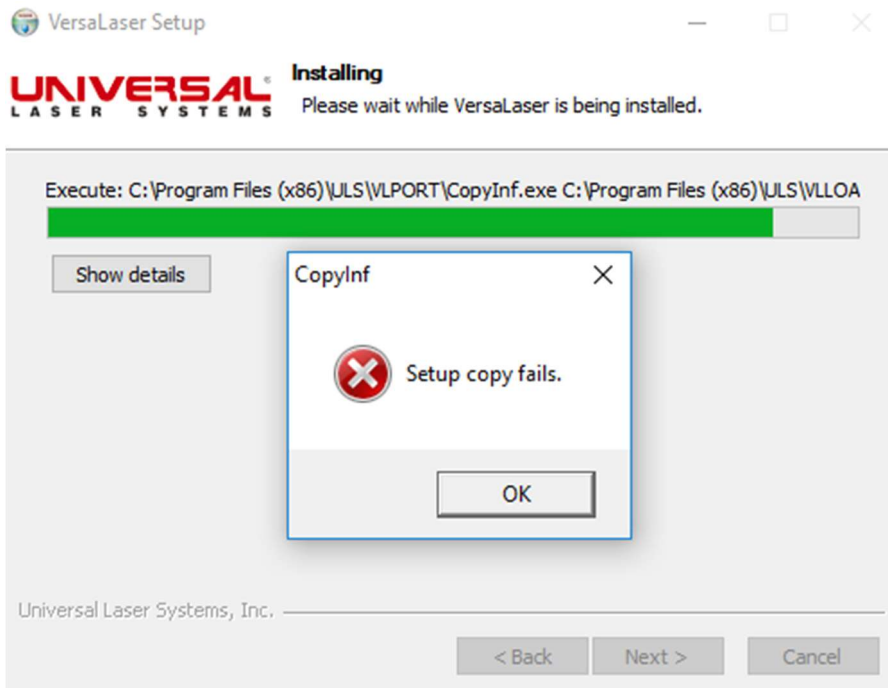


VL & MVX Driver Signing Issue with Windows 10

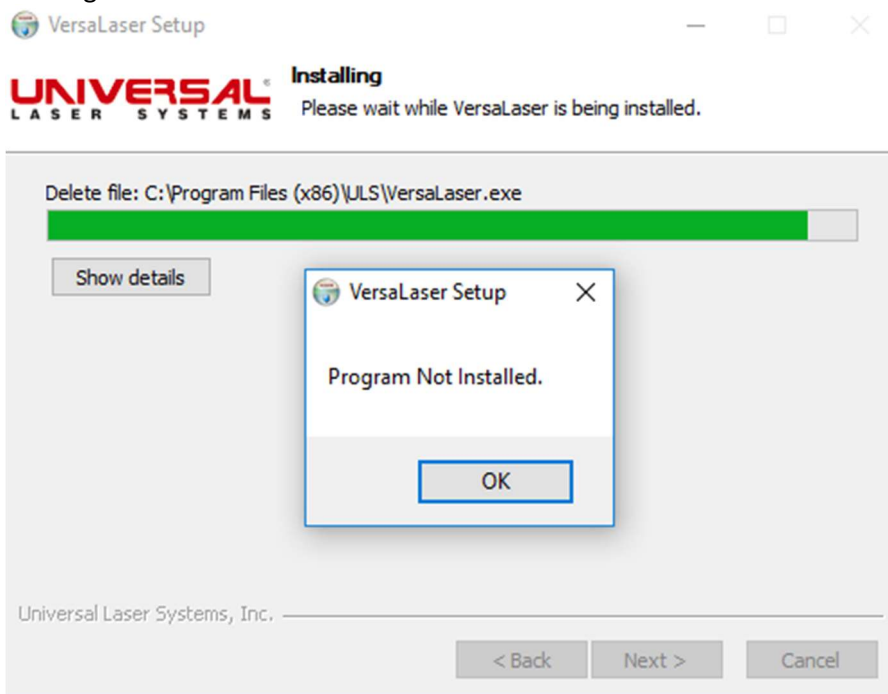
On some Windows 10 systems it has been noted that there is an issue with driver signing that will not allow the driver to install. This document will show the symptoms & workaround for this issue.

VL Driver Installation:

The driver signing issue during a VL driver installation will first show an error message that the setup copy has failed:



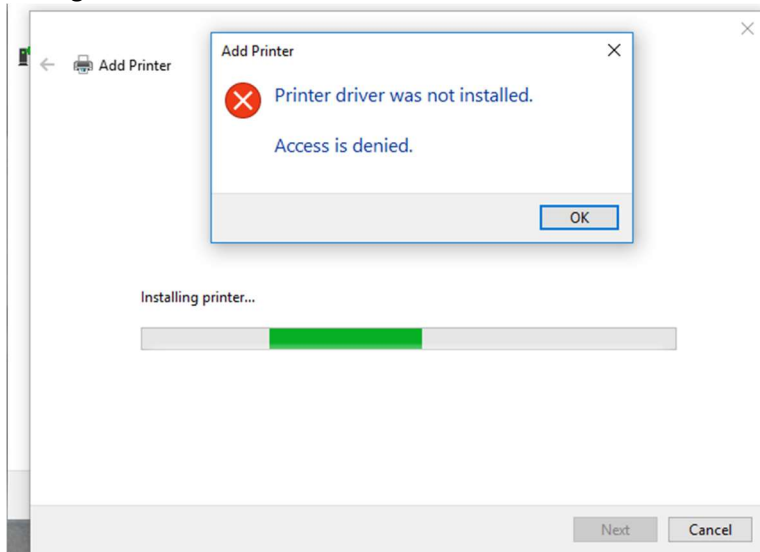
Clicking OK on this will allow the installation to continue until another error message appears:



Clicking OK on this message will abort the driver installation.

MVX & VL Advanced Driver Installation:

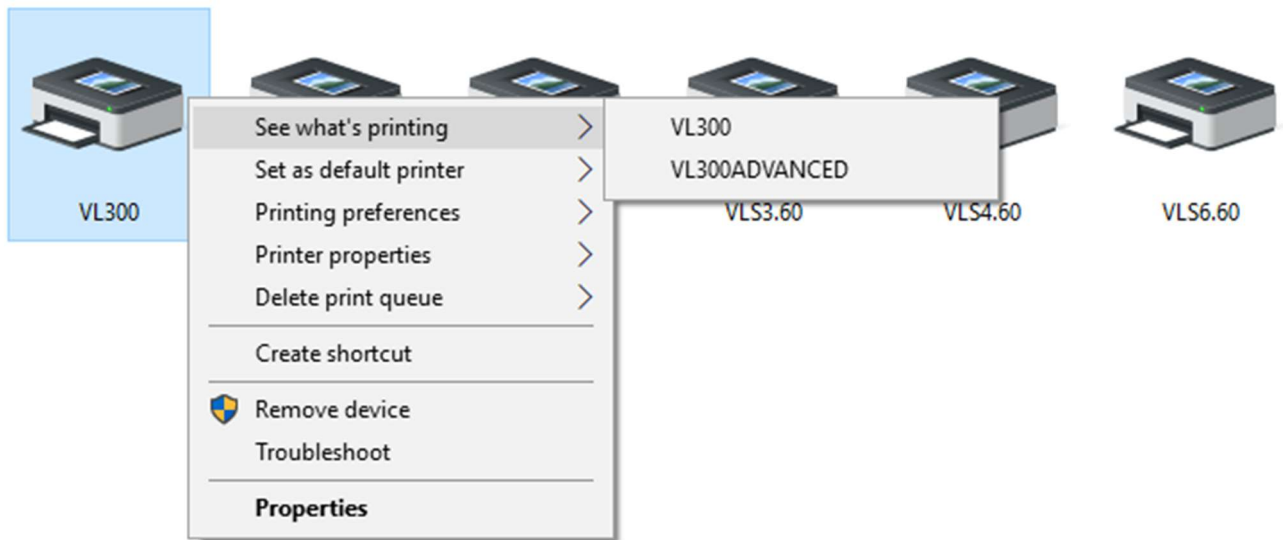
Both the MVX and VL Advanced driver share the same installer package installation. The driver signing issue during an installation of either an MVX or VL Advanced driver will show the error message below:



Workaround:

Until the driver signing issue is corrected, use the procedure below to install the driver:

1. For VL Standard Driver Install – Run the VL standard driver installer – when it fails, reboot the computer. After the computer reboots, you should be able to run & fully install the VL standard driver.
2. For VL Advanced Driver install – Run the manual setup procedure for adding a printer as normal. When the install fails, reboot the computer. After the computer reboots, you should be able to run & full install the VL Advanced driver. (If you have both the VL Standard & VL Advanced drivers installed, each will appear as a separate printer selection in the Windows print dialog but both drivers will be combined into one icon in the printers & devices section – you will have to right click on the VL printer icon to see the separate drivers):



3. For MVX Driver Install – Run the manual setup procedure adding a printer as normal. When the install fails, reboot the computer. After the computer reboots, you should be able to run & install the MVX driver.