Intraoral Sensor – Driver Not Recognized or Toolbar Not Turning Green

Topics:
1. Sensor is enabled in software
2. Disable User Account Control
3. Disable Driver Signature Enforcement
4. Other Considerations

Required Action: Checking software configuration setup and files, Disabling Windows Settings through Manual Fix or Registry Fix, Disabling Windows Setting through Command Prompt or Advanced Startup, Reinstall of Drivers
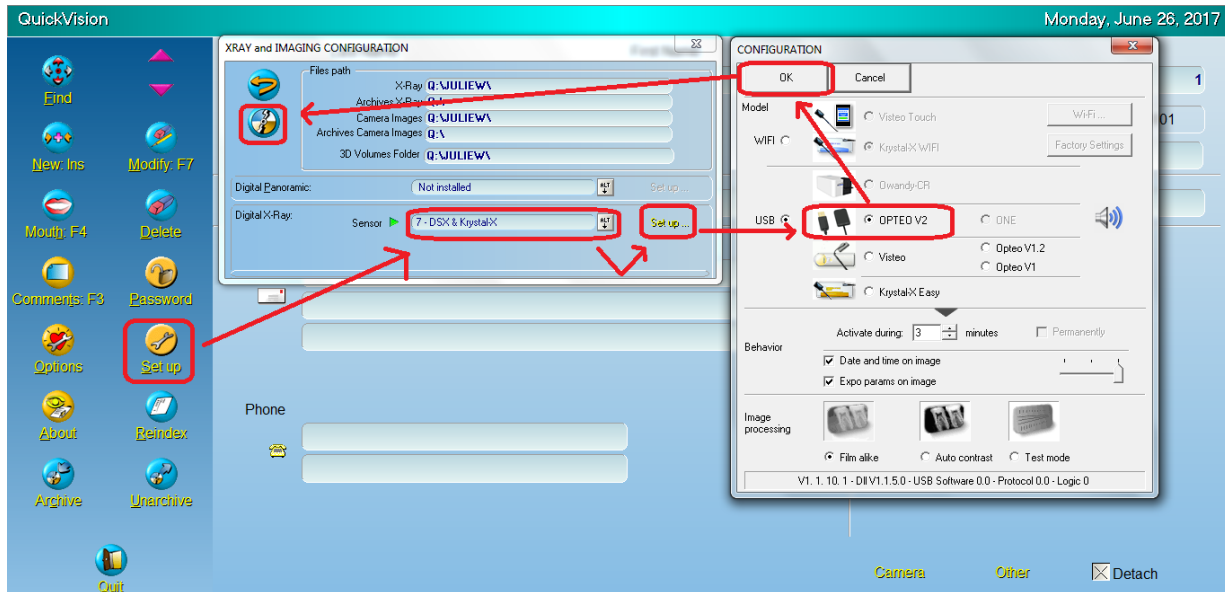
Description:

Sensor drivers have been installed but toolbar does not turn green from red. Or confirmation window does not confirm driver install. Or device in device manager is unknown or has a (!) next to it.

> *NOTE: during sensor driver install, make sure the sensor is plugged in direct via USB or via powered HUB before attmeping to run driver installer

1. **"Sensor is enabled in Software"**
   Make sure in the configuration the sensor device is selected and saved. With Quickvision, click on setup -> Digital X-Ray setup, select device and save (see first image next page). For third party software, make sure device is setup as default scanner or twain device. Have the sensor standalone feature open, but always call the sensor from the third party interface in order to prepare for acquisition.

If you continue to have trouble, also check the standalone configuration. Close out main imaging software, right click on the sensor toolbar and selecting configuration (if toolbar is not present check icons on right side of taskbar for a sensor icon or click on standalone shortcut on desktop). You will see a device selection in configuration. Select your sensor and save. If toolbar does not turn green, even when pressing Play button, go back into configuration to see if device selection setting saved. If it has not, exit the program entirely (right click and exit from desktop toolbar), go to the directory shown in Figure 2 and manually enter into the .ini file the selection, save the file. Reopen the standalone to test.
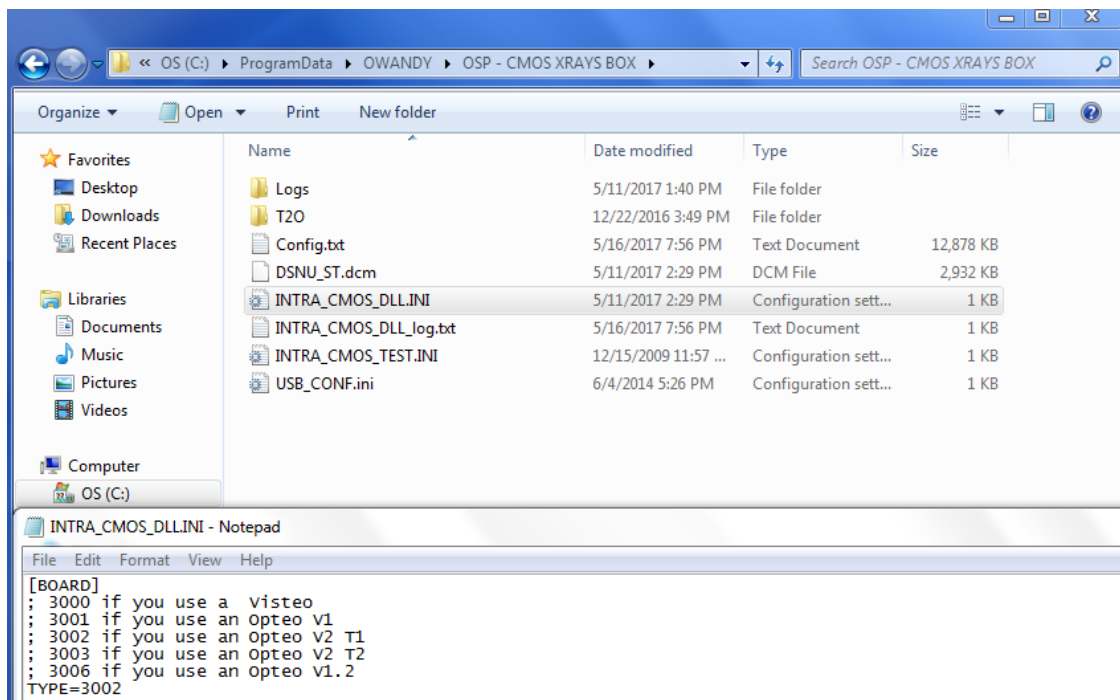

Fig. 2

2. **"Disable User Account Control**"
    Do this manually For Windows 7. For Windows 8 or 10, use the registry fix found on the article page or the link below. Place the registry key on the desktop, run the file, confirm it runs successfully. Then restart PC. Proceed to try reinstall. If problem remains the same, see next step.

    Disable UAC
    https://drive.google.com/open?id=0B1-G3Gr4cAiALUt0MnNmU1FEZTg

3. **"Disable Driver Signature Enforcement**"
    See below link below (copy and paste full link) for procedure and restart PC once complete. We recommend using Command Prompt method to permantently disable the feature. Run the driver install and make sure a confirmation is given that sensor has been installed. Check device manager for the absence of unknown device and display of correct device name. Make sure also (!) does not appear next to device. Try again procedure if not resolved, then contact support.

    Disable Drive Signature Enforcement
    http://bit.ly/2asqYLc

4. **"Other Considerations"**
    - If Driver Signature Enforcement cannot be disabled due to secure boot, the IT representative for the practice will have to disable it from the BIOS.
    - If you are using a USB HUB to connect the sensor to PC, make sure it is a powered HUB. Try installing the sensor with direct connection, or simply try to see if the problem is related to the HUB itself by testing with/without.

SEARCH ALSO: Disable Secure Boot