

SOFTWARE UPDATE NOTIFICATION (SUN) ZETASIZER DRIVER FOR WINDOWS 10 : PSS0060-01



PARTICLE SIZE



RHEOLOGICAL PROPERTIES



MOLECULAR WEIGHT



ZETA POTENTIAL

Introduction

This document details the release of Zetasizer Driver for Windows 10 (version 10.00)

Supported Language

- English

Supported Operating System

- Windows 10 (64-bit)

Software

This release contains the following:

- ZetasizerDriverSetup_10.00.exe
- Software Update Notification – Zetasizer Driver for Windows 10 version 10.00

Prerequisite

Before installing this software, the following software will need to be installed:

- Zetasizer software version 7.12

Recommended System Requirements

Intel Core 2 Duo, 4GB RAM, 160GByte hard disk drive, 1024 x 768 screen resolution running in 32 bit color mode, CD-ROM drive, 1 free USB port

Installation

It is assumed that you have Administrator rights for the computer. This is required by the installation process. For Zetasizer Series software, Windows 10 will not allow an installation if the user does not have administrator access. This is in line with Microsoft's Logo policy and is standard practice.

Before installation of the software, the instrument must be switched off and disconnected from the USB connector of the PC.

Installation Instructions

Before installing this software, please ensure the following:

- Zetasizer software version 7.12 has been installed
- Zetasizer software version 7.12 is not running
- PC is not connected to the instrument via USB cable.

During the installation of the USB drivers you may be prompted multiple times with the message shown in Figure 1.

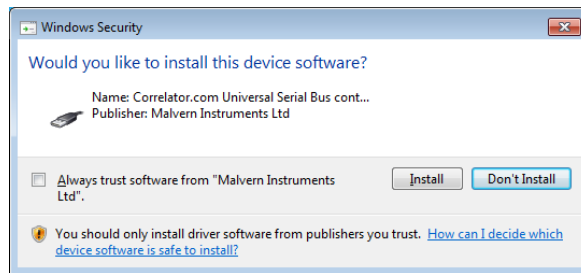


Figure 1: Install USB window

This warning can safely be ignored as the software installation has been fully tested on Windows 10. Press "Install" to continue installation of the USB drivers.

Uninstallation

The software can be uninstalled using the standard Add/Remove feature in the Windows Control Panel.

Problem Description

Although we have recently started to update our drivers to the newer SHA-2 (SHA-256) digital signatures, they do not meet the trusted certificate authority requirements of Secure Boot. When installing Malvern software and the associated drivers, PC's with both Secure Boot enabled and a Secure Boot aware operating system such as Windows 10, specifically the 2016 version 1607 onwards, will result in the operating system failing to find our drivers in the trusted driver database and will block the installation when the instrument tries to connect to the PC. This typically affects all kernel-mode drivers like our Zetasizer, Mastersizer 3000 and Kinexus etc.

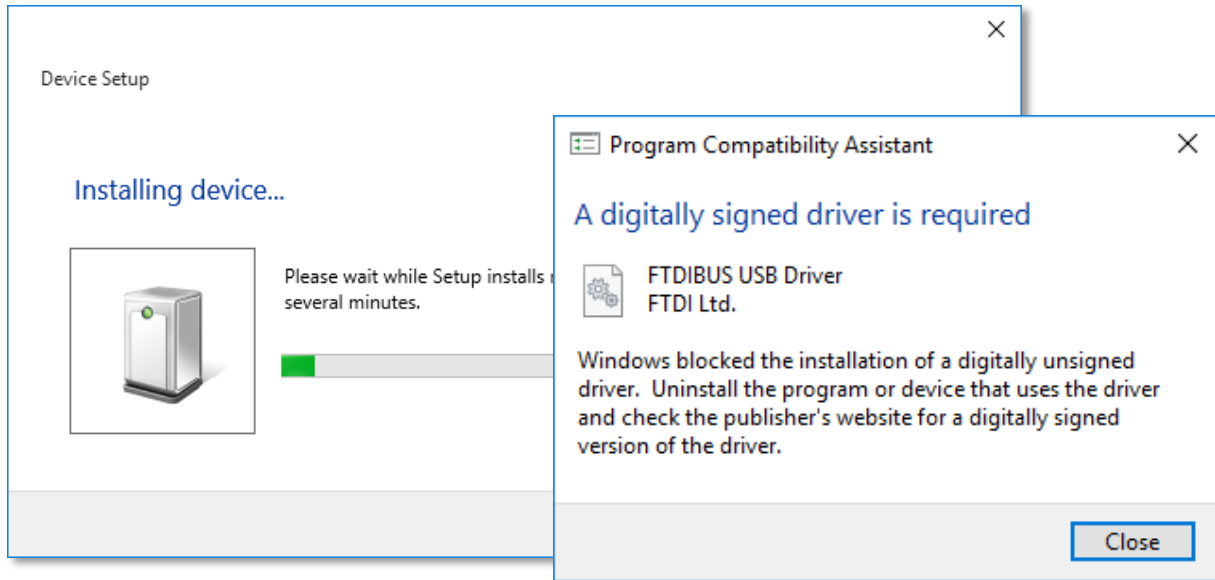


Figure 2. Windows 10 warning message after connecting the Instrument.

Problem Solution

After installing Zetasizer driver for Windows 10, Zetasizer Software 7.12 will work with Secure Boot enabled.

Please note if Zetasizer software 7.12 still fails to connect to the instrument, please restart the PC.

Malvern Instruments Ltd

Enigma Business Park • Grovewood Road
Malvern • Worcestershire • UK • WR14 1XZ

Tel: +44 (0)1684 892456

Fax: +44 (0)1684 892789

Malvern Instruments Worldwide

Sales and service centers in over 50 countries
for details visit www.malvern.com/contact

© Malvern Instruments Ltd 2017

more information at www.malvern.com