



## **NOTE 39**

### **Driver install fail on old Windows 10 builds**

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Older versions of Windows 10 (1607 or 1709, for instance) may experience a problem when installing a WDM driver. If the device manager shows the yellow exclamation mark (!) and status shows "Error 52" then the likely cause is an unsigned PORTCLS.SYS file. This can be verified by running sigverif.exe (a built-in windows utility). Since PORTCLS.SYS is a Windows component the fix for this issue is to either update the current version of Windows or install version 1803 or later.

#### **Tech Support**

If at any point you need help with this information please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST or email us at [support@audioscience.com](mailto:support@audioscience.com)

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