Knowledge Base Installation of GIGAPORT HD+ under Windows Vista/7/8.1/10 (from v3.3)

original release: 2015-09-16 | ID: KB00240EN



Introduction

This text describes how to install the GIGAPORT HD+ driver under Windows 10 (32- or 64-bit) with driver versions starting from version 3.3. The process is virtually the same for Windows Vista, Windows 7, Windows 8 and Windows 8.1. A description of the installation with earlier drivers (up to version 3.0) can be found here.

Preparation

If GIGAPORT HD+ is connected to your computer with the USB cable, disconnect it now. You will need to connect it again later during the installation.

Make sure that you have downloaded and unzipped the driver file with the driver you are about to install.

Installation

To start the installation, launch the setup program, which is an .exe file that is inside the driver download, by double clicking on it. Typically the filename is something like *GIGAPORT_HD_vX.YY_setup.exe* where *X.YY* is the version number of the driver. When launching the installer, Windows might display a security message. Make sure to allow the installation. After that, the following dialog will appear:



Click Next and then the following dialog will appear:

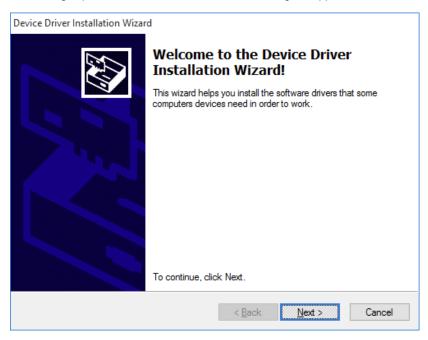
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ID. NDOOZFOLIN				
Setup - GIGAPORT HD Driver		_		×
Ready to Install Setup is now ready to begin installing GIGA	PORT HD Driver	on your compute	r. (
Click Install to continue with the installation				
	< Back	Install	Can	ncel

Now click *Install*. Files are now being copied. After some time an additional dialog will appear:



Confirm this by clicking *Next*. Again some files are being copied and typically you will be prompted with a *Windows Security* message like this:

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	📰 Windows Security	×
	Would you like to install this device software?	
	Name: ESI Sound, video and game controllers Publisher: ESI Audiotechnik GmbH	
	Always trust software from "ESI Audiotechnik Install Don't Inst GmbH".	tall
	You should only install driver software from publishers you trust. <u>How can I decide widevice software is safe to install?</u>	<u>hich</u>

Confirm it by clicking Install. After a while the installation then will be completed and the following dialog will appear:

Device Driver Installation Wizard					
	Completing the Device Driver Installation Wizard				
	The drivers were successfully in:	stalled on this computer.			
	You can now connect your devi came with instructions, please re	ce to this computer. If your device ad them first.			
	Driver Name	Status			
	 ESI (GIGAPORTHD_AA ESI (GIGA_01) MEDIA (I			
	< Back	Finish Cancel			

Once you see this, click Finish.

Now you need to connect GIGAPORT HD+ to your computer with the USB cable. Windows will automatically install the driver for it, which is a process that runs in the background and normally takes a few seconds (up to a couple of minutes). Once this process is finished, please restart your computer manually. Once the system starts again and you are logged in, you will see that the GIGAPORT HD+ control panel is now automatically being loaded and displayed - the installation is finished.

Uninstallation

In case you need to uninstall the driver at a later time, you will find it under *Settings* > *System* > *Apps & features* (under Windows 10) or in the list of installed *Programs* in Windows *Control Panel* (with previous Windows versions). You can simply remove it there.