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

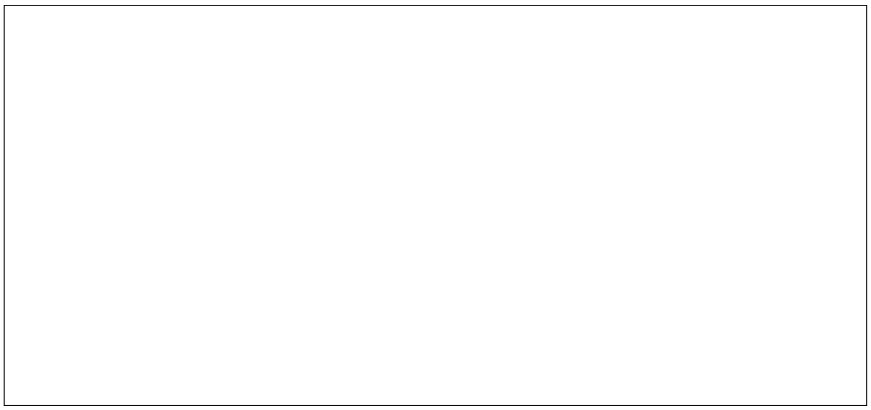


Confirm this by clicking *Next*. Again some files are being copied and typically you will be prompted with a *Windows Security* message like this:

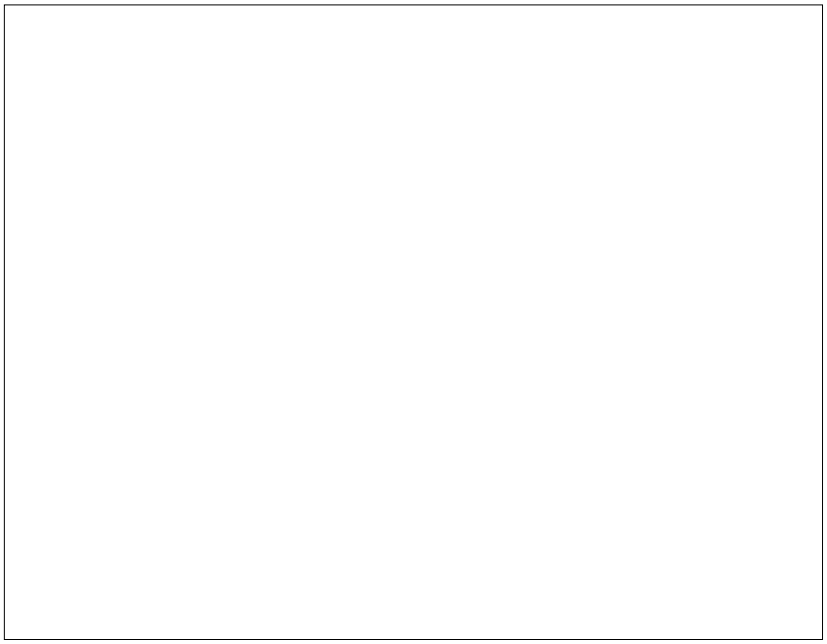
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Confirm it by clicking *Install*. After a while the installation then will be completed and the following dialog will appear:



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.

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