

SETCCE

BetrSign®COCKPIT FAQ & TROUBLESHOOTING

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1. FAQ & TROUBLESHOOTING

1.1. SETCCE BetrSign® can not connect to BetrSign®COCKPIT

Q1: When I click on Sign in SETCCE BetrSign® application, I get the following error message.

BetrSign® can not connect to BetrSign® COCKPIT

BetrSign® can not connect to component BetrSign® COCKPIT, since BetrSign® COCKPIT is not running or not installed. Follow these steps:

1. Check if BetrSign® COCKPIT is installed by finding this icon on your desktop



2. If you have found the icon:

- Double click the icon to run application.
- Return to this window and click 'Refresh'.

3. If BetrSign® COCKPIT is not installed:

- Download and install application to your computer - select 'Install'.
- Install application (double click the file you have just downloaded and follow instructions).
- Return to this window and click 'Refresh'.

Refresh

Install

Error date: 07.07.2022 14:05:45
Job id: 9289b93b-f08c-4515-822a-a3af6801097f
Host: https://app-test.betrsign.com

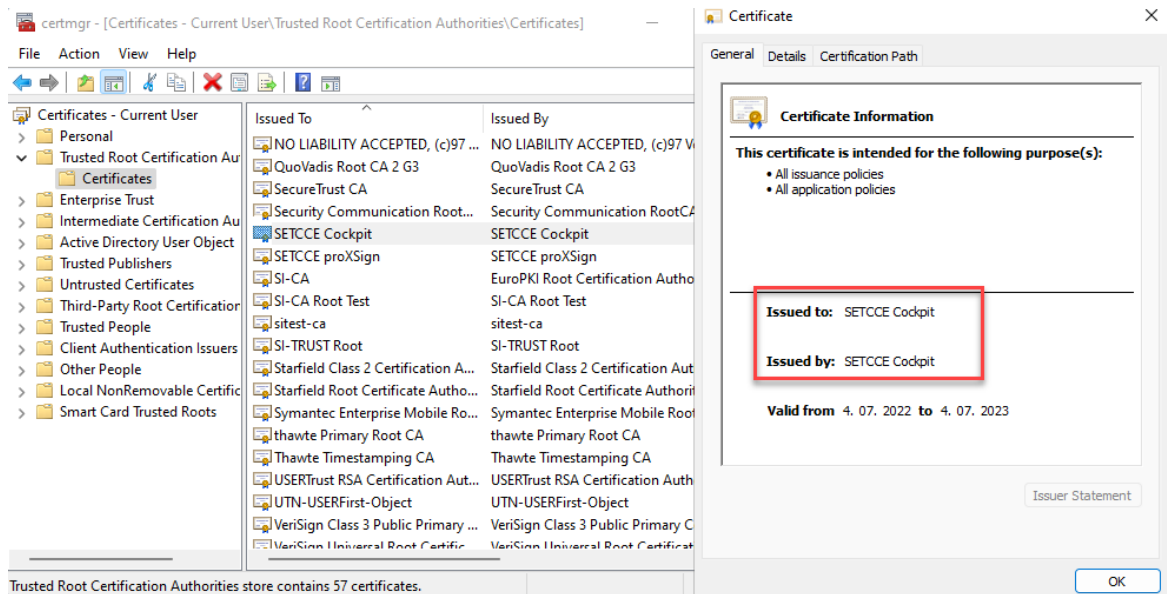
A1:

1. Check all 3 steps, described in Message Window first!
2. Browsers communicate with SETCCE BetrSign®COCKPIT component over one of the following unused ports: 14972, 41472, 57214, 61427, 13200-13320. In order to run SETCCE BetrSign®COCKPIT component in your environment you have to ensure that one of the listed ports are opened and unused. Contact your system administrator.
3. There could be some issues related to SETCCE Cockpit digital certificate. Most common reasons are:

a.) **SETCCE Cockpit certificate is not installed into your user certificate store.**

You should follow next steps:

1. First, check if SETCCE Cockpit digital certificate exists in your user store.
Go to Start->mmc.exe->select File/Add and remove Snap-in...->Certificates->My user account->Finish->OK.



2. If you can not find it, then try to install it manually:

Choose Trusted Root Certification Authorities->Certificates->All tasks->Import and import
`[C:\Users\user] \AppData\Roaming\SETCCE\Cockpit\PluginRoot.crt.`

If you are using Mozilla Firefox browser, then simply close the browser, Quit BetrSign@COCKPIT and run it again. At this point, SETCCE Cockpit digital certificate will be installed into your Mozilla Firefox digital certificate store, among tab Authorities.

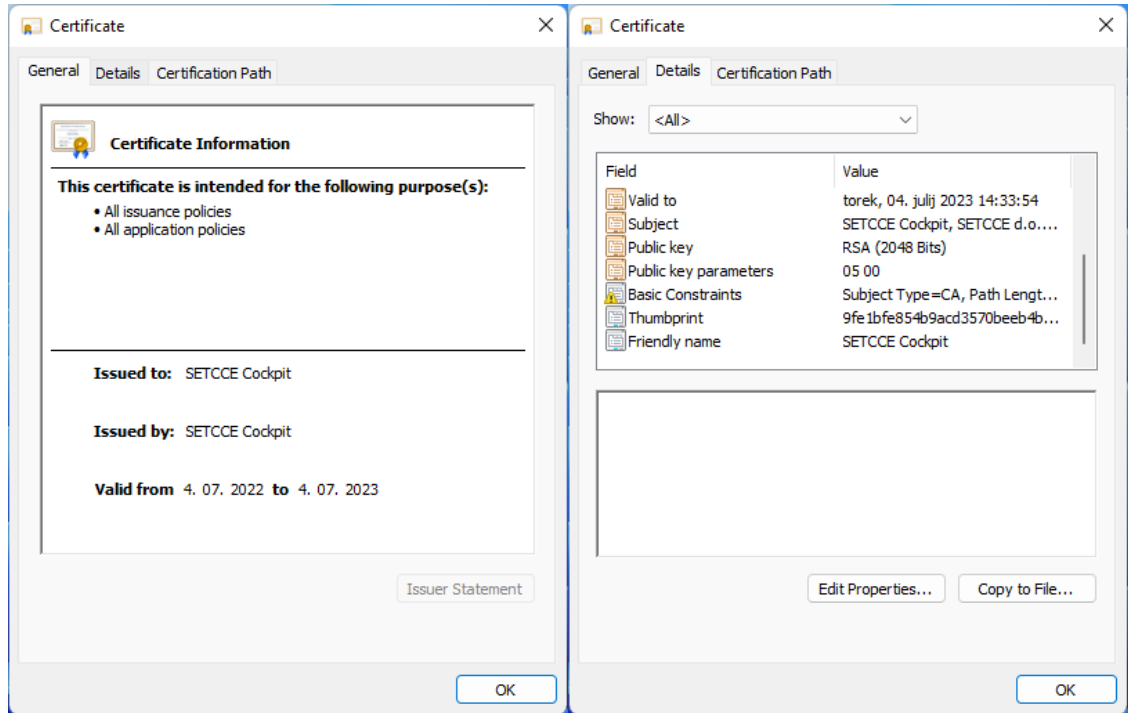
You can also install it manually:

1. Go to Mozilla Firefox->Options->Privacy & Security and under section Certificates choose "View Certificates"
2. Go to tab Authorities and choose button "Import"
3. Import
`[C:\Users\user] \AppData\Roaming\SETCCE\Cockpit\PluginRoot.crt`

- b.) SETCCE Cockpit digital certificate is not installed into your digital certificate store because **your user profile doesn't have adequate permissions**. In this case, please contact your system administrator.
- c.) Sometimes **antivirus programs replace SETCCE Cockpit digital certificate with their own** and communication between BetrSign® and BetrSign@COCKPIT doesn't work.

NOTE: SETCCE Cockpit digital certificate `PluginRoot.crt` must match the one installed into your digital certificate store.

Valid SETCCE Cockpit digital certificate is:



If their Thumbprints, Issued to, Issued by doesn't match, **then contact your system administrator**. The following steps should be taken:

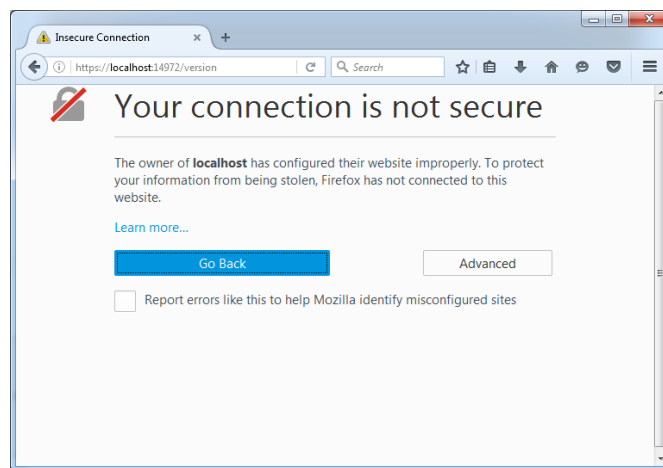
1. Quit BetrSign@COCKPIT.
2. Remove all invalid "SETCCE Cockpit digital certificates" from certificate store.
3. Check how your antivirus works.

1.2. BetrSign® and Mozilla Firefox portable

Q1: I am using Mozilla Firefox portable. Is this browser supported by BetrSign® and BetrSign®COCKPIT component? How can I configure it?

A1: Mozilla Firefox Portable is not officially supported nor tested with BetrSign® and BetrSign®COCKPIT component. But you can try to follow the next steps:

1. Start Mozilla Firefox Portable
2. Write "about:config" in address bar.
3. Find "browser.xul.error_pages.enabled". If the value from the same line is false, then double click it (it will turn to "true").
4. Type the addresses that follows (for each port and in the exact sequence) and for each confirm "Add exception" (for the first one that replays).
 - a. Address: `https://localhost:14972/version`
 - b. Ports: 14972,41472,57214,61427



5. Go to Advanced.
6. Add Exception.
7. Confirm Security Exception.
8. Manually import SETCCE Cockpit certificate into Mozilla Firefox Portable certificate store:
 - a. In Mozilla Firefox Portable go to Options->Privacy & Security and under section Certificates choose "View Certificates"
 - b. Go to tab Authorities and choose button "Import"
 - c. Import [C:\Users\user]\AppData\Roaming\SETCCE\Cockpit\PluginRoot.crt

1.3. BetrSign®COCKPIT – Logs, Licenses and configuration files

Q1: Where can I find log files?

A1: Log files are located at: [C:\Users\user]\AppData\Roaming\SETCCE\Cockpit\logs

Q2: Where can I find cockpit.ini configuration file?

A2: Cockpit.ini is a configuration file and is located at: [C:\Program Files (x86)\SETCCE]\Cockpit\etc.

Q3: Where can I find a license file?

A3: .lic file is located at: [C:\Program Files (x86)\SETCCE]\Cockpit\Licenses.

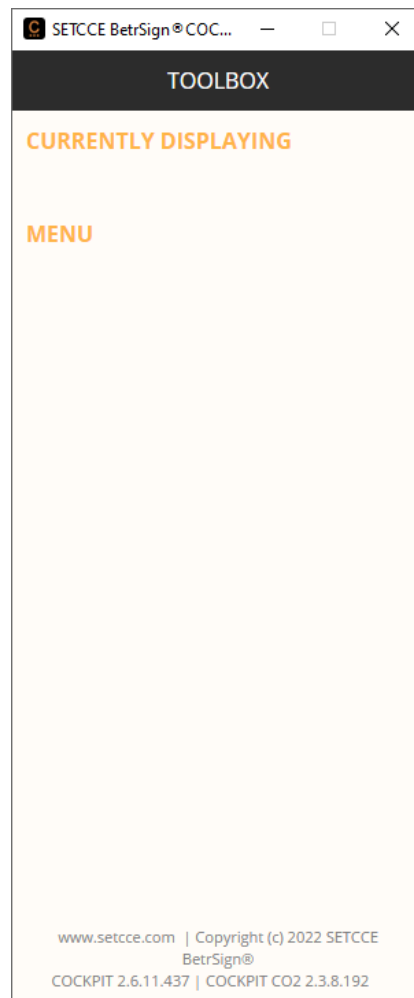
1.4. BetrSign®COCKPIT - Configure content & marketing materials

Q1: I would like to change marketing materials and contents which are presented on our Wacom displays (DTU/DTH). Where can I find configuration files?

A1: Both configuration files `co2.properties` and `co2playlist.txt` are located on `[C:\Program Files (x86)\SETCCE]\Cockpit\etc`. To configure them, you will need administrator privileges. Before you administrate the content, you must Quit BetrSign®COCKPIT, then administrate the content and run the component again.

1.5. Start BetrSign®COCKPIT

Q1: When I run BetrSign®COCKPIT, there are no sections (i.e. Commercials or WEB) present in Toolbox and Wacom Display is "white".



A2: Check if License is present and valid. License file is located on: [C:\Program Files (x86)\SETCCE]\Cockpit\Licenses .

Q2: I have changed the licence file for BetrSign®COCKPIT, but new/additional modules are not present in my BetrSign®COCKPIT Toolbox. What should I do?

A2: You should follow next steps:

1. Quit from BetrSign®COCKPIT
 2. Delete all content (Cache) from
C:\Users\[user]\AppData\Local\SETCCE\Cockpit
 3. Delete all content C:\Users\[user]\AppData\Local\VirtualStore\[Program Files (x86)]\SETCCE\Cockpit
 4. Start BetrSign®COCKPIT
-

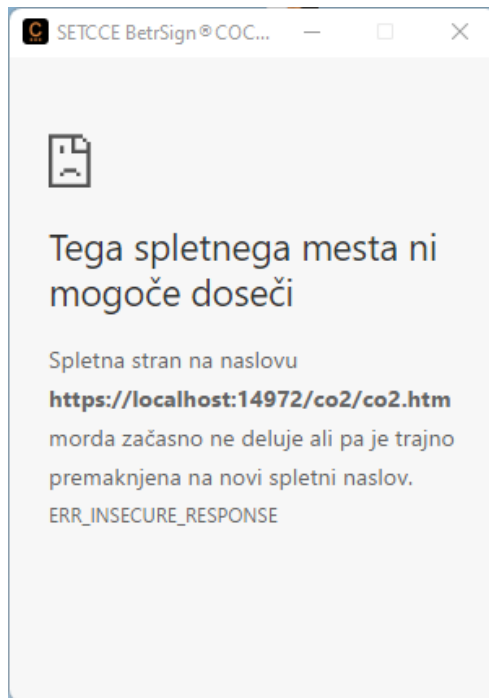
Q3: BetrSign®COCKPIT Toolbox doesn't open from Tray menu when running in desktop

or auto mode. What should I do?

A3: You should follow next steps:

1. Quit from BetrSign®COCKPIT
 2. Delete all content (Cache) from
C:\Users\[user]\AppData\Local\SETCCE\Cockpit
 3. Delete all content C:\Users\[user]\AppData\Local\VirtualStore\[Program
Files (x86)]\SETCCE\Cockpit
 4. Start BetrSign®COCKPIT
-

Q4: When BetrSign®COCKPIT is launched, the message "**Error! This webpage is not available!**" appears in Toolbox. What should I do?



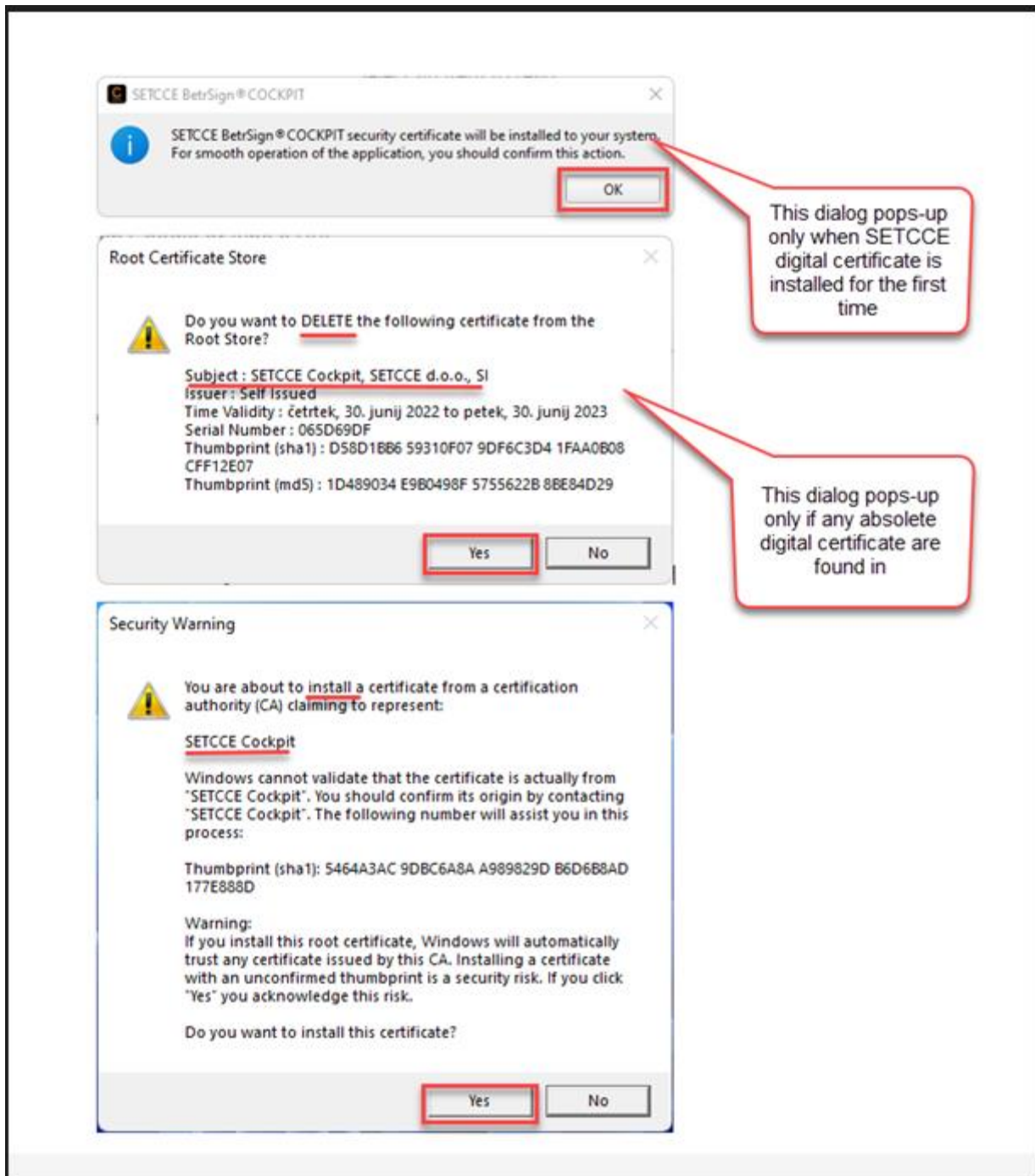
This issue indicates, that the SETCCE Cockpit digital certificate is not installed properly into the user's certificate store.

You should follow the next steps:

1. Quit BetrSign®COCKPIT.
2. In case you are using Mozilla Firefox, close the browser (otherwise the "SETCCE Cockpit" digital certificate won't be installed).
3. Launch BetrSign®COCKPIT from your desktop by double-clicking on desktop ikon.

By following these steps, the installation procedure of the "SETCCE Cockpit" digital certificate is invoked again.

Note: All steps in the SETCCE BetrSign® digital certificate installation procedure must be strictly followed (all steps must be confirmed with "**YES**") as shown in the picture below.



The detailed instructions about ePero certificate installation can be found in the document **“SETCCE ePeroCOCKPIT User Guide”**.

If the problem still persists, then remove all “SETCCE Cockpit” digital certificates from certificate stores and install them again:

1. Quit BetrSign®COCKPIT.
2. Remove “SETCCE Cockpit” certificate from Windows certificate store, if it exists:
Open certmgr.msc, go to “Certificates – Current User -> Trusted Root Certification Authorities -> Certificates” and delete “SETCCE ePero” certificate. As an alternative, you can use mmc.exe tool.
3. In case you are using Mozilla Firefox:

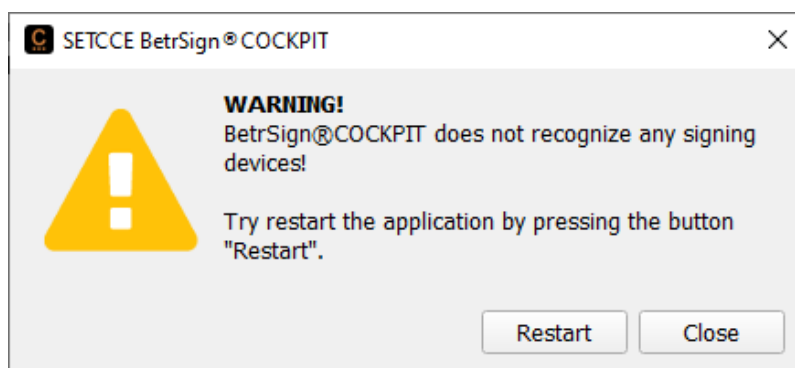
- a. Go to Mozilla Firefox->Options->Privacy & Security and under Certificates section choose "View Certificates", among tab Authorities find "SETCCE Cockpit" digital certificate and remove it.
 - b. Then close the Mozilla Firefox browser!
4. Start BetrSign®COCKPIT; The "SETCCE Cockpit" certificate will be installed at the next launch of the component.

If the problem still persists, then remove all "SETCCE Cockpit" digital certificates from certificate stores, generate new ones and install them:

1. Quit BetrSign®COCKPIT.
 2. Remove "SETCCE Cockpit" certificate from WIN certificate store.
 3. In case you are using Mozilla Firefox, remove the "SETCCE ePero" certificate also from Mozilla Firefox store, then close the Mozilla Firefox browser!
 4. Go to C:\Users\[user]\AppData\Roaming\SETCCE\Cockpit and remove:
 - Plugout.crt
 - Plugout.pem
 - PlugoutRoot.cer
 - PlugoutRoot.crt
 5. Start BetrSign®COCKPIT; At the next launch of the component, the new "SETCCE Cockpit" certificates will be generated on the file system and then installed to the certificate store.
-

1.6. BetrSign®COCKPIT does not recognize any Wacom Signature devices

Q1: BetrSign®COCKPIT doesn't recognize any Wacom signature device even if the device is connected to my computer. When the component is launched, I get the following message. What should I do?



A1:

For all Wacom devices:

1. Restart BetrSign®COCKPIT first. Sometimes after a restart of the computer BetrSign®COCKPIT initialize before Wacom and Display drivers does.

For Wacom displays (DTU/DTH) follow the next steps:

2. Run "Wacom tablet properties" from Window Start menu. If the application doesn't open, and you get a warning message "Your device is not connected to your computer.", please follow the steps described in chapter "Wacom Signature devices and drivers".

Note: Do not press »Close« button. By pressing »Close«, only the Warning window will be closed and the problem won't be solved. If you press »Close« by accident, then you have to Quit from BetrSign®COCKPIT and start it again from your desktop.

Q2:

In Device Manager there is a Yellow triangle on Wacom Tablet driver that is included in Human Interface Devices. By Right clicking on Properties we get Error Code 52 "Windows cannot verify the digital signature for the drivers required for this device..." message in General/Device status tab. What is the reason?

A2:

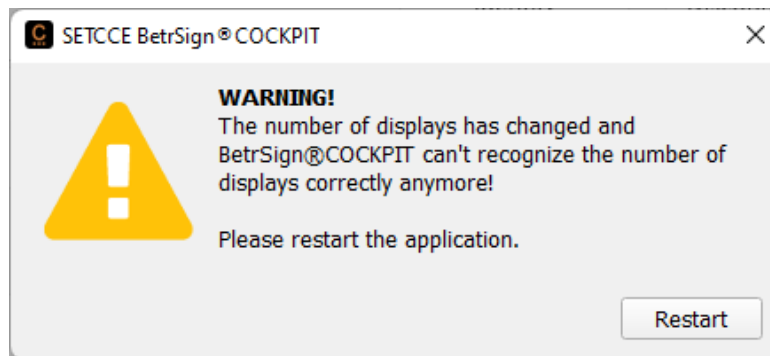
Windows refuses Wacom Tablet driver since it can't verify the driver signature. On Windows 7 there is no SHA-2 signing and verification functionality included by default. The functionality is added by Windows Updates. We recommend to update Windows with needed updates.

(<https://docs.microsoft.com/en-us/security-updates/securityadvisories/2015/3033929>).

After SHA-2 functionality is added, Wacom Tablet driver needs to be reinstalled (Uninstall -> Restart ->Install -> Restart).

1.7. BetrSign®COCKPIT informing me that the number of displays has changed

Q1: After re-connecting my Wacom signature display, the BetrSign®COCKPIT Warning message pops-up informing me that the number of displays has changed and therefore the component cannot detect them correctly anymore. What should I do?



A1:

Restart BetrSign®COCKPIT first (Click the »**Restart**« button). Sometimes after a reconnecting the Wacom display or when you attach additional display, the BetrSign®COCKPIT component cannot detect the number of displays correctly.

Note: Do not press »Close« button. By pressing »Close«, only the Warning window will be closed and the problem won't be solved. If you press »Close« by accident, then you have to Quit from BetrSign®COCKPIT and start it again from your desktop.

1.8. Capturing eSignature in BetrSign®COCKPIT DocViewer doesn't work, or there is a pen offset during eSigning

Q1: I am using Wacom signature display (DTU/DTH). Capturing Signature in BetrSign®COCKPIT DocViewer doesn't work but scrolling over document works. What should I do?

A1:

Possible reasons:

1. This indicates on problems with Wacom driver
2. Or the Wacom display calibration is broken.
3. If none of the described steps helps, see chapter "Wacom Signature devices and drivers«.

First check `BetrSign.log`. If the record "SignPad lib: DriverDTU: Could not move context on top!" is present in the log file, you should follow next steps:

1. Then Quit from BetrSign®COCKPIT
2. Disconnect (unplug) Wacom signature display

3. Go to Windows Task manager->Services and Stop & Start Wacom driver - Wacom professional services
 4. Plug-in Wacom signature display
 5. Start BetrSign®COCKPIT
-

Q2: When I am signing the document, my Wacom pen has offset. When I am signing the document, Wacom ink doesn't follow my pen or I don't see my signature in the signature placeholder.

A2: Your Wacom signature display is not calibrated, follow next steps:

1. Quit from BetrSign®COCKPIT
2. Go to Start->Wacom Tablet Preference File Utility and under the section "All User Preferences" choose to Remove button
3. Go to Start->Wacom Tablet Properties and calibrate your display
4. Start BetrSign®COCKPIT

NOTE: If BetrSign®COCKPIT is not restarted after restarting Wacom services or after calibration was made, Wacom pen won't work.

1.9. BetrSign®COCKPIT and working on two additional monitors using WACOM devices or Signing/testing with mouse

Q1: I am using Wacom signature tablet (STU) and I use 2 additional monitors.

When I run BetrSign®COCKPIT, SETCCE default image is presented in full screen on my most right monitor and I cannot use it for my task at hand. What should I do?

A1: You should follow next steps:

1. Quit from BetrSign®COCKPIT
 2. Open Cockpit.ini configuration file which located at: [C:\Program Files (x86)\SETCCE]\Cockpit\etc
 3. Set flag mouse_ban_on_display_window=false
 4. Set flag hide_display_and_preview_window=true
 5. Start BetrSign®COCKPIT
-

Q2: I am testing BetrSign®COCKPIT. I do not use any Wacom signature devices, but I am **signing with mouse** and I use 2 additional monitors. When I run BetrSign®COCKPIT, SETCCE default image is presented in full screen on my most right monitor and I cannot use it for my task at hand. I also cannot use my mouse on my second monitor. What should I do?

A2: You should follow next steps:

1. Quit from BetrSign®COCKPIT
2. Open Cockpit.ini configuration file which located at: [C:\Program Files (x86)\SETCCE]\Cockpit\etc
3. Set flag hide_display_and_preview_window=true
4. Set flag mouse_ban_on_display_window=false
5. Start BetrSign®COCKPIT

NOTE: Signing with mouse along with this options should be used only for testing purpose!

Q3: I am using Wacom signature display (DTU/DTH) or Wacom signature pad (STU) with 2 additional monitors and **I cannot use my mouse on my second monitor.** What should I do?

A3: You should follow next steps:

1. Quit from BetrSign®COCKPIT
2. Open Cockpit.ini configuration file which located at: [C:\Program Files (x86)\SETCCE]\Cockpit\etc
3. Set flag mouse_ban_on_display_window=false
4. Start BetrSign®COCKPIT

NOTE: If you are using Wacom signature displays (DTU/DTH), then this option should be used only for testing purpose! Otherwise, your customer can take control over your mouse when he/she will drag or click with Wacom pen on signature display.

1.10. BetrSign®COCKPIT and Wacom Display settings issues

Q1: When I run BetrSign®COCKPIT, its Display window opens on 1/3 of Wacom display (DTU/DTH).

A1: Go to Settings->Display->Scale & Layout and set scaling for both displays on 100% (primary and secondary - Wacom display).

1.11. BetrSign®COCKPIT – Related only to Virtualized environments

Q1: Preview window is constantly overlaying other application windows.

A1: In Shared Application Virtualized environments the setting `turn_off_preview_window_as_topmost_in_virtual_environments=true` in `BetrSign.ini` file must be set to "true". This setting must be set on the Clients.

1.12. Wacom Signature devices and drivers

Q1: Wacom signature display (DTU/DTH) is plugged-in to my computer but it is not detected by BetrSign®COCKPIT component. The BetrSign®COCKPIT warning window from chapter 1.6 Q1 is also shown. The Wacom display is black, the blue light in the upper left corner is on or is blinking and the Wacom pen does or doesn't react.



There could be many reasons for this condition.

Prerequisites:

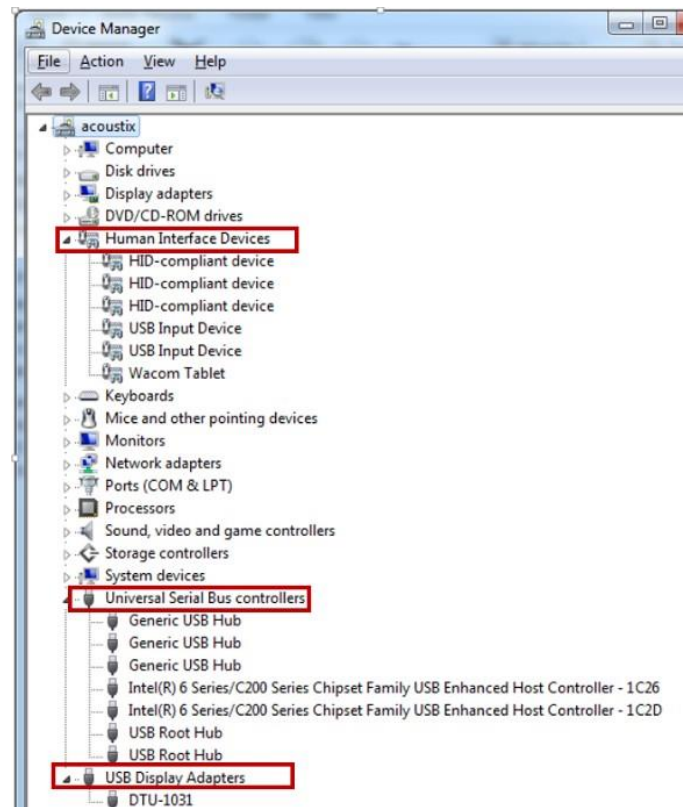
1. Reassure that Power Management is set as required: Check [SETCCE_BetrSignCOCKPIT_Installation_and_Configuration_Guide_EN.pdf](#), chapter "Disable Windows to Power Off Wacom Display in Sleep Mode"
2. Reassure that DTU hooks (hooks are mandatory) and DTU cables as set as required. Check:

- a) SETCCE_BetrSignCOCKPIT_and_Signature_Displays_Troubleshooting_for_End-Users_EN.pdf and
- b) Requirements_for_Wacom_DTU_Signature_Displays_Optimum_Performance_EN.pdf.

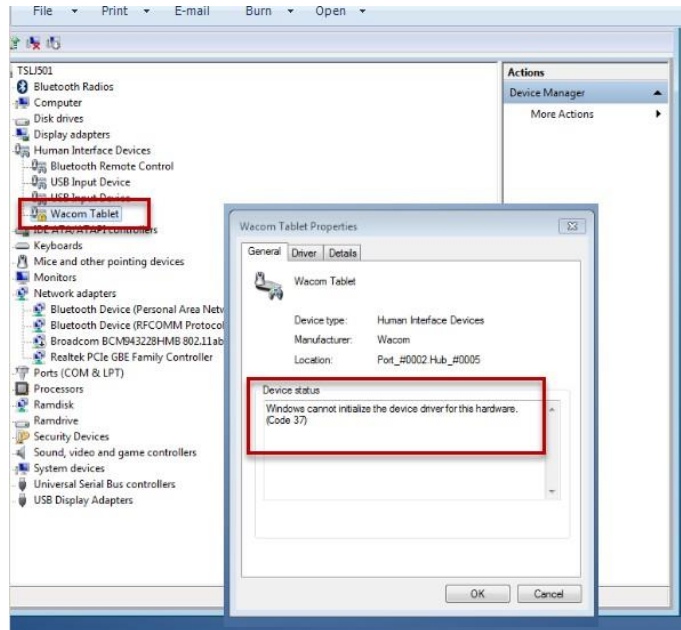
Reasons for Black screen of Wacom device:

Windows OS does not recognize Wacom device even if the Wacom (WTabletServicePro) and Display (DisplayLinkService or Trigger External Graphics Family) services are running, or the USB input on the computer can be stuck/or malfunctioned.

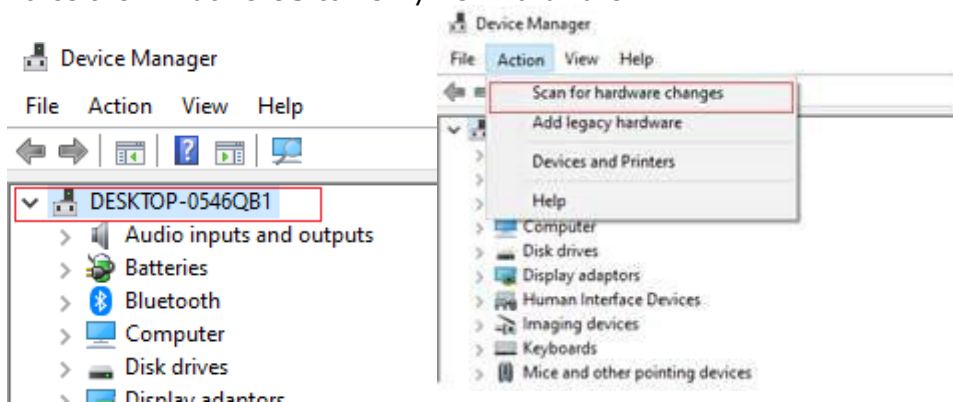
3. Check Windows Display Settings, in this case only your primary display will be detected. Normally both, primary and secondary display must be detected.
4. Go to Device Manager and Check all three categories: Human Interface Devices, Universal Serial Bus Controllers, USB Display adapters.



If Windows OS does not recognize Wacom device, you won't see any records of Wacom Display under marked categories or you can get an error under "Human Interface Devices" as shown on the picture below.



5. Force the Windows OS to verify new hardware

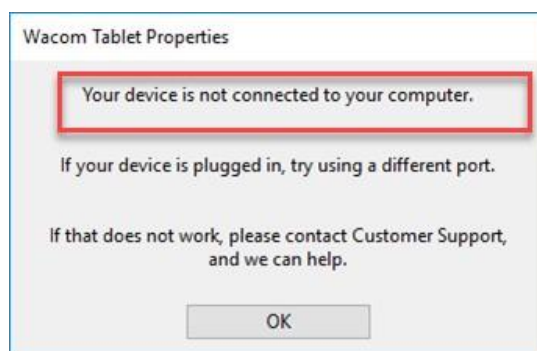


6. and check the Device Manager again.

Relevant only if Wacom pen also doesn't react:

1. Run Start->Wacom tablet properties application:

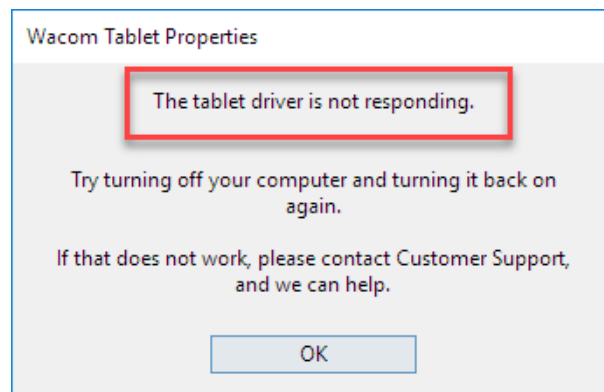
If you get the message "***Your device is not connected to your computer.....***"



Wacom driver does not recognize your Wacom device

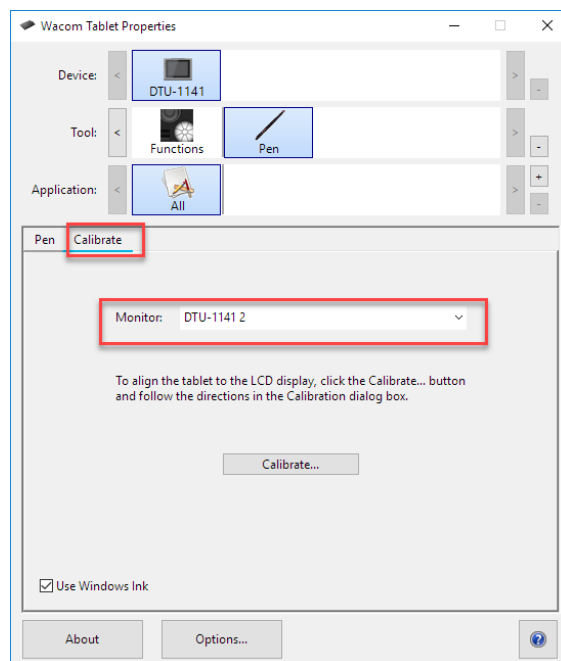
1. Try Plug-out and plug-in your Wacom device
2. Try using a different USB port, both ends of the USB Y-cable needs to be plugged in to your computer
3. Don't mix USB 2.0 and USB 3.0 ports
4. Check if there is the adequate power supply for the Wacom Display. Wacom displays require a steady power supply of 1 ampere (5 volts); blue light on left upper corner must be constantly on (not blinking!)

If you get the message "The tablet driver is not responding "



Wacom services are probably not running/are stuck:

1. Go to Windows Task Manager and Start Service WTabletServicePro (Wacom Professional Service) again.
2. Go to Start and Run "Wacom tablet properties" again. Check if the application starts and that the corresponding Wacom display is selected. That indicates, that Wacom tablet drivers are up and running.



3. Restart also BetrSign®COCKPIT.

Relevant only if Wacom pen reacts - this indicates on Display driver's problem.

1. Check DisplayLink or MCT driver services in Device Manager and restart stop/start them again.
2. Restart also Wacom drivers
3. Restart also BetrSign@Cockpit
4. Or restart your computer.

An antivirus program could also prevent Wacom driver to work correctly.

Please contact your system administrator.

Q2: Wacom display DTU1141 is plugged-in to my computer, Wacom and Display link services are running but **Wacom display constantly blinks and flickers**. How can I solve this?

A2: The cause is probably not sufficient and steady power supply provided by your computer. The DTU-1141 requires a steady power supply of 1 ampere (5 volts). A typical USB port on a PC delivers 500 milliamperes, so connecting to two USB ports with the Y-cable provides 1 ampere. Please check if the blue light in the right corner on DTU display is on (and steady). See also <https://support.displaylink.com/knowledgebase/topics/80206-troubleshooting-general>.

Q3: Wacom driver installation failed because of not enough space. What should I do?

A3: This error usually occurs when installing Wacom drivers on a client with the limited Flash drive.

There are two options:

1. Rename Wacomtablet.exe to WacomTablet.zip and unzip the driver to a temporary location with enough Disc Space. Run the driver installation from the unpacked driver.
 2. Change the default System Temporary Folder to a location with enough free Disc Space by Control Panel->System->Advanced systems Settings->Environment Variables->User variables for ... (path for Windows 7). It is advised to change the setting to original after driver installation.
-

Q6: We would like to attach Wacom DTH-1152 tablet to a PC that doesn't have HDMI port but it has DisplayPort. Is there any tested/recommended "Display port to HDMI" adapters we could use?

A6: Wacom recommends to use an adaptor with minimum HDMI version 1.3 because of closer compatibility for multiple video resolution. Wacom tested <http://www.lindy.de/DisplayPort-an-HDMI-4K-Adapterkabel-passiv.htm?websale8=ld0101&pi=41718&ci=2004>

Q7: Where can I find the most useful links for Wacom devices and drivers?

A7:

- For DTU/DTH:
<https://developer-docs.wacom.com/pages/viewpage.action?pageId=24248701>
-

- For STU:
<https://developer-docs.wacom.com/display/DevDocs/faq+STU+Installation>
-

1.13. DisplayLink

Q1: What are the minimum PC requirements?

A1: Desktops using DTU displays that utilize Display Link must meet the following system requirements:

<http://support.displaylink.com/knowledgebase/articles/524951-what-are-the-minimum-pc-requirements-for-windows-d>

1.13.1. Troubleshooting

<http://support.displaylink.com/knowledgebase/topics/80206-troubleshooting-general>
<http://support.displaylink.com/knowledgebase/topics/78152-troubleshooting-windows>

Drivers V8.0 or later will be installed by Windows Update on Windows 10 Anniversary Update. Running the DisplayLink installer, from the DisplayLink website will also automatically install the appropriate driver for the Windows 10 version you are running. You MUST NOT try to install DisplayLink driver 7.9 on Windows 10 Anniversary Update and newer. Similarly, you MUST NOT deploy DisplayLink_Win7-10TH2.msi when you are using a Redstone build. Changes in the Windows driver model can then prevent your computer from booting!

1.14. MCT Trigger Family

Q1: Where can I download 17.xx.xxxx MCT driver from?

A1: MCT Trigger Family 17.05.1023 driver for Wacom DTU-1031X Tablet can be downloaded from <https://drive.google.com/open?id=0B6B8FeGM9oqpRkNTa3ZMNIRDU00>

Q2: When do we have to use drivers from Graphic Card manufacturers?

A2: For Win7~Win10 TH1/TH2, MCT driver won't work with Windows default graphics card driver; please install the driver provided by graphics manufacturer.

For Win10 RS1/RS2/RS3, if the graphic card is not a very old model, and MCT driver version is 17.xx.xxxx, it should work with Windows default graphics card drivers.

Q3: PC completely failed to reboot after installing the MCT driver. What did I do wrong?

A3: The problem may occur if old MCT driver is installed at Windows 10 RS1/RS2/RS3. Please try later driver 17.xx.xxxx.

1.14.1. Troubleshooting

The OS may crash or the DTU-1031X may remain black when all the following conditions are true:

- OS version is Win10 RS1 or before
- Installed graphics driver is the new one which supports Win10 RS2
- Installed MCT driver is old version (ex: 14.xx, 15.xx, 16.xx).

1.15. Common (system settings and info)

Q1: Where can I find Windows 10 build number?

A1: In cmd run systeminfo command and check build number on your system. Latest builds numbers are available on: <https://technet.microsoft.com/en-us/windows/release-info.aspx>

Q2: How can I disable touch?

A2: Check <https://support.lenovo.com/si/en/solutions/ht502617>

Q3: Are there any known issues when using a USB hub?

A3: Yes, there may be issues when using a USB 2.0 hub with Windows 7. Issues have been reported that include DTU-1141 devices that stop working and lose power. Please see the below note for more information and possible workarounds.

Notes <https://support.microsoft.com/en-gb/help/908673/problems-may-occur-when-you-try-to-transfer-files-to-or-from-a-device>
