

Installing Drivers for our USB Scanners under 32-Bit Windows 7

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To install the software driver for our USB scanners on 32-Bit Windows 7 is like installing driver on Windows XP. Please also refer to our normal instruction document “Install and Operate USB3D Foot Scanner”. However, there are more security features in Windows 7 and the messages during installation are different. Here are the basic steps that you should follow.

- 1) First, you need to make sure that you are running 32-Bit Windows, not 64-Bit Windows. To do that, please refer to Appendix A.
- 2) Then, you need to be logged in as the Administrator before starting. If you do not know how to do that, you need to find a local technician for help. In most cases, you are already the Administrator when you login.
- 3) We usually send you the scan program as a ZIP file. The driver files are included in this package. The ZIP file contains three files SETUP, NEWSCAN001, and NEWSCAN.002. You need to unzip the ZIP file to a folder. Regarding how to launch the SETUP program, please refer to Appendix B.
- 4) Plug the USB cable into your computer and wait for the 'New hardware found' message to appear. If you have missed this part and Windows has assigned a wrong driver for the scanner already, go to Device Manager. Find the device (most likely it is listed as 'Other device' or an item under Universal Serial Buss) with a yellow or red mark on it. Right-click on it and choose Update Driver Software.
- 5) During the driver installation, you may see the screens from Figure 1 through Figure 6. There may be other messages. If asked, select the 'Locate and install driver software' option. Select 'Don't search online' option. Select 'I don't have a disk - show me other options'. Select 'Browse my computer for driver software'.
- 6) Browse for the folder where the scan program is installed. For default, it is C:\ScanFeet. Click Next.
- 7) Windows will find the driver but will ask you for permission to install it - select 'Install this driver software anyway'. If you see error, please refer to Appendix C.
- 8) After a short delay you should see the message that "The software for this device has been successfully installed".

The following screen shots show you the messages during installation. The notes under the screen shots give you the correct choices.



Figure 1: When you see this screen, click the item where the red arrow points to

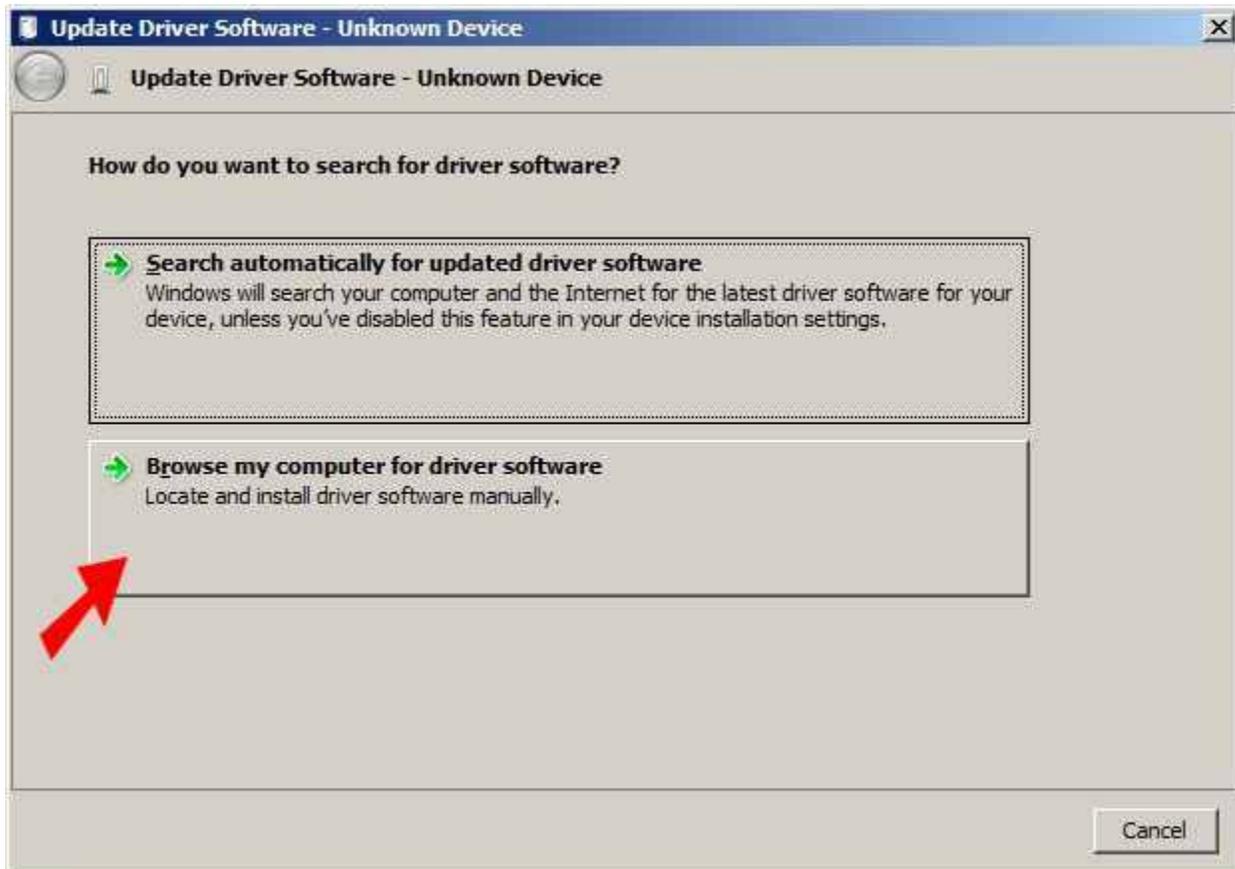


Figure 2: When you see this screen, click the item where the red arrow points to



Figure 3: You should keep the default folder name and click Next

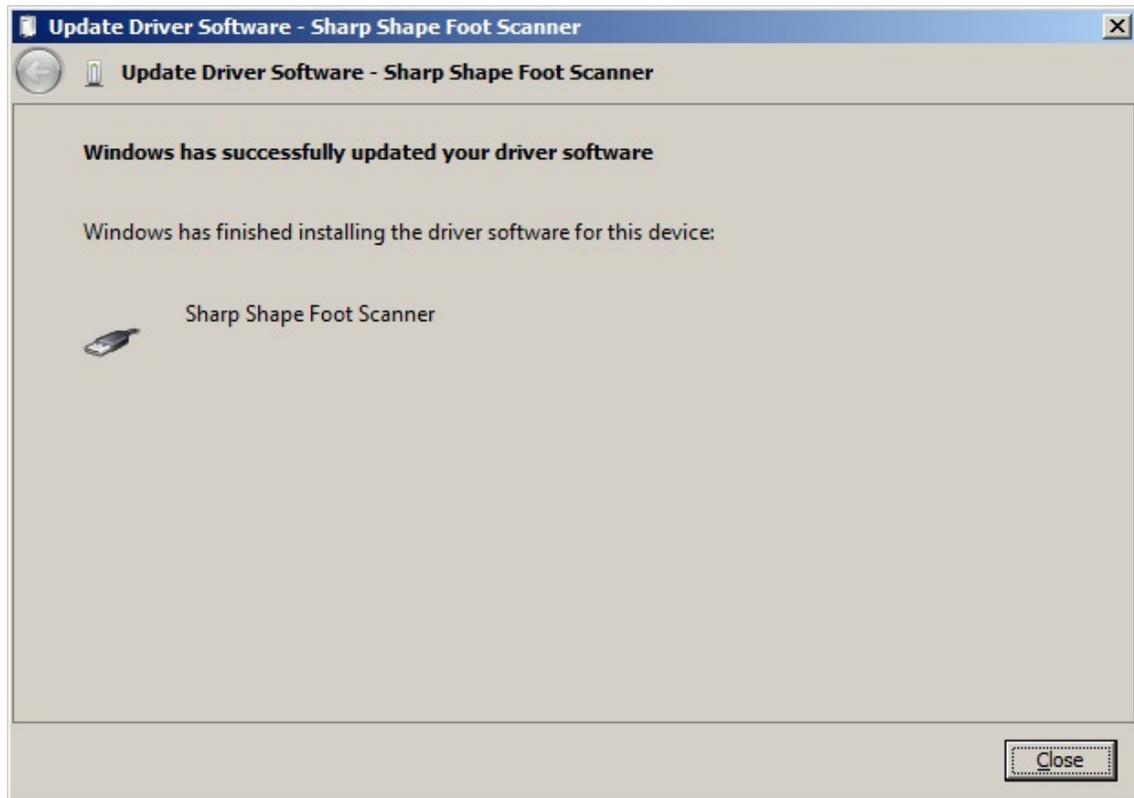


Figure 4: Driver has been installed successfully

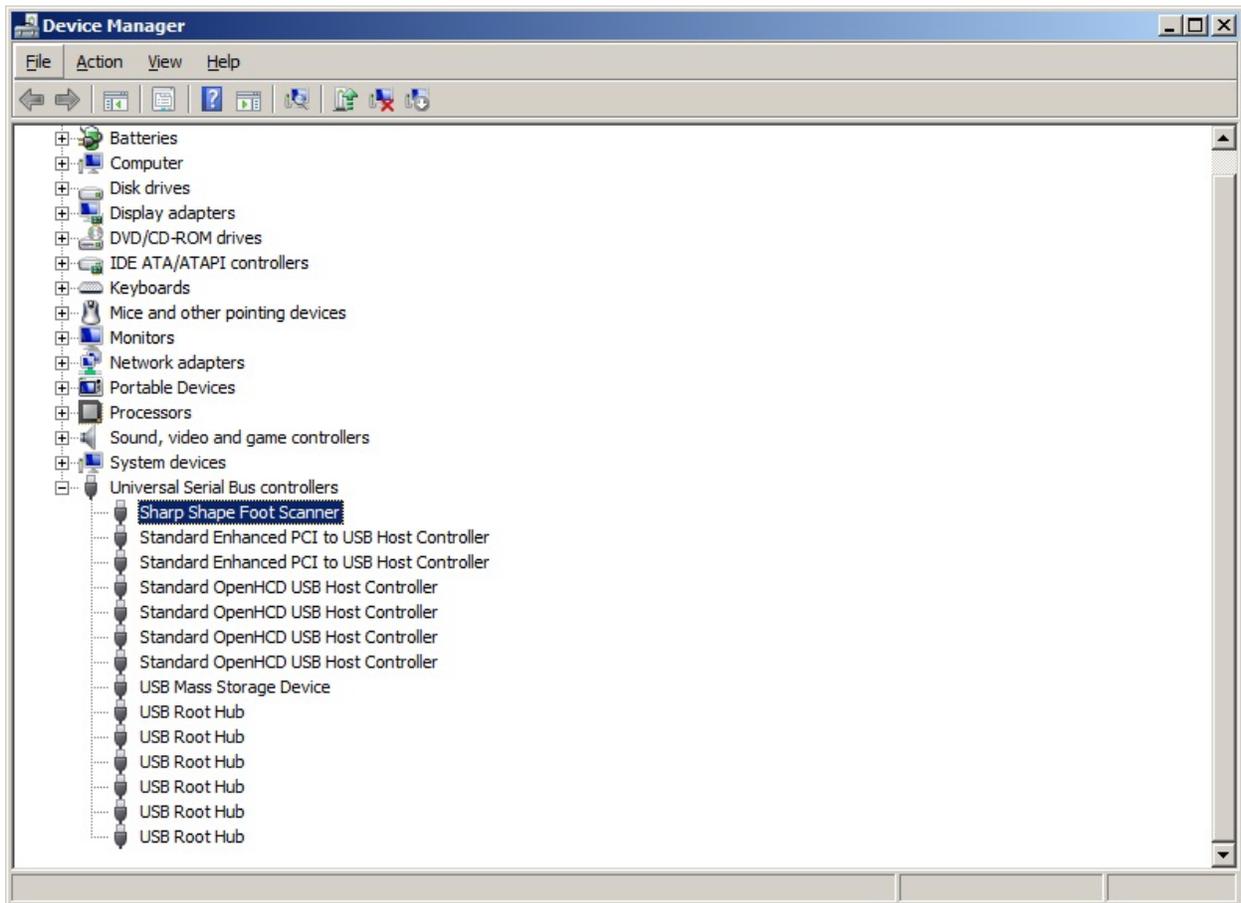


Figure 5: Go to Device Manager, you should see 'Sharp Shape Foot Scanner'

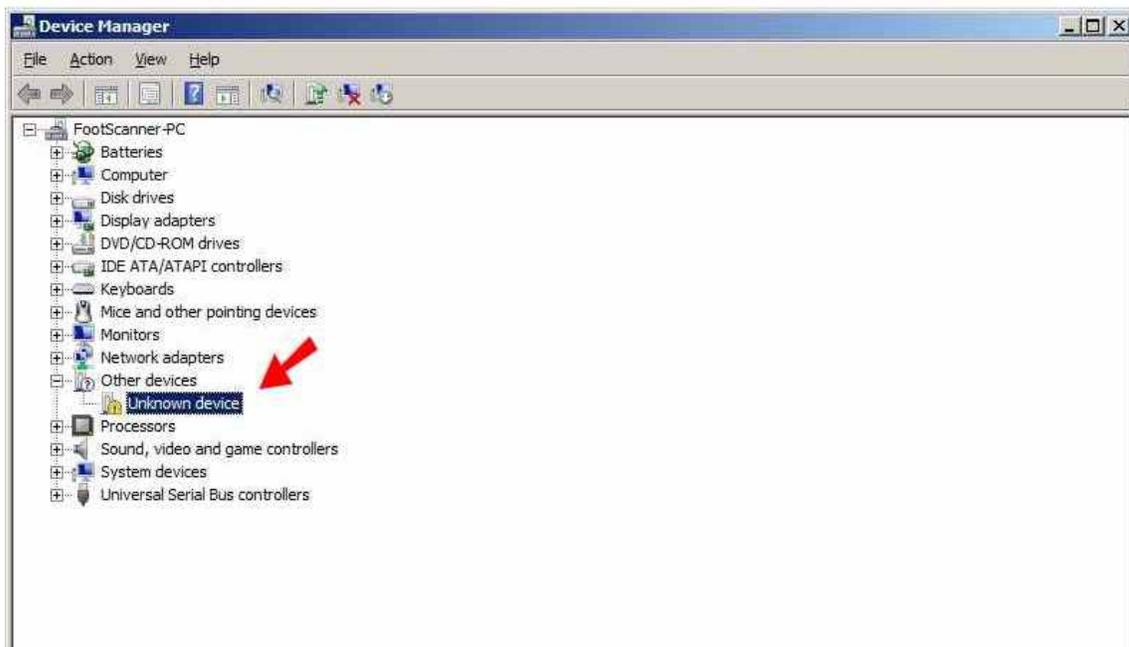


Figure 6: If you see this item in Device Manager, re-install the driver

Appendix A

In Windows, click Start at the lower-left hand corner. In the 'Search programs and files' slot, type in 'system'. In the drop-down menu, click 'System Information'. You will see a screen like the following. Under 'System Type' you should see 'X86-based PC' for 32-Bit Windows. If not, you are not running 32-Bit Windows.

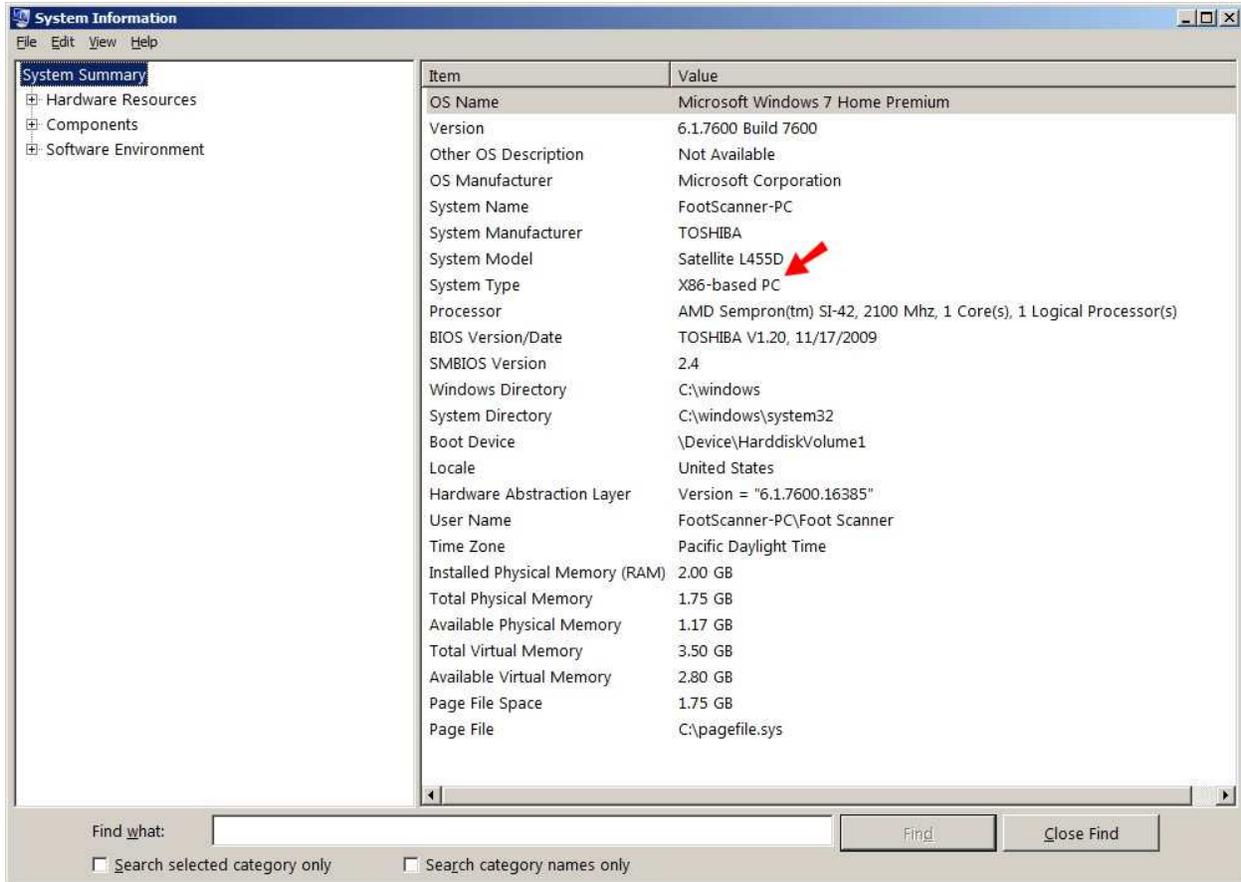


Figure A: How to confirm 32-Bit Windows

Appendix B

Launch SETUP to install the scan program. First, you need to unzip it to a folder (for example C:\TEMP). Then you launch the SETUP program from the folder. **Make sure you do not launch the SETUP from the ZIP file.** You can right-click or double left-click the SETUP. For the tests we made, both right-click and left-click on SETUP worked. You can right-click on SETUP and choose 'Run as administrator'; or left-double-click SETUP and a message will come up as shown in Figure B. Click 'Yes' to continue. After the installation, the driver files are located under C:\ScanFeet folder by default, if you do not manually change the installation folder. We recommend that you do not change the folder.

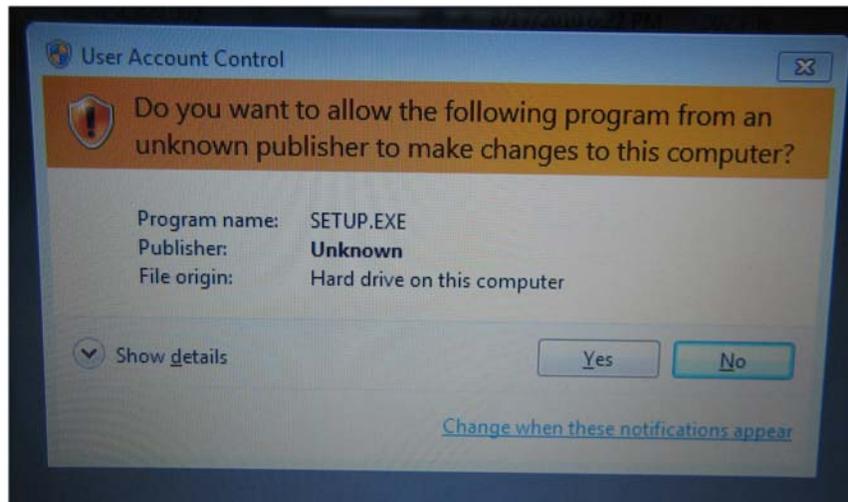


Figure B: Click 'Yes' to continue

Appendix C

There are several reasons for the error message shown in Figure C.

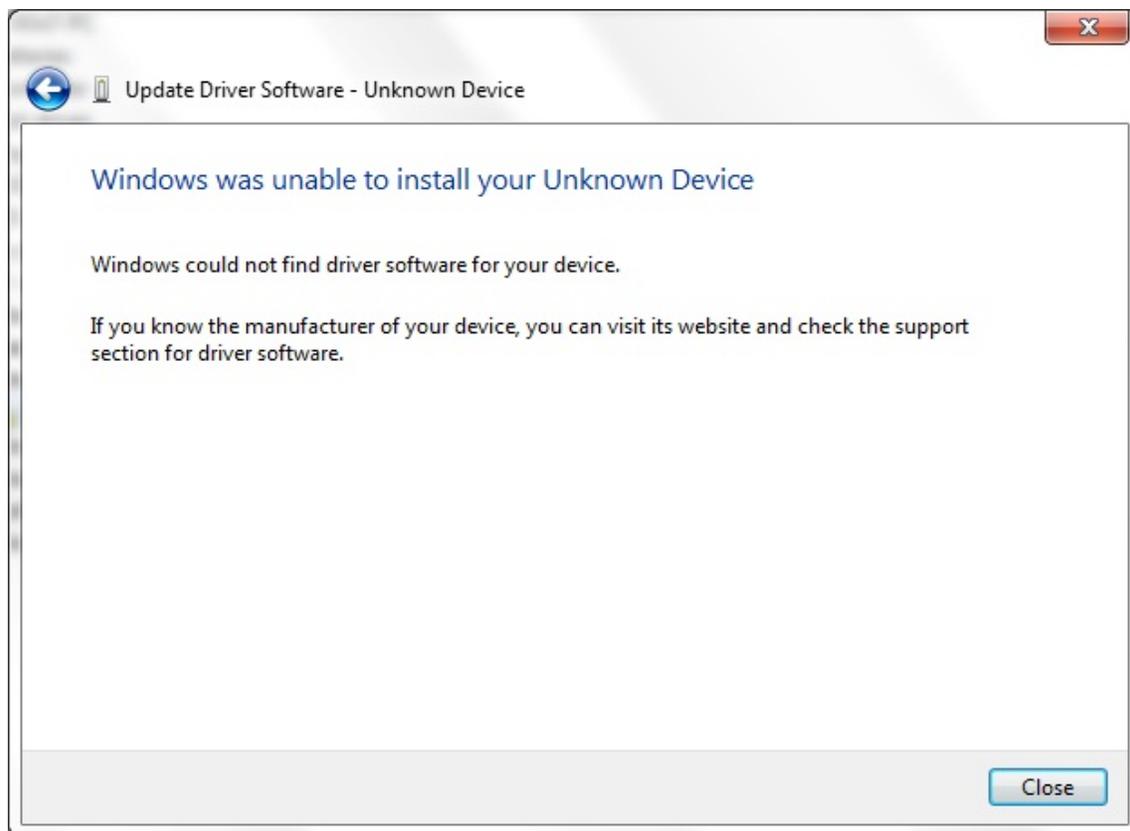


Figure C: Error message when browse the folder

The possible reasons are explained below:

1. The required driver files are not in the location. You can simply verify it by browsing into the folder (C:\ScanFeet if you accepted the default folder during installation of

- SETUP) with Windows Explorer. For 32-Bit Windows, we provide two files, i.e., EZUSB.SYS and ShSh.INF.
2. Driver does not fit. If you are using the 64-Bit Windows 7 and you only have the EZUSB.SYS and ShSh.INF for 32-Bit Windows, you will see the message as shown in Figure C. We have verified it. Solution: ask us for the 64-Bit driver.
 3. You have not been logged in as the Administrator and you do not have the permissions to install drivers. Restart and login as the Administrator. Check the permissions.

Appendix D: Troubleshooting

If you see the following error message, you most likely launched the SETUP from the ZIP file that we emailed, or the three files (SETUP.EXE, NEWSCAN.001, and NEWSCAN.002) have separated. Please unzip them to a folder, for example C:\TEMP.

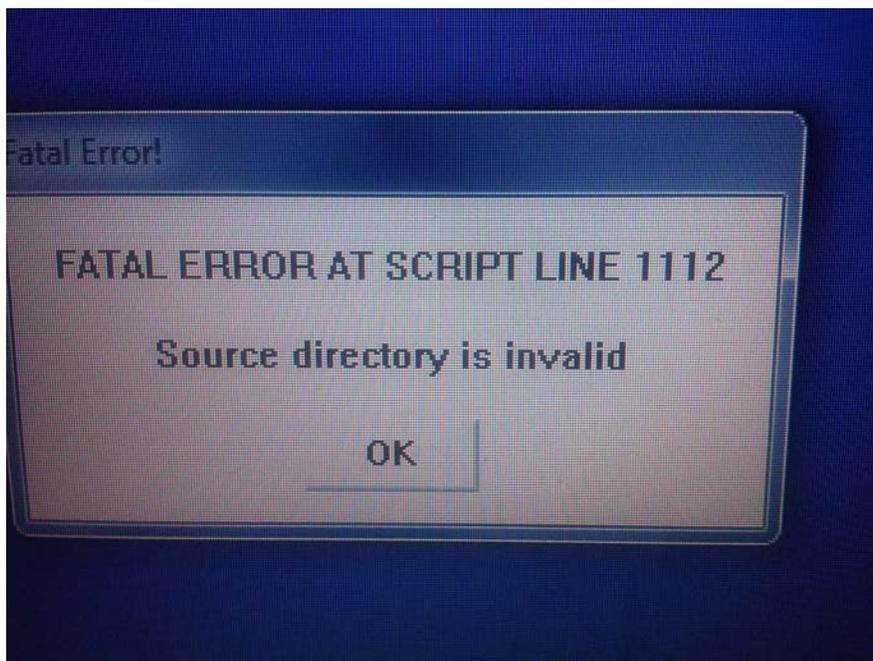


Figure D: improper location of files

Once you have installed the driver successfully, it is a trivial thing next time.

If you have any questions, please contact us at sharpshape@comcast.net. -- End of File --