∫ **Sharp Shape**

12891 Lantana Avenue
Saratoga, CA 95070   not just any shape

www.sharpshape.com   Tel & Fax : 408-871-1798

Sharp Shape Scanner Installation on Windows 8 - Method 2

Since we introduced the document "Sharp Shape Scanner Installation on Windows 8", some customers reported that the scanner's working mode was sometimes 'kicked out' by the computer for unknown reasons. Because of that, the user has to re-do the setup procedure, which is time consuming. In this document, we introduce another method that will keep the working mode permanently. However, there will be a watermark on screen as described later.

The start menu of Window 8 is shown in the Figure 1. Like it or not, we all face to make changes. It is unlike XP or Windows 7, the familiar Desktop is not at the start. To get to the Desktop, click the 'Desktop' icon pointed by the red arrow below, or Press Win+T. 'Win+T' means to press the Windows key (at lower-left corner on the keyboard), and then press the letter T. It is a combination of keys. Sometimes, using keys are quicker than using mouse clicks. To get back to the start menu, simply press the Windows key.

Figure 1: the start menu of Windows 8

Once you are on the Desktop, you will see a familiar scene, like the one shown in Figure 2. If your Desktop does not look like it, do not worry. You can make customizations if you want. To customize it, right-click on Desktop and choose 'Personalize' on the drop-down menu list. This document concentrates on the installation of Sharp Shape scanner software. The scanners include Sharp Shape USB3D foot scanner and Sharp Shape USBLSX cast scanner.
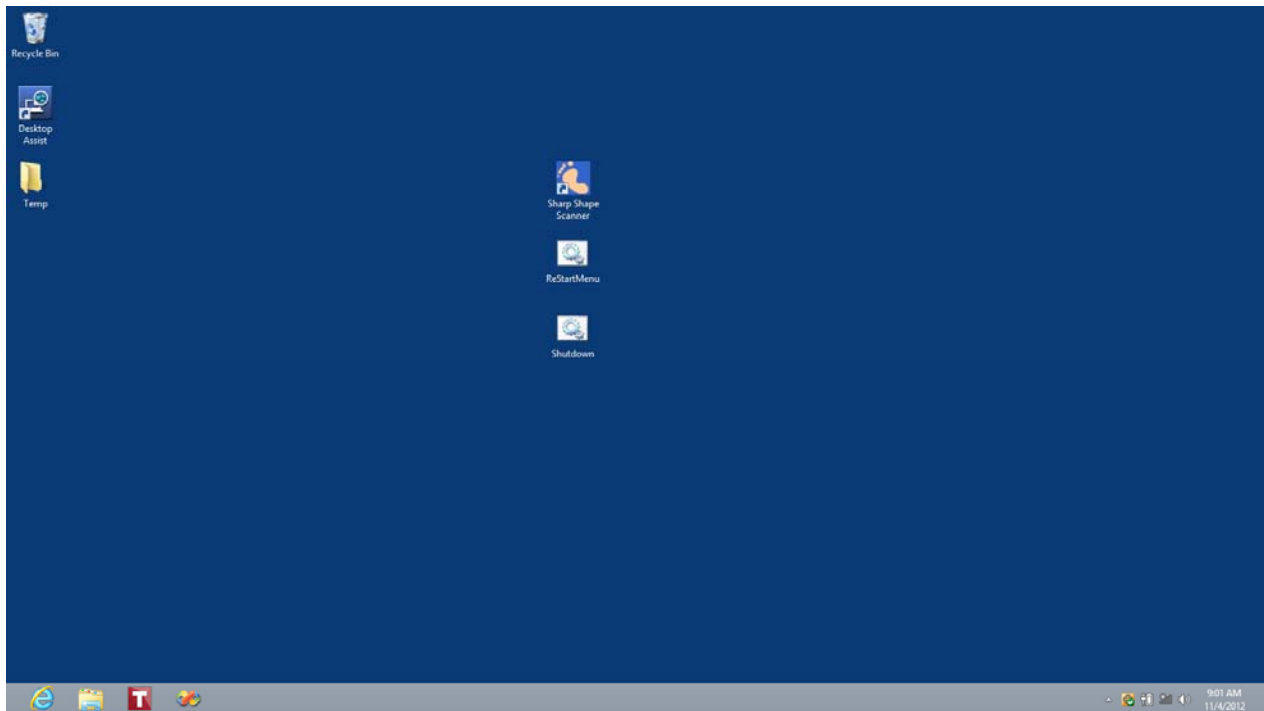
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Figure 2: the Desktop of Windows 8 after customizations

To help you install Sharp Shape scanner software, we provide the following files to you.
1. This document, named "Sharp Shape Scanner Installation on Windows 8 – Method 2".
2. The zipped scan program, like USBXYZ.ZIP. XYZ is the serial number of the scanner. This file contains 3 files (SETUP.EXE, NEWSCAN.001, and NEWSCAN.002). You need to unzip these files into a temporary folder. For example, we set up a TEMP folder on the Desktop (the yellow icon on left in Figure 2). Note: the serial # in your scan program (on screen) must match the serial # of your scanner (on the moving cart).
3. The 64-Bit driver package (ShShx64.ZIP). You need to unzip these files into a temporary folder. For easiness, you can just use the above TEMP folder on Desktop. You will get 4 files from the ZIP file, i.e. ezusb.sys, ShSh.INF, Sharp Shape Foot Scanner x64 Certificate.CER, and TestMode.BAT. We will describe how to use these files later in the document. You can also find this ZIP file on our website (see the 'Downloads' page).
4. The batch (script) file package named Win8Batch.ZIP. There are 2 batch files in it. A batch file named 'ReStartMenu' is in it. It is used to easily restart the computer. Besides, a batch file named 'Shutdown' is also in it. It is used to easily shutdown the computer. For easy access, you can put then on Desktop. They are shown in Figure 2 (the 2 lower icons in the center column). We will describe how to use these two batch files later in the document. You can also find this ZIP file on our website ('Downloads' page).

With the files provided and unzipped, let us go through the installation process.

First Step: install the SETUP program of the scan program. It has been unzipped in the TEMP folder as described on Page 2 (#2). To do so, right click on the file named SETUP and choose 'Run as administrator' on the list. Follow the instruction on screen to install the scan program. After it is installed, the program is in the list of 'All programs'. Windows 8 has made it hard to find the program. It is located at the far right of the first screen (see Figure 1). It is easier to launch the program with a Desktop shortcut icon. To make a shortcut icon, launch the Windows Explorer by clicking the yellow icon on the Tool bar (shown at the bottom-left of the Desktop in

Figure 2). With Windows Explorer, navigate to C:\ScanFeet folder. Find NEWSCAN application and make a shortcut on Desktop as you did in XP or Windows 7. An example of the shortcut of the Sharp Shape scan program is shown in Figure 2 (the top icon in the center column). Do not use the program icon for now, and continue the following steps.

Second Step: we need to make a procedure to Windows. This will enable the scanner driver to be properly installed. To do so, double click the 'ReStartMenu' file as mentioned on Page 2 (#4). After that, Figure 3 shows up. Make sure you have closed all open programs before hit any key to restart the computer. After hitting a key, the computer will restart and Figure 4 comes out. By the way, you can also use the features provided by Windows 8 to restart the computer.
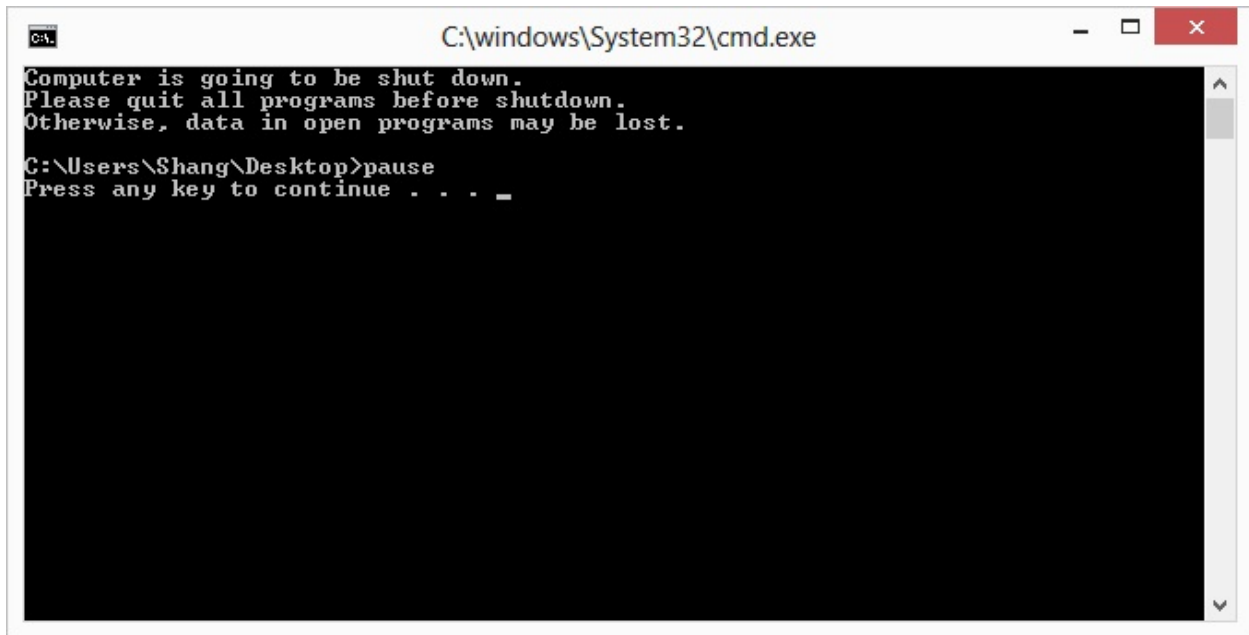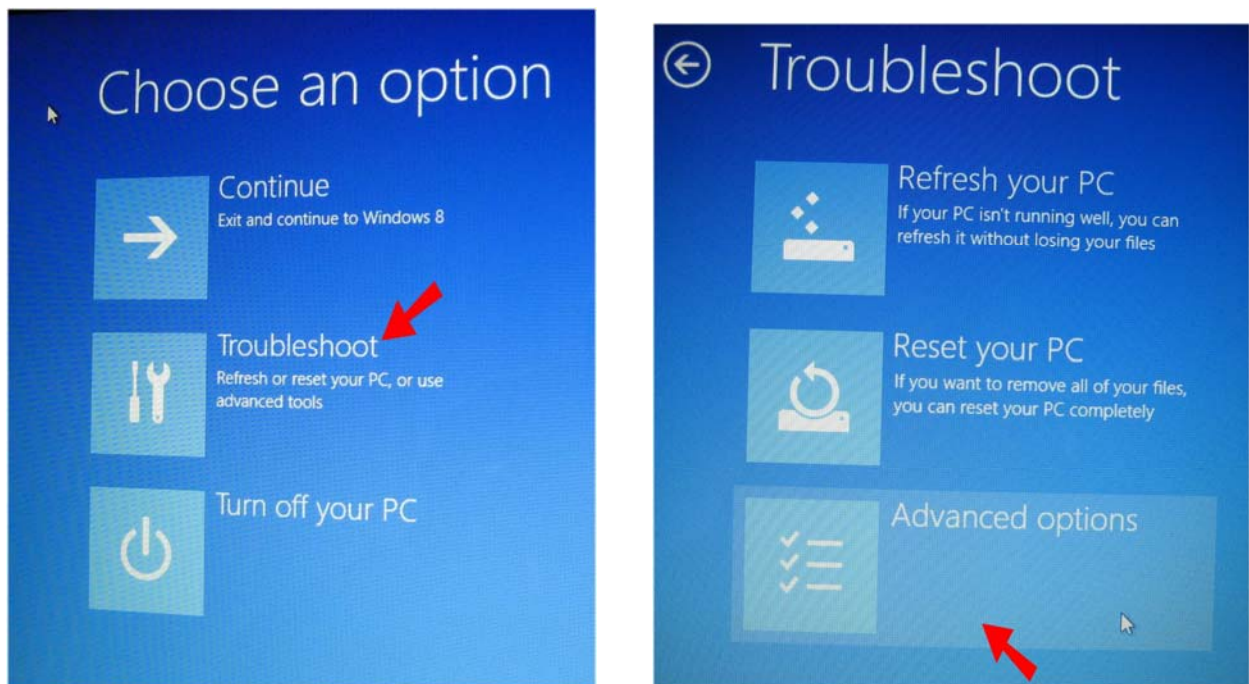

Figure 3: Shutdown Menu with Prompt

Figure 4: Click 'Troubleshoot' and then click 'Advanced options' pointed by the red arrows

After that, Figure 5 appears. Click 'UEFI Firmware' as shown (red arrow).

Figure 5: Click 'UEFI Firmware' in 'Advanced options'

The computer will lead you to the CMOS settings (computer settings, not Windows settings). An example of the CMOS settings of ASUS, model D550C laptop is shown in Figure 6. Note that this screen may not look the same on your computer, but the procedures are the same.
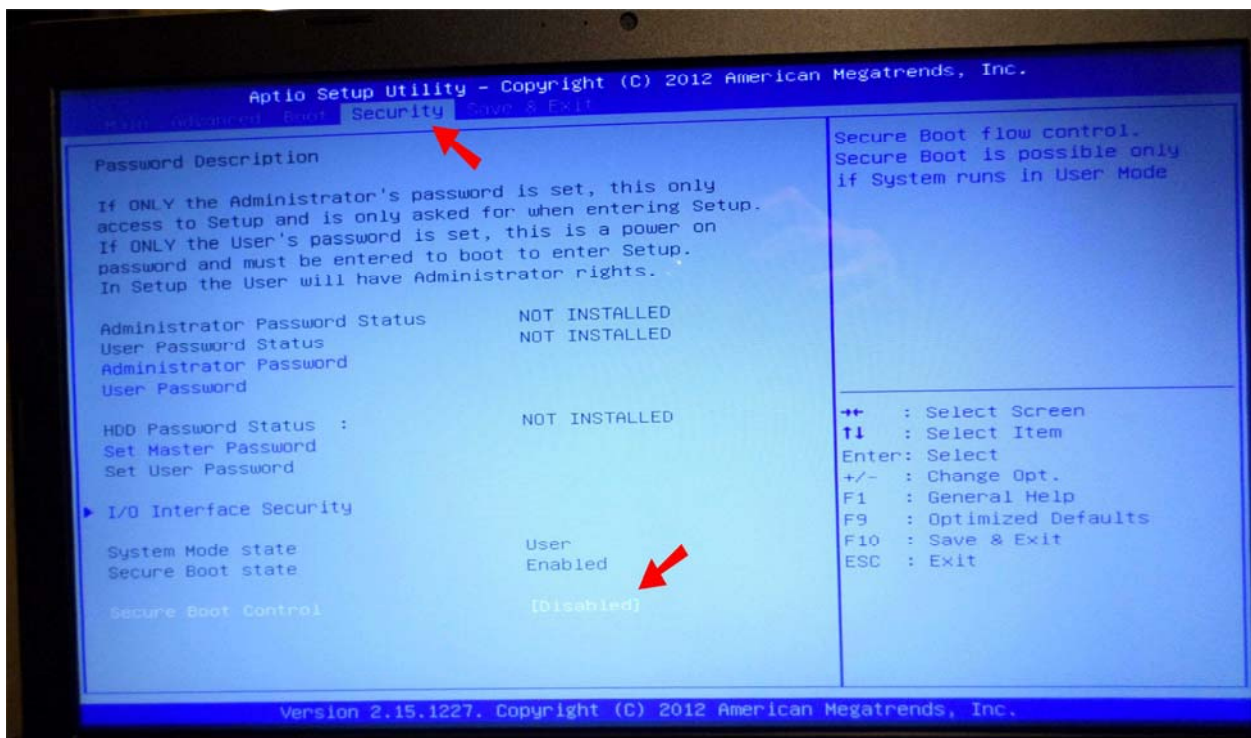

Figure 6: CMOS settings of ASUS, model D550C laptop

Using the keyboard, highlight the 'Security' tag (refer to the red arrow on top in Figure 6) and jog the highlight to the item 'Secure Boot Control'. Then toggle the Enabled to 'Disabled' (refer to the red arrow at bottom in Figure 6). Then save the new setting and exist the setup. If you are using a different computer, do similar things on your computer. The computer will reboot.

As described on Page 2 (#3) of this document, we provide a file named 'TestMode.BAT'. Right-click the file and click 'Run as administrator'. A black window appears. It takes a few seconds. After the command ends, make sure there is no error on screen. If you see any error, you can either re-do the above procedure (Second Step), or contact us. After the black screen ends without error, restart the computer either by our file ReStartMenu.BAT, or by the restart feature provided by Windows 8. If you use our file, this time, choose 'Continue' instead of 'Troubleshoot' in Figure 4 to reboot the computer.

After reboot, you should see a watermark at the lower-right hand corner of the screen, as shown in Figure 7. If you do not see it, repeat the above procedures, or contact us.
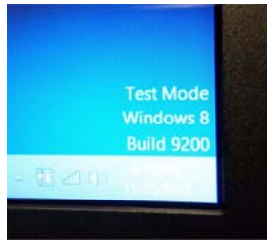

Figure 7: Watermark on the lower-right hand corner of the screen

Third Step: once the computer has restarted with the above procedure, plug in the Sharp Shape scanner to the computer with the USB cable. Turn on the scanner. Windows should recognize a USB device and asks for driver. If not, go to Device Manager. To get to the Device Manager, press Win+X (a combination key as explained in the first page) and choose Device Manager.
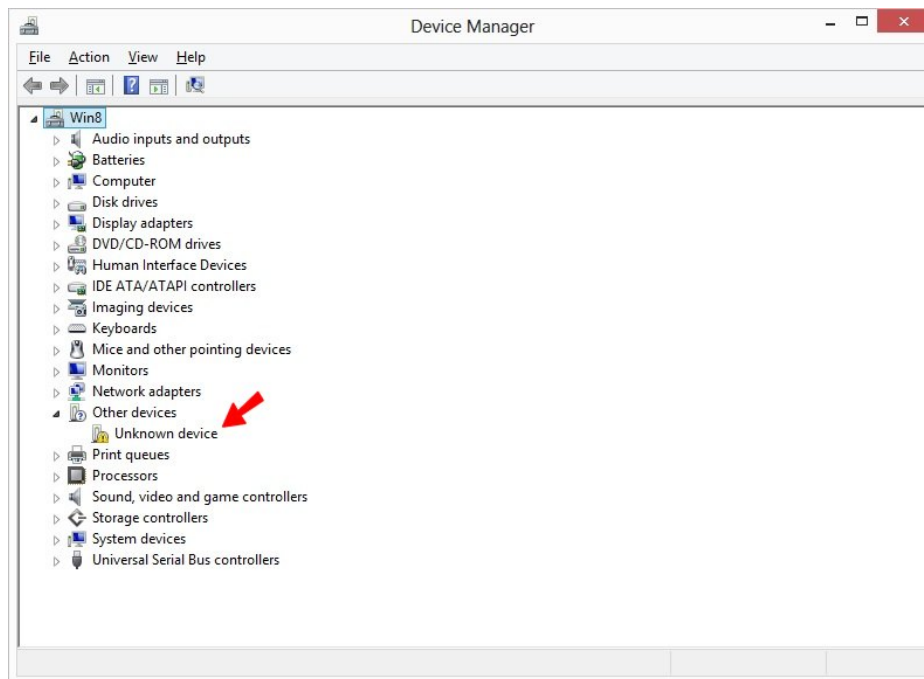

Figure 8: Unknown device

In Device Manager, you should find an 'Unknown device' as shown in Figure 8. Right-click on 'Unknown device' and choose 'Update Driver Software' as shown in Figure 9. When Figure 10 comes out, click 'Browse my computer for driver software' as shown in Figure 10.

If you do not see 'Unknown device' anywhere and you do not see 'Sharp Shape Foot Scanner 64-Bit' listed under 'Universal Serial Bus controllers', Windows may not have recognize the scanner (as a USB device) for some reason. Check your cable and power of the scanner.
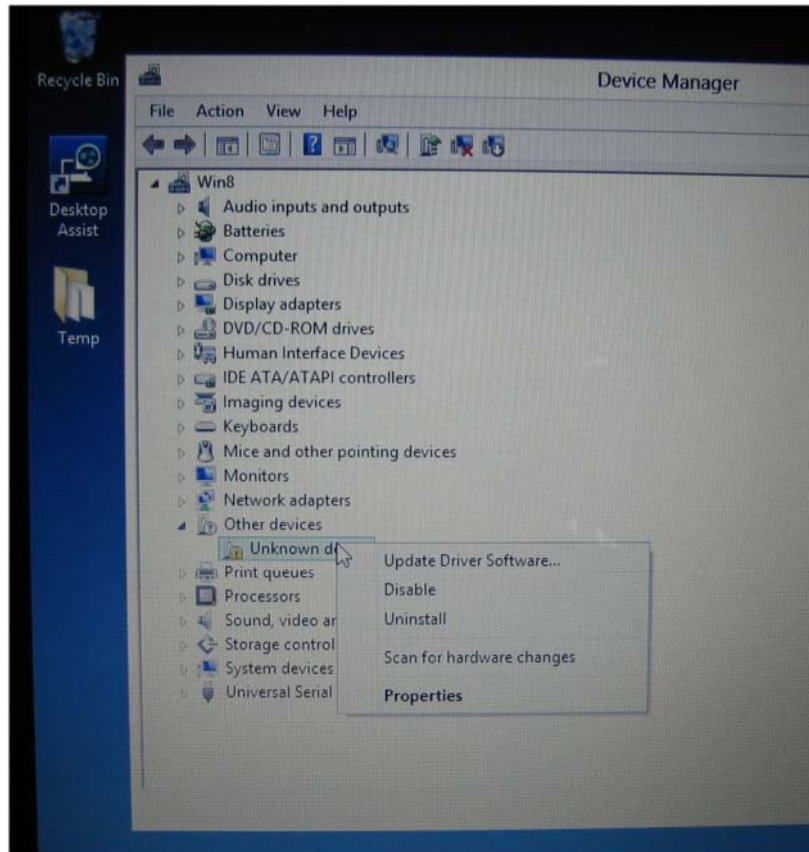

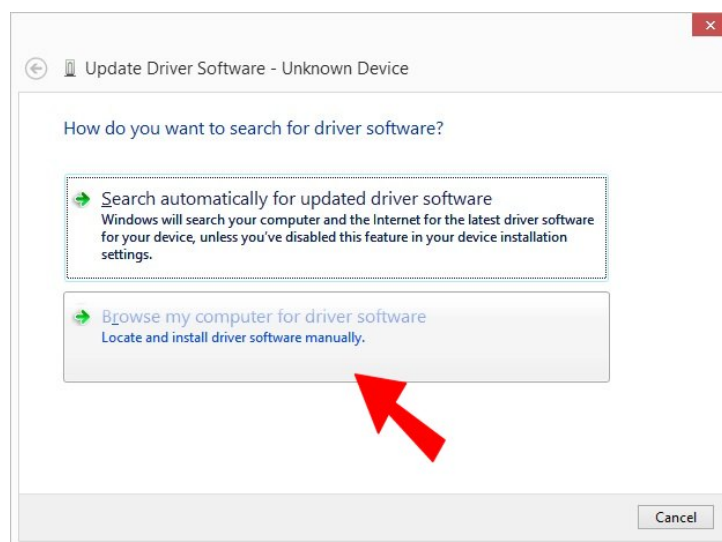Figure 9: Right-click on 'Unknown device' and choose 'Update Driver Software'

Figure 10: Click 'Browse my computer for driver software'

The next step is to click 'Browse…' (the red arrow in Figure 11) to navigate to the 64-Bit driver file location as shown in Figure 11. You need to know exactly where you have put your driver files. In our case, we put them in the TEMP folder on Desktop. Then click Next. When the 'Windows Security' shows up, click 'Install this driver software anyway' as shown in Figure 12.
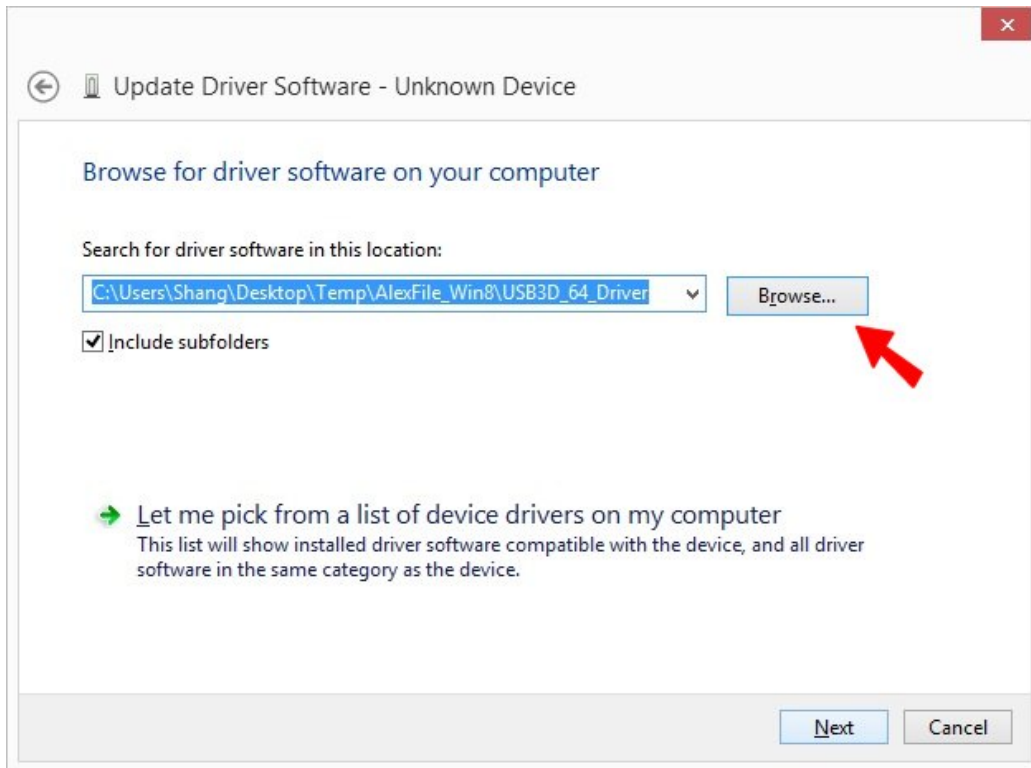

Figure 11: Click 'Browse…' to navigate to the 64-Bit driver location

Figure 12: Click 'Install this driver software anyway'

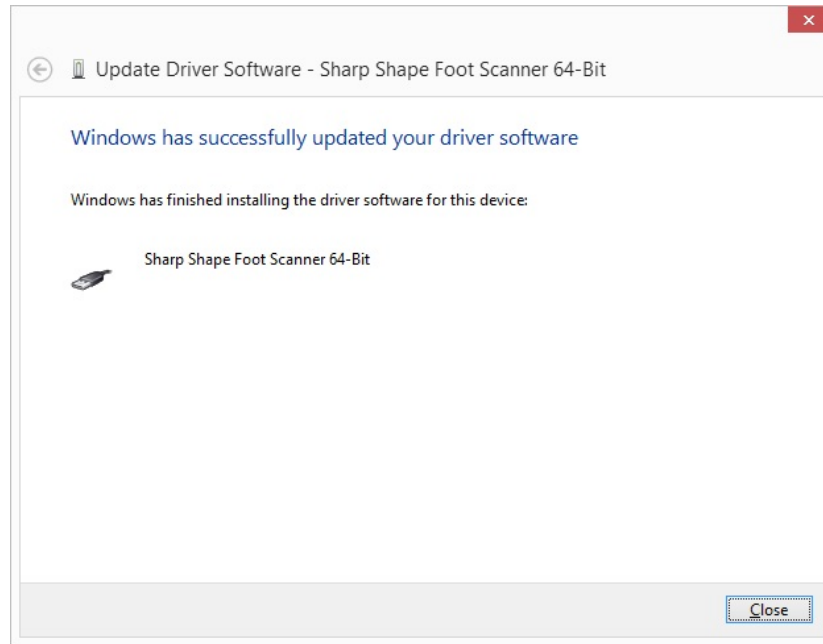After a moment, the final installation screen shows up as shown in Figure 13.

Figure 13: The final installation screen

To confirm the proper setup of the driver, go to Device Manager (press Win+X and choose Device Manger). Open the last item "Universal Serial Bus controller", you should find the 'Sharp Shape Foot Scanner 64-Bit' pointed by the red arrow as in Figure 14 (should have no error or warning sign). If you see error or warning, please go to the 'Fifth Step'.
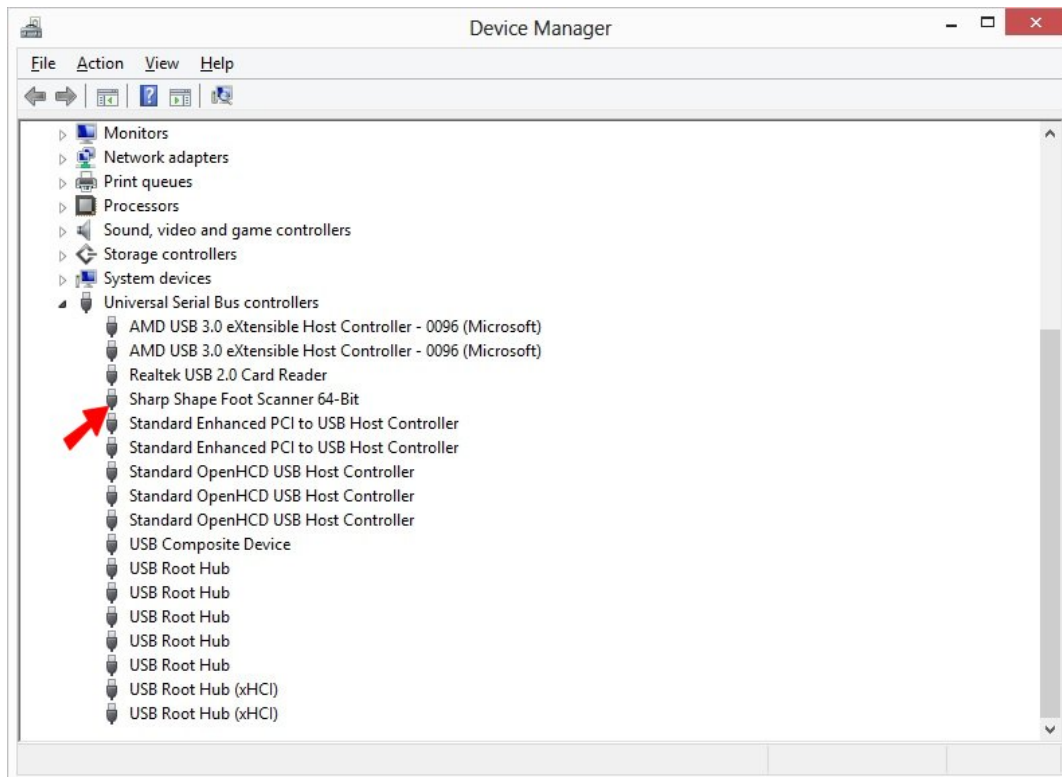

Figure 14: Double-check the readiness of the scanner in Device Manager

Fourth Step: To launch the scan program, double-click the Sharp Shape Scanner icon shown in Figure 2. After the program has been launched, the scan screen is shown in Figure 15 below. This document does not describe the scan procedures. If you are not familiar with the scan program, please go to our website www.sharpshape.com to find instructions.
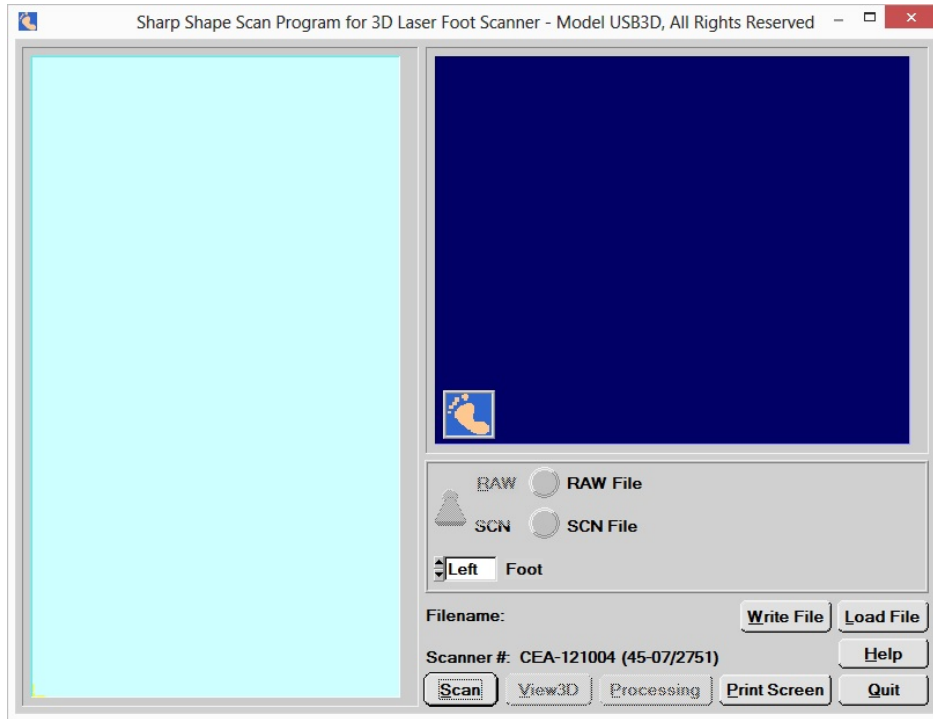

Figure 15: Normal launch of the scan program

Assume you have finished the scans and you need to shut down your computer. You can use the shutdown features provided by Windows 8 to shutdown the computer. However, Windows 8 does not give you the familiar shutdown options as seen in XP and Windows 7. To easily shut down the computer, you can use the 'Shutdown' file that we provided (one of the batch-files that we provided). You can double click the 'Shutdown' icon as shown in Figure 2. You will see Figure 16. If you want to close open files, you can do it now. After that, hit any key to shut down the computer. If you want to abort this program, press Ctrl+C and choose Y.
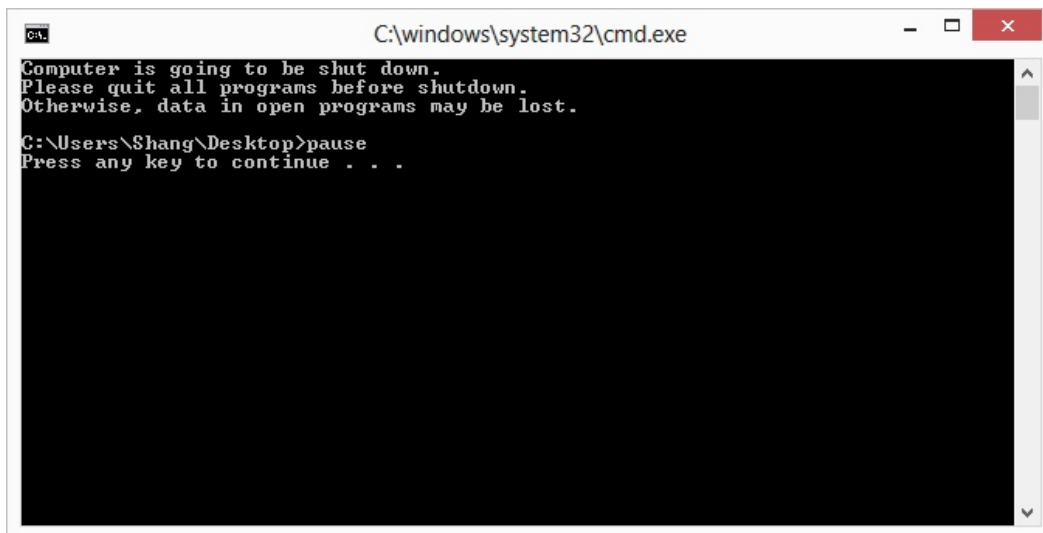

Figure 16: Easy shutdown for the scanner computer

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Fifth Step: troubleshoot the scanner problems. When you make a scan and you find an error message as shown in Figure 17 below. First thing to look is to make sure the scanner is ON and the USB cable is connected between the scanner and the computer.
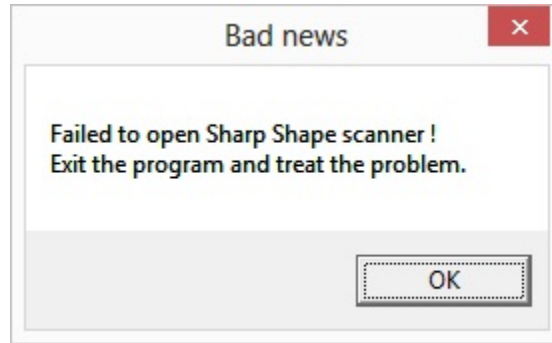

Figure 17: Error with scanning

If the above still does not solve the problem, go to Device Manager (press Win+X and choose Device Manger). If you see the trouble sign (the yellow mark) with the Sharp Shape scanner in the Device Manager shown in Figure 18, you need to re-do the above 'Second Step' and make sure the watermark appears on the lower-right hand corner on screen. Then reinstall the scanner software drive as shown in 'Third Step' on Page 5.
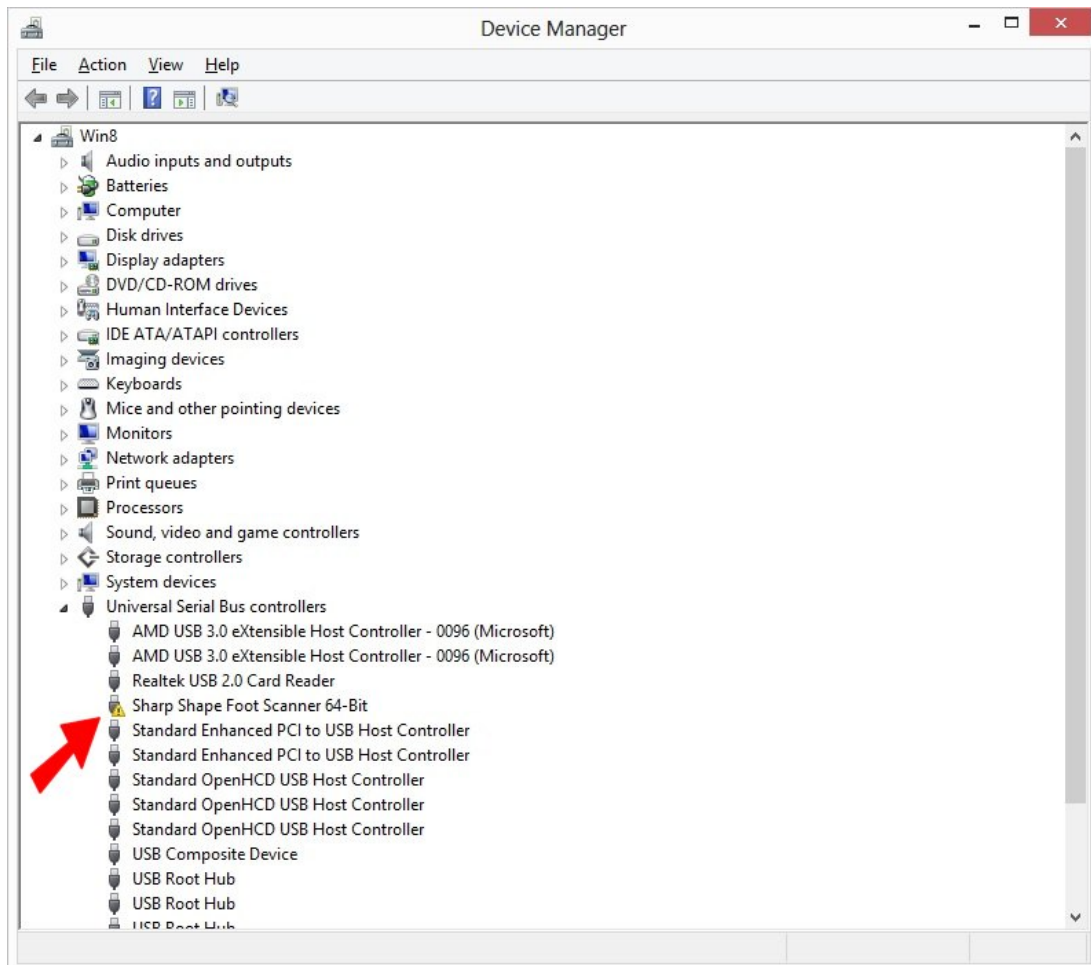

Figure 18: Trouble (yellow mark) with the scanner in Device Manager

How often do you have to take the above five steps (First Step through Fifth Step)?

➢ **First Step**: one-time procedure for installing the scan program. You do not need to do it again, unless you have a software corruption, or computer crash.

➢ **Second Step**: one-time procedure to set up the working mode. You do not have to re-do it if the computer stays in the working mode (visible by the watermark at the lower-right hand corner of the Desktop). As we have tested, the computer stays in the working mode permanently. You do not have to use our 'Shutdown' file to turn off the computer and you do not have to use our 'ReStartMenu' file to restart the computer and you can use Windows 8 features to do so.

➢ **Third Step**: one-time procedure for installing the 64-Bit software driver. You do not need to do it again, unless you have a software corruption, or a computer crash. Even the computer is out of compatible mode, you do not need to reinstall the driver. You just need to do the above 'Second Step'.

➢ **Fourth Step**: you use the scan program as often as you need to make scans. You can use the Windows 8 shutdown, or you can use our 'Shutdown' file to turn off your computer when you have finished your work.

➢ **Fifth Step**: you trouble-shoot the scanner problem whenever there is a need.

If you do not see 'Unknown device' anywhere and you do not see 'Sharp Shape Foot Scanner 64-Bit' listed under 'Universal Serial Bus controllers', Windows may not have recognized the scanner (as a USB device) for some reason. Check your cable and the power of the scanner. With the Device Manager (shown in Figure 18) open, turn the scanner OFF (for 4 seconds) and then turn it back ON and watch the screen. If the scanner is connected to the computer, Windows should notice a device is being connected. If nothing happens, something is wrong with the hardware (such as the scanner, USB cable, or USB port on the computer). You need to check them, or contact us.

Conclusions:

Compared with the method introduced in "Sharp Shape Scanner Installation on Windows 8", the method introduced here makes the working mode stay permanently. It still works, if you do not use our icons to shutdown or restart the computer. This was not okay with our previous method. The drawback of Method 2 is that the watermark on screen is a little eye-catching. The way to take the computer out of the working mode is to enable the 'Secure Boot Control' in the 'UEFI Firmware' (Second Step on Page 3). When you do that, the watermark will disappear.

Because the brand and the model of your computer may be different, you may see different screens. Please let us know if your experience is different, or if you have any questions with the installation. Please contact us at sharpshape@comcast.net. - End of File -