How-To Guide

HSB-to-COM Driver
for Remote Environments

Version 2.2
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Overview

The Topaz® HSB-to-COM driver allows a Topaz HSB® signature pad (HID USB) to operate through a virtual COM port interface on a Windows PC or Windows-embedded thin client. With the HSB-to-COM driver, pad users can also forward the virtual COM port (via the standard remote COM port forwarding techniques) in remote operating environments such as Citrix.

Note: For HSB to BSB pad conversion options, contact us:
www.topazsystems.com/contact_techsupport.html.

Compatibility Details

The Topaz® HSB-to-COM driver supports:

1. **Remote Environments:**

    a. Citrix XenApp & XenDesktop Versions 6.0, 6.5, 7.0 to 7.13, 7.15
    b. Microsoft Remote Desktop Protocol (RDP): Windows 7.0, 8.1, 10.0
    c. Microsoft RemoteFX: Windows Server 2008 R2 SP1, 2012, 2016
    d. VMWare Horizon Virtual Desktop 6 and later

2. **Client OS:**

    a. Microsoft Windows OS 7.0, 8.1, 10, 10.1

3. **Server OS:**

    a. Microsoft Windows Server OS 2008, 2008 R2, 2012, 2012 R2, 2016

Note: For questions regarding compatibility, contact Topaz Dev Support at:
devsupport@topazsystems.com.

Client-Side Installation Steps

If your client PC is already set-up to use a Topaz pad, uninstall the SigPlus driver in "Programs and Features" before continuing.

1. Download (but do not yet run) the HSB-to-COM driver:
   www.topazsystems.com/Software/download/hsbtocom.exe

   Note: For normal installation, continue with step 2 below. For silent installation on multiple workstations, skip to the **Silent Install and Uninstall** section of this guide.

2. Run the installer. Click "Next" though the Installation Wizard.

3. When installation is complete, click "Finished" to close the dialog.

4. On the client, open the "Device Manager" by clicking on "Start" → "Control Panel" → "Device Manager".

5. Under "Ports", confirm that the Topaz HSB Port is listed.
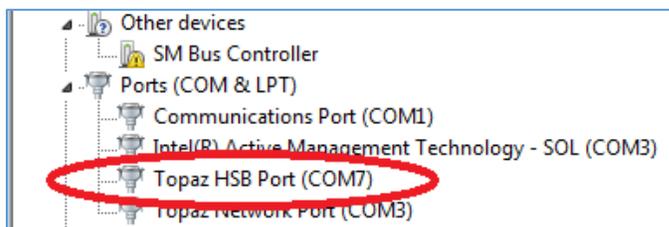
   Note: The Topaz HSB Port is only listed if the signature pad is connected to the PC.

6. If "Topaz HSB Port" is not present in the Device Manager of the Control Panel, please continue to the **Troubleshooting Steps** section in this guide.

Silent Install and Uninstall

Install

1. Open a command prompt by right-clicking on Command Prompt ("Start" → "Programs" → "Accessories") and selecting "Run as Administrator."

2. Navigate to the location of the HSBtoCOM.exe installation file. For reference, the default installation directory for the software is:

   C:\Program Files\Topaz

3. To silently run the installer, enter the driver name followed by "/VerySilent" as follows:

   HSBtoCOM.exe /VerySilent

   Note: The command line text is case sensitive.

4. To set a preferred COM port number during install, enter the following (replace "#" with the desired COM port number):

   HSBtoCOM.exe /PORT=COM# /VerySilent

   Note: The default COM port is COM7.

5. To change the COM port number after the driver has been installed, enter the following:

   HSBtoCOM.exe /NEWPORT=COM#

   Note: This option does not install or uninstall but changes the assigned COM port only.

Uninstall

1. To uninstall silently, open a command prompt by right-clicking on Command Prompt ("Start" → "Programs" → "Accessories") and selecting "Run as Administrator."

2. Change to the directory of the driver and then enter the following:

   unins000.exe /VerySilent

   Note: The command line text is case sensitive.

3. After installation, unplug and plug-in the HSB pad to load the standard USB HID driver.

Server-Side Setup

For server-side setup to complete the installation, follow the steps in the "Topaz Serial Pads in a Remote Environment" guide: **www.topazsystems.com/software/SerialTS.pdf**.

Troubleshooting Steps

Install

If you do not see the Topaz HSB Port listed in Device Manager, confirm if the driver is installed. Go to "Settings" → "Programs/Apps and Features" and confirm that "Topaz HSB-to-COM" is listed. If it is not listed, re-install the driver by repeating the steps in the **Client-Side Installation Steps** section of this guide.

Test Trial on Client Only

A signature pad can be tested on a client machine without a server connected or a remote environment established yet.

1. Download (but do not yet run) the Topaz SigPlus driver on the client machine: **www.sigpluspro.com**.

   Note: The SigPlus driver is not required on client side; this installation is for troubleshooting only.

2. Right-click on the .exe installer, and select "Run as Administrator". **This is a critical step.** If asked to allow changes, click "Yes".

3. Click "Next" through the installer, select COM7 (the HSB-to-COM default COM port) and the model number listed on the back of the signature pad when prompted.

4. If desired, click "Yes" when asked to install a shortcut on the desktop for the DemoOCX test utility.

5. Plug-in the signature pad to the client.

6. Open "DemoOCX" from the shortcut on your client desktop.

   Note: If you chose not to create a desktop shortcut, "DemoOCX" can be found in: C:\Windows\SigPlus.

7. In "DemoOCX", click the "Start" button, and sign on your Topaz signature pad. You will see the signature in the window of DemoOCX.

Note: If the signature does not appear in DemoOCX, continue below.

Configuring the SigPlus.ini Setup File

1. On the client, go to C:\Windows and open the SigPlus.ini file with Notepad or an equivalent text editor. Some systems may alternatively use the SigPlusRoot.ini file in the C:\ directory.

2. In the SigPlus.ini file, change the "TabletComPort" to equal 7.
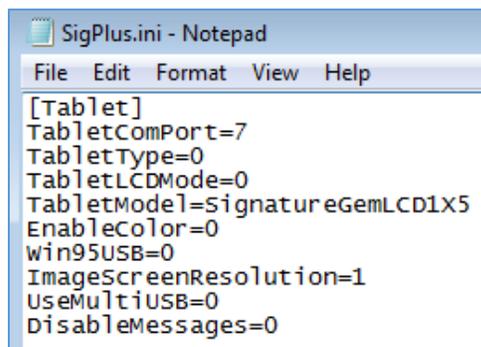
3. Click "File" → "Save" to save the changes, and exit out of the SigPlus.ini file.

   Open "DemoOCX", by right-clicking on the desktop shortcut or opening from C:\Windows\SigPlus.

   Note: If DemoOCX is still open from a previous test, restart the utility.

4. Click the "Start" button, sign on your Topaz signature pad. You will see the signature in the window of DemoOCX.

Note: If you still do not see the signature, contact Topaz Dev Support for assistance at: **devsupport@topazsystems.com**.

Custom COM Port Number

If the default (COM7) is already reserved for in-use on the client, you may change the COM port number of the non-Topaz device to another port before installing the Topaz HSB-to-COM Driver, or you may change the COM port number of the Topaz HSB COM Port to an unused COM port. If the HSB COM port is changed, the corresponding TabletComPort setting must also be present in SigPlus.ini or SigPlusRoot.ini as described above.

Note: The HSB-to-COM Driver is fully operational on non-default COM ports (ports other than COM7), but using COM7 allows for easier installation and support if and when needed.

Topaz HSB COM Port Setting

1. If "DemoOCX" is already open, select "Stop", and then close the app.

2. Unplug the signature pad.

3. Open "Device Manager" (Start" → "Control Panel" → "Device Manager"), expand the "Ports" list, and right-click on "Topaz HSB Port". Select "Properties", and open the "Topaz" tab. Select a new port number from the drop-down menu, and then click the "Set" button.
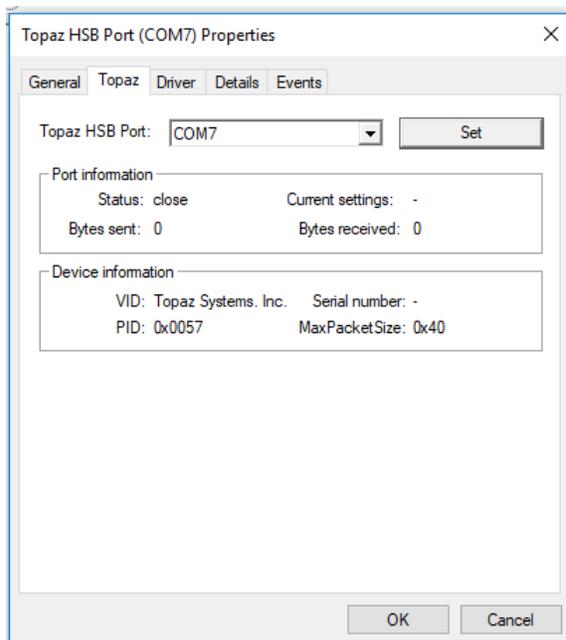
Note: Make sure that the new COM port number is available first. Do so by viewing the "Device Manager". Under "Ports", assigned COM ports will be visible.

4. Close both the "Properties" window and the "Device Manager".

5. Re-open "Device Manager" (Start" → "Control Panel" → "Device Manager"), and confirm that the new Topaz HSB port number in the "Ports" list is correct.

    Note: Device Manager must be refreshed, closed, and re-opened in order to show the new COM port number setting within the "Ports" list.

6. Configure the SigPlus.ini setup file to match the new custom COM port number set within driver properties. See the above section in this guide titled **Configuring the SigPlus.ini Setup File** to complete this step.