



How-To Guide

HSB-to-COM Driver For Remote Environments

Version 2.1
Last Update: May 24, 2018

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Overview

The Topaz[®] HSB-to-COM driver allows any Topaz HSB[®] signature pad (HID USB) to operate as a BSB[®] pad (virtual serial via USB) on a Windows PC or Windows-embedded thin client. With the HSB-to-COM driver, pad users with model numbers ending in “HSB-R” can use their device(s) via a virtual COM port created on the client machine.

Note: For other HSB to BSB conversion options, view the [Remote Usage Options](#) page on the Topaz website for more information.

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

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.

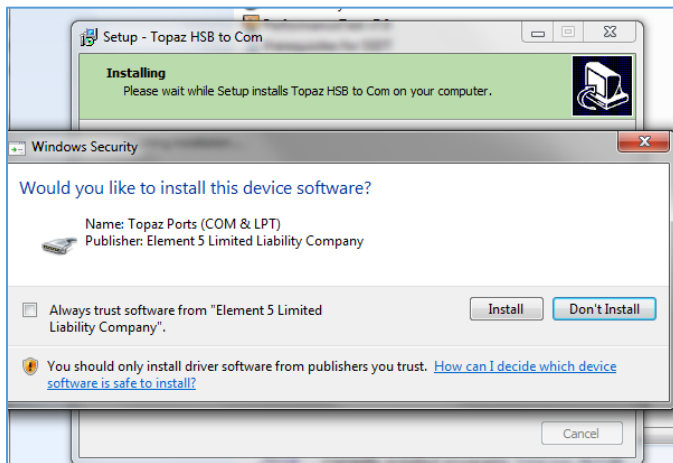
Client-Side Installation Steps

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

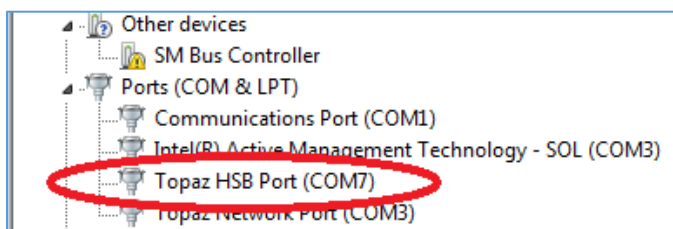
1. Download (do not yet run) the HSB-to-COM driver from the following page:
www.topazsystems.com/remote-hsb.html.

Note: For normal installation, continue with step 2 below. For silent installation on multiple workstations, skip to the [Silent Install and Uninstall](#) section.

2. Run the installer. When prompted, click the “Install” button to install “Topaz Ports (COM & LPT)”.



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.

If you do not see the Topaz HSB Port, continue to the [“Troubleshooting Steps”](#) section below.

Silent Install and Uninstall

Install

1. Open a command prompt by right-clicking on Command Prompt (under Accessories) and selecting “Run as Administrator.”
2. Change to directory where the set-up file is located; the default directory is:
C:\Program Files\Topaz Systems
3. To silently run the installer, enter the driver name followed by “/VerySilent” as follows:

```
HSBtoCOMv2.exe /VerySilent
```

Note: The command line text is case sensitive.

Uninstall

1. To uninstall silently, open a command prompt by right-clicking on Command Prompt (under 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.

Server-Side Installation Steps

For server-side installation, follow the steps in the following 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 [Client-Side Installation Steps](#).

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 COM 7 (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.

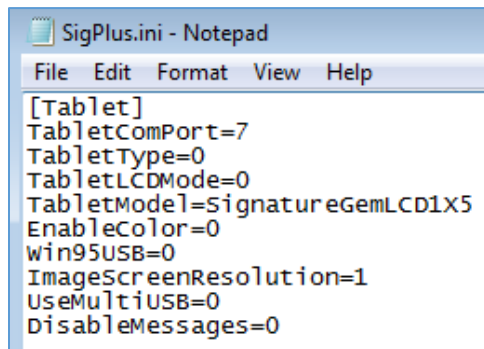
- In "DemoOCX", click the "Start" button, and sign on your Topaz signature pad. You will see the signature in the window of DemoOCX.



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

Configuring System Config File

- On the client, go to C:\Windows and open SigPlus.ini with Notepad or an equivalent text editor.
- In the SigPlus.ini file, change the "TabletComPort" to equal 7.



- Click "File" → "Save" to save the changes, and exit out of the SigPlus.ini file.
- Open "DemoOCX", by right-clicking on the desktop shortcut.

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

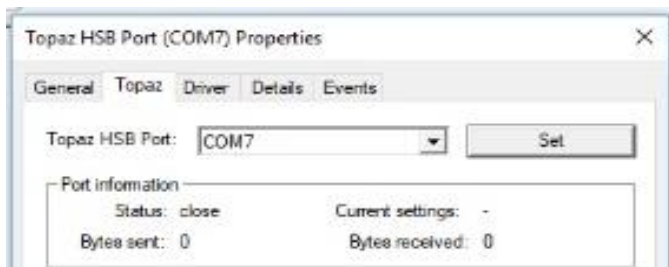
- Click the “Start” button, sign on your Topaz signature pad. You will see the signature in the window of DemoOCX.



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

COM Port Connection (Client or Remote)

- To confirm that the app is connected to the HSB to COM driver port:
 - On the client, go to “Start” → “Control Panel” → “Device Manager”.
 - Right-click on “Topaz HSB Port”, select “Properties”, and open the “Topaz” tab.
- From client or remote connection, open “DemoOCX” from the desktop. **Note:** If you chose not to create a desktop shortcut, “DemoOCX” can be found in: C:\Windows\SigPlus.
 - Click “Start.”
 - Under “Port Information” in the “Topaz HSB Port Properties” window, the status should toggle between “close” and “open” when the app is connected/disconnected.



Custom COM Port Number

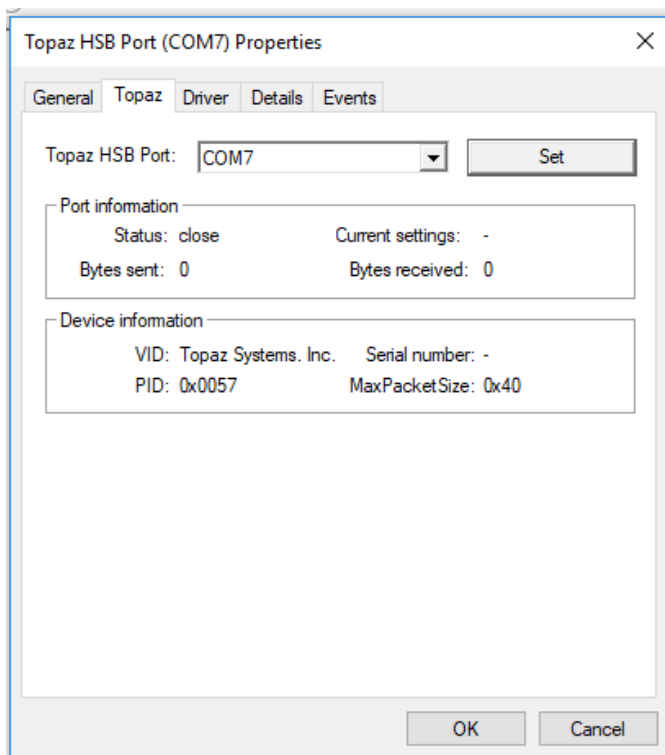
If COM 7 is already reserved for use on the client by a non-Topaz device, please change the COM port number of the non-Topaz device to another port before installing Topaz HSB to COM Driver.

Note: The HSB to Com Driver is fully operational on non-default COM ports (ports other than COM 7), but it is not recommended.

Follow the instructions below to use a custom Topaz HSB-to-COM port number:

Topaz HSB 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 system config file to match the new custom COM port number set within driver properties. See the section above titled “[Configuring System Config File](#)” to complete this step.