

10 Known Issues

10.1 Windows 7 requires hotfix to accept SHA-256 code signature

Operating systems:

Windows 7 32/64 bit

Problem description:

By default, Windows 7 does not accept SHA-256 code signatures, it accepts SHA-1 signatures only. However, SHA-1 based certificates are deprecated and not available any longer. All recent code signing certificates use the SHA-256 algorithm.

Microsoft has released a hotfix that adds support for SHA-256 certificates on Windows 7. The hotfix KB3033929 can be found here: <https://support.microsoft.com/en-us/kb/3033929>

Note that KB3033929 is available through Windows update. So the easiest solution is to make sure this update is installed.

Additional information:

This problem does not exist on Windows 8 and later.

The driver installer (setup.exe) detects this problem during driver installation and shows an error message which references the KB3033929 patch.

10.2 Untrusted Publisher pop-up dialog appears on Windows 7

Operating systems:

Windows 7 32/64 bit

Problem description:

Normally, Thesycon's driver installer suppresses the "Untrusted publisher" dialog box. However, if the driver that is installed is signed with a SHA-256 code signing certificate then Windows 7 might still show this dialog box. Although you selected the "Always trust" option, the dialog box might re-appear during a subsequent driver installation.

This is an issue in Windows 7. For more information and a hotfix, check out KB2921916:

<https://support.microsoft.com/en-us/kb/2921916>

Additional information:

KB2921916 is not available through Windows update.

10.3 AllSignersEqual Group Policy breaks Driver Installation

Operating systems:

Windows 7 32/64 bit

Windows 8 32/64 bit

Windows 8.1 32/64 bit

Windows 10 32/64 bit

Problem description:

If the AllSignersEqual Group Policy is set to disabled on a given system then the TUSBAudio driver will not be installed although the driver setup finished successfully. Device Manager shows that a built-in class driver has been installed for the respective device which possibly failed to start.

Additional information:

Solution: Set the AllSignersEqual Group Policy to “Enabled” or “Not Configured”.

Background information: Windows behavior can be configured through so called Group Policies. In Windows 7 and later the AllSignersEqual Group Policy is enabled by default which causes Windows to treat all signature types as equal when selecting a driver. With AllSignersEqual = enabled the system selects the TUSBAudio driver when the USB device is connected to the system because it matches the device best. With AllSignersEqual = disabled the system selects a built-in class driver because its signature has a higher priority.

For more information on the AllSignersEqual Group Policy, check out:

<https://docs.microsoft.com/en-us/windows-hardware/drivers/install/allsignersequal-group-policy--windows-vista-and-later->

10.4 Sample rates greater than 192 kHz not supported on Windows 7/8/8.1

Operating systems:

Windows 7 32/64 bit

Windows 8 32/64 bit

Windows 8.1 32/64 bit

Problem description:

The default format selection in the sound device properties dialog does not show formats with sample rates greater than 192 kHz. Microsoft Windows sound APIs (MME, DirectSound) do not support sample rates greater than 192 kHz.

Higher sample rates (384 kHz, 352.8 kHz) can be used through ASIO only.

Additional information:

Windows 7 and Windows 8/8.1 are limited to 192 kHz. On Windows 10 there is no such limitation. However, the system-provided Speaker Enhancements (Bass Boost, Virtual Surround, etc.) are still limited to 192 kHz. To overcome this, TUSBAudio disables or enables enhancements depending on the highest sample rate supported by a given device.

The following table summarizes the behavior.

	Device supports sample rates <= 192 kHz	Device supports sample rates > 192 kHz
Windows 7 / 8 / 8.1	Sample rate limited to 192 kHz, Speaker Enhancements available	
Windows 10	Sample rate limited to 192 kHz, Speaker Enhancements available	Sample rate not limited, Speaker Enhancements not available

10.5 Windows does not display the 24 bit sample format for 88200 Hz and 176400 Hz

Operating systems:

Windows 7 32/64 bit

Windows 8 32/64 bit

Windows 8.1 32/64 bit

Windows 10 32/64 bit before 1703 (Creators Update)

Problem description:

The default format selection in the sound device properties dialog does not show 24-bit PCM formats for sample rates 88200 Hz and 176400 Hz. For these sample rates, Windows shows 16 bit formats only.

Additional information:

This is a Windows limitation. Microsoft implemented support for these formats in Windows 10 1703 (March 2017 Creators Update).

10.6 Windows 7 does not display the 32 bit sample format

Operating systems:

Windows 7 32/64 bit

Problem description:

The default format selection in the sound device properties dialog does not show 32-bit PCM formats.

Additional information:

This is a limitation in Windows 7. Windows 8 or later shows the 32-bit PCM format correctly.

On any Windows version, including Windows 7, the 32-bit sample format can be used through ASIO.