Currently, the latest version of the CLEAR Connection Manager (CCM) will not work with 64-bit versions of Microsoft Windows<sup>®</sup> 8. **32-bit versions of Windows 8 are NOT impacted.** (To determine whether or not you are using the 64-bit version of Windows<sup>®</sup> 8, follow the first three steps of "An Alternate Recovery Method", below.)

# How to Recover

If you have installed a version newer than 2.00.0043 under 64 bit Windows <sup>®</sup> 8, all of your USB controllers will be disabled, and any USB device plugged into your PC will not work after you reboot. If you find yourself in this situation, download a small registry file that will remove a single entry in the registry that is causing the problem. (The Windows<sup>®</sup> Registry is a repository of information about the applications and other software that are installed on your PC.)

To repair your registry, follow these steps:

- 1. Using a PC that has internet access, download the registry file "Windows 8 USB Fix.reg" from http://www.clear.com/support/download
- 2. Copy this file to the Windows® 8 machine
- 3. Find the location where you saved/copied the file, and double click it
- 4. Click Yes when Windows® asks you to confirm any changes made to the registry
- 5. Click Okay when Windows<sup>®</sup> confirms that the changes have been made to the registry
- 6. Reboot your PC

Once you reboot, your USB ports will be functional again. You should uninstall the current version of the CCM, and install version 2.00.0043.

To uninstall the current version of the CCM:

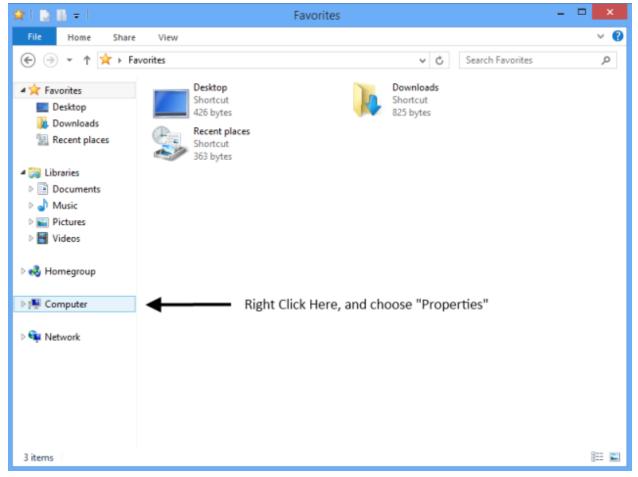
- 1. Press the Windows® key to go into Metro Mode
- 2. Type "clear"
- 3. Double click the app "Uninstall CLEAR Connection Manager"
- 4. Click Yes when the Windows® Installer will ask if you want to uninstall
- 5. Click Yes if you get a User Access Control prompt

## The CLEAR Connection Manager and Windows<sup>®</sup> 8 (64bit) CLEAR 4G Mobile USB (SKU: PXU1900 and PXU1900R) An Alternate Recovery Method

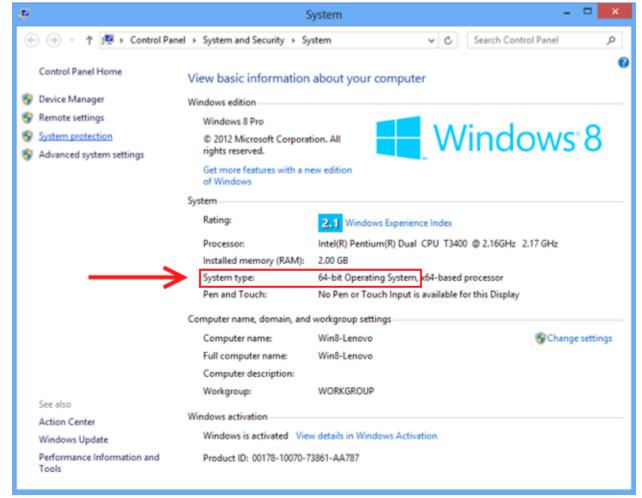
Using the registry file is the simplest and safest way to recover. We strongly recommend that you use the registry file fix. However, if you are unable to use that method, you can use the following steps to recover:

#### Keep in mind that any applications that were installed after you installed the CLEAR Connection Manager not work after performing these steps! It is recommended that you use the registry fix listed at the start of this document.

- To begin, start by saving any work you may have open, and closing all applications. Then, launch the File Explorer by pressing and holding down the Windows<sup>®</sup> key, and then press the "E" key once.
- 2. Within the File Explorer, right click on the "Computer" entry at the left, and choose "Properties".



3. That will bring up the following screen:



(This screen will show you what type of Windows<sup>®</sup> 8 install you are using, under "System Type". It will say either "64-bit" or "32-bit".)

4. Click the link at the left that says "System Protection". That will bring up this screen:

System Properties							
Computer Name Hardware Advanced System Protection Remote							
Use system protection to undo unwanted system changes.							
System Restore							
You can undo system changes by reverting your computer to a previous restore point. System Restore							
Protection Settin	Protection Settings						
Available Dr	ives		Protect	ion	^		
📥 Local Dis	🏪 Local Disk (C:) (System)		On				
ERVICEV003 (D:)			Off				
👝 Images (	📺 Images (E:)		Off		× .		
Configure restore settings, manage disk space, and delete restore points.							
Create a restore point right now for the drives that have system protection turned on.							
		ОК		Cancel	Apply		

5. Click the "System Restore..." button, and you will see this screen:

System Restore					
	Restore system files and settings				
	System Restore can help fix problems that might be making your computer run slowly or stop responding.				
	System Restore does not affect any of your documents, pictures, or other personal data. Recently installed programs and drivers might be uninstalled. <u>Is this process reversible?</u>				
Recommended restore:					
	Select this option to undo the most recent update, driver, or software installation if you think it is causing problems.				
	Time: 10/11/2012 2:43:55 PM				
If this doesn't say this Description: Install: Installed CLEAR Connection Manag Current time zone: Pacific Daylight Time					
	Scan for affected programs				
Then click here ——	→ <sup>O</sup> <u>C</u> hoose a different restore point				
	< <u>B</u> ack <u>N</u> ext > Can	el			

If the Description says "Installed CLEAR Connection Manager" then click Next, and skip the next step, and go on with step 7. Otherwise select "Choose a different restore point" and click Next.

6. If you chose a different restore point in the previous step, you'll see a screen that looks like this:

System Restore					
Restore your computer	to the state it was in before the selected ever	nt 💉			
Current time zone: Pacific D	aylight Time				
Date and Time	Description	Туре			
10/9/2012 1:55:47 PM	Restore Operation	Undo			
10/9/2012 1:02:38 PM	Installed CLEAR Connection Manager.	Install			
Click anywh	ere along here				
		an for affected programs Next > Cancel			

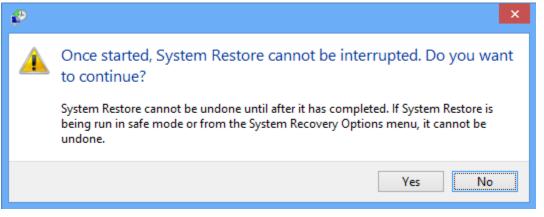
The entries will probably be different, but that's okay. Click the one that says "Installed CLEAR Connection Manager", and click Next.

7. Now, no matter which path you took before, you should be at this screen:

e	Sy	System Restore				
	Your compute	n your restore point puter will be restored to the state it was in before the event scription field below. 10/9/2012 1:02:38 PM (Pacific Daylight Time) Install: Installed CLEAR Connection Manager. Local Disk (C:) (System) Scan for affected programs				
	that you creat	If you have changed your Windows password recently, we recommend that you create a password reset disk. System Restore needs to restart your computer to apply these changes. Before you proceed, save any open files and close all programs.				
		< gack	Finish	Cancel		

The date and times will be a little different, but the rest should look about the same. Click "Finish".

8. Windows<sup>®</sup> will give you one last chance to cancel:



- 9. Click the Yes button to begin the System Restore process. It will take several minutes to complete.
- 10. After your computer has rebooted, download and install version 2.00.0043 of the CLEAR Connection Manager.