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<sup>®</sup> 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 USB Modem (SKU: SGDN5094AA, SGDN5233AA, SGDN5250AA) 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 H	Hardware A	dvanced S	ystem Pr	otection Re	emote
Use syste	em protection	to undo unv	vanted sy	vstem change	s.
System Restore —			$\overline{\mathcal{A}}$		
You can undo system changes by reverting your computer to a previous restore point. System Restore					tore
Protection Settings	s ———				
Available Drive	es		Protecti	on	^
📥 Local Disk	Local Disk (C:) (System)		On		
SERVICEV	/003 (D:)		Off		
👝 Images (E:)	)		Off		¥
Configure restore and delete restor	e settings, ma pre points.	inage disk sj	bace,	C <u>o</u> nfigu	re
Create a restore have system pro	point right no tection turned	d on.	ves that	<u>C</u> reate	
		ОК		Cancel	Apply

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

e	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,		
If this doesn't say this	Time: 10/11/2012 2:43:55 PM Description: Install: Installed CLEAR Connection Manag Current time zone: Pacific Daylight Time Scan for affected programs		
Then click here ———	→  © Choose a different restore point		
	< <u>B</u> ack <u>N</u> ext > Cance	!	

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:

<b>9</b>	System Restore	
Restore your compute	r to the state it was in before the selected	d event
Current time zone: Pacific I	Daylight 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	nere along here	
	Then click here	Scan for affected programs
	< Back	Mext > 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:

System Restore					
Confirm your Your computer will in the Description fi Time: 10, Description: Ine Drives:	estore point restored to the state it was in before the even i below. 2012 1:02:38 PM (Pacific Daylight Time) II: Installed CLEAR Connection Manager. al Disk (C:) (System)	• ]			
If you have change that you create a pa System Restore nee Before you proceed	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.				
If you have change that you create a p System Restore nee Before you proceed	our Windows password recently, we recomm word reset disk. to restart your computer to apply these char ave any open files and close all programs.	en ng Ci			

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.