The CLEAR Connection Manager and Windows® 8 (64bit)
CLEAR 4G+ Mobile USB (SKU: DMM-U300)

Currently, the latest version of the CLEAR Connection Manager (CCM) will not work with 64-bit versions of Microsoft Windows® 8. **32-bit versions of Windows 8 are NOT impacted.** (To determine whether or not you are using the 64-bit version of Windows® 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 ® 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® 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® 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

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.

1. 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® 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".
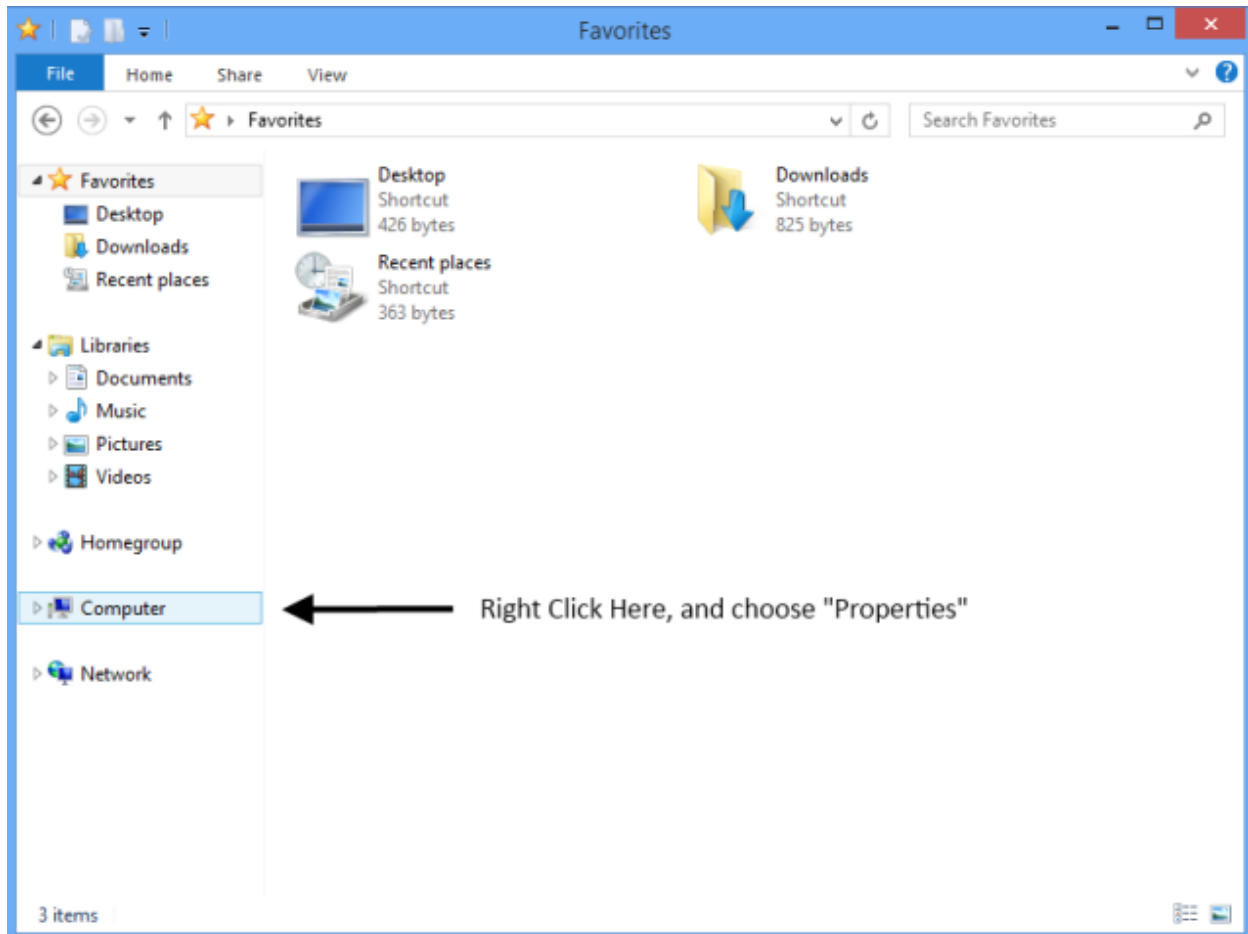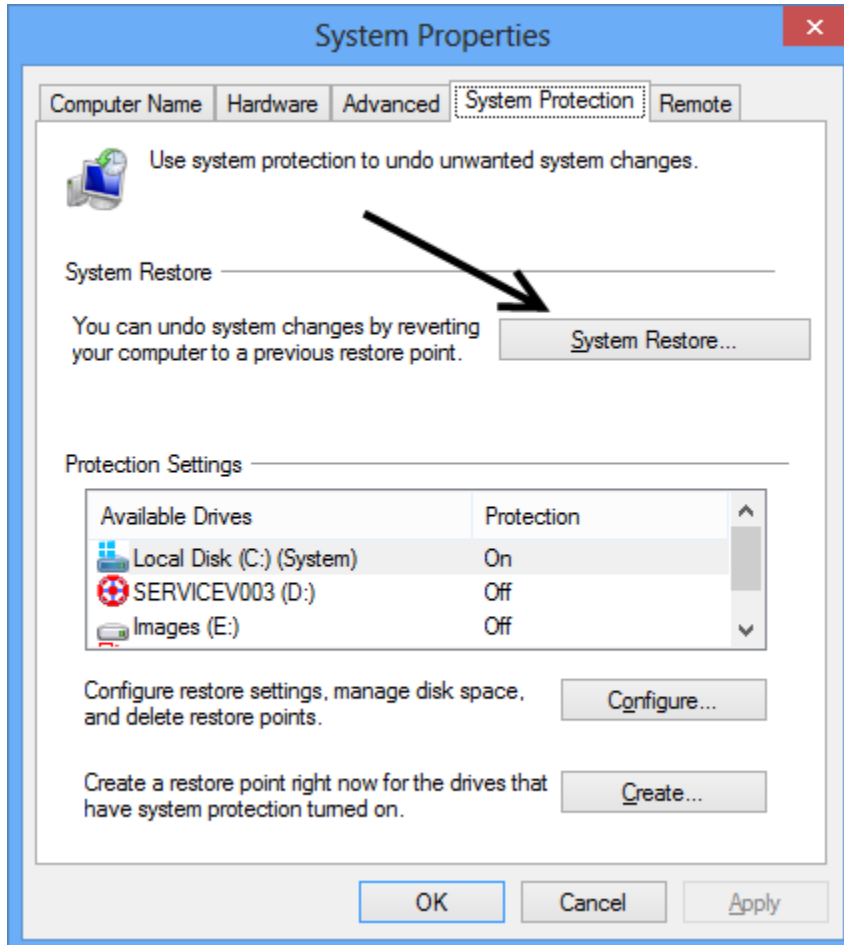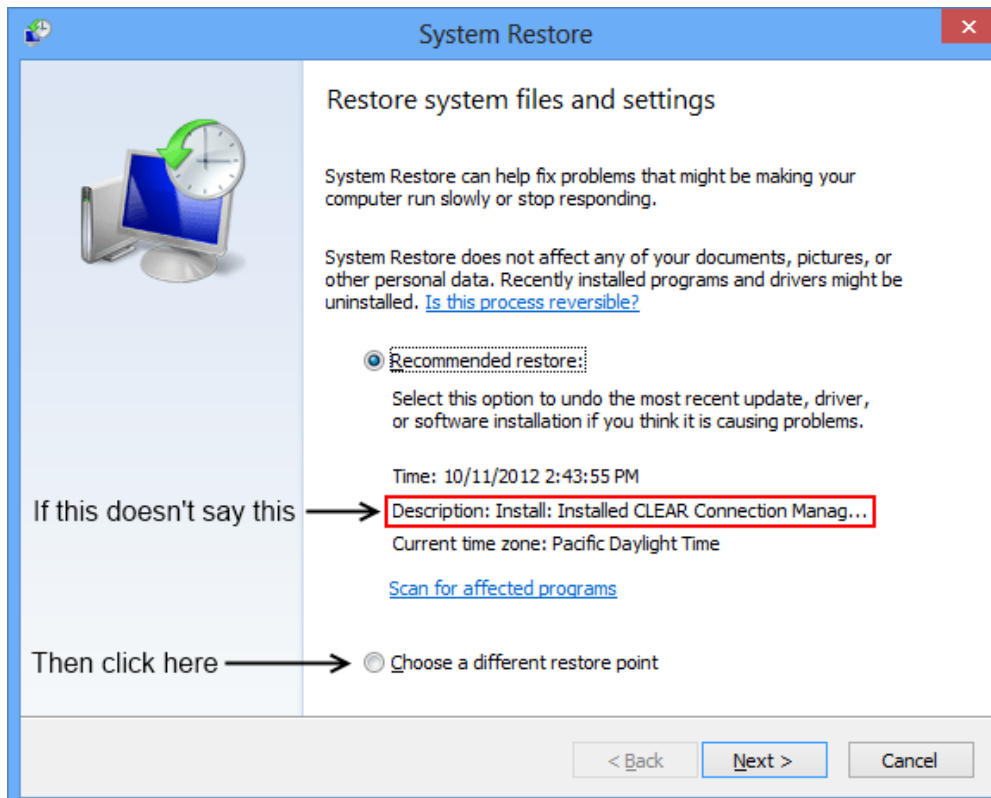
3. That will bring up the following screen:
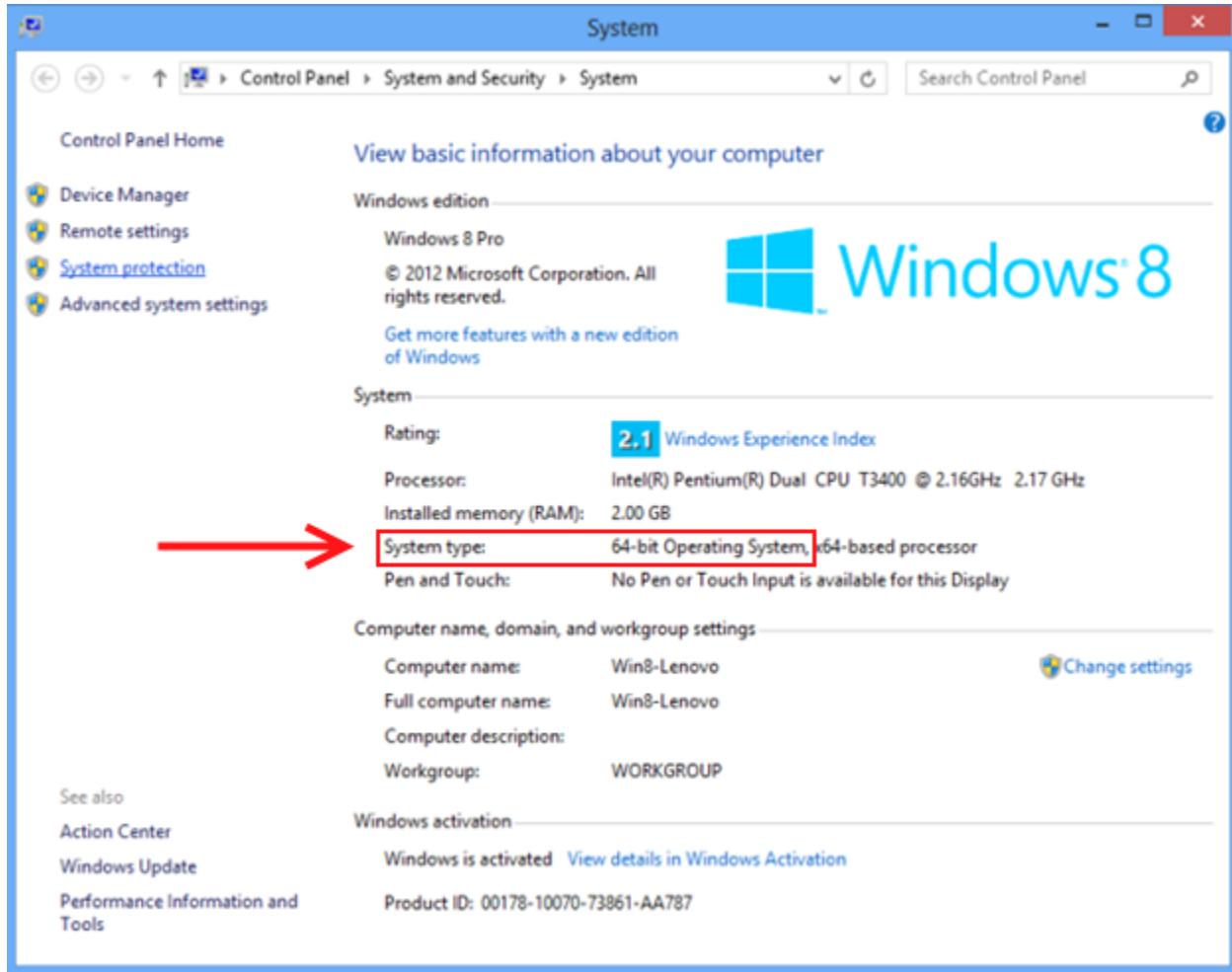
(This screen will show you what type of Windows® 8 install you are using, under "System Type". It will say either "64-bit" or "32-bit".)

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

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

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.
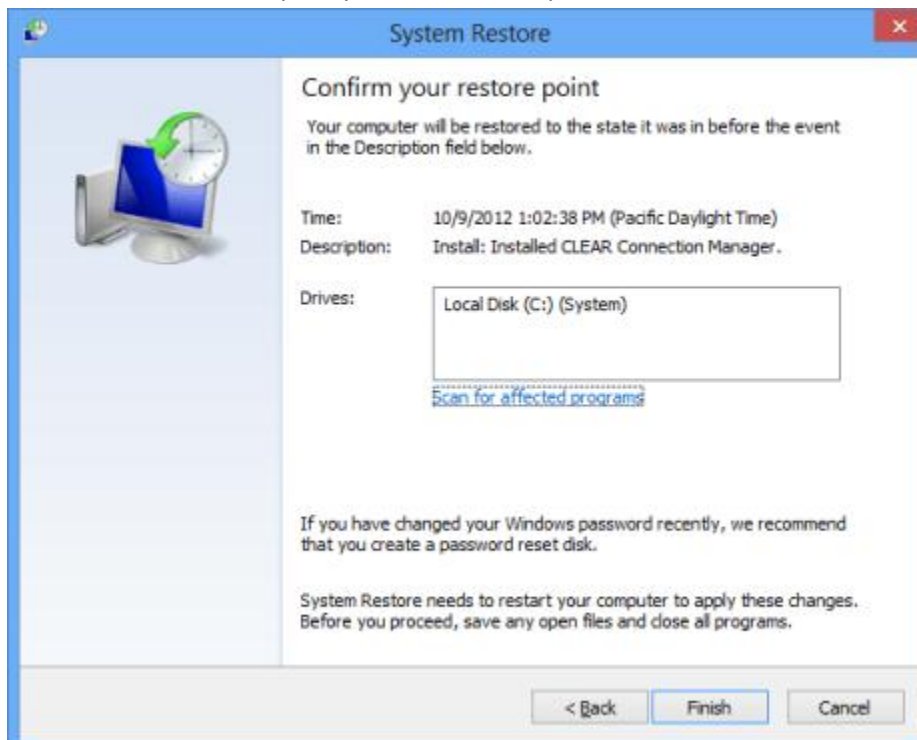
6. If you chose a different restore point in the previous step, you'll see a screen that looks like this:
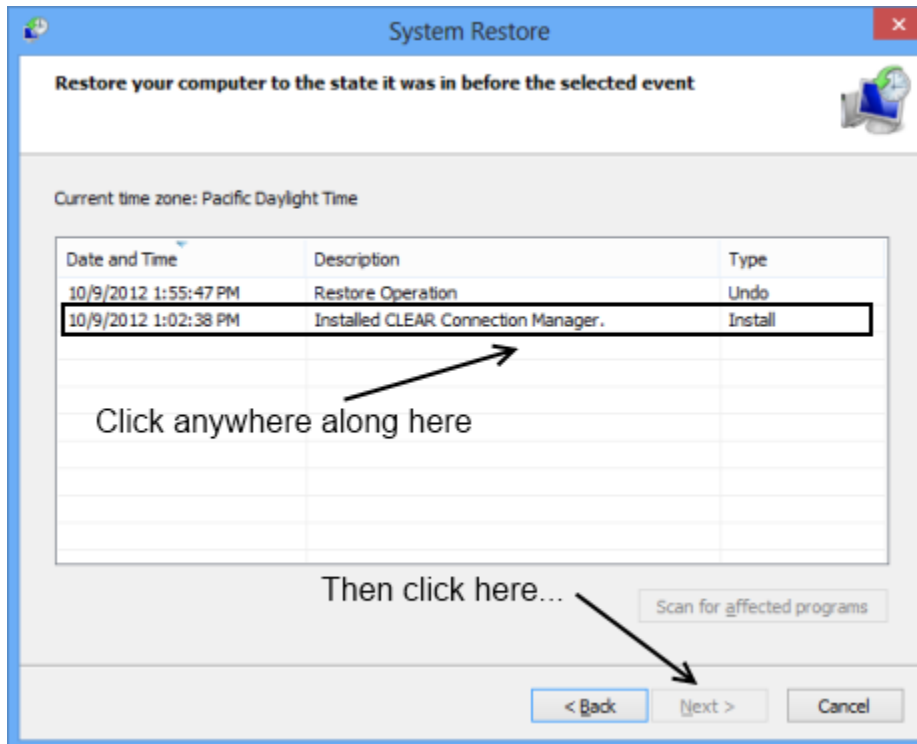
The entries will probably be different, but that's okay. Click the one that says "Installed CLEAR Connection Manager", and click Next.
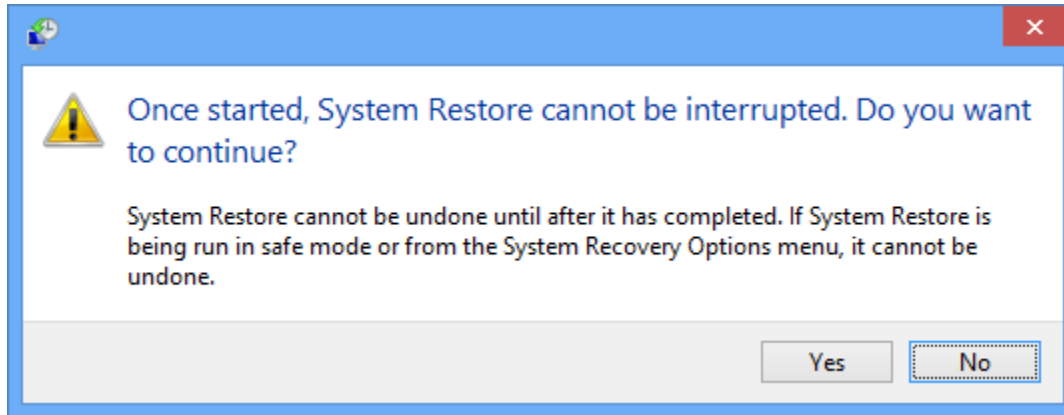
7. Now, no matter which path you took before, you should be at this screen:

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

8. Windows® 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.