

# Problems with signed driver

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Hello NG,

I have built a WDM driver package for our USB device to be used with Windows Vista and signed the CAT-file with a GlobalSign ObjectSign certificate we bought some weeks ago.

Anyway Vista does not install the driver correctly. The installation process ends up with error code 39 meaning that windows can't load the driver, is missing or corrupt. That means all and nothing.

To except mistakes in INF-file and driver binary a friendly company signed the package with their VeriSign Class 3 certificate – this package can be installed correctly. To me it seems to be important that they signed the driver binary with the same certificate.

Now when I take this signed driver binary put it together in a catalogue with all my other files of the driver package and sign the package (the CAT-file) with our GlobalSign certificate everything works fine.

So I compared the log entries for both installation sequences from the setupapi.dev.log. There is only one different entry in the failure log:

Device not started: Device has problem: 0x27: CM\_PROB\_DRIVER\_FAILED\_LOAD.

This entry again do not really help to indentify the problem. We guess that there is a problem with the rigths management.

Has anyone an idea how to solve the problem?

/Oliver