



## Installation Instructions ACT-IR2012UL

**ACTiSYS does not provide CD-ROM for installation anymore, since less computers are equipped with a CD drive. Please download the installation instructions from the link provided and also use the drivers provides as needed.**

**These instructions contain workaround solutions and an updated driver TSPack. Please make sure to follow the below steps during ACT-IRx002Ux setup and don't face any Windows 1x compatibility issues.**

### **1) Windows 8.1, 10 and 11 OS compatible drivers:**

**ACT-IR2012UL CD Contents:**

<https://www.actisys.com/Restricted/IR2012UL/>

**User name:** IR2012UL; **Password:** ir2012uL!

Driver File as per 6/2023: „ACT-IR2012UL-CD-v1.0.1.5-230619.rar“

(As driver packages are being updated, the name of the file might change. Please always check base link!)

It includes Windows XP, 7,8.1, 10 and 11 OS, Linux and Mac OSx compatible drivers, and user manual. Windows 7~10 OS drivers are also compatible with Windows 11 OS!

- b) Please download the folder first from the above download link and unzip (extract) it.
- c) Open the device manager
  - Plug ACT-IR2012UL into the PC USB port.
  - Under "Other devices" will see "**STIr42xx**"
  - Right click on "**STIr42xx**"
  - Click on "Update driver"
  - select "Browse my computer for driver software" (Locate ".inf" file from folder path (...\\IR2012UL\_W7~10\_Dvr\\32- or 64-bit) and install driver software manually), then click "Next"
  - screen will pop up "installing driver...", and next prompt screen shows that "Windows has successfully updated your driver".
- d) ACT-IR2012UL is recognized successfully as "**USB 2.0 IrDA Bridge #xx**" under the "Infrared devices" and ready to use now. Please proceed to start download/upload from/to the IR-enabled target device.

**If there is any issue with the installation, please check the following pages for troubleshooting.**

**If no solution is found, please contact the manufacturers support via email to [tech-support@actisys.com](mailto:tech-support@actisys.com)**



**2a) Windows Error Code 19 WORKAROUND/FIX, for Windows 10/11  
Home/Pro/Enterprise/Education edition 19xx/20xx/21Hx Versions:**

**Windows 10 OS “IrDA Infrared” component download and install steps:**

- I) Install the “IrDA Infrared” component from the optional features  
(right click “Start” icon → Apps and Features → Optional features → Add a  
feature → Select “IrDA Infrared” from the list and install it).  
It is installed online, so be sure to have internet access!
- II) Reboot the system.
- III) Plug ACT-IR2012UL into PC USB port.

**Windows 11 OS “IrDA Infrared” component download and install steps:**

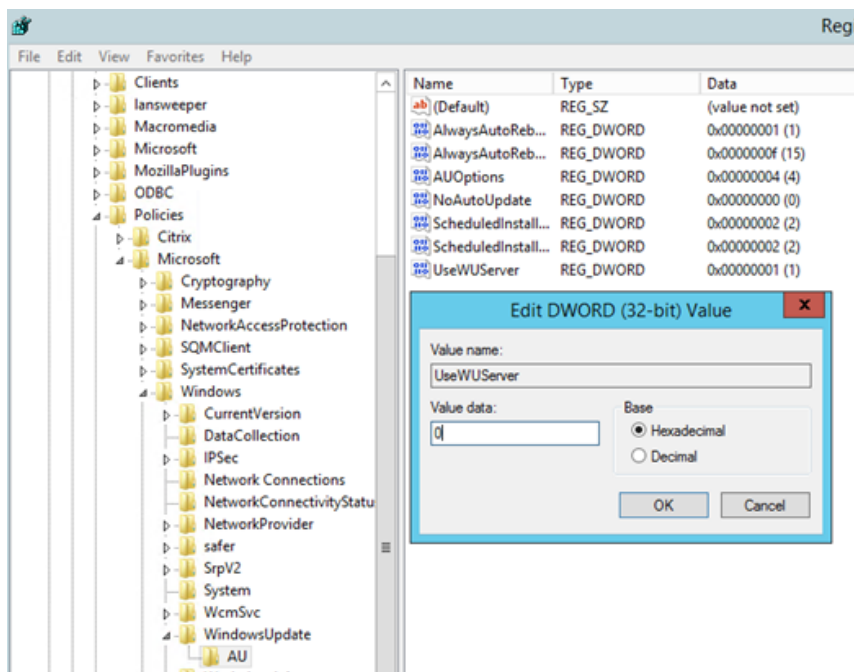
- I) Install the “IrDA Infrared” component from the optional features  
(right click “Start” icon → Apps and Features → Optional features → Add an optional  
feature → View features → Select “IrDA Infrared” from the list and install it).  
It is installed online, so be sure to have internet access!
- II) Reboot the system.
- III) Plug ACT-IR2012UL into PC USB port.



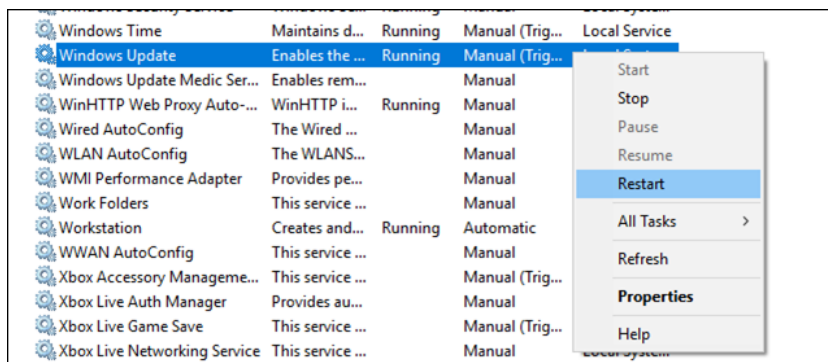
## 2b) Fix to install “IrDA infrared” successfully if fails repeatedly:

**Method 1: Disable Windows Server Update Services (WSUS) and restart “Windows Update” service:**

- I) **Log-in as Administrator user and follow the below steps to fix the Windows Error Code 19:**  
 Open the Registry editor (**regedit.exe**) and navigate to the following registry key:  
**HKEY\_LOCAL\_MACHINE\Software\Policies\Microsoft\Windows\WindowsUpdate\AU/**  
 In the right pane locate the “**UseWUServer**” key and change the value to **0** from default **1**.



- II) Now go to Windows 10 search box, “Type here to search”, type “**Services**” and press enter. Select the “**Windows Update**” service from the list and restart it as you can see from the picture below:

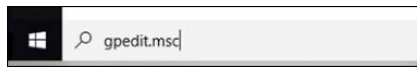


- III) Repeat “**Windows 10 Home/Pro/Enterprise/Education edition Versions 19xx/20xx/21Hx Workaround**” steps to install “IrDA Infrared” component, see the above **2a)**.



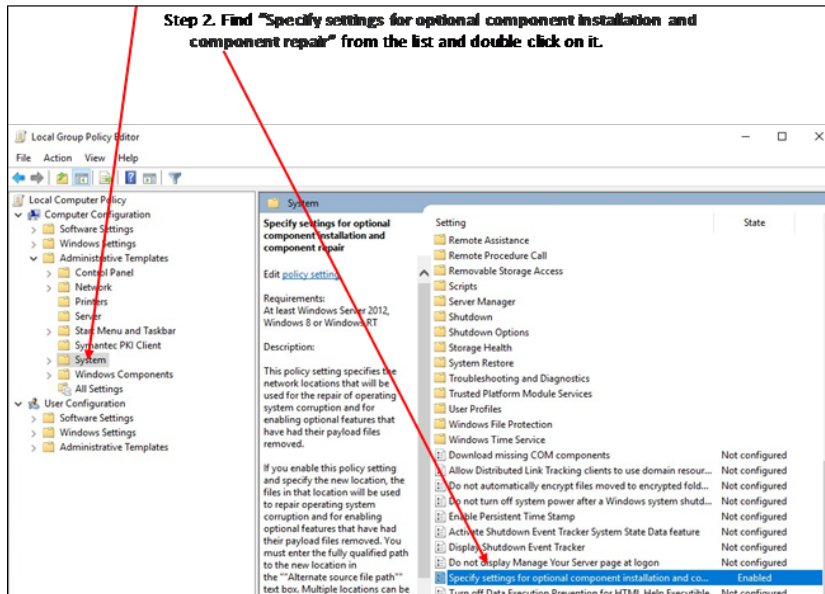
## Method 2: Enable settings for optional component installation and repair:

- I) In the Microsoft "Type here to search", type "gpedit.msc" and press enter.

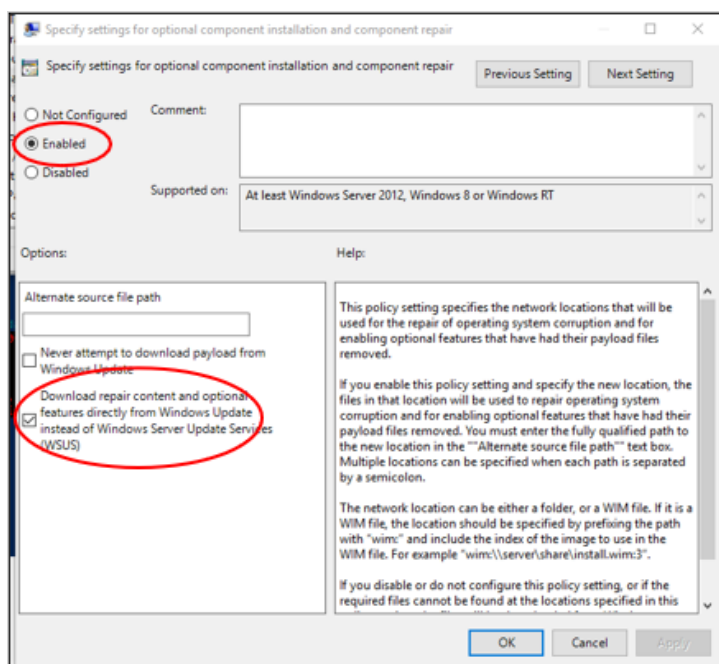


- II) Open Local Group Policy Editor and browse to:  
**"Computer Configuration\Administrative Templates\System\Specify settings for optional component installation and component repair"**.

Step 1. Expand the "Computer Configuration à Administrative Templates → Click on **"System"**.



- III) As per many company's Local computer policy the settings defaulted to "Disabled" - change it to "Enabled" and selecting the checkbox labeled **"Download repair content and optional features directly from Windows Update instead of Windows Server Update Services (WSUS)"**. Press the "APPLY" button then the "OK" button.



- IV) Repeat **"Windows 10 Home/Pro/Enterprise/Education edition Versions 19xx/20xx/21Hx Workaround"** steps to install **"IrDA Infrared"** component, see the above 2) a).



## **2c) Fix IrDA Infrared doesn't show up in the Optional features list:**

If you don't see "IrDA Infrared" in the optional features list, please go to "Windows Updates" and check for more updates. First download and install all the available updates, reboot your PC, recheck for "IrDA Infrared" in the optional features list and install it. You can repeat this process 2~3 times if you don't see "IrDA infrared" in the first attempt. Some company's IT departments are managing all the PCs by third party anti-virus and Windows defender software, and blocking to show up Windows and other updates, or prevents to install. In this regard, you have to contact your IT experts to disable third-party and Windows defender for couple of minutes, check for the Windows updates, install it and re-enable/re-activate security software.

## **3) Windows 11 Workaround, for a missing Infrared Monitor Service:**

Infrared Monitor Service handles management and file transfers using infrared devices. This service is only installed if infrared devices are available/supported on the PC.

We and some customers have noticed that the "Infrared monitor service" is missing from Windows 11's list of services.

After upgrading system to Windows 11 from Windows 10, users must uninstall the pre-installed "IrDA Infrared" from the optional features and then re-enable/activate it, which displays "Infrared monitor service" in the services lists. There is NO NEED to re-install the ACT-IR2012UL compatible driver, which was previously installed, and the SAME driver works.

Customers who buy a new computer with the Windows 11 operating system simply activate/enable the "IrDA Infrared" feature from the Microsoft available optional features list, which displays the "Infrared monitor service" in the services lists. If Windows does not install the driver and recognize the IR adapter automatically, install it manually from the included CD or the above Windows 7 to 11 OS updated drivers TSPack.

### **Infrared monitor service check and start/stop process:**

- Type in "Services" in the Windows search bar, and then scroll down list to find "Infrared monitor service".
- Right-click "Infrared monitor service" and select Properties.
- In the Startup Type box, select "Automatic" and service status "START", then click OK.
- Be sure that you have started the service successfully by checking the properties of it again.

### **Please follow the following if you don't see "Infrared Monitor Service" in the Windows services list:**

Please uninstall the "IrDA infrared" component from the installed features.

Right click "Start" icon → Apps and Features → Optional features → Installed features → IrDA infrared, click on "Uninstall".

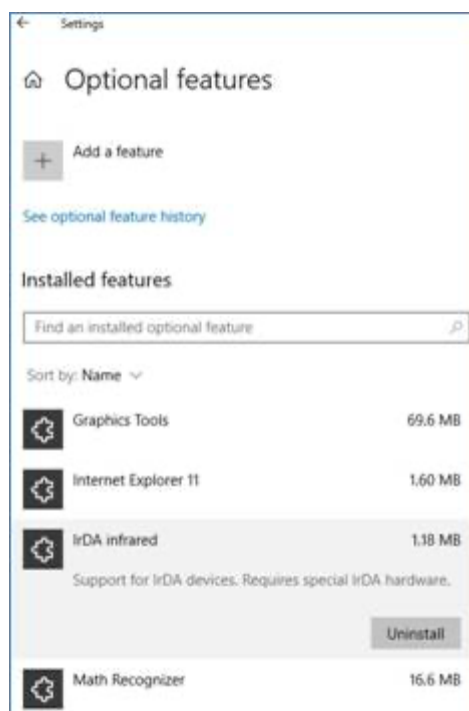
And then, reinstalled "IrDA Infrared" and the "Infrared monitor service" service will show up in the services list.

### **Windows 11 OS "IrDA Infrared" component download and install steps:**

- Install the "IrDA Infrared" component from the optional features (right click "Start" icon → Apps and Features → Optional features → Add an optional feature → View features → Select "IrDA Infrared" from the list and install it). It is installed online, so be sure to have internet access!
- Reboot the system.
- Plug ACT-IR2012UL into PC USB port.

**Warning:** Once driver issue is resolved, be sure "Immediately" re-activate/re-enable your full network security!

This will not impact new driver or components you just installed, which is already embedded into your computer O.S.!





**4) If you get stuck anywhere during installation of drivers and workarounds or the problem is still unsolved: ACTiSYS Tech-Support will do it for you!**

**Please mail to: [tech-support@actisys.com](mailto:tech-support@actisys.com)**

**Our dedicated technical support team will arrange Microsoft teams or ZOOM meeting and help you remotely to resolve all your issues! Be sure to share your contact details (email, Tel# / Cell) and time zone, so experts can send you an invitation accordingly to join the meeting.**

**Don't forget to send us an error screenshot detail, if you are still having any problems while following the above workaround and driver installation steps. Our tech-support experts understand the error and will help remotely to resolve issues soon.**