# Instructions of Drivers After 2019 Cannot be Installed on Some Windows 7 x64 Operating Systems

2024-9

Solution: **After download and install the Security Update KB4474419, new drivers will be installed successfully:**   https://www.catalog.update.microsoft.com/search.aspx?q=KB4474419

Causes:

Microsoft's driver signature have migration to SHA256 algorithm since 2018，but some Windows 7 systems that are not updated or connected to the internet do not support recognizing SHA256 signatures. As a result, they cannot verify Microsoft's digital signatures and fail to install drivers. This is manifested as a yellow exclamation mark in Device Manager, with Windows cannot verify the digital signature for the drivers required for this device (code 52). To resolve this issue, download and install the Security Update from the Microsoft website and the drivers will install normally.
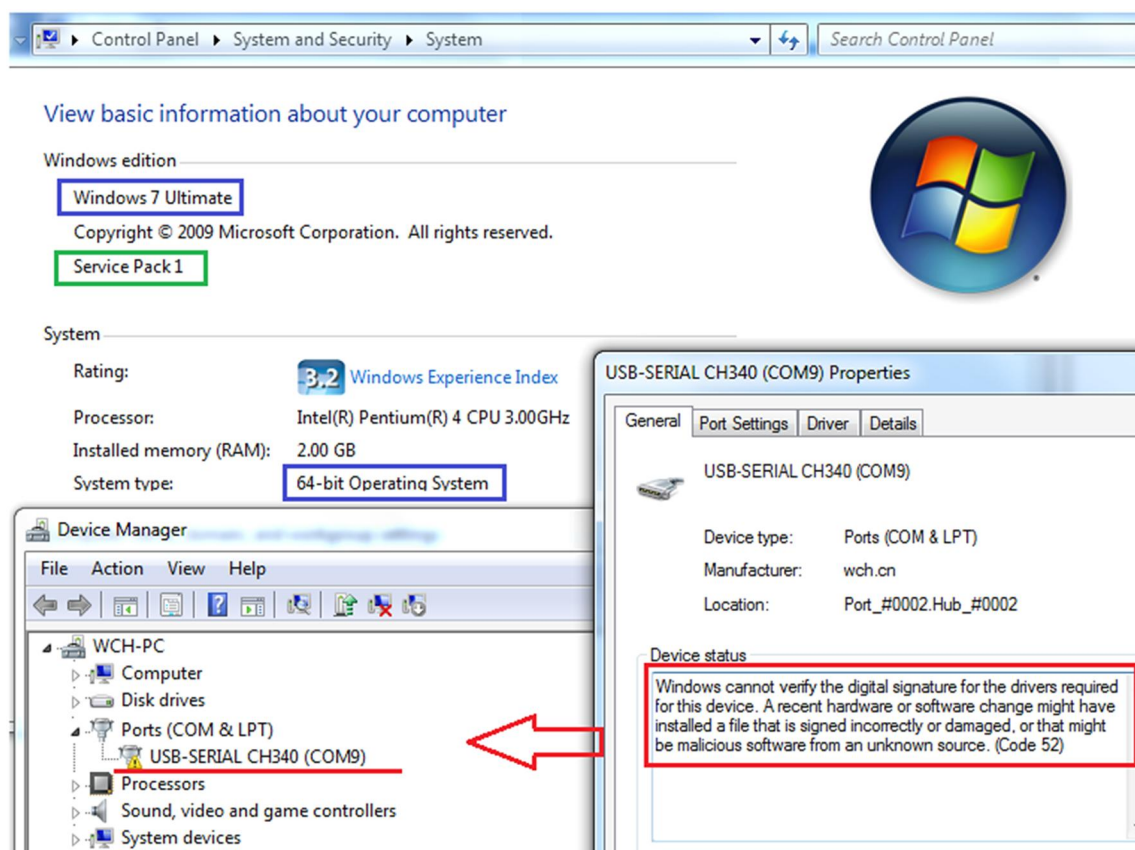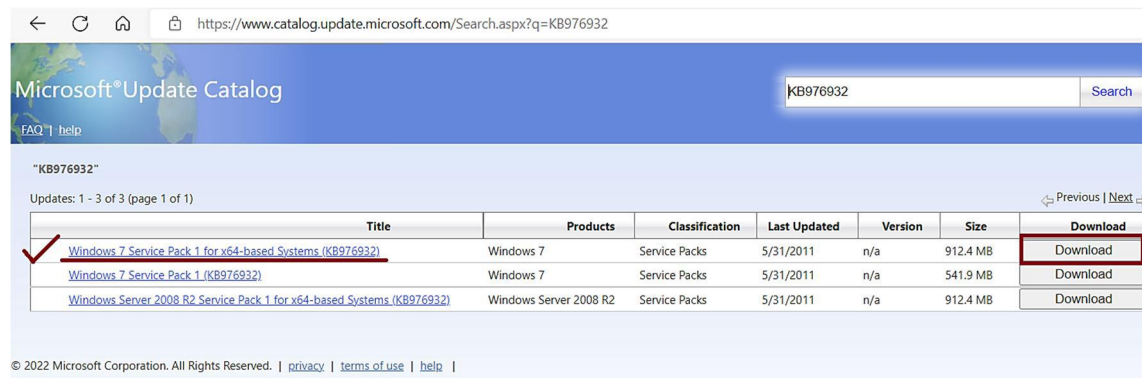

Operation steps:

1. Right-click "Computer" - "Properties" to view the system version and type:

2. If Windows 7 SP1 (Service Pack 1), download and install the system security update that recognizes SHA256.
    link：https://www.catalog.update.microsoft.com/search.aspx?q=KB4474419
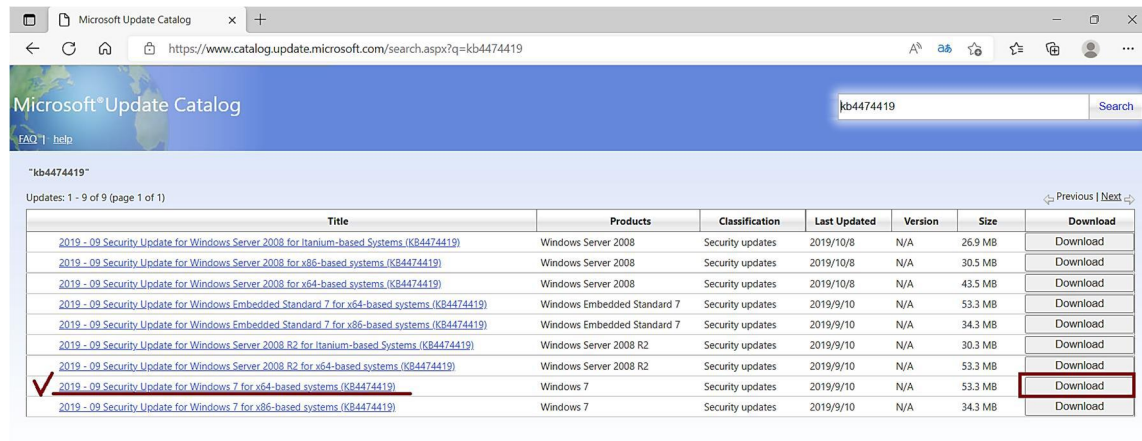
3. If the OS is Windows 7 (without Service Pack 1), SP1 package need to download and install from Microsoft. You must first upgrade the system to Win7 SP1 before install the security update.

    Link：https://www.catalog.update.microsoft.com/Search.aspx?q=KB976932

Attachment: Microsoft official statement:

https://support.microsoft.com/en-us/topic/2019-sha-2-code-signing-support-requirement-for-windows-and-wsus-64d1c82d-31ee-c273-3930-69a4cde8e64f

https://support.microsoft.com/en-us/topic/sha-2-code-signing-support-update-for-windows-server-2008-r2-windows-7-and-windows-server-2008-september-23-2019-84a8aad5-d8d9-2d5c-6d78-34f9aa5f8339