

How to identify a serial device

We are often contacted to try and help identify a serial touch device so that the correct driver can be selected for the device.

If the touch screen is attached to a monitor then it may be possible to identify the touch device from the manufacturer and model number of the monitor by referring to our touch monitor database [here](#) (select Touch Monitor in the Device Type dropdown).

If the monitor is not listed other clues as to its identification could be any labels on the touch screen controller board (if accessible) or any old drivers that may have been supplied originally with the touch device.

Failing the obvious ways to identify the device the only other way to identify it is to capture some raw touch data and [email](#) to Touch-Base such that we can cross reference the captured data with our controller configuration database to see if we can find a matching sequence.

Prior to attempting to capture some data it is important to ensure you can identify the serial device in the system and prove that data is being seen at the port. This [document](#) describes how this can be achieved.

We offer two methods of capturing serial data:

- Our data scope utility as documented [here](#).
- A test driver installed for the purposes of capturing touch data.

Test Driver

This Windows test driver [32](#) or [64](#) bits installs the UPDD software to allow the capture of touch data in a defined pattern such that we can use the captured data to cross reference with existing controller configurations or add a definition to support the controller. Installation instructions are [here](#). By default the serial device is configured for communication interface; 9600 baud rate, no parity, 8 data bits and 1 stop bits (9600,N,8,1). Most serial devices operate at this configuration but this can be changed in the driver control program (UPDD Console, Hardware, Connected to option) to adjust as required to match the actual configuration of the serial device.

Test drivers are also available for Linux and Mac OS X if required.

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Once installed follow the data capture instructions [here](#). At the bottom of the document it gives an example of the captured log file and what constitutes sensible touch data and what to do if no data or 'rubbish' data is captured.

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<http://kb.touch-base.com/KnowledgebaseArticle50009.aspx>