

## UPDD USB device not listed in Device Manager under Windows XP

If a USB supported device is not discovered by UPDD and added into the Mice and Pointer Device branch there is a possibility that the device id type listed for the device is not recognized by UPDD (we look for a number of device types).

Should this be the case we need to know the device id type notified by Windows for the device. This can be achieved as follows:

- 1) Look in the Device Manager, Mice and pointer devices branch, and confirm the USB device is not listed (no USB device ending with ....., USB (UPDD))

If missing then please.....

- 2) Load a kernel debugger - download debugview at <http://technet.microsoft.com/en-gb/sysinternals/bb896647.aspx> and set the following settings:

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3) Run these commands in a CMD window from c:\program files\updd

tbutils nodevice setting dw pnptrace 1 (this enables PnP tracing)

tbupddwu -odc (this reloads the driver and [prints the hardware information used to determine whether to take control of a device](#))

Cut and paste the output from the debugger window and send it to us.

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<http://kb.touch-base.com/KnowledgebaseArticle50031.aspx>