# Driver not recognising touch screen

If UPDD is not listing all the touchscreens connected to the system in the Status dialog with a driver expected to support the connected touchscreens then:

1.  Check the driver supports the touchscreen.

    Locate the device in the hardware listing under the OS and note the USB vendor and product id.

    Run the updd command 'upddutils supported' to list out the USB vendor and product ids configured in the driver

    Confirm the vid/pid listed on the system is listed in the driver's supported list.

    If not, request another UPDD driver that supports all touchscreens on the system

    If they match then.....

2.  Check device serial number

    UPDD by default binds on the vid/pid/serial number to create a unique bind key.  By convention, serial numbers are either not defined in a USB device or should be unique.  Some USB devices incorrectly define a serial number of the same value in all there devices. If the device serial number is identical then the updd bindkey will not be unique and therefore the devices will not be listed separately.  In this instance the driver needs to be configured to ignore the serial number and instead bind on vid/pid/location.  This is affectively dealing with the device as thought a serial number was not defined.

    The device's serial number can be located in the system's hardware list for the specific device.

    If the serial numbers are identical then the UPDD bindkey mask for the devices needs to be the changed.  The default mask is 7FFF (decimal 32767)

| n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Report id | End Point | Interface | Location | Serial no. | VID/PID | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | = 7FFF = 32767 |

    Setting the serial number mask to 0 would give a setting of 7FFD = 32765.

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Use the updd command 'upddutils device n bindkey 32765' for each device to change the setting to bind on the location. In this case the bindkey binds on the actual usb port.  If the device is plugged into a different port another instance of the device will be created because a different bindkey will be create because of the location value being different.

Touch-Base Support