

Delay recognising device after install

Different UPDD installers and install procedures exist for each operating system.

Once the installer completes there may be a delay before the device is handled by UPDD and listed in the UPDD Status with the status of OK and with touch working.

This delay is particularly noticeable in Windows and can vary from 10 seconds to over 2 minutes! Once the driver is in control of the device, after install or the initial reboot, then UPDD will always be in control with no further delays, such as with subsequent reboots.

The reason for the varying delay in Windows is many fold:

If the device is HID compatible then Windows HID driver will be in control of the device. Once UPDD is loaded it will request control of the device from HID, this may fail if HID is still in the process of claiming the device. In this case UPDD will wait 10 seconds before retrying.

Once UPDD is able to claim the device it queues up a request to Windows to load various modules and waits for these to be loaded for 10 seconds. If the modules are not loaded after this time, rather than re-queue the request it waits a further 1 minute before proceeding.

Given that we are dependent on Windows to complete our requests we are not in control of the timing of these functions, hence sometimes it can occur in a timely manner and at other times there can be an excessive delay.

Touch-Base Support

<http://support.touch-base.com/Knowledgebase/50393/Delay-recognising-device-...>