

## Incompatible UPDD version during installation

When installing UPDD V6 software that contains the gesture software the error message **'Incompatible UPDD version' This version of UPDD Gestures requires UPDD version 6"** may be issued.

UPDD gestures is looking for the UPDD V6 api library in /usr/local/lib and when an error occurs accessing this lib it is incorrectly assuming UPDD V6 driver is not installed, hence the error message content.

We investigated this issue on a failing system and found that permissions on the system folder /usr/local/lib were incorrect and that the logged in user had no permission to read or execute files in this folder and this is essential to run software with files at this location.

We corrected this with the command `sudo chmod 755 /usr/local/lib`. To cover all bases you really should run three commands:

```
sudo chmod 755 /usr/local
```

```
sudo chmod 755 /usr/local/lib
```

```
sudo chmod 755 /usr/local/lib/libupddapi.*
```

All three together guarantee that the UPDD client apps will be able to access libupddapi.

We noted that this customer had a package called Audacity installed with components in this folder. We have seen problems with this software before. There's no way for us to know what adversely affected the permissions but there's a chance it was Audacity.

Touch-Base Support

<http://support.touch-base.com/Knowledgebase/50577/Incompatible-UPDD-version...>