

## **Trouble Shooting for Known Problem**

- #1. Windows 9X might cause Page Fault blue screen when keep touching the touch panel during system booting up for PS/2 model.**

**Workaround:** Do not keep touch the touch panel when system booting up.

- #2. PS/2 touchkit driver will not be loaded properly if the panel was kept touched during system booting up in Windows 2000.**

**Workaround:** Do not keep touch the touch panel when system booting up.

- #3. Touchkit driver does not support 2 or more USB controller.**

**Workaround:** Touchkit USB controllers(CY7C63743 based ) with firmware before version 2.07 support USB serial No. string and have same serial No. string. Therefore, Windows can not distinguish them. Since version 2.07, touchkit USB controller firmware does not support serial no. string. Then, Touchkit driver can support multiple USB controllers in one system.

- #4. Touchkit driver for DOS will not be installed successful if autoexec.bat file does not exist in the system.**

**Workaround:** Create an empty autoexec.bat for installation if this file does not exist.

- #5. Touchkit driver for Win9X RS232 model might be disabled after system reboot if the Logitech mouseware installed.**

**Workaround:** Modify the registry for Logitech mouseware not to scan the COM port the touchkit RS232 controller attached. Please execute Regedit, and go to HKEY\_LOCAL\_MACHINE\Software\Logitech\MouseWare\CurrentVersion\Global Then right click on "PortSearchOrder" and choose "amend" commend. Remove the com port which TouchKit connects and save the registry.

- #6. Touchkit USB controller with firmware version 2.08 might cause system BIOS hanged when system boot up.**

**Workaround:** Disconnect the touchkit USB controller. Then change the BIOS setting that [USB Legacy Device] to be disabled and reboot.

- #7. Touchkit USB controller driver will prevent the system standby for Windows 98 first edition.**

**Workaround:** Do not let system standby.

- #8. Touchkit driver for DOS might hang the system when a serial mouse connected to the COM port**

**Workaround:** Remove the serial mouse or change the TKT port I/O address to avoid occupying same I/O address with the serial mouse.