

Windows 10 Update LIBUSB-WIN32 / Journey13XX FHD No Touch.

Description: This corrects the no touch capabilities in Windows 10 after the LIBUSB-WIN32 driver updates via Windows Update Service. Builds 1809 / 1903.

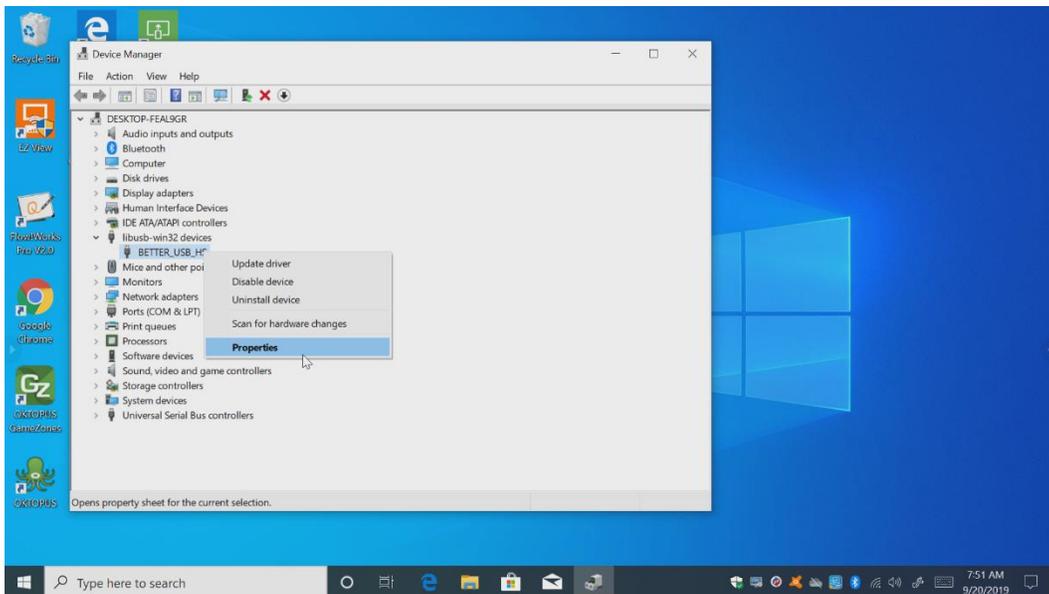
Products Impacted: Journey 13XX Panels with FHD (2K) mainboards.

Software needed: None

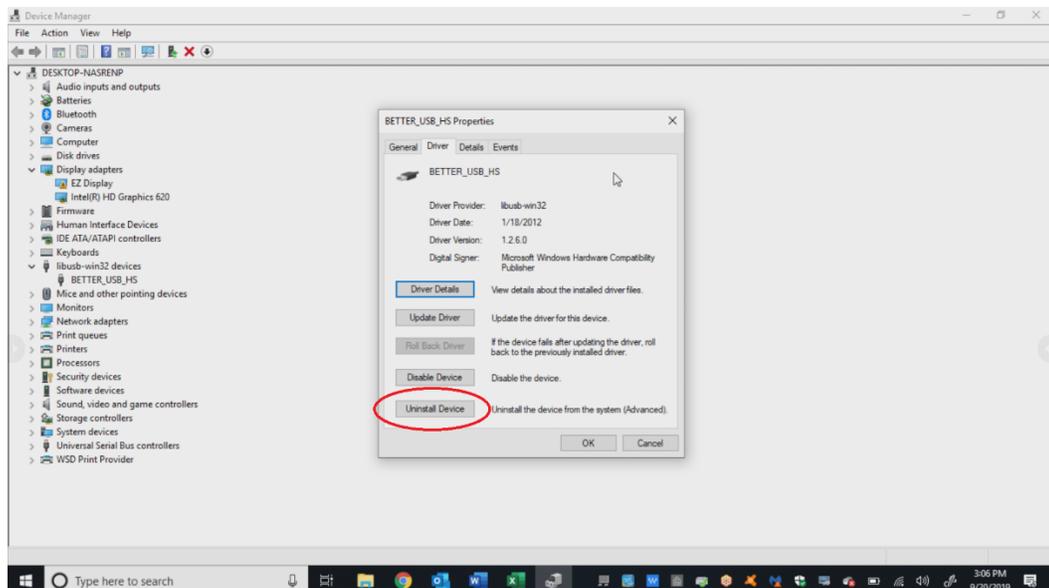
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Section 1: Rollback Driver

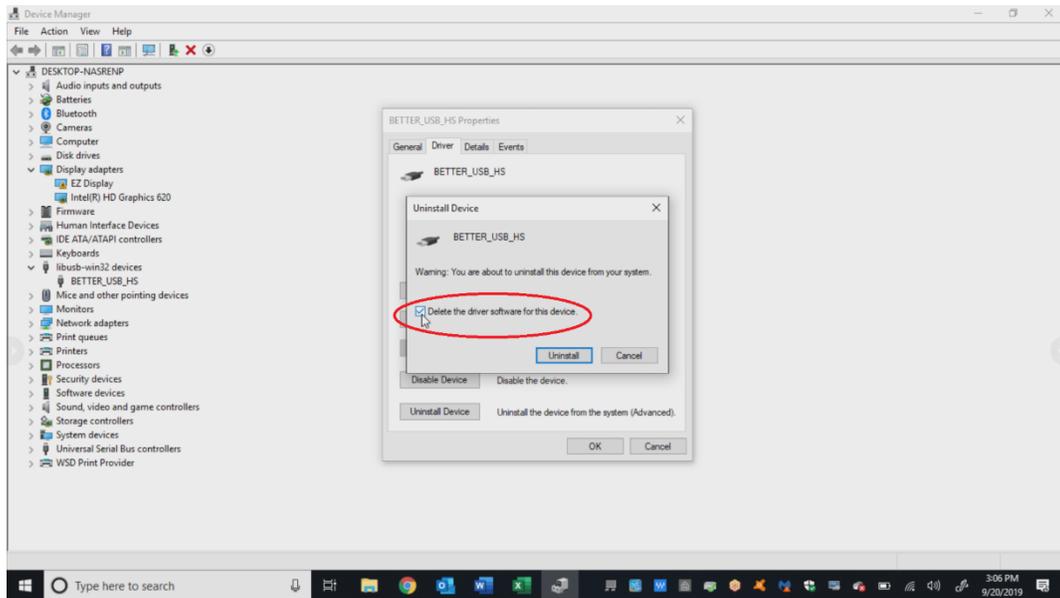
- 1) Open Windows Device Manager and find the BETTER_USB_HID device under LIBUSB-WIN32. Right click and select properties. **(NOTE: Device category may be called HHT)**



- 2) Select "Uninstall Device"



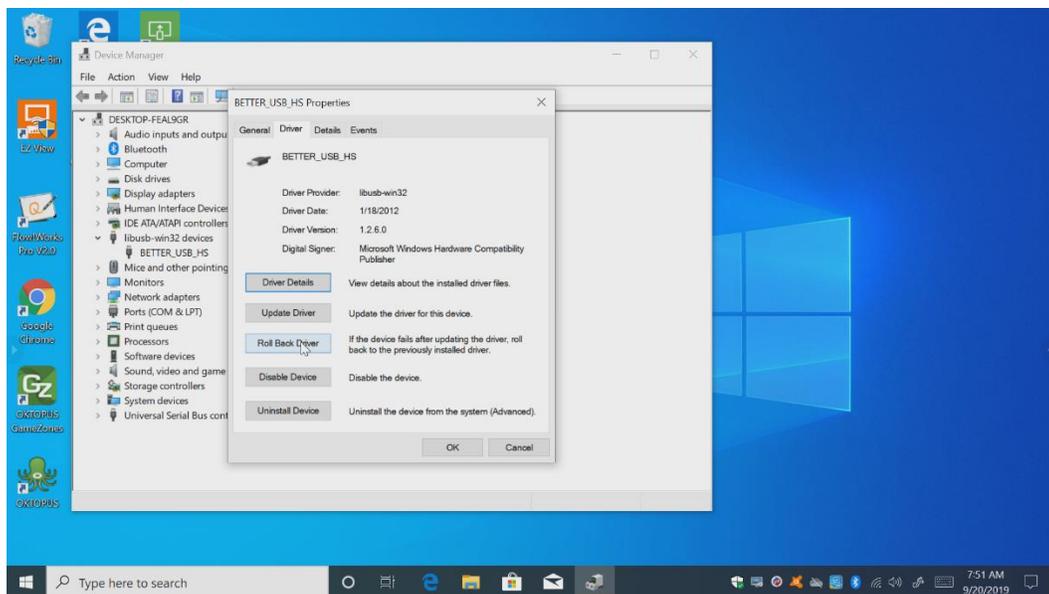
3) Select the check box for Delete the driver software for this device and click Un install.



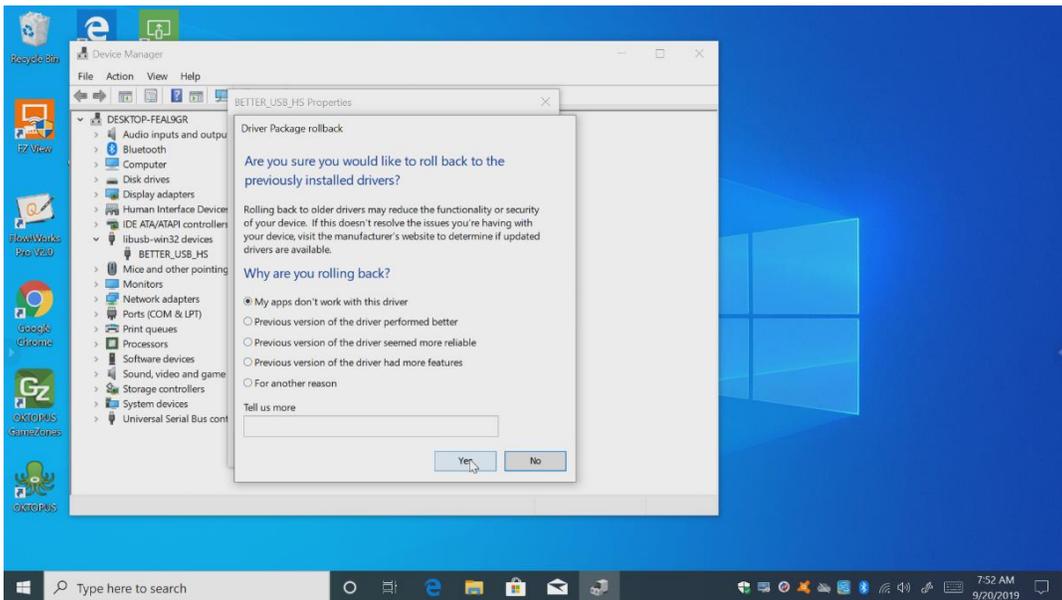
4) Reboot PC. Touch may come back temporarily but gone again after reboot.

5) Once again , Open Windows Device Manager and find the BETTER_USB_HID device under LIBUSB-WIN32. Right click and select properties.

6) Select Roll Back Driver



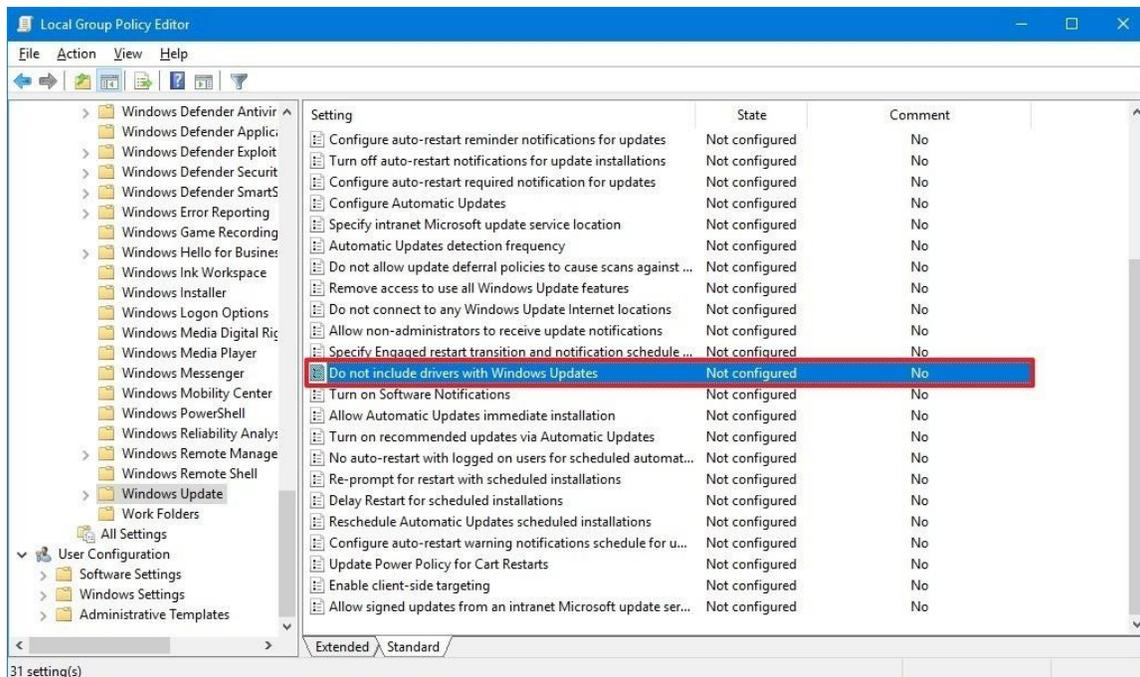
7) Select "My apps don't work with the driver" and click ok.



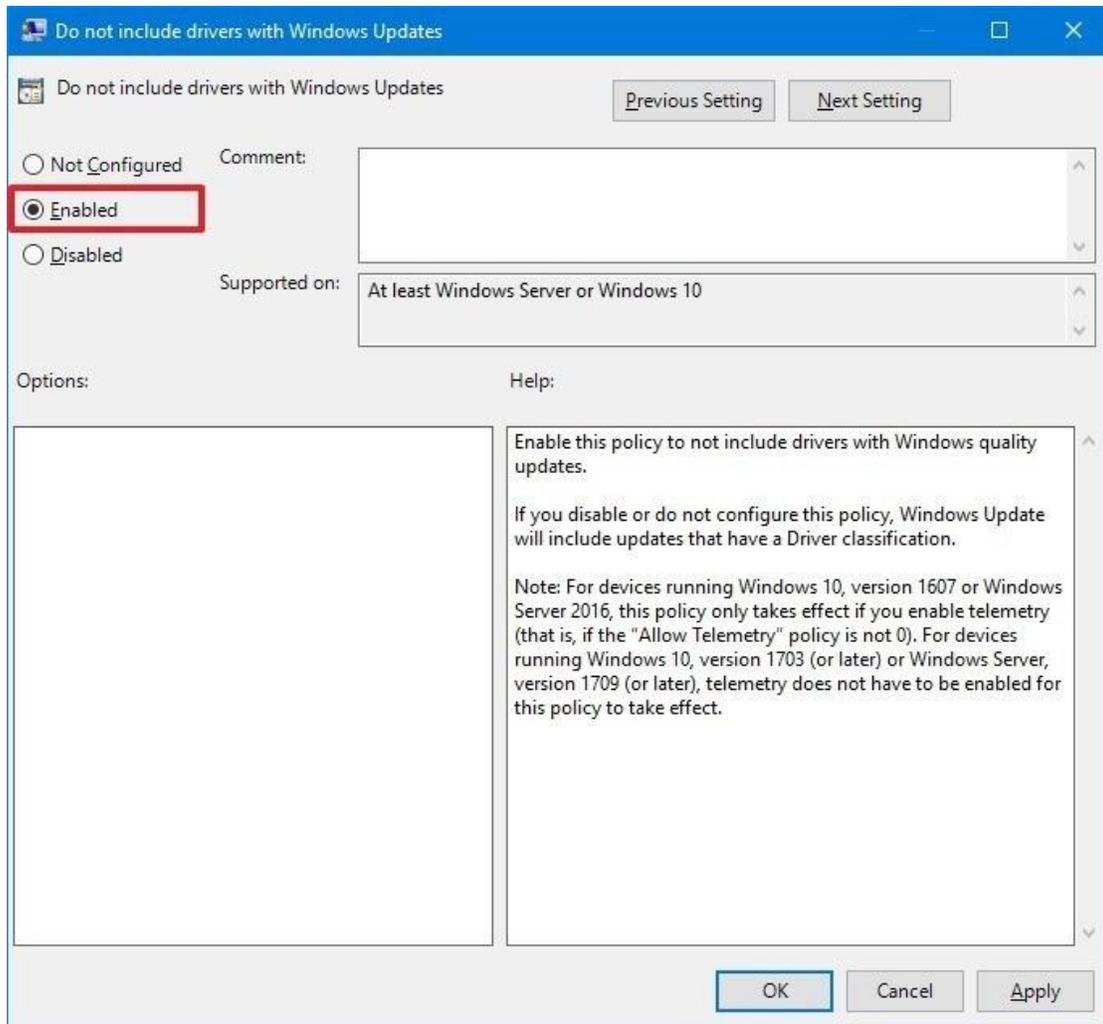
- 8) Reboot PC, Touch should be corrected at this point
- 9) Proceed to Section 2 in order to disable the automatic driver installation. Windows 10 will continue to update driver and disable touch if Section 2 is not complete.

Section 2: Disable Driver updates via Group Policy Windows 10 Pro (For Windows 10 HOME go to Section 3)

- 1) Use the **Windows key + R** keyboard shortcut to open the **Run** command.
- 2) Type **gpedit.msc** and click **OK** to open the **Local Group Policy Editor**.
 - a. Browse the following path: Computer Configuration > Administrative Templates > Windows Components > Windows Update
- 3) On the right side, double-click the “Do not include drivers with Windows”



4) Select the “enable” option

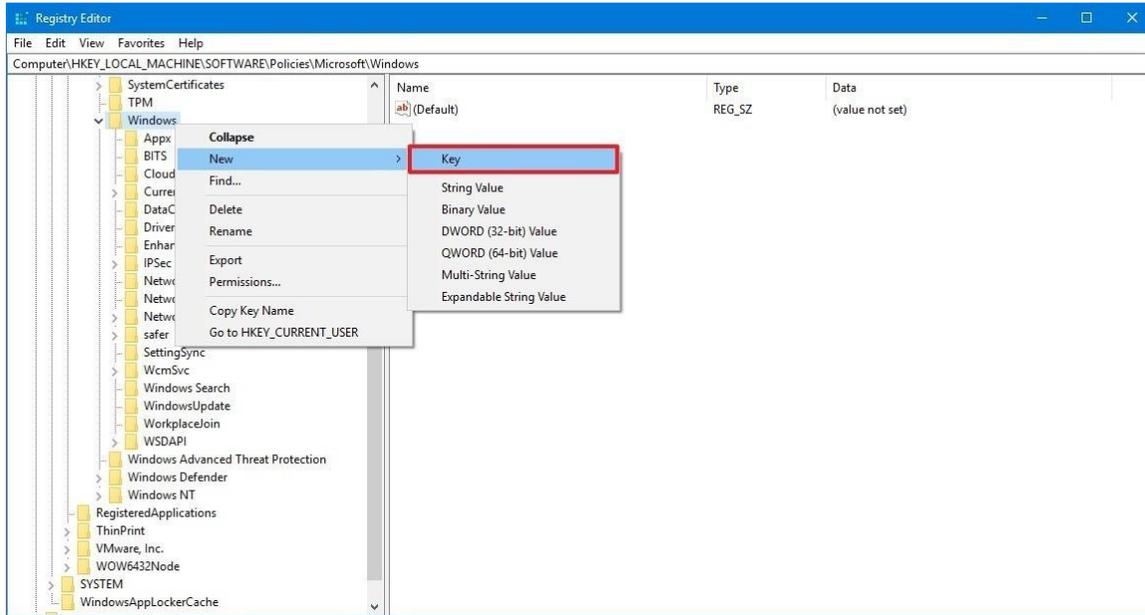


5) Reboot computer and ensure issue is corrected.

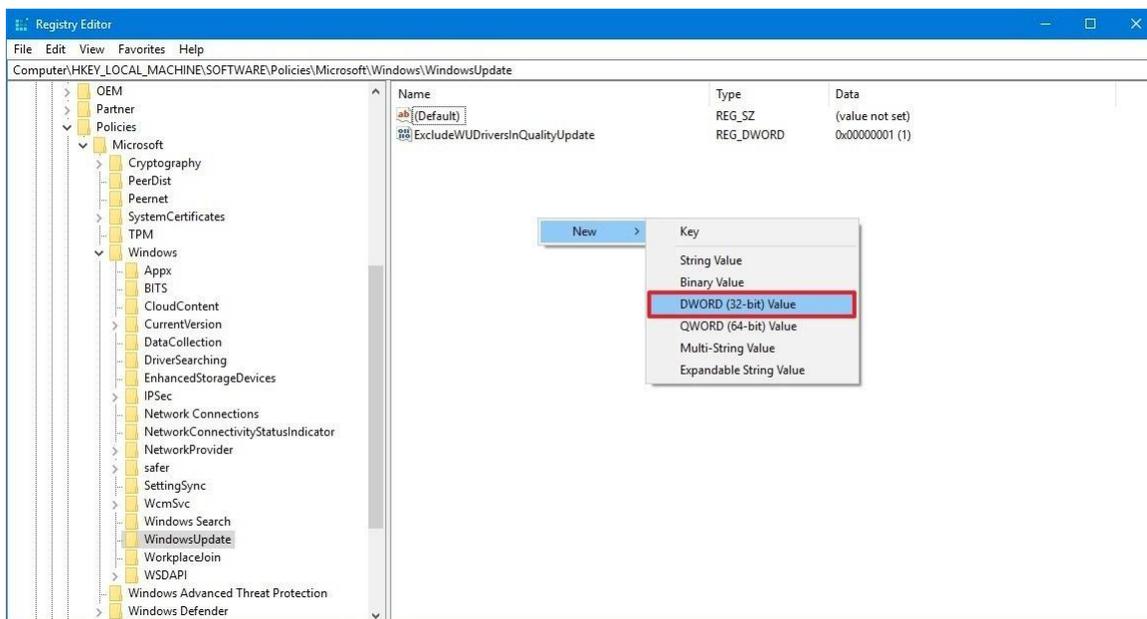
6) At this time your Windows 10 Professional Touch issue should be corrected.

Section 3: Disable Driver updates via registry Windows 10 HOME

- 1) Use the **Windows key + R** keyboard shortcut to open the **Run** command.
- 2) Type **regedit**, and click **OK** to open the **Registry**.
- 3) Browse the following path:
 - a. HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows
- 4) Right-click the **Windows** (folder) key, select **New**, and click on **Key**.

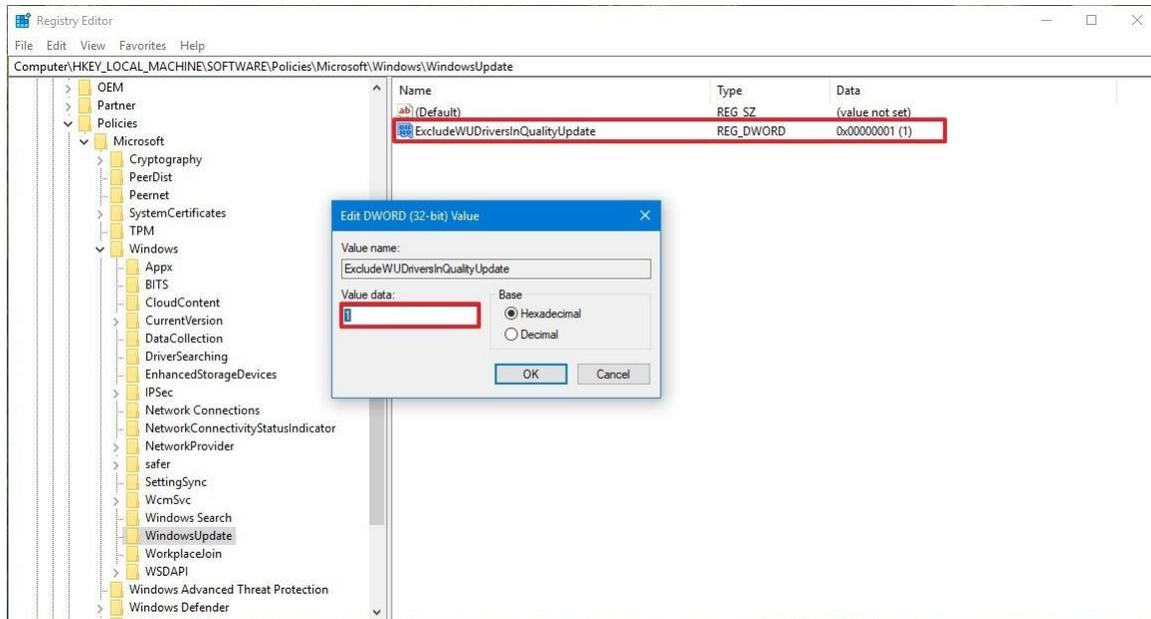


- 5) Name the key **WindowsUpdate** and press **Enter**.
- 6) Right-click the newly created key, select **New**, and click on **DWORD (32-bit) Value**.



- 7) Name the key **ExcludeWUDriversInQualityUpdate** and press **Enter**.

8) Double-click the newly created DWORD and set the value from **0** to **1**.



9) Click **OK**.

10) Reboot computer and ensure issue is corrected.

11) At this time your Windows 10 HOME Touch issue should be corrected.