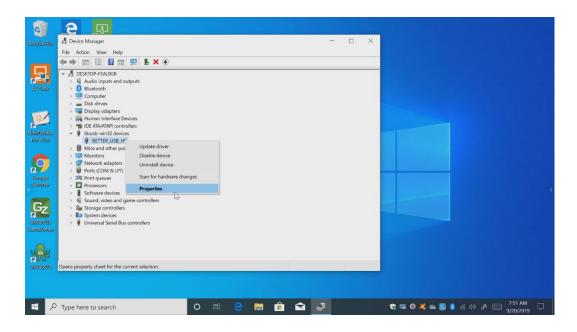


Windows 10 Update LIBUSB-WIN32 / Journey13XX FHD No Touch. **Description**: This corrects the no touch capabilities in Windows 10 after the LIBUSB-WIN32 driver updates via Windows Update Service. Builds 1809 / 1903. **Products Impacted**: Journey 13XX Panels with FHD (2K) mainboards. **Software needed**: None **Published Date**: 9/25/19

## 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.

🛃 Device Manager		- 0 ×
File Action View Help		
🗢 🔿 📰 📓 📓 📰 🖳 💺 🗙 💿		
✓     DESCIOP-NASERP       > ↓     Audio inputs and outputs       > ↓     Deteries       > ↓     Software devices       > ↓     Software devices       > ↓     Software devices       > ↓     Software devices       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓     ↓       ↓ <th>BETTER, USB_HS Properties       X         General Driver Details Events       BETTER_USB_HS         BETTER_USB_HS       Ventoal The device from your system.         Detaile the device from your system.       Detaile the device from your system.         Detaile Device       Detaile the device from the system (Advanced).         Detaile Device       Ukinstall Device from the system (Advanced).         OK       Cancel</th> <th></th>	BETTER, USB_HS Properties       X         General Driver Details Events       BETTER_USB_HS         BETTER_USB_HS       Ventoal The device from your system.         Detaile the device from your system.       Detaile the device from your system.         Detaile Device       Detaile the device from the system (Advanced).         Detaile Device       Ukinstall Device from the system (Advanced).         OK       Cancel	
E O Type here to search	[밝 🔚 🔕 💁 🚾 🖈 🚚 🕼 🗍 📕 😫 🔤 📾 🔿 🗳 🗶 🔩 🐃	ৰ 🖬 🐨 🕼 বগ) 🔏 <sup>3:06</sup> PM 🛒

- 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

Rocycle Bin Rocycle Bin Rocycl	V 📕 DESKTOP-FEAL9GR	ETTER, USB, HS Properties X General Oriver Details Events BETTER, USB, HS Dinar Provider: Ibusb-win32 Dinar Provider: Ibusb-win32 Dinar Venson: 118/2012 Dinar Venson: 128.0 Digital Signer: Microsoft Windows Hardware Compatibility Publisher:	
Cocele Chome Chome Cocole Cocole ComeZones	A General Monitors     Metwork kalapters     Pers (COM & LPT)     Ports (COM & LPT	Driver Details         View details about the installed driver files.           Update Driver         Update the driver for this device.           Roll Back (Peer Lyder)         If the device fails after updating the driver, roll back to the provously installed driver.           Deable Device         Disable the device.           Uninstall Device         Uninstall the device from the system (Advanced).           OK         Cancel	
OKIOPULS	Type here to search	0 # 2 . 10 10 .	💭 🗨 🖼 🕹 🗶 🍓 🖗 🕼 🗇 🖅 751 AM 2020/2019 🖵

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

0	<b>e</b> 🗊		방법 이 이 이 이 가지 않는 것이 있는 것이 같아.
Recycle Bin	🛔 Device Manager	- 🗆 ×	
	File Action View Help		
<b>17 View</b>	DESKTOP-FEAL9GR     Audio inputs and outpu     Bluetooth     Gomputer     Disk drives	Driver Package rollback Are you sure you would like to roll back to the previously installed drivers?	
FlowitWorks Pro V2.0	<ul> <li>Display adapters</li> <li>Human Interface Device</li> <li>IDE ATA/ATAPI controllers</li> <li>IDISUB-Win32 devices</li> <li>BETTER_USB_HS</li> <li>Mice and other pointing</li> </ul>	Rolling back to older drivers may reduce the functionality or security of your device. If this doesn't resolve the issues you're having with your device, visit the manufacturer's website to determine if updated drivers are available. Why are you rolling back?	
Ceceje Chrome	Monitors     Monitors     Petwork adapters     Ports (COM & LPT)     Ports (COM & LPT)     Processors     Official processors     Software devices	My apps don't work with this driver Previous version of the driver performed better Previous version of the driver seemed more reliable Previous version of the driver had more features	
OKTOPUS GameZones	<ul> <li>M Sound, video and game</li> <li>M Storage controllers</li> <li>M System devices</li> <li>M Universal Serial Bus cont</li> </ul>	For another reason Tell us more Yer, No	
OXTOPUS			
م 🗉	Type here to search	0 🛱 🤮 🛤 💼 🐋 🍠	🛟 🔜 🥝 💐 🖦 🧱 🎉 🌾 🕼 🖋 📟 7:52 AM 🖓 🖓

- 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**.
  - 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"

Image: Sector Sector       Setting       Setting         Setting       Setting       Setting         Setting       Setting       Configure auto-restart reminder notifications for updates       Not configured       No         Setting       Setting       Configure auto-restart reminder notifications for updates       Not configured       No         Setting       Setting       Configure auto-restart required notification for updates       Not configured       No         Setting       Setting       Configure auto-restart required notification for updates       Not configured       No         Setting       Configure auto-restart required notification for updates       Not configured       No         Setting       Configure auto-restart required notification for updates       Not configured       No         Setting       Configure auto-restart required notification for updates       Not configured       No         Setting       Setting       Configure auto-restart required notification for update features       Not configured       No         Windows Isogn Options       Windows Redia Digital Rig       Windows Mobility Center       No       No         Windows Reliability Anayr       Sectify intranet Microsoft update set vatomatic Updates       Not configured       No         Windows Reliability Anayr       Windows Remot	File Action View Help				
Windows Defender Applic     Backing     Configure auto-restart reminder notifications for updates     Not configured     No       Windows Defender Skploit     Configure auto-restart required notifications for updates     Not configured     No       Windows Defender Scurit     Configure auto-restart required notification for updates     Not configured     No       Windows Error Reporting     Configure auto-restart required notification for updates     Not configured     No       Windows Error Reporting     Specify intranet Microsoft update service location     Not configured     No       Windows Installer     Specify intranet Microsoft update features     Not configured     No       Windows Media Digital Rig     Do not allow update deferral policies to cause scans against     Not configured     No       Windows Media Digital Rig     Do not connect to any Windows Update features     Not configured     No       Windows Media Digital Rig     Do not include drivers with Windows Updates     Not configured     No       Windows Remote Shell     Windows Remote Shell     El Turn on Software Notfications     Not configured     No       Windows Settings     Windows Settings     No auto-restart with scheduled installations     Not configured     No       Windows Remote Shell     Windows Remote Shell     El Update for restart with scheduled installations     Not configured     No       Windows We	⊨ →   <u>2</u> 📰 🕞 📴 🖬   🍸				 
Windows Messenger       Do not include drivers with Windows Updates       Not configured       No         Windows Mobility Center       Turn on Software Notifications       Not configured       No         Windows Reinibility Analys       All Settings       Turn on recommended updates via Automatic Updates       Not configured       No         Windows Reinibility Analys       Turn on recommended updates via Automatic Updates       Not configured       No         Windows Remote Shell       Turn on recommended updates via Automatic Updates       Not configured       No         Windows Remote Shell       Turn on recommended updates via Automatic Updates       Not configured       No         Work Folders       Re-prompt for restart with scheduled installations       Not configured       No         Work Solders       Reschedule Automatic Updates scheduled installations       Not configured       No         Windows Statings       Delay Restart for scheduled installations       Not configured       No         Windows Soltings       Delay Restart for scheduled installations       Not configured       No         Windows Statings       Delay Restart for scheduled installations       Not configured       No         Windows Statings       Delay Restart for scheduled installations       Not configured       No         Windows Statings       Update Power	<ul> <li>Windows Defender Applic;</li> <li>Windows Defender Exploit</li> <li>Windows Defender Securit</li> <li>Windows Ender Securit</li> <li>Windows Error Reporting</li> <li>Windows Game Recording</li> <li>Windows Hello for Busines</li> <li>Windows IntelWorkspace</li> <li>Windows Installer</li> <li>Windows Logon Options</li> </ul>	Configure auto-restart reminder notifications for updates Turn off auto-restart notifications for update installations Configure auto-restart required notification for updates Configure Automatic Updates Specify intranet Microsoft update service location Automatic Updates detection frequency Cont allow update deferral policies to cause scans against Remove access to use all Windows Update Internet locations Do not connect to any Windows Update Internet locations	Not configured Not configured Not configured Not configured Not configured Not configured Not configured Not configured	No No No No No No No	
Windows Mobility Center       Turn on Software Notifications       Not configured       No         Windows PowerShell       Allow Automatic Updates immediate installation       Not configured       No         Windows Reliability Analys       Turn on recommended updates via Automatic Updates       Not configured       No         Windows Remote Manage       No auto-restart with logged on users for scheduled automat       Not configured       No         Windows Remote Shell       Re-prompt for restart with scheduled installations       Not configured       No         Windows Update       Delay Restart for scheduled installations       Not configured       No         Work Folders       Reschedule Automatic Updates scheduled installations       Not configured       No         Work Software Settings       Configure auto-restart warning notifications schedule for u       Not configured       No         Windows Settings       Update Power Policy for Cart Restarts       Not configured       No         Windows Settings       Enable Client-side targeting       Not configured       No					
	<ul> <li>Windows PowerShell</li> <li>Windows Reliability Analys</li> <li>Windows Remote Manage</li> <li>Windows Remote Shell</li> <li>Windows Update</li> <li>Work Folders</li> <li>All Settings</li> <li>Software Settings</li> <li>Windows Settings</li> </ul>	Turn on Software Notifications     In the second sec	Not configured Not configured Not configured Not configured Not configured Not configured Not configured Not configured Not configured	No No No No No No No No	

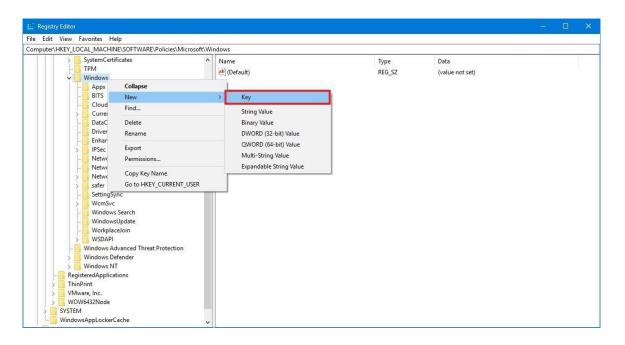
## 4) Select the "enable" option

💭 Do not include di	rivers with Windov	vs Updates				- 💷	×
Do not include d	rivers with Windo	vs Updates		<u>P</u> revious Setting	<u>N</u> ext Setting		
<ul> <li>Not <u>C</u>onfigured</li> <li><u>E</u>nabled</li> </ul>	Comment:	-					^
O <u>D</u> isabled	Supported on:	At least Windo	ows Server or V	Vindows 10			~ ~
Options:			Help:				
			updates. If you disat will include Note: For d Server 2016 (that is, if t running W version 170	policy to not includ ole or do not configu updates that have a levices running Wind , this policy only tak he "Allow Telemetry indows 10, version 1 9 (or later), telemetry to take effect.	ure this policy, Wir a Driver classificati dows 10, version 1 ies effect if you en " policy is not 0). F 703 (or later) or W	ndows Upda ion. 607 or Wind able teleme For devices 'indows Serv	ite Iows itry ver,
				0	K Cance	:I <u>A</u> I	pply

- 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.

🔛 Registry Editor					34 <u>—</u> 37	×
File Edit View Favorites Help						
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft	Windows\WindowsUpdate					
Computer/HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft Partner Partner Policies V Policies V Policies V PeerDist Peer	WindowsUpdate Name (Default) ExcludeWUDriversInQu	JalityUpdate	Type       REG_SZ       REG_DWORD       String Value       Binary Value       DWORD (32-bit) Value       QWORD (64-bit) Value       QWORD (64-bit) Value       Expandable String Value	Data (value not set) 0x0000001 (1)		
Windows Search     WindowsUpdate     WindowsUpdate     WindowsVpdate     Windows Advanced Threat Protection     Windows Defender	×					

7) Name the key ExcludeWUDriversInQualityUpdate and press Enter.

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

Registry Editor				- 🗆 X
File Edit View Favorites Help				
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\W	indows\WindowsUpdate			
> OEM ^	Name	Туре	Data	
> Partner	(Default)	REG SZ	(value not set)	
Policies     Microsoft	ExcludeWUDriversInQualityUpdate	REG_DWORD	0x00000001 (1)	
Microsoft     Second Cryptography				
PeerDist				
Peernet				
SystemCertificates Edit DW	ORD (32-bit) Value X			
Value na				
	WUDriversInQualityUpdate			
	ta: Base			
CurrentVersion	Hexadecimal			
DataCollection	O Decimal			
DriverSearching				
EnhancedStorageDevices	OK Cancel			
> IPSec				
> NetworkProvider				
SettingSync				
WcmSvc				
Windows Search				
WindowsUpdate				
> WSDAPI				
> 📙 Windows Defender 🗸 🗸 🗸				

- 9) Click **OK**.
- 10) Reboot computer and ensure issue is corrected.
- 11) At this time your Windows 10 HOME Touch issue should be corrected.