



# **Windows Unified Driver User Guide**

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# Revision 0.1.9

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## DOCUMENT REVISION HISTORY

DATE	REVISION	DESCRIPTION
2014-07-04	0.0.1	Initial revision.
2015-05-07	0.0.2	Add RNDIS, batch file, releases details
2015-06-02	0.0.3	Update for v 5.0.0.6
2016-02-23	0.0.4	Update for v 5.0.0.8
2016-05-17	0.0.5	Updated inf file
2016-08-31	0.0.6	Added new fix in 5.0.0.8
2016-09-29	0.0.7	Update for v 5.0.1.0
2016-10-25	0.0.8	Update for v 5.0.1.1
2016-12-16	0.0.9	Update for v 5.0.2.1
2017-01-20	0.0.10	Update for v 5.0.3.0
2017-02-17	0.1.0	Added supported OS and devices
2017-04-05	0.1.1	Update for v 5.0.4.0
2017-07-28	0.1.2	Tools section update for v 5.0.4.0.
2017-08-18	0.1.3	Update for v 5.0.4.0
2017-08-18	0.1.4	Update for v 5.0.5.0/5.0.5.1
2017-09-06	0.1.5	Update for v 5.0.5.1
2018-11-15	0.1.6	Update for v 5.0.5.2
2019-01-10	0.1.7	RNDIS hotfix details for POSReady 7.
2022-08-05	0.1.8	Updated RNDIS hotfix details for POSReady 7. Extended support to Windows 11 (64 bit)
2023-06-26	0.1.9	Updated details about new feature support in 5.0.5.2 and others

# 1. INTRODUCTION

## 1.1. Description

This document describes how to use the Windows drivers, installer, associated tools, and details the version changes.

It also describes the logging that is available, and some common issues found with USB installations.

## 1.2. Abbreviations

USB	Universal Serial Bus
NDIS	Network Device Interface Specification
RNDIS	Remote NDIS

## 1.3. References

No.	VDN	Title	Revision

## 2. OVERVIEW

The Unified driver consists of a Serial driver and an RNDIS driver. The Serial driver consists of an inf file, and sys files, provided by Verifone. The RNDIS driver consists of an inf file, provided by Verifone. The sys files are provided by Microsoft and are already on the system. On XP systems however there is a bug in them so a hotfix, detailed later in the RNDIS install section, must be applied.

This document is divided into sections describing the design rationale, installation, and trouble-shooting procedures. It also describes the ancillary tools and their usage as well as the logging available in the driver. It also describes the USB enumeration process, what the stages are, what the common faults are, and what they mean when they occur.

Included in this document are the changes at each version of driver release, and the GUID values used in each version of the msi that might be used in an installation batch file.

### 3. DRIVER SUPPORTS

Windows platforms:

Win 11	64 bit
Win 10	32/64 bit
Win 8.1	32/64 bit
Win 8	32/64 bit
Win 7	32/64 bit
Win Vista	32/64 bit
Win XP	32/64 bit

Terminal Series :

Vx (both Verix V and eVo).

- VX 510 Ethernet Terminal
- VX 510 GPRS Terminal
- VX 610 Terminal
- VX 570 Terminal
- VX 670 Terminal
- VX 700 Terminal
- VX 800 PIN Pad
- VX 810 PIN Pad
- VX 680 Terminal
- VX 520 Terminal
- VX 820 PIN pad
- VX 805 Terminal
- VX 825 Terminal
- VX 520 GPRS Terminal
- VX 680 CDMA Terminal
- FD60 Terminal

V5/VMT USB UART Device  
VX 680 Bluetooth Terminal  
VX 680 Wi-Fi Terminal  
VX 520 Sprocket Printer Terminal  
VX 675 Terminal  
VX 680 3G Terminal  
VX GEN3 Terminal  
VX 675 3G Terminal  
VX 820 DUET base Terminal  
VX 805 DUET base Terminal  
VX 690 3G Terminal  
VX 685 Terminal  
VSP100 Terminal  
VX 600 payware mobile reader  
VX 690 BASE  
PP1000 Next Gen(V3)  
C520H Terminal  
C680 Terminal

#### Mx and UX

Mx8 Terminal  
Mx9 Terminal  
Ux100 Terminal  
Ux200 Terminal  
Ux300 Terminal

#### Engage Terminals

Engage Family Terminals  
V240m Full Feature Base

Android Terminals

Android Family Terminals

Android Full Feature Base

## 4. VERSIONS

### 5.0.0.0

Base release the latter data build has additional tracing

### 5.0.0.1

Has 2 second timeout on sent URBs. This avoids app hangs if the pinpad isn't responding

### 5.0.0.2

1. 2 second timeout on URBs removed, uses timeout from write comm timeout now.
2. write timeouts fixed
3. g\_OutputDispatchEntry change to g\_OutputDispatchEntryExit and controls both
4. URB Irp complete request no longer logged (doesn't need logging)
5. SYNCHRONIZE added to ZwCreateFile attributes
6. Set cancel routine of write irp returned at Disconnect to NULL.
7. Lock logging to help log entry synchronisation
8. Free log context to lookaside list after being written to file.
9. SingleDevice logic is now moved entirely to coininstaller, plugging the device in any com port results in the it being given the same com number
10. va functionality protected from dispatch level use
11. g\_ndevice not being decremented

### 5.0.0.3

1. Fix BSOD when FileLoggingOff is set to 1
2. 5 second default write timeout used if none is set
3. KRecycleCompletionRoutine now traces URB IRP Completion.
4. g\_ndevice decremt removed, the name of the device this numeric value is used in is irrelevant
5. Removed ExRaiseStatus() as they cause the KLock destructor to be skipped, and raise the level to DISPATCH causing BSODs
6. DriverUnload waits for all logs to be written from queue

## 5.0.0.4

1. Fix log overwrite bug
2. Add PID\_aaaa (multifunction serial) device id
3. Fix Read Interval timer bug
4. Improve logging clarity
5. Fix large memory utilization bug
6. User mode components now statically linked to avoid missing VC80CRT error
7. Windows 8 and 8.1 signed

## 5.0.0.5

1. Fix read bug resulting in occasional received packet loss/wrong data (buffer) being sent up to app.
2. Installs RNDIS inf and drivers.
3. For win7 64 bit you will need this OS patch, because MSFT changed the driver signing hash recently <https://technet.microsoft.com/en-us/library/security/3033929>
4. Co-installer adds entry to HKLM\Software\Microsoft\Windows NT\CurrentVersion\Ports, 9600, n, 8, 1 as default port data (on some systems this has been absent)
5. RNDIS sys files are self-signed for XP.

## 5.0.0.6

1. Fix read bug when the device is opened, closed, and opened in quick succession. Read requests were not being returned.
2. Remove 5 second default read timeout. Applications must set this themselves.
3. Remove installing RNDIS sys files on XP systems, POSReady 2009 should have them already.

## 5.0.0.8

1. Add Exar ID to inf file and driver
2. Add Raptor ID to inf file
3. Add SetLineCoding for Exar
4. Fix uninstall-install bug for XP and win7 64 where RNDIS component wasn't getting installed.
5. Updated inf file with supported Verifone devices.
6. Fix provided for installing the driver in Windows 10 OS.

## 5.0.0.10

1. Delay has been provided in open/close calls.

#### 5.0.1.0

1. Added generic read/write permissions in .inf file.
2. Enhanced the setline coding to avoid XACT error.

#### 5.0.1.1

1. Refined error recovery mechanism to overcome enumeration issue on multiple download/terminal restart.

#### 5.0.2.1

1. Added support for PP1000V3.
2. Fix for BSOD with parameter –  
DRIVER\_UNLOADED\_WITHOUT\_CANCELLING\_PENDING\_OPERATIONS.
3. Enhanced support by providing custom port retaining feature.
4. Fix for windows 10 port hopping issue.

#### 5.0.3.0

1. Fix for 100% disk usage issue due to excessive logging.
2. Driver logging to file is disabled by default. This can be enabled using registry values as described in LOGGING section.

#### 5.0.4.0

1. Vx690 Device Friendly Name Change From 'Vx690 BASE' to 'VX 690 BASE'.
2. Default logging file size changed from 30KB to 30 MB.
3. New tool, VerifoneUSBDriverUninstall.exe added for uninstalling previous versions of Verifone USB drivers and its residues present, if any.
4. RNDIS 6.0 support added for Windows Vista and higher, whereas all prior Windows OS will be continue to use RNDIS 5.0.
5. Supported Ignore Hardware Serial Number feature to use same RNDIS adapter for device having PIDs, AAA0 and AAAA.

#### 5.0.5.0

1. HVCI Compliant to cater the need of enhanced Microsoft security feature in Windows 10.
  - a. Used NonpagedpoolINX type memory.
  - b. Page alignment corrected.

#### 5.0.5.1

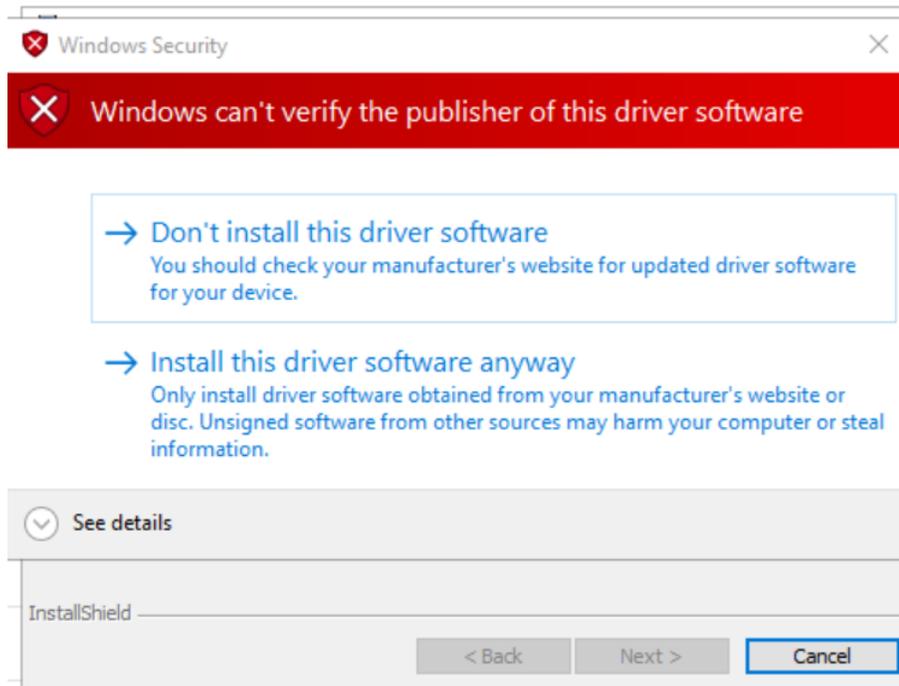
1. Fixed a BSOD when upgrading from v5.0.0.2 due to a failure in descriptor parameter.
2. Enhanced the tool VerifoneUSBDriverUninstall.exe, to delete the residues of previous version of drivers.
3. Corrected the enumeration issue with P400 pin pad on Windows 7, when device connected after installation of driver.

#### 5.0.5.2

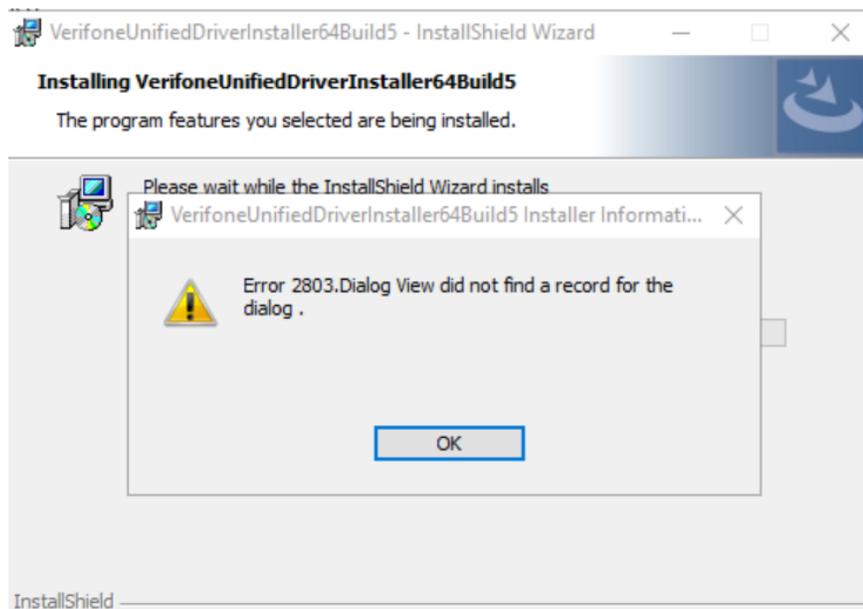
1. Fixed a scenario, wherein the second applications try to connect while the first application holds the COM port, leading communication failures.
2. Updated the details about hotfix to be applied in POSReady 7 OS to resolve RNDIS 6.0 connection issue.
3. Added support to V240m Full Feature Base.
4. Properly recognize Android devices.
5. Added Verifone Unified Driver signed installer availability

#### Notes:

- The Engage Full Feature Base or Android Full Feature Base VID (04E2) and PID (1411) are similar to other hardware out in the market. Hence the end-user must adhere to the Terms before extending our driver to support to Full feature Base Hardware as there are chances that a non-VeriFone device with same ID's gets detected and loaded with our Driver.
- Before doing the install of a new USB driver, we highly recommend that you uninstall the currently installed USB driver (or previous version) first, run the cleaner (VfiCleanup.exe) then install the new USB driver to avoid any residues and to avoid pop-up or error messages such as "can't verify this publisher" as shown below:



If you fail to run the cleaner (VfiCleanup.exe) after uninstalling the previous driver, you may encounter Error.2083 dialog as shown below:



- The registry entry (Version\_Info) shows the exact version that was installed and can be seen via the Registry Editor:

*Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\VeriFone Inc\VeriFone USB Driver Installer\Setup*

- The registry entry (BaseSupport) shows whether the installed driver has base support (Yes or No) via the Registry Editor:

*Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\VeriFone Inc\VeriFone USB Driver Installer\Setup*

- When Android devices are used, the driver must set Multi Device Support Mode (i.e., Single Device System must be unchecked) because Android devices enable more than one interface, and the driver recognizes each interface as a separate device. This is to prevent seeing another device (from the Windows Device Manager) that is not even connected.
- Running `silent_uninstall.bat` or `silent_install_VerifoneUSBDriverUninstall.bat` requires admin rights because both call `VerifoneUSBDriverUninstall.exe` which requires administrator privileges.

## 5. DESIGN RATIONALE

### 5.1. Serial driver

---

The Unified Serial Driver is designed to make the allocation of communication port names much easier, and with its associated software, enable easier management of them.

The Unified Driver also works on all Verifone devices, VX and MX, and manages them without distinction.

The design rationale behind port management enhancement is to principally allow the use of custom port names, so rather than having to use the Windows dictated COM $n$  format, any three letter text combination can be used such as ABC $n$  for example. This allows an installation to avoid clashing with existing COM $n$  ports on the machine. A custom name like this is specified in the same way a COM $n$  name in the call to CreateFile(), used by an application to open the port.

The management of the associated number,  $n$ , is also automated so that subsequent installations of devices on a single machine cause  $n$  to be incremented. So for example if XYZ and 10 were chosen during install, the first new device connected to the machine would be given the port name XYZ10 and a second new device XYZ11.

These port names are, as Windows dictates, tied to physical ports on the machine, so if both devices were disconnected, and the second device inserted again to the same port, it will be named XYZ11 again.

This provides a dependable and logical naming of ports which applications can exploit to direct data to specific devices.

The machine can also be specified as a Single Device System in which case installation of a second new device will be blocked. This allows tighter control of the operating environment by limiting cash register to using one specific com port. If the device is moved to another port it will be assigned the same port name and number.

Specific device can also be deleted from a system, whether the device is present or not, with the VFI Device Manager tool.

This tool also permits changing the three letter device name. This change does not affect devices already installed, only new installations after the change. For example, if the custom name is MXX, an MX9 device can be installed, resulting in a port name of MXX9, and

then the custom name changed via VFI Device Manager to VXX, an installation of a VX device would be assigned a port name of VXX10.

This allows applications to manage specific types of devices based on name which can permit a looser understanding in the application of the ports on the machine since it allows the application to search for a port by name regardless of its numerical extension.

## **5.2. RNDIS driver**

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The RNDIS component stems from the ability of the USB driver on the Linux system on the MX to be configured as an RNDIS device, and thus avoid having to run PPP over serial to mimic an Ethernet device on the host. This allows direct IP communication with the device via a separate route to the serial data.

## **5.3. RNDIS 6.0 driver hotfix for POSReady 7**

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Microsoft recommends to update the patch KB2905407 for avoiding any issues while using RNDIS 6.0 in POSReady 7 OS.

Details about the fix can be available in the following link

[Stop error 0xD1 when you download uTorrent content through an RNDIS 6.0 connection \(microsoft.com\)](http://microsoft.com)

## 6. RECOMMENDATIONS

### 6.1. Disable USB Selective Suspend.

---

USB selective suspend is a mechanism built into Windows that allows a Hub to de power devices that can power down when inactive. This is particularly useful on laptops where power saving is critical, but on desktops it is not. Ordinarily, this is not a problem, since our devices do not advertise to the USB system that they support selective suspend however not all hubs and drivers work as they ought to and they can go into a low power state themselves which kills communication with the device. So it is recommended to always disable USB selective suspend.

Win 7:

**Control Panel->Power Options->Change Plan Settings (for the active plan) Change Advanced Power Settings->USB Settings->USB Selective Suspend Setting** and set the **Plugged In** option to **Disabled**.

Win XP:

**Start Menu** Right click on **My Computer** and select **Properties->Hardware tab->Device Manager**.

Scroll all the way down to the bottom and expand the + symbol by **Universal Serial Bus Controllers**.

Double click each branch and go to the **Power Management** tab and uncheck the **Allow the computer to turn off this device to save power** option.

### 6.2. Application timeouts

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It is recommended to use a three second timeout when calling SetComTimeouts.

### 6.3. Windows 7 64

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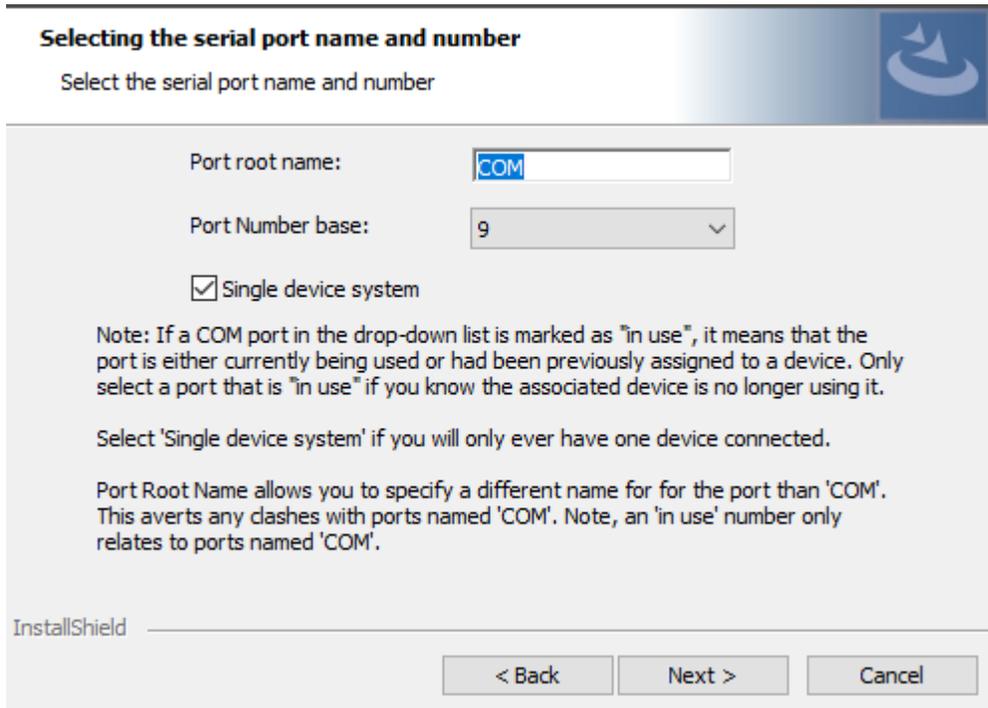
Microsoft changed the signing process in May 2015 which requires the downloading of this update to enable the drivers to load. <https://technet.microsoft.com/en-us/library/security/3033929>

## 7. INSTALLATION

Installation can be silent, or UI driven. If it is silent, then the requisite information must be specified in a batch file.

### 7.1. UI Install

The driver install process will prompt for configuration details. Most systems are single device systems and use COM9. Follow the instructions in the dialog if any changes from default are required.



**Selecting the serial port name and number**

Select the serial port name and number

Port root name:

Port Number base:

Single device system

Note: If a COM port in the drop-down list is marked as "in use", it means that the port is either currently being used or had been previously assigned to a device. Only select a port that is "in use" if you know the associated device is no longer using it.

Select 'Single device system' if you will only ever have one device connected.

Port Root Name allows you to specify a different name for for the port than 'COM'. This averts any dashes with ports named 'COM'. Note, an 'in use' number only relates to ports named 'COM'.

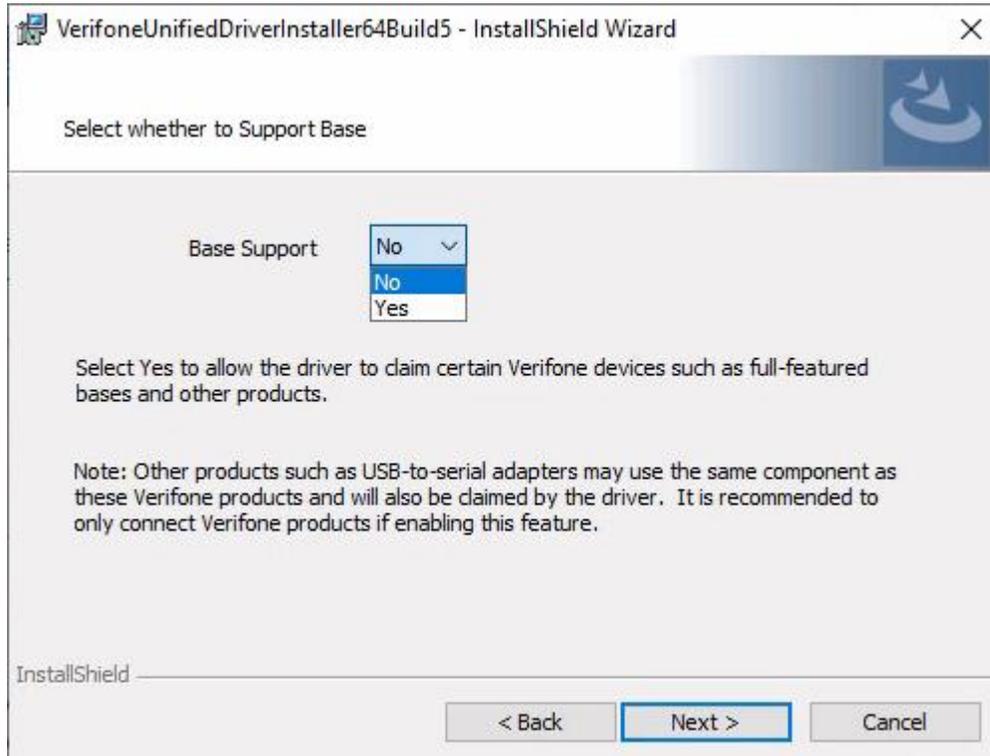
InstallShield

< Back    Next >    Cancel

Driver versions 5.0.5.2-B5 and later support Verifone full-featured bases and add a dialog to enable this configuration. Select Yes to add base support (default is No).

**NOTE:**

USB device on Verifone bases uses a third party adapter that other products on the market (such as USB to serial adapters) may use, so if base support is enabled the Verifone driver will claim these devices. The driver must be uninstalled/reinstalled to modify base support configuration.



## 7.2. Batch file install

These parameters must be specified when called from a batch file:

- PORT=# Specify port number (eg: "PORT=9", default is 9)
- SINGLE\_DEVICE\_SYSTEM=n Specify whether the system will have one or many devices attached. 1 for one, 0 for many.
- PORT\_ROOT\_LINK\_NAME=ABC Specify a custom symbolic link name or 'COM'. Must be three letters long.
- BASE\_SUPPORT=No or Yes Specify whether V240m Full Feature Base to be supported by Unified driver

Sample batch file:

```
@echo off
REM push working dir onto stack so can use relative paths below
pushd "%~dp0"
REM remove previous version(s) first
start /w msixexec.exe /qn /x {<product code GUID>}
start /w msixexec.exe /qn /x {<product code GUID>}
```

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```
start /w msiexec.exe /qn /x {<product code GUID>}
REM silently install the new version
Start /w msiexec /qn /i VerifoneUnifiedDriverInstaller.msi PORT=9
SINGLE_DEVICE_SYSTEM=1 PORT_ROOT_LINK_NAME=COM BASE_SUPPORT=No
popd
```

\*Note, on 64 bit systems the installer is called VerifoneUnifiedDriverInstaller64.msi

\*Note The msi will automatically uninstall previous versions on install, but the batch file can also do this explicitly via the Product Codes

## **7.2.1. Product code GUIDs**

### **7.2.1.1. 32 bit**

From 5.0.1.0 onwards product code for this installer will remain unchanged.

5.0.1.0 Product Code {3DED2043-538D-4725-B7A2-5D8257229D6A}

5.0.0.10 Product Code {72702E87-3800-4B58-B130-7F1F1F274D61}

5.0.0.8 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5F}

5.0.0.7 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5E}

5.0.0.6 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5D}

5.0.0.5 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5C}

5.0.0.4 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5B}

5.0.0.3 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5B}

5.0.0.2 Product Code {72702E87-3800-4B58-B130-7F1F1F274D5A}

Oney Product Code {72702E87-3800-4B58-B130-7F1F1F274D54}

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#### 7.2.1.2. 64 bit

From 5.0.1.0 onwards product code for this installer will remain unchanged.

5.0.1.0 Product Code {C7BBB812-4B12-4B50-B8C2-57029675A993}

5.0.0.10 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DD1}

5.0.0.8 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCF}

5.0.0.7 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCE}

5.0.0.6 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCD}

5.0.0.5 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCB}

5.0.0.4 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCA}

5.0.0.3 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCA}

5.0.0.2 Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCA}

Oney Product Code {F3E17471-B2FC-4911-9C5F-01E1C4FB8DCC}

#### **7.2.2. RNDIS Hotfix**

On XP systems (POSReady 2009 as well), there is a bug in the Microsoft RNDIS driver so this hot fix must be installed:

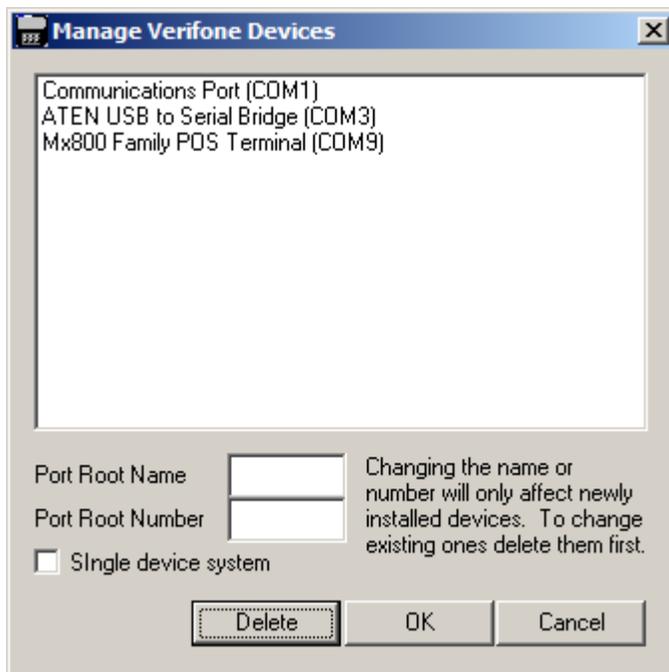
<https://support.microsoft.com/en-us/kb/959765>

## 8. TOOLS

### 8.1. VFI Device Manager

---

Run Verifone Device Manager



This shows all the communication ports on the machine, whether the devices are connected or not.

Selecting one of them, and clicking Delete, removes that device from the system. If it is a Verifone device the number it is using is liberated and will be reused by any new devices installed.

The root name and number can be changed here, and affects device installed in the future. Existing devices will not change.

## 8.2. VfiCleanup.exe

---

This is a command line utility that deletes all Verifone devices from the system and deletes all Verifone inf files on the system.

## **8.3. VerifoneUSBDriverUninstall.exe**

---

Run this utility with Administrative privileges.

This will delete all previous versions of Verifone USB drivers (Vx/Mx) from the system and delete driver residues present on the system.

Command prompt windows will appear during the process.

To get the logs of this utility, check for VeriFoneUsbUninstaller\_<Machinename>.log file in C:\Windows\Temp folder.

## 9. LOGGING

### 9.1. Install and port assignment

---

During install of new devices, a log file is written to in c:\program files\Verifone\Verifone USB Driver Installer\log.txt

This file specifies the date and port name assigned to devices when installed as well as logging the base information specified during install of the product.

It also logs this information on uninstall.

### 9.2. Driver

---

The driver always logs to file, of which there are two, used alternately as they fill up. They are at c:\windows and are called VfiUniUSB0.log and VfiUniUSB1.log

In the driver service section of the registry (HKLM\System\CurrentControlSet\Services\VFIUNIUSB) these values control logging:

FileLoggingOff – setting to zero value turns ON file logging.

FileLoggingOff - setting to non-zero value turns OFF file logging. This is the default settings.

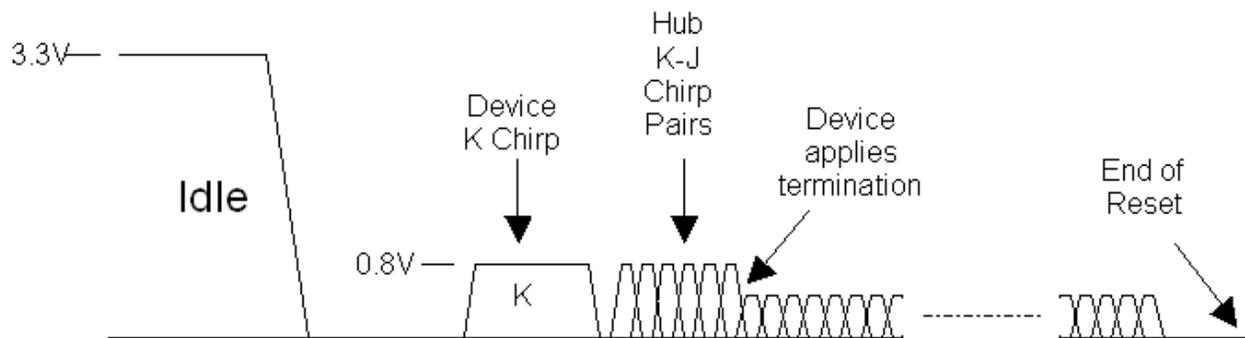
MaximumLogFileSizeInKB - default is 30 MB. Value of 0xFFFFFFFF means unlimited. Otherwise it is 1024 times this value

To interpret the logs read the section 'Loss of Communication with the Device'

## 10. TROUBLE SHOOTING

### 10.1. Enumeration

When a USB device is inserted into a host, PC for example, it shows up as a Full Speed device because its D+ line is pulled up to 3volts. To indicate it is a High Speed device, during the mandatory Reset, when the host pulls D+ and D- low, the device applies a lower voltage to the D- line for a period of time. This is called a Chirp-K. If the host is High Speed capable, it sees this, and replies with a stream of Chirp-Js and Chirp-Ks (alternating low voltage on D- and D+). The host copies the device in applying a different resistor to the D+ line resulting in a 500 millivolt differential which is High Speed.



Once the bus communication has been established data can be exchanged. This consists of setup packets.

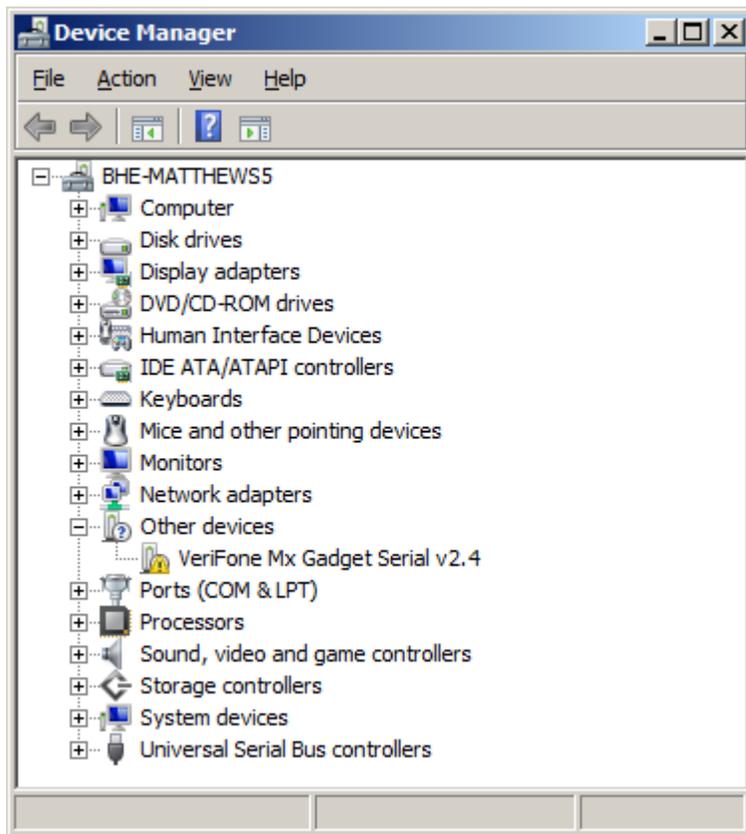
There are two principle ones, the String Descriptor and the Vendor/Product ID Descriptor.

Typically, the data returned for these are:

Verifone Mx Gadget Serial v2.4

0x11CA 0x0201 The first is the Vendor, and will always be 0x11CA, the second is the product and will vary depending on which product is inserted. These two are important because they give us the next stage of enumeration.

This is what Devicemanager will show if enumeration is successful:



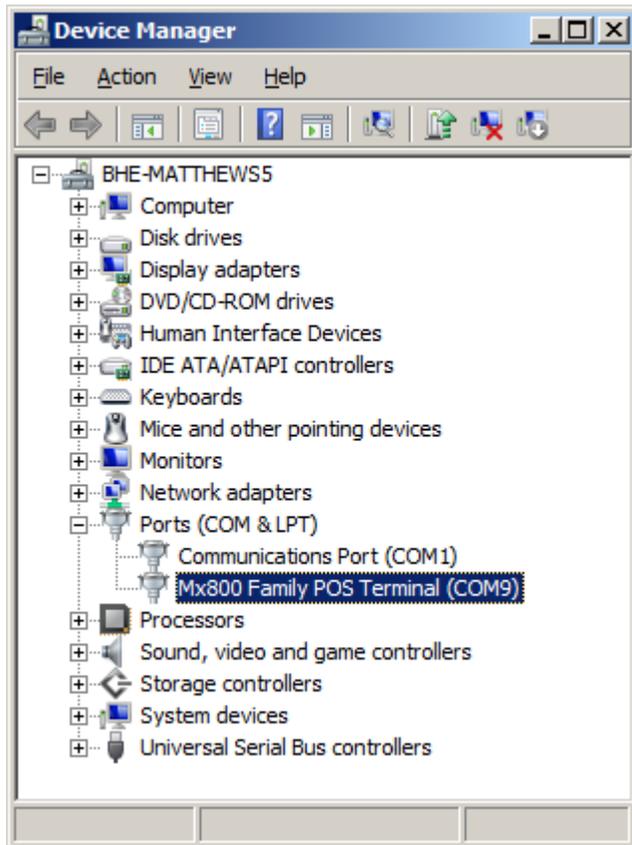
If it is not successful then 'Unrecognised Device' will be displayed instead of 'Verifone Mx Gadget v2.4'. So, if you see 'Unrecognised Device' you know the failure was in the hardware enumeration.

If you do see 'Verifone Mx Gadget v2.4' then you know the hardware enumerated correctly, but that the drivers are not installed.

If the drivers are installed the system will use the values for the Vendor and Product IDs, 0x11CA and 0x0201 in this case, to locate the drivers inf file in c:\Windows\inf.

The inf file contains an entry for this hardware ID combination, an associated friendly name for the device, which gets used in place of 'Verifone Mx Gadget v2.4', and an associated service, which is the driver itself.

When the system has all this information, and has registered this hardware with the information in the inf file, Devicemanager will look like this:



Depending of course on what device you are using, and what port name and base number was chosen during the install.

At this stage all is good and the application can open that port and begin communicating with the device.

### 10.1.1. What can go wrong

So, if Devicemanager shows 'Unrecognised Device' the failure occurred at a hardware level. The device failed to supply its Device Descriptors. A USB bus analyzer might shed light on the cause, but it generally indicates a problem with hardware.

If Devicemanager shows 'Verifone Mx Gadget v2.4' the system can not find the inf file. The drivers need installing.

If Devicemanager shows a friendly name such as 'Mx800 Family POS' but with a yellow exclamation mark, banged out is a common term for this, then the inf file was found, but the driver failed to load. Right clicking and selecting properties will give more information on this.

### 10.1.2. Devicemanager error codes

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<b>Code</b> 1	This device is not configured correctly.	<ul style="list-style-type: none"> <li>• Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
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<b>Code</b> 3	The driver for this device might be corrupted, or your system may be running low on memory or other resources.	<ul style="list-style-type: none"> <li>• Close some open applications</li> <li>• Uninstall and reinstall the driver</li> <li>• Install additional RAM</li> </ul>
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<b>Code</b> 10	This device cannot start.	<ul style="list-style-type: none"> <li>• Look at the installer log to make sure the device was installed correctly</li> <li>• Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
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<b>Code</b> 12	This device cannot find enough free resources that it can use. If you want to use this device, you will need to disable one of the other devices on this system.	<ul style="list-style-type: none"> <li>• Disable the conflicting device</li> </ul>
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<b>Code</b> 14	This device cannot work properly until you restart your computer. (Code 14)	<ul style="list-style-type: none"> <li>• Restart your computer</li> </ul>
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Code 16	Windows cannot identify all the resources this device uses.	<ul style="list-style-type: none"> <li>Assign additional resources to the device</li> </ul>
Code 18	Reinstall the drivers for this device.	Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly
Code 19	Windows cannot start this hardware device because its configuration information (in the registry) is incomplete or damaged.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 21	Windows is removing this device.	<ul style="list-style-type: none"> <li>Refresh the Device Manager view</li> <li>Restart your computer</li> </ul>
Code 22	This device is disabled.	<ul style="list-style-type: none"> <li>Enable the device</li> </ul>
Code 24	This device is not present, is not working properly, or does not have all its drivers installed.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 28	The drivers for this device are not installed.	<ul style="list-style-type: none"> <li>Install the device driver</li> </ul>
Code 29	This device is disabled because the firmware of the device did not give it the required resources.	<ul style="list-style-type: none"> <li>Enable the device in the BIOS</li> </ul>
Code 31	This device is not working properly because Windows cannot load the drivers required for this device.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 32	A driver (service) for this device has been disabled. An alternate driver may be providing this functionality.	<ul style="list-style-type: none"> <li>Uninstall and reinstall the driver</li> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>

Code 33	Windows cannot determine which resources are required for this device.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 34	Windows cannot determine the settings for this device.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 35	Your computer's system firmware does not include enough information to properly configure and use this device. To use this device, contact your computer manufacturer to obtain a firmware or BIOS update	<ul style="list-style-type: none"> <li>Contact the computer manufacturer to update the BIOS</li> </ul>
Code 37	Windows cannot initialize the device driver for this hardware.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 38	Windows cannot load the device driver for this hardware because a previous instance of the device driver is still in memory.	<ul style="list-style-type: none"> <li>Restart your computer</li> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> <li>Make sure all applications that have the port open are closed</li> </ul>
Code 39	Windows cannot load the device driver for this hardware. The driver may be corrupted or missing.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>
Code 40	Windows cannot access this hardware because its service key information in the registry is missing or recorded incorrectly.	<ul style="list-style-type: none"> <li>Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li> </ul>

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<b>Code</b> 41	Windows successfully loaded the device driver for this hardware but cannot find the hardware device.	<ul style="list-style-type: none"><li>• Update the device driver</li><li>• Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li></ul>
<b>Code</b> 42	Windows cannot load the device driver for this hardware because there is a duplicate device already running in the system.	<ul style="list-style-type: none"><li>• Restart your computer</li></ul>
<b>Code</b> 43	Windows has stopped this device because it has reported problems.	<ul style="list-style-type: none"><li>• Use VFIDevMgr to delete the device and reinsert it. Check the installer log to see it deleted and reinstalled correctly</li><li>• Check the hardware</li></ul>
<b>Code</b> 44	An application or service has shut down this hardware device.	<ul style="list-style-type: none"><li>• Restart your computer</li></ul>
<b>Code</b> 45	Currently, this hardware device is not connected to the computer.	<ul style="list-style-type: none"><li>• Reconnect the device to your computer</li></ul>
<b>Code</b> 46	Windows cannot gain access to this hardware device because the operating system is in the process of shutting down.	<ul style="list-style-type: none"><li>• No resolution required</li></ul>
<b>Code</b> 47	Windows cannot use this hardware device because it has been prepared for safe removal, but it has not been removed from the computer.	<ul style="list-style-type: none"><li>• Reconnect the device to your computer</li><li>• Restart your computer</li></ul>
<b>Code</b> 48	The software for this device has been blocked from starting because it is known to have problems with Windows. Contact the	<ul style="list-style-type: none"><li>• Update the device driver</li></ul>

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hardware vendor for a new driver.

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**Code 49** Windows cannot start new hardware devices because the system hive is too large (exceeds the Registry Size Limit).

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- Uninstall devices that you are no longer using

**Code 52** Windows cannot verify the digital signature for the drivers required for this device.

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- Reinstall the drivers
  - If the drivers are known to be Verifone and not Microsoft signed, then the Verifone certificate file will need adding to the system with CertMgr. The file will be found here: C:\Windows\System32\VFISECA.CER
  - Windows 7 64 bit, install the hot patch detailed earlier in this document
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## 10.2. Loss of communication with device

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If the device is correct in device manager, has the right port name, and reports no errors, and USB Selective Suspend is disabled, then the cause of the failure is most likely going to be at the application level (pin pad and PC); it is either failing to open the port or is not sending data to it, or the Pin Pad is not responding to that data. To confirm this the driver logs can be examined.

What you will be looking for are events such as open/close and read/write, traced as IRP\_ML\_CREATE, IRP\_MJ\_CLOSE, IRP\_MJ\_READ and IRP\_MJ\_WRITE respectively. These are events initiated by the application on the PC, and correlate to CreateFile() CloseHandler() ReadFile() and WriteFile(). These will be traced twice, first, when sent by the application, which are normally pended, and when completed with a final status, success, error, timeout and so on.

Also look for URB READ and URB WRITE events. These are requests sent to the USB subsystem (and to the pin pad eventually) and also have completion status' of success, failure, and so on.

Data transfer sizes are also logged.

You will also see many device IOCTLs traced for things like get serial state, clear rts and so on. These are part of com port set up and are normally of little interest.

If you see all these traced, and they show errors then they indicate what might be at fault. So if a URB write failed, then there is a problem on the device side.

If these are all traced with success then the issue will be at a protocol level between the device and the POS, ie, they are shipping data, but aren't understanding what they are receiving. Or perhaps the application expects the pin pad device to be present on boot sooner than it is, and gives up trying to open it.

If you don't see the application side traces (the IRP\_MJ ones), then the app isn't sending data or isn't opening the port.