

Executive Summary

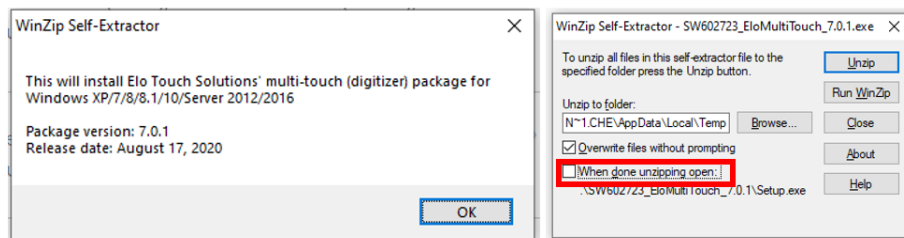
This technical bulletin describes settings within the Elo touch driver which can be modified to automatically reset the touch controller in the event of a touch “freeze” and also allow the driver to send event logs to Windows Event Viewer.

Tools Needed

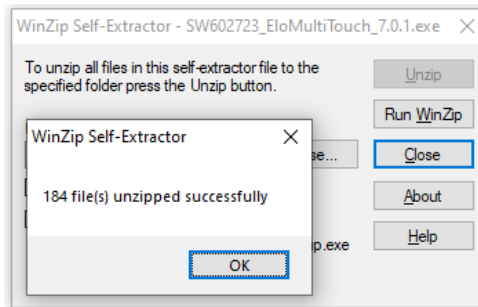
Current Elo multi-touch driver. At this writing the most current is the [7.0.1 driver](#). (all multi-touch drivers beginning with version 6.9.17 will work).

Procedure

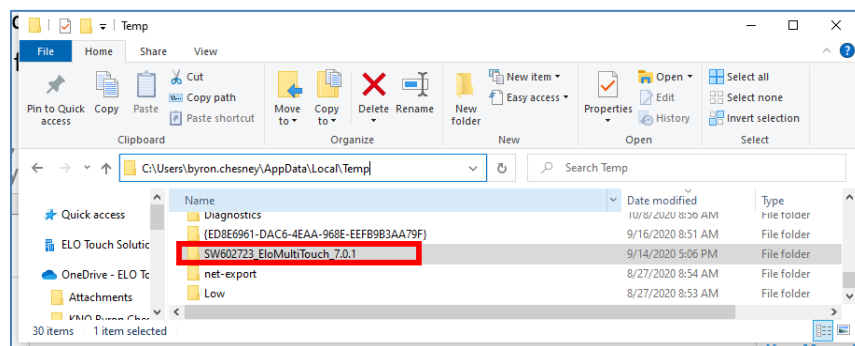
1. **Very Important – Uninstall any already existing Elo touch drivers and reboot the computer.**
2. Download the Elo 7.0.1 driver.
3. Unzip driver, but do not allow driver to run (**uncheck When done unzipping open:**)



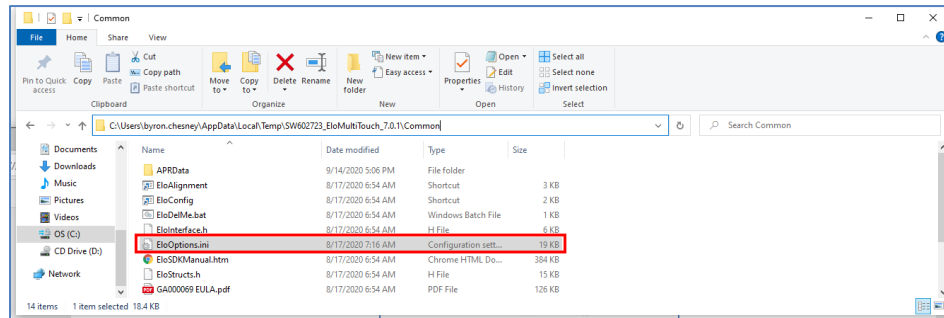
4. After files are unzipped, select **OK** and then close the WinZip Self-Extractor.



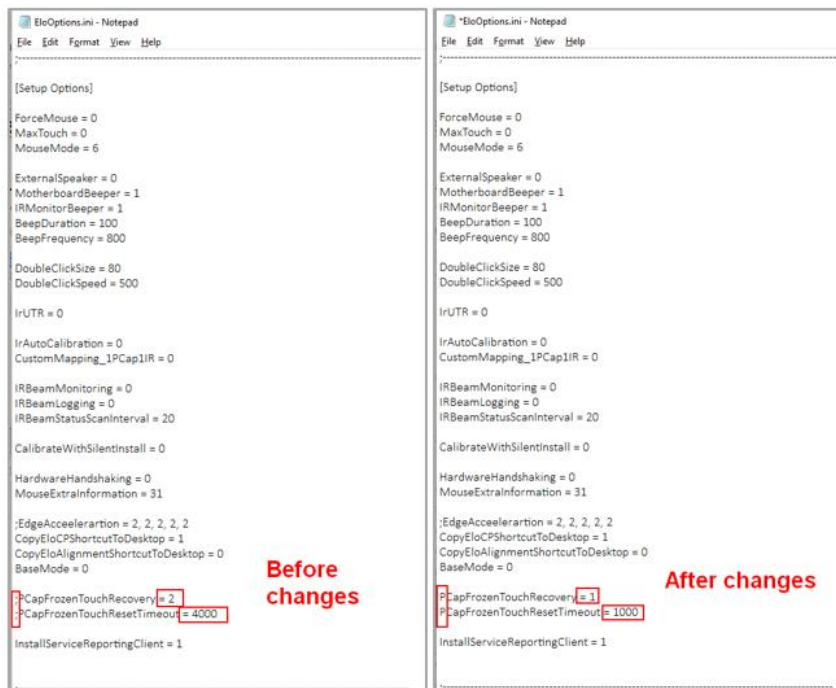
5. Using Windows File Explorer, navigate to location where the files were unzipped. The default location is: **C:\Users\USER NAME\AppData\Local\Temp**



6. Open the SW602723_EloMultiTouch_7.0.x driver folder, then the Common folder, and open the EloOptions.ini file.



7. Go to the [Setup Options] section and make changes to turn on PcapFrozenTouchRecovery and Reset:
 - a. Scroll to ;PcapFrozenTouchRecovery, delete the semicolon (;)
 - i. Change the value to = 1
 - b. Scroll to ;PcapFrozenTouchResetTimeout, delete the semicolon (;)
 - i. Change the value to = 1000 (only do this if you want quicker reaction time).



11. The Elo logs will be in the **Windows Event Viewer** in the **System logs**.

- a. **Start Windows Event Viewer**
- b. **Go to Windows Logs -> System** and **right click** and choose **Save All Events As...**
- c. **Save** the file with **.evtx** extension for analyzing and debugging.
- d. **Choose Display information for these languages:** and **select English (United States)** and then **choose OK** to save.

