

KB2017-01: VIRTUAL DHX DRIVER FAILS TO COMMUNICATE

Applies To:

Systems running version 8.0 or 8.1 of the Virtual DHX Driver.

Issues:

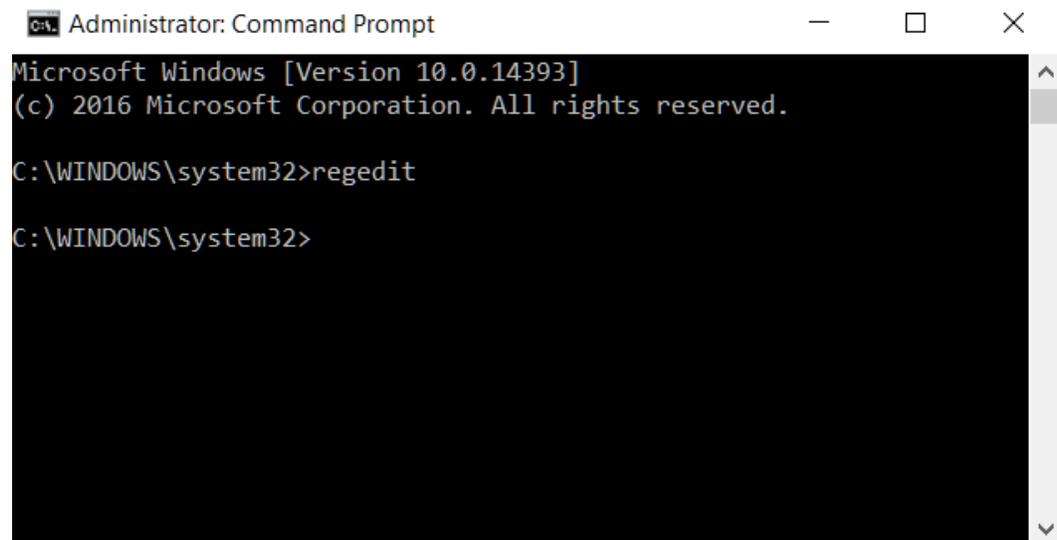
On some systems after the Virtual DHX Driver is installed and configured properly applications such as 6200 programming software fail to load the driver. These systems may be missing a value in the Windows registry.

Objective:

Add the missing registry value and restore proper operation of the Virtual DHX Driver.

Procedure:

1. Start an Administrator Command Prompt and run regedit.

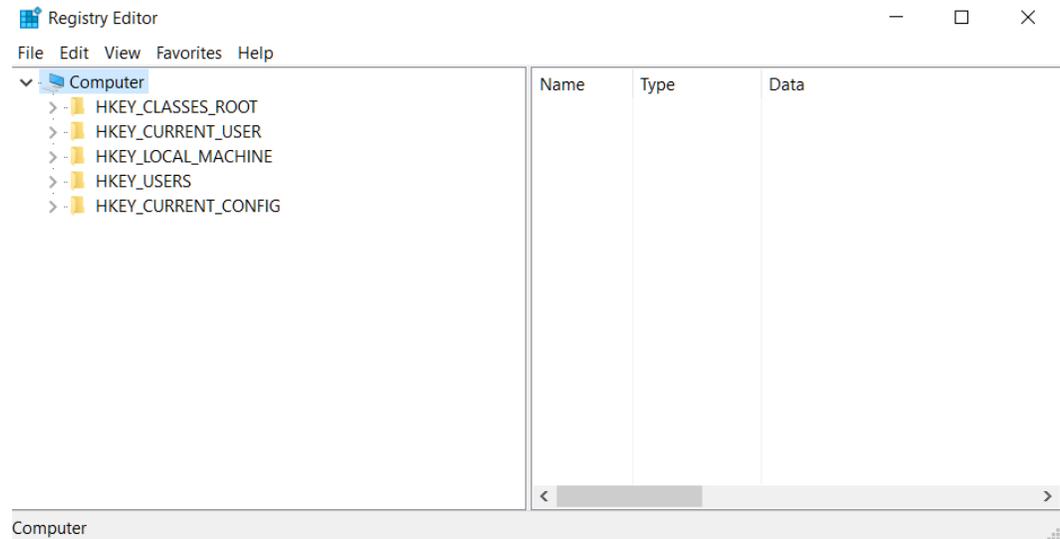


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Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

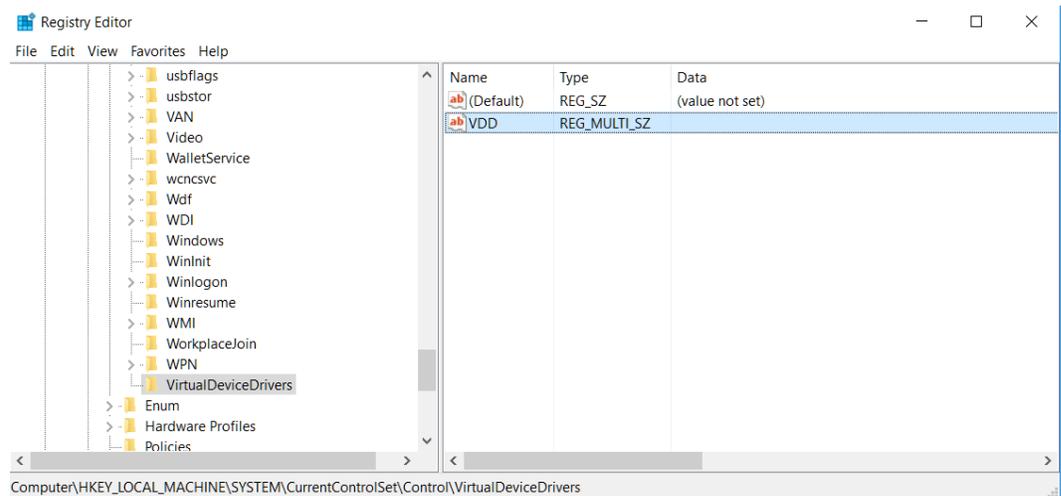
C:\WINDOWS\system32>regedit

C:\WINDOWS\system32>
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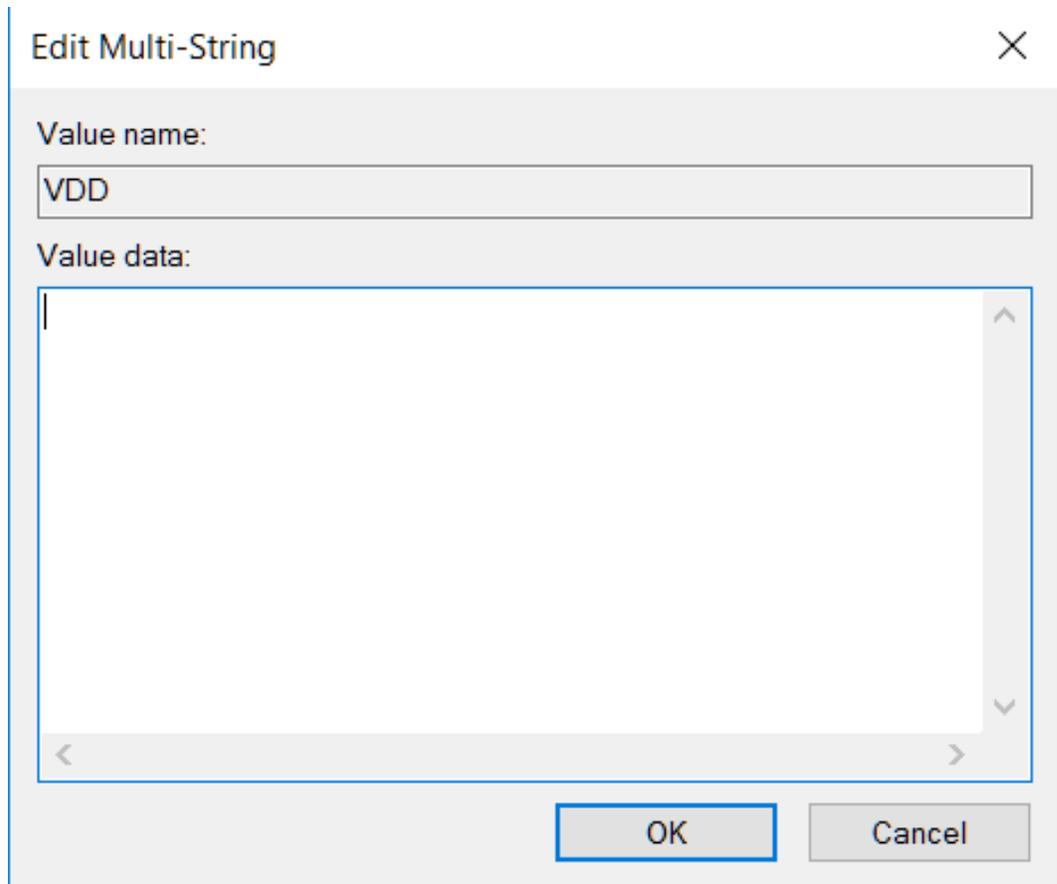
2. This will start the Windows Registry editor shown below.



3. Open the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\VirtualDevicesDrivers key.

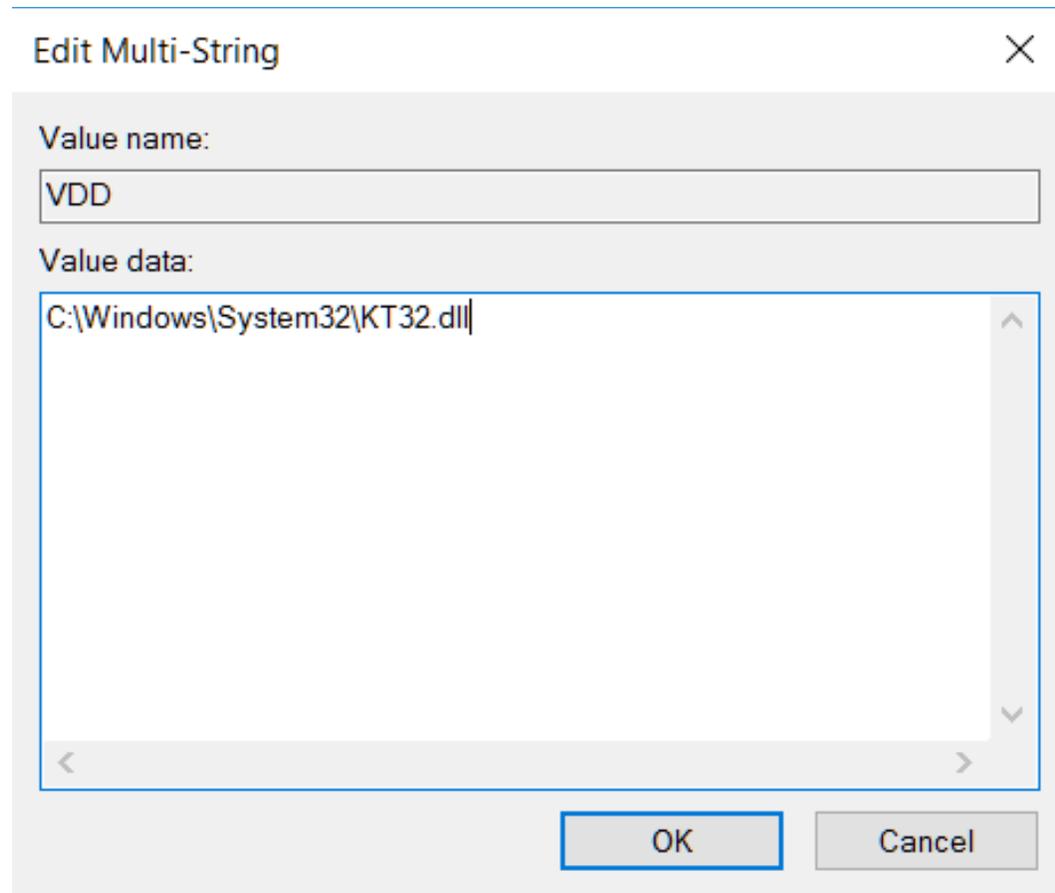


4. In this key, you should see the VDD value. This is a REG_MULTI_SZ value type and it may have multiple values in the Data field or it may be empty as shown above.
5. Double click on the VDD value to bring up the Edit Multi-String editor.

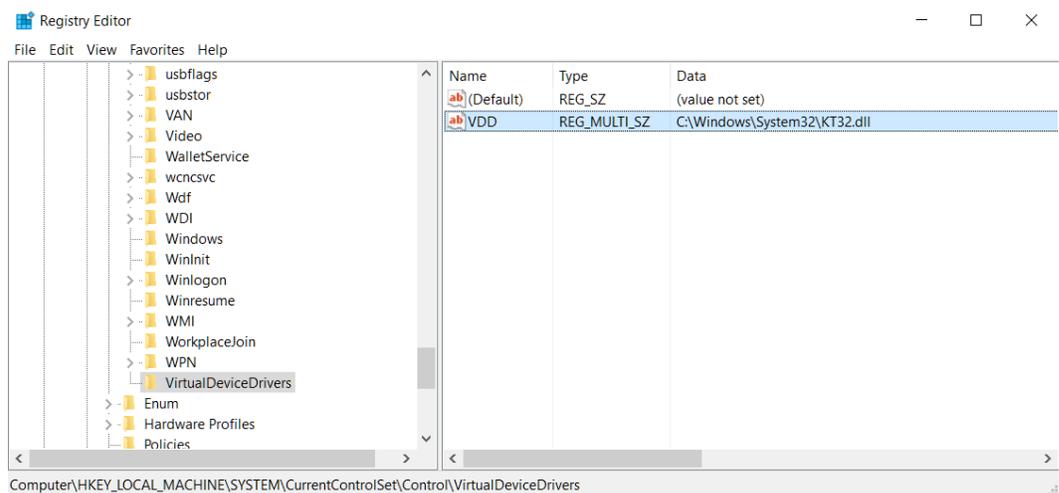


Each line in the editor represents one string. In this example, there are no strings configured. If you have strings configured on your system check for C:\Windows\System32\KT32.dll. If you have this string this Knowledge Base document doesn't apply to your system. If you are still having issues with the Virtual DHX Driver, contact Cyberlogic Techsupport. If you do not see the string continue with the steps below.

6. In a blank line in the Edit Multi-String window type C:\Windows\System32\KT32.dll. If Windows is not on the C drive on your system you must change to the correct drive letter.



7. Click OK to return to the Windows Registry Editor.



8. Close the Windows Registry Editor and reboot the system. After the system reboots, try your application again. If you are still having problems, contact Cyberlogic techsupport.

Technical Support

You can get detailed information on how to install, configure and use the DHX family of drivers by referring to the help files for each specific driver.

Cyberlogic's website, www.cyberlogic.com, has information on related products, news, software downloads and contact information.

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