

Quick Start

Download and run the installer **WintabSetup.MSI**.

When the installer is finished, start the Wintab Settings program: look for a shortcut on the desktop, or under Program Files, Wintab).

- In the Wintab Service box, you should see **Status, DLL and EXE** items listed. The Status should say Running, and the DLL and EXE should show the version of the files. If any of these are missing, you won't be able to move forward.
 - The most common problem is that you don't have rights to access this information. Try running Wintab Settings as an Administrator. If this fixes the problem, you're all set and you can move on.
 - If this doesn't fix the problem, the files may not have been properly installed or the service may not be running.
 - If the Status shows Unknown, the service is not registered properly. You can try to rerun the installer. For more tips on checking the service and installing the service by hand, look at the **Windows Service Troubleshooting** section below.
 - If the version information is missing, then the files may be missing. Check that the files are in the Windows System folder (explained below).
- The Start and Stop buttons in the Wintab Service box allow you to easily start and stop the driver. If you make changes to the settings, you need to stop and start the driver for those changes to take effect.
- Now go ahead and set the COM Port, Units, Size and Buttons, then click **Apply**.
- By default, make sure the Debug logging is **NOT** checked.
- Click Stop and wait for the Status to show Stopped. Click Start, and now listen for beeps from the tablet.
 - No beeps means the tablet is not communicating with the driver.
 - One beep means the tablet is connected, but has no licenses.
 - Two beeps means the tablet is connected and has a valid trial license.
 - Three beeps means the tablet is connected and has a full license.
- At this point you should get at least one beep. If you don't get any beeps, then you need to fix this before you move forward.
 - Check cabling and power to the tablet.
 - Check the COM port setting.
 - Use a terminal program like RealTerm to confirm that you have data coming into the serial port when you move the puck on the tablet.
- If you get beep(s), go ahead and click Install to setup your license.
- In the Install Wintab License dialog, you should see a 16 character code in the Machine Code box. Copy this code and send it to support@wintabdriver.com. We'll send you back an Install Code.
- Once you get the Install Code, paste it into the Install Code box and click Install. You should get a confirmation message that the license was valid, and now the tablet should work.

Troubleshooting Tips

The following sections provide more tips on getting started. It's broken into the following sections:

- Installed Components
- File Folders
- WintabTest
- Debug Logging
- Registry Settings
- Windows Service Troubleshooting

Installed Components

There are just four files that are installed:

- **Wintab32.EXE:** This is the main **Windows Service** that starts and runs the driver.
- **Wintab32.DLL:** This is the DLL component that other software programs like AutoCAD dynamically link to in order to use the digitizer. It is loaded by Wintab32.EXE.
- **Settings.EXE:** This is the interface that you use to configure the tablet.
- **WintabTest.EXE:** This program tests the installation (run this as an Administrator).

These components are installed by WintabSetup.MSI. The installer should also register and start the Wintab32 service.

File Folders

The files listed above are stored in two places:

1. Program files folder, under Wintab. This folder has the Settings and WintabTest programs.
2. The Windows System folder. This folder has Wintab32.DLL and Wintab32.EXE.

On 32 bit systems, those two folders are:

1. C:\Program Files\Wintab
2. C:\Windows\System32

On 64 bit systems, those two folders are:

1. C:\Program Files (x86)\Wintab
2. C:\Windows\SysWOW64

Check that the three files are in the correct folder, and if not let us know.

WintabTest

The WintabTest program allows you to quickly confirm that the tablet is working. If you do not get at least two beeps when the service starts, you need to fix that first: WintabTest won't work until you do.

- WintabTest is located in the Program Files folder.

- Run WintabTest as Administrator.
- Move the puck on the tablet – you should see a small black square move on screen.
- Click and drag with a puck button – it should draw a line on screen.

If you get two or more beeps, but WintabTest doesn't work, try the logging steps below and / or contact us.

Debug Logging

Debug logging generates a log from the Wintab driver for troubleshooting. Debug logging will slow down the system and create large files on your hard drive. Don't turn this on unless you need to collect troubleshooting data, and then turn it back off when you're done.

To turn on or turn off Debug logging:

- Start the Wintab Settings program (should be on the desktop).
- Click Stop to stop the service: confirm Status shows Stopped.
- Turn on or turn off (check or un-check) **Debug logging** and click Apply to save your settings.
- Click Start to restart the service.

The output goes into a file called **log.txt**, located in the **Program Files\Wintab32** or **Program Files (x86)\Wintab32** folder, depending on your system.

In a typical troubleshooting session:

- Close your end-user application (the program that is using Wintab32).
- Delete the log.txt file, so you start with a clean slate.
- Now start your end-user application, and perform one simple task that uses the tablet.
- Close your end-user application.
- Review the log file, or send us the log file for review.

The log files are more useful if you capture just one or two simple steps: otherwise the files get very large and difficult to correctly interpret.

Registry Settings

All settings are stored in the registry. The keys are generally descriptive, and should be easy to understand. Just open up **regedit** and check it out. On 32 bit systems, the registry location is:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wintab

On 64 bit systems, the registry location is:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wintab

The installer does not make any changes to the registry. But, when you make changes in the Settings program (like setting the COM port) and click **Apply** or **OK**, those settings should be saved in the registry. If you don't see your settings getting saved to the registry, try running as Administrator, or contact us for help.

Windows Service Troubleshooting

Here are some tips to help troubleshoot Windows Services. Remember that the two files Wintab32.DLL and Wintab32.EXE both need to be in the proper Windows system folder listed above before any of this will make any difference.

The Services item under Computer Management will list the registered services, and allow you to start and stop them. After the installer is finished, you should see the service **Wintab32** shown in the list. If it's not there, the tablet won't work. (The list doesn't dynamically refresh: hit F5 to refresh the list).

If the Wintab32 service doesn't show up, you can manually install the service with the command line tool **sc**. This may be beyond what most people want to mess around with, but here are some examples:

- **Start SC:** start a CMD window as Administrator
- **Add (create) a service (32 bit Windows):** type: `sc create Wintab32 binPath="c:\windows\system32\wintab32.exe" displayname="Wintab32 Service" start="auto"`
- **Add (create) a service (64 bit Windows):** type: `sc create Wintab32 binPath="c:\windows\sysWOW64\wintab32.exe" displayname="Wintab32 Service" start="auto"`
- **Remove service:** type `sc delete Wintab32`