

## WindowsNT - Driver Install Fix

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### ***Problem Description***

Some NT customers have reported a problem with the operation of our products under WindowsNT for the past several months. After installing the software, the drivers did not allow the software to reach the hardware and the product would not function. This problem was difficult to track down, but we have now identified the cause of the trouble.

This problem was related to the registration of the the 16-bit Virtual Device Driver (VDD) DLL in the 32-bit registry of NT. The drivers have always operated correctly, but the installers were not handling a special NT string condition that showed up in some NT systems. As a result, NT was not loading and running the VDD DLL during program execution.

### ***Problem Solution***

All of the installers for our products have now been corrected, and the file updates are available at our web site. These can be downloaded and reinstalled to correct the problem. That is one method.

The other method, which is probably faster, is to correct the problem manually in the registry. This will fix the problem for all of our installed products at once. The instructions below provide the necessary information.

#### **(1) Start REGEDIT32.EXE**

WinNT does not normally put an icon to this program in the control panel, so you will need to start it manually. The file will be found under C:\WINNT\SYSTEM32, assuming your root is C:\WINNT. Locate the file using File Explorer, and then double click on it to start the program.

#### **(2) Locate the VDD Registry Key**

Once inside REGEDIT32, open the following folder tree:

```
HKEY_LOCAL_MACHINE \System \CurrentControlSet \Control \VirtualDeviceDrivers
```

When the *VirtualDeviceDrivers* key entry is selected, the right-hand window should display a long string starting with:

```
VDD: REG_MULTI_SZ: ...
```

Double click on the string in the right-hand window to open an editing dialog box. It may look something like the following:

```
(blank line)  
C:\WINNT\SYSTEM32\LMS_VDM.DLL  
C:\WINNT\SYSTEM32\MMK_VDM.DLL
```

Note that the first line is blank. ***This is the cause of the problem.***

#### **(3) Fixing the Empty Line Problem**

To correct the problem, simply click the OK button and the registry editor will notify you that it is removing the blank line. After this has been done, exit the REGEDIT32 program.

#### **(4) Exit and Restart NT**

In order for the changes to be picked up by NT, you must exit and restart the system. After you are back into NT, retry the applications and they should now function with no further problem.

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