Advantech AE Technical Share Document

| Date	2018 / 12 / 17	SR#	1-3981166196
Category	■FAQ□SOP	Related OS	Win7 Win10
Abstract	FAQ_How to solve PPC-3210SW occur the yellow mark with HWID SERENUM\DCO6000.		
Keyword	Device manager, SERENUM\DCO6000, yellow mark		
Related Product	PPC-3210SW		

■ **Problem Description:**

The device manager would show the yellow mark with the unknow device. Hardware ID is SERENUM\DCO6000.
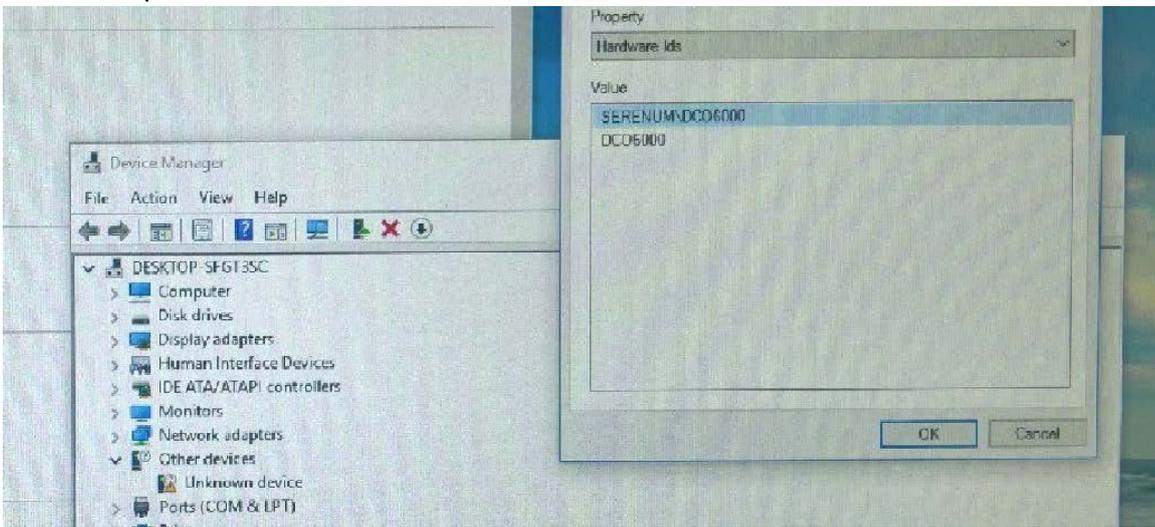
■ **Problem Analysis:**

This MB designed for resistance panel and capacitor panel both. Only the resistance panel platform need to plug with jumper.
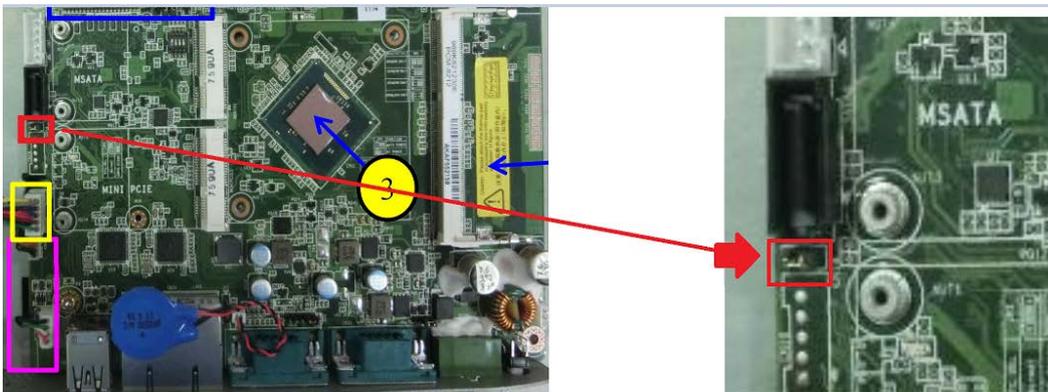
■ **Brief Solution - Step by Step:**

Remove CN14 jumper and make sure OS removed the resistance touch driver.