

<http://www.elotouch.com/Support/TechnicalSupport/TouchMonitorsComputers/default.asp>

Disabling USB Ports

Q: Is there a way to disable the external USB port(s) on the B-Series/C-Series touchcomputers?

A: Selected ports can be disabled within the Windows operating system using the "Device Manager". First, you will need to determine which ports you want to disable. Since Windows labels them all the same, and depending on how you setup your system, it can vary each time, and it may take some trial and error. Use the steps below as a general guideline. **IMPORTANT:** Disabling ports without verifying can cause externally connected peripherals such as MSR, VFD Rear-facing Customer Display, Webcam, etc. to stop functioning, so only disable the specific ports you know you want disabled.

1. Click the "Start" button on the Start Menu
2. Select "Control Panel" (Windows 7) or "Settings" (Windows XP, POSReady 2009, WEPOS)
3. Select "Device Manager"
4. Expand the section "Universal Serial Bus controllers"
5. To determine which is/are the External USB Port(s), follow steps a-e for each port one-by-one:
 - a. Right click on the entries, then select "Disable"
 - b. Plug a USB thumb drive or other device into the external USB port(s)
 - c. Verify whether that device comes up inside "My Computer"
 - d. If it still does, right click that entry and then select "Enable", then try the next device down the list and repeat from step "a"
 - e. If the device no longer responds, you've disabled the correct port
6. Repeat this procedure to disable other USB ports as desired.

NOTE: It is important to ensure that units running in public are in "restricted user" mode and password protected for administrator access to prevent unauthorized changes within the Windows Operating System. If not, if there is any way to access the operating system and the Windows Device Manager by an unauthorized user, the port(s) could potentially be re-activated.