

NaturalPoint Help Center

Portal > Knowledgebase > General > Compatibility notices for HP Computers and NaturalPoint USB devices

Compatibility notices for HP Computers and NaturalPoint USB devices

Brent Mason - 2020-05-30 - 0 Comments - in General

Some HP workstations are known to have BIOS USB compatibility problems.

HP Models with known problems:

- HPXW4600 and HPXW8600

Symptoms:

- Installation of the NaturalPoint/OptiTrack software and/or USB drivers will fail when NaturalPoint USB devices are plugged into the computer.
- When powering up the computer it will erroneously try to boot from the NaturalPoint USB devices, even if USB booting has been disabled in the computer BIOS.
- When shutting down the computer it will crash/blue screen if the NaturalPoint USB devices are plugged in.

Workarounds:

- Ensure that the NaturalPoint USB devices are not plugged into the computer when :
 - Installing the NaturalPoint software
 - Powering up the computer
 - Shutting down the computer