

NaturalPoint Help Center

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Compatibility notices for USB 3.0

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

Some USB 3.0 chipsets and drivers are known to have compatibility issues with NaturalPoint and OptiTrack USB devices.

Explanation

USB 3.0 is designed to be backward compatible with USB 1.0/1.1/2.0 devices, however some chipsets and chipset drivers have problems supporting that feature.

Symptoms:

- USB devices are not recognized at all, get recognized and drop out, or crash on application exit or system shutdown.

Solutions/Workarounds:

- First, update the USB 3.0 drivers to see if that resolves the issue
- Switch to using USB 2.0 ports on the PC instead
- Install a separate USB 2.0 card if no USB 2.0 ports are available on the PC

Controllers with known Problems:

- Intel(r) USB 3.0 eXtensible Host Controller Ver 1.0.6.247
- Some Eltron chipsets