

— Tech Tip —

Troubleshooting Erratic Mouse Movements related to WISPTIS

WISPTIS.exe is Microsoft's Tablet Input driver. The name is an acronym that stands for *Windows Ink Services Platform Tablet Input Subsystem*. Its purpose is to read the input from USB-connected digitizers, translate it, and post the translated input to the Mouse event queue and Tablet Input Subsystem. In layman's terms, WISPTIS is a generic mouse driver for tablets.

Interwrite Workspace (the new name for the InterWrite software) and TabletWorks include their own drivers for the electronic pens and cursors—input devices that function as a mouse, providing input data to the software—that are used with our tablets (Interwrite Boards, Interwrite Pads, Interwrite Panels, AccuTabs, DrawingBoards, Roll-Ups, and Super Ls). When two different mouse drivers try to post mouse events at the same time, it results in very sporadic cursor movements on the screen. The drivers are competing to move the mouse pointer

Symptoms

Specific symptoms seen when WISPTIS and Interwrite Workspace or TabletWorks are running on the same system to which a USB-connected digitizer is attached include:

- The appearance of jagged and sporadic lines when drawing with the electronic pen or cursor.
- Sporadic, jumpy, and often uncontrollable mouse movements.

The only way you will know that WISPTIS is installed on your system is when the problems described here occur.

What Microsoft Is Doing About the Problem

- Windows Vista:** Microsoft has addressed this problem and has made the necessary changes in the Windows Vista distributions. It allows certain types of digitizers to be excluded from its discovery process.
- Windows XP:** Microsoft has also addressed this issue in Windows XP distributions, but has not yet made the fix available to the general public.
- Windows 2000:** Microsoft has indicated that they have no interest in making a fix for this issue available for Windows 2000.

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The WISPTIS.exe process cannot be terminated because it has been integrated into the Windows XP Tablet PC distribution and the Windows Vista distributions. These systems are dependent upon the process running.

On Windows XP Home, Windows XP Pro, and Windows 2000, the WISPTIS.exe process gets installed and started by an application that has integrated the Tablet Input API. This means that the WISPTIS.exe file itself gets installed with the application, and the WISPTIS process gets started up when the application starts up.

Following is a list of known applications that have integrated the Tablet Input API:

- **Microsoft PowerPoint**
- **Microsoft Journal Viewer**
- **Adobe Acrobat Reader 6.0**

If you are experiencing any of the problems described above, please contact our Technical Support department. They have a patch from Microsoft that will resolve the problem.

- **TabletWorks:** 410.312.9221
- **Interwrite Workspace:** 480.443.2214

The Interwrite Panel will use the WISPTIS driver, if it is installed on your system. Look on the **Devices** dialog. If WISPTIS has been installed on your system, you will see the note *WISPTIS Installed* in the lower right corner of the dialog.