The Imaging Source Helpdesk

Camera recognized as another model and it is not working

- ET Elisabet Teixido
- **Forum name:** #Bug Report

I have a DMK 23UX236 camara but Windows 10 recognizes a DMK 51AU02, moreover when I open IC capture, it gives the error: "Device is in live mode, but there are no images..."

It doesn't display any image and it is not possible to change binning mode or picture resolution. I am using IC capture latest version 2.5 and I installed also the latest drivers for usb cameras.

I would be really glad of any suggestion.