

# Could Not Reimage

## Problem: Could Not Reimage

### Solution:

1. IMPORTANT NOTE: Never unplug the Reimager while the unit is on. Turn off the unit before unplugging the Reimaging device.
2. If you have a 3 piece system(Antenna, Display, CPU) installed, do not plug into the Display to try to reimage
  - a. **DO NOT USE the DISPLAY'S USB PORTS, plug directly into the CPU.**
3. You are most likely experiencing USB port connection issues.
4. Check the USB connections
5. Try a USB cable that you know works
6. Try another USB port

Drivertech's Technical Support Line: 866-331-8785

### Related articles

- [My touchscreen is not responding. How can I fix it?](#)
- [How-to Calibrate Your Screen](#)
- [Device Auto Logging Driver Off](#)
- [Which is the current software version?](#)
- [How do I Show My Logs to Law Enforcement?](#)

[Back to The Top](#)

[Home](#)