

CDP Protocol Driver missing in Device Manager

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| Problem Summary | When a repair action is performed on the node, it causes the CDP Protocol Driver to go missing from Device Manager. |
| Error Message | None. |
| Possible Cause | Unknown. |
| Recommended Action | <p>Do the following:</p> <ol style="list-style-type: none"> 1. Confirm the presence of cdp.sys in the location: C:\winNT\system32\drivers. 2. Open the Registry and go to: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services. 3. Look for the CDP entry by performing the following steps: <ul style="list-style-type: none"> ◆ To go to Device Manager: Right-click on My Computer > Properties > Hardware tab > click the Device Manager. ◆ Click on the View Menu and check the show hidden devices item. ◆ From the View Menu select the Devices by connection option. ◆ Right-Click on any node and select the option Scan for Hardware Changes. <p>Check if the CDP Driver Protocol exists. If it exists, the CDP driver should be installed.</p> |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |