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Troubleshoot: Windows won't recognize USB hard drive / fix unassigned drive letter

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Troubleshoot: Windows won't recognize USB hard drive / fix unassigned drive letter

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#1

02-13-2009



LookinAround
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Troubleshoot: Windows won't recognize USB hard drive / fix unassigned drive letter

[Troubleshoot: Windows Won't Recognize Your USB Drive / Fix Unassigned Drive Letter](#)
Updated February, 2011

>>> Intro

There's a long list of different and varied reasons why Windows may:

- => Stop recognizing your USB drive
- => Stop displaying a USB drive and its drive letter in **Explorer** and/or **My Computer**
- => Report drive media is write protected or tells you to "Insert disk" even though you just connected a non-removable hard drive
- => Report it can't read the USB drive (it may report it as "Not Initialized" or has a "raw" file system or reports an incorrect partition size)

Start by looking through the **General Troubleshooting Steps** below then continue with **Additional Steps** and [Related Links](#) to see what may apply for your case. (And be sure to try your device on another computer as well to see if the problem is local to your machine and its Windows installation or if it's a problem with the USB device itself)

Related Links

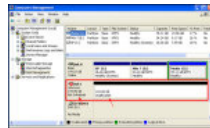
- [How to Cleanup and Remove old USB Mass Storage Drivers](#)
- [CD/DVD or Disk Problems? How to Fix Problems Caused by Filters](#)
- [How to Reinstall USB Controllers and Motherboard Chipset Drivers](#)

>>> Troubleshooting

1. General Troubleshooting Steps - (Applies to: All USB storage device problems)

- **Run Windows Update**
 - => Windows has a long history of USB problems and bug fixes
 - See [USB Device Problems? Check for Windows Updates](#)
- **Cleanup and remove old USB storage drivers**
 - => Are you getting odd messages like "Insert Disk" for an external drive? Does its drive letter no longer appear?
 - => Old/stale USB storage driver data can confuse Windows, cause "drive letter conflicts" and other problems
 - See [How to Cleanup and Remove old USB Mass Storage Drivers](#)
- **Connect AC adapters**
 - => Don't rely on USB ports for power when you don't have to. If your USB device has its own AC adapter, use it!
 - Connect AC adapters even if "the adapter is supposed to be optional" or "you never had to connect it before"
 - >> Note: A lit device LED only indicates the device is getting **some** power. It doesn't mean the device is getting **enough** power to run the disk correctly
 - Plug-in laptops
- **Test your USB drive with different hardware setups**
 - a. Does the USB drive still fail if you connect it to a different computer?

- b. Try a different USB cable
- c. Sometimes a different USB device may be the real problem
 - ==> Unplug other USB devices and reboot. Test with only the USB drive connected
 -> Tho it should be OK to leave USB mice and keyboards plugged in (unless otherwise noted)
 - ==> Undock any docking stations. Disconnect hubs. Connect directly to the computer USB port
 - ==> Test each USB port on the computer
- d. If your drive has its own AC adapter and Windows says your USB device is not recognized, this trick *sometimes* helps
 - Shutdown the computer. Turn the USB drive off. Unplug the drive's power cord. Remove it from the USB port
 - Power the computer on. Wait for Windows Desktop and desktop icons to appear
 - Reconnect in this order: Plug the drive's AC power back in, connect USB cable. Finally, turn the drive back On
- e. If your drive does NOT have its own AC adapter, then it draws its power from the USB port
 - ==> It may require more power than your USB port can provide
 - ==> Try connecting it to a "self-powered" USB hub (a hub that comes with its own AC adapter)
- **Is the drive in Disk Management but not My Computer or Explorer? Or you can't assign it a drive letter?**
 - => See below for how to check Disk Management for physical drives
 - => Bad or corrupt filter drivers can cause CD/DVD, flash and hard disk drives to not work correctly
 - See [CD/DVD or Disk Problems? How to Fix Problems Caused by Filters](#)
- **Does the physical disk appear in Disk Management?**
 - => Rt click **My Computer**->**Manage**->**Disk Management**
 - Watch the lower pane as you connect and remove your drive from the USB port. Does a disk appear / disappear as you do?
 - ==> Ideally, you want to find a disk with its partitions defined (click thumbnail below). In this example, Disk 0 happens to be the internal disk. It has three partitions all say "Healthy". In this example, all three are formatted NTFS. If you see a partition is deleted or becomes corrupt it may appear as "Unallocated"
 - If your disk appears marked as "Unknown" or "Not Initialized" and/or it has a single "Unallocated" partition, the drive is corrupt. (see Disk 1 in example). You'll need to attempt data recovery
 - If no new Disk appears for your USB drive, keep trying the other Troubleshooting steps till (hopefully) it does



- **If no USB storage devices can connect to your computer yet other USB devices do (like mouse/keyboard), check the USB Storage driver**
 - => If **only** your USB storage devices can't connect, the USB Mass Storage driver may be disabled (*may be a sign of malware*)
 - Connect the USB storage device. Run [Servwin](#). Click **View->Drivers**
 - Scroll to USBSTOR. Verify **StartupType**=Manual and **Status**=Started
 - If **StartupType**= Disabled, rt click to change it to Manual. Reboot
- **If it seems none of you USB ports work and/or NO USB devices are recognized**
 - Try this trick (it sometimes help. Here's an example of symptoms and when it did! See "[Driver failure, Unknown devices in USB Controller](#)")
 - ==> Shutdown computer and unplug it from the wall. If it's a laptop, also remove its battery
 - ==> Disconnect USB devices and, while you're at it, unplug any power cables to USB devices as well.
 - ==> Let the computer and devices sit for an hour or two. Then reconnect everything and power backup *sometimes* helps
 - Try reinstalling the USB Controllers and Motherboard Chipset Drivers. See [HERE](#)

2. Additional Steps (if they might apply)

- **Check for Viruses / Malware**
 - => Malware can interfere with USB drive functionality
 - [8-step Malware Removal Instructions](#)
 - [Virus removal from USB Drives](#)
- **Check Windows policy settings**
 - => Windows may be configured to hide drives from Explorer and My Computer (*may be a sign of malware*)
 - Click **Start->Run**, enter **regedit** to open the Registry Editor
 - Navigate to key **HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Explor er**
 - Look for a value named **NoDrives**. If the key or value doesn't exist, there's nothing being hidden
 - Otherwise, rt click **NoDrives** then delete it and reboot to unhide all drives
- **Fix Drive Letter Conflicts**
 - => Your USB device may be trying to re-use a drive letter Windows has reserved for another device or network drive
 - See [How to Cleanup and Remove old USB Mass Storage Drivers](#) then replug your USB devices
- **Correct filesystem errors**
 - => If the drive letter is detected and you keep getting read/write/file errors
 - Run **chkdsk x: /r** (where **x:** is the USB drive letter)
- **Check if Write Protection enabled**
 - => If all USB storage devices are write protected
 - Click **Start->Run**, enter: **regedit**
 - Navigate to **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control**
 - If sub-key **StorageDevicePolicies** exists, rt click then delete it
 - => Also: Closely examine your flash drive. Make sure there's not a write protect switch or tab on it

3. Data Recovery Tools

- **Data Recovery tools may help you retrieve data from a corrupt drive**
 - Corrupt drives may appear as "Not Initialized", "Raw" or display "Unallocated" partitions
 - Don't write anything to the disk you're trying to recover. Writing to the drive may overwrite "lost" data
 - Do NOT install the data recovery tool onto the drive you want to recover

- Don't confuse your good drive with the problem drive
 - Run the recovery tool first with all external drives disconnected. Note the internal drives it detects and displays
 - Now rerun the tool with problem drive connected so you can look for a new drive that showed up
- **Tools to try**
 - [PC Inspector](#) (Freeware)
 - => Click their Help key to see the 4 steps for recovery
 - [TestDisk](#) (Freeware)
 - ==> Warning: While TestDisk is a well known, useful and good tool and many have reported good results using it, be advised it WRITES to the drive in order to restore data partitions and filesystem integrity. If you use it, MAKE SURE IT CORRECTLY RECOGNIZES/REPORTS THE DISK SIZE BEFORE YOU TELL IT TO WRITE/RECOVER DATA
 - [Get Data Back NTFS](#) and [Partition Table Doctor](#) (Try then Buy)
 - I've never used either but
 - > I've seen people often (not always) post good results after using the two commercial tools listed below
 - > The tools will report (for free) the names of the files it can find. You'll need to buy it before it attempts to recover those files
 - > Note: Finding lost file names is a good start but still doesn't **guarantee** the results
 - [Partition Table Doctor](#)

4. When: All Else Fails

- **Data Recovery**
 - => If the drive is physically damaged it may be impossible for Windows to detect it for s/w tool recovery
 - Flash drives are notoriously more prone to physical h/w damage than most people seem to think
 - In such cases, your best recovery option may be to hire a professional data recovery service. They'll open the drive to attempt recovering data directly from the media
 - Of course, it's your decision if the price of recovery outweighs losing the data
- **Reformat the Drive**
 - => Reformatting the drive will erase all the data on the drive but may allow you to reuse the drive (if you still trust it!)
 - => [Click for info](#) to reformat your drive

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02-13-2009

#2



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Troubleshoot: Windows Won't Recognize USB Hard Drive / Fix Unassigned Drive Letter

/*edit */

post removed by author. Relevant information has been included in the main Guide

Last edited by LookinAround; 02-16-2011 at 08:17 PM.. Reason: Removed by author 2/11

02-13-2009

#3



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[How to use G-Parted-Live-CD for USB storage device problems](#)

There's a long list of reasons why Windows may stop recognizing your USB drive and/or stops displaying that familiar drive letter in Explorer. It sometimes becomes a challenge to find the problem cause

In such cases, it can help to isolate the problem: **Try to rule out Windows and your other computer software**

- Create a known and read-only software environment on a boot CD
- Boot from CD. Test your drive to see how it behaves when your computer is running an alternate software environment

This Guide

- Provides two freeware tools G-parted and TestDisk that might help you fix/recover partition related errors that may be causing your problem
- Instructions to create a Gparted-Live boot CD which will provide a bootable software environment along with test tools on the CD
- Guidance to use the CD based software for testing and, if needed, partition management / repair

The **Gparted-Live-CD** includes an assortment of freeware / public source code based tools. Software tools included with the Gparted-Live-CD

- *Gparted*. Offers drive detection, partition management and data edit and recovery
- *TestDisk*. Yet another detect, manage and recovery tool

Gparted tool. Gparted is the Gnome Partition Editor. (If you like interesting acronyms: Gnome is part of GNU). Use Gparted to help detect, manage and recover your disk partitions and data. *More info at:*

- [Gparted web site](#)
- [Gparted documentation](#)
- [Gparted FAQ](#)
- [Gparted Screenshots](#)

TestDisk tool. TestDisk is a detect / some partition management / more-so-a recovery tool on the Gparted-Live CD. Since it's freeware, you may want to simply try it and decide things yourself. *More info at:*

- [TestDisk website](#)
- [TestDisk documentation](#) (including screenshots)

Creating/booting a Gparted-Live CD

To create CD

- [Click here](#) for Gparted-Live-CD download page
- The page lists current and past releases
- Find latest **.iso** file release at top of list. Click and **Save** to disk. *An ISO (pronounced EYE-so) file is an image of an optical disk's playable surface*
- Burn **iso** file to CD. Pretty much all CD burn software supports **iso**. Check your documentation (*look for **iso** in the index or simply search for **iso** in the doc*)

To boot from CD

- Power off your computer. Disconnect all USB devices
- Insert CD. Power on
 - BIOS boots from first device found containing bootable media. BIOS settings define the search order. Order should put CD before internal hard drive.
 - Some systems also provide a Boot Menu. When the boot device is manually selected via Boot Menu, the device search by BIOS is skipped
 - ==> Check your system documentation for available methods
 - The CD boots into Linux (another Operating System). When prompted for startup values, hit **Enter** for defaults. Defaults work for most systems but you may need to select a non-default resolution if display problems occur with default

Use Gparted to test the USB hard drive

You need first understand the device naming conventions used

Device Naming Conventions

Linux device names are created as follows

- **Bus Type** – Defines the start of the device name
 - IDE devices start **/dev/hd**
 - SCSI / USB devices start **/dev/sd**
- **Drives** - A letter after *Start of device name* differentiates drives
 - *Example:* These names represent two different IDE drives (**/dev/hda** vs. **/dev/hdb**)
- **Partitions** – A digit occurs after a drive letter to differentiate partitions
 - (**/dev/hdb1** and **/dev/hdb2** are different partitions on the same drive
/dev/hdc1 is a different partition on a different drive)

How to Perform a Quick USB detect test

*A test result is referred to as **USB detect result n** where **n** is a digit representing the specific type of result. An explanation of each USB detect result is provided later below*

- Disconnect all USB
- Boot from CD. Gparted's first screen includes info about the partitions found on computer's boot drive
- Click **Gparted->Devices**. Identify other drives found at start up
- Connect USB drive. Wait 30-60 seconds
- Click **Gparted->Refresh->Devices** then **Gparted->Devices**
- Does USB drive appear now? If yes, verify drive info is what you expect
>> (eg. disk size, number and types of partitions) <<
Use Gparted to check if your USB hard drive is detected
- If USB drive is now detected **and** drive info is correct **see Detect Result #1** otherwise continue

How to Perform a System-level USB detect test

- Disconnect all USB. Reboot from CD. As above, verify which drives detected on boot
- Open Linux window: double click window icon (top of Gparted window) type **dmesg** for system log
- Connect USB drive
- Open **new** Linux window, get system log. Compare new/old logs to find USB entries after connect. *Verify new device name of USB device*
- Click **Gparted->Refresh Devices** then **Gparted->Devices**. Is USB device among the devices?
 - => If USB drive **is listed** in Devices **see Detect Result #1**
 - => If USB drive **not listed** in Devices and USB drive **not found** in system log **see Detect Result #2**
 - => If USB drive **not listed** in Devices but USB drive **does appear** in system log **see Detect Result #3**

Checking USB Detect Test Results

Different USB Detect results below along with indication what each means as likely problem source

=> **USB Drive hardware** can be: the internal disk, the case enclosure, AC power adapter, USB cable

=> **Computer hardware** can be: BIOS, internal boards, USB ports, etc.

1. Drive detected by Gparted and recognized correctly

Probably software issue, Windows or other software running (including a virus!)

> *Once Gparted sees the device name*

=> *you can use Gparted and TestDisk to manage partitions / attempt data repair or recovery*

=> *Still check system log for USB drive error messages as they may help identify problems if seeing the drive but incorrect partition info <*

2. Drive not found in system log or detected by Gparted

Your drive isn't even sensed by hardware. Could be USB Drive or Computer Hardware

3. Drive found in system log but not seen by Gparted

Sensed by hardware so computer tries reading. Log should reveal device errors (I/O, corruption, etc.) which are severe so Linux (and probably Windows) will not present the new device to other software to see/use. Problem is likely the USB drive or hardware or in system-level software (eg. drivers, driver filters, services)

Using Testdisk

- Connect USB drive
- Open Linux window. Enter **TestDisk**
- Follow tell prompts till choice of drives listed (along with drive's info)
- If USB drive not listed
 - Exit **TestDisk**
 - Unplug the drive. After a short wait reconnect the drive
 - Start **TestDisk** again

Last edited by LookinAround; 04-08-2010 at 10:52 PM..

02-13-2009

#4



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power limitations

Also see [Usb Power Limitations here](#)

05-07-2009

#5



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How to Reinstall USB Controllers and Motherboard Chipset Drivers

[How to Reinstall USB Controllers and Motherboard Chipset Drivers](#)

Updated May 8, 2010

If you're having USB related problems, it can sometimes help to reinstall the USB device controllers and/or your motherboard's chipset drivers.

=> If your problem involves a USB storage device, also see [Troubleshooting Guide: Windows Won't Recognize Your USB Hard Drive](#)

Part 1: Uninstall your USB storage devices

Note: You can skip this step if your USB problem doesn't involve USB storage devices (tho doesn't hurt to do it in any case)

=> See [How to Cleanup and Remove old USB Mass Storage Drivers](#)

Part 2: Reinstall the USB Controllers and/or Motherboard Chipset Drivers

Note: You must have administrative privileges before you proceed

Uninstalling USB controllers can be simpler if you don't have any USB devices connected at the time

=> Otherwise, uninstalling a controller also disconnects the USB devices still connected to and dependent on that controller

To avoid using a USB Keyboard

- Make sure your computer can shutdown and reboot to your Windows desktop without requiring any keyboard input
- => For example, set Windows to Autologon so it won't prompt for user id and password to complete System restart

To avoid using a USB Mouse

- Use a non-USB mouse port. Check if you have a PS/2 (or other non-USB) port you can use. Then, just buy a port adapter for your USB mouse, OR
- If you have a 2nd computer, you can use it to remote logon and reboot the target computer
- => Then you can do all mouse/keyboard input remotely and no USB devices need be connected to the target machine when it reboots

Here's some free remote logon tools you can use. If the computer you're trying to fix runs

- XP Pro: you can use [MS Remote Desktop](#)
- For all versions of Windows 2000, XP, Vista and Windows 7: you can use [LogMeIn \(free version\)](#)

To Reinstall the Controllers and/or Motherboard Chipset Drivers

1. Set Windows to auto-logon. Reboot and verify that Windows can boot to your desktop without needing any keyboard input
2. Next, shutdown your computer. Unplug / disconnect all your USB devices.
- => If need be, you can continue with only your USB mouse connected (*be sure you've set Windows to auto-logon*)
3. Disconnect laptops from port replicators and docking stations

-

- Last edited by LookinAround; 05-27-2010 at 11:42 PM..*



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Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

How to Check Hardware / Connection Issues with your USB Device

- => A different USB device might be the real root cause of your problem
 - o Unplug your other USB devices to take them out of the equation when you're testing and trying to fix your USB drive
 - o It's OK to leave USB mice and keyboards plugged in. However
 - >> Note some tests in this Guide that specifically require otherwise
 - >> If you have the option to use a non-USB mouse and keyboard while testing, IMHO "you may as well use 'em"
 - o Undock any docking stations. Disconnect hubs
 - o Plug your USB drive **directly** to your computer (Don't use external USB hubs while testing unless noted otherwise!!)

Connect AC adapters

- => Don't rely on USB ports for power. If your USB device has its own AC adapter, use it!
 - o Connect USB drive AC adapters even if "the adapter is supposed to be optional" or "you never had to connect it before"
 - >> Note: A device LED indicates the device is getting **some** power but it doesn't mean the device is getting enough power!
 - o Plug-in laptops

Check if the problem is because of Windows vs. the BIOS, chipset drivers or hardware

- => Boot into a different OS
- => Then plug in the USB device to see if the problems is with your Windows installation
 - o For instructions to boot into Knoppix, see Step 2 in [How to recover your folders/files when Windows won't boot](#)

Rule out problems with the device itself

- => Plug your device into a different computer
 - o See if the problem moves with the device or remains local to your computer hardware and configuration

Try different USB cables

- => The cable itself may fail. Also note: older USB v1.1 cables have less shielding then newer USB 2.0 cables
 - o Try different cables
 - o Try the shortest cables you have (*Poor shielding and long cables can= Noise*)
- **Try the other USB ports on your computer**
 - => One of the USB ports on your computer may have failed
 - o Try plugging your device directly into each of the other USB ports on your computer
 - o Plug directly to your computer's USB ports. Don't use hubs, port replicators, docking stations, etc
- **Prevent the USB controllers from entering a suspended state**
 - => This still outstanding Windows bug can prevent USB devices from being detected
 - o See [Why doesn't my computer detect my new USB device when I'm running Windows XP or Windows Server 2003?](#)
- **Disable USB Power Management**
 - => Windows' USB Power Management has long been problematic. (And there's also a long history of hotfixes to prove it!)
 - o IMHO I advise disabling USB power management options to both rule out and help avoid power management related problems
 - o **Caveat for laptop users:** Laptops on battery power will drain a bit quicker when USB devices aren't allowed to sleep
 - >> Laptop users may choose to enable/disable this feature, as needed, while running on battery power
 - Open **Device Manager**. Select **Universal Serial Bus controllers**
 - Right-click each **USB Root Hub**
 - Click **Properties** then click the **Power Management** tab
 - Clear the check box next to **Allow the computer to turn off this device to save power** box (*This prevents USB sleep mode for that Root Hub*)
 - Click OK to close the USB Root Hub Properties window
 - o **Check for USB Hub and Device Power Issues**
 - USB hubs help provide power to your USB attached devices
 - => See [How to Check USB Device and USB Hub Power Issues and Limitations](#)

Last edited by LookinAround; 11-21-2009 at 10:20 PM..

05-12-2009



LookinAround
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#7

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How to Check USB Device and USB Hub Power Issues and Limitations

[How to Check USB Device and USB Hub Power Issues and Limitations](#)

If you're having USB problems, you can also refer to

- => [How to Check Hardware / Connection Issues with your USB Device](#)
- => [Troubleshoot: Windows Won't Recognize Your USB Hard Drive](#)

USB Overview

Host Controllers

The host is a PC or other computer that contains both a host controller and root hub. The host controller and root hub work together to allow Windows to communicate with devices on the computer's USB data bus. The host controller

- => Formats data for transmitting on the USB bus
- => Translates received data to a format that Windows can understand
- => Performs other functions related to managing communications on the USB bus

Hubs

Hubs have several important functions

A root hub is "inside" of your computer. Each root hub provides for one or more of the USB ports provided on your computer itself. A root hub, in combination with the host controller

- => Detects when you attach or remove a USB hardware device (and is what reports the hardware detection/change to Windows)
- => Carries out requests from the host controller
- => Passes data between devices on the USB data bus and the host controller.

USB Hubs and Devices Overview

USB devices

- => May draw some or all of their power from a USB port
- => All devices attached to the *same* USB port must share the power available from the port

USB Hubs

- => One normally thinks of a USB hub as being external to the computer but computers also have internal hubs (*one per controller*)
- => The internal hubs appear in Device Manager listed as "Root" hubs
- => The external hubs appear in Device Manager listed as "Generic hubs". They are user configurable

Root vs. Generic Hubs

USB Hubs appear in Device Manager when they're connected

- => Internal hubs are normally listed as *Root Hubs*
- => External hubs are normally listed as *Generic Hubs*

Hubs expand the number of USB ports available on a computer and are responsible for providing and managing the power to USB ports[/I]

Generic Hub may also appear in Device Manager when you add a device that comes with integrated USB ports and therefore also acts as a hub (e.g. some keyboards and monitors come with integrated USB ports)

Self-Powered vs Bus-Powered Hubs

[1]Hubs can be either **bus-powered**, drawing power directly from the USB bus, or **self-powered**, drawing power from an external AC adapter

- *Bus-powered hubs* can provide up to 100 milliamperes (mA) of power per port. They can power a maximum of four ports
- *Self-powered hubs*, on the other hand, typically provide up to 500 mA of power per port. They can provide power for more than four ports

USB Voltage Requirements

Voltage supplied by a host or a powered hub ports must be between 4.75 V and 5.25 V

- => If you're having USB issues and you've ever changed your USB jumpers, double check them!
- => If you've never touched the USB jumpers, this issue probably doesn't apply to you
- => [A USB tech reference for geeks](#) 😊

About AC Adapters...

Plug in any AC adapters

- => If your USB hub or device has an AC adapter, **plug it in!**
- => Don't believe its power supply is OK simply because you see its power light turn on when connected!

How to view USB Hub and Device Power Usage

Check each USB hub to see if it's bus- or self- powered and check the power usage required by each attached device

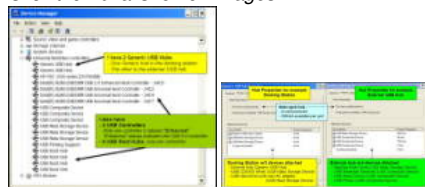
- => Open **Device Manager**
- => Rt click each **Root** and **Generic Hub**, select **Properties** then click the **Power** tab
- => See also, [One or more USB devices may not work after you start your Windows XP-based computer](#)

Example

For this example, I set-up the following hardware

- I am working on laptop
- The laptop is connected to a docking station which has 3 USB ports. They connect to
 - An external USB hard drive
 - An external USB CD/DVD drive
 - An external USB hub (with its own AC adapter). The hub connects to
 - A USB printer
 - A USB SanDisk U3 Flash Drive
 - A USB antennae for wireless mouse and keyboard
 - A USB Audio device

Click thumbnails for full images



Last edited by LookinAround; 07-07-2009 at 06:22 PM..

05-30-2009

#8

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Thank you for the detailed response .
I ran the program at the end of your response.
It seemed to find and release 29 USB dependencies if that's the right phrase.
Then i restarted the PC and just as it said, it did take longer to load up.
i did as you said and got a report. This is the one from before i ran the program , bare in mind at the time of both all USB devices were unplugged.

Report 1 before the USB removal program

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&80 The drivers for this device are not installed.
Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&81 This device is not configured correctly.
Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&82 This device is not configured correctly.
Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&83 This device is not configured correctly.
Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3104&SUBSYS_E0281631&REV_86\3&2411E6FE&0&84 This device is not configured correctly.

Report 2 After the PC reset and loading problems continued

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&80 The drivers for this device are not installed.

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&81 The drivers for this device are not installed.

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&82 The drivers for this device are not installed.

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&83 This device is not configured correctly.

Universal Serial Bus (USB) Controller PCI\VEN_1106&DEV_3104&SUBSYS_E0281631&REV_86\3&2411E6FE&0&84 This device is not configured correctly.

Report 3, Printout from device manager

***** SYSTEM DEVICE CLASS *****

DISABLED DEVICE Class: Other devices Device: Universal Serial Bus (USB) Controller No resources used. Device Drivers:

DISABLED DEVICE Class: Other devices Device: Universal Serial Bus (USB) Controller No resources used. Device Drivers:

DISABLED DEVICE Class: Other devices Device: Universal Serial Bus (USB) Controller No resources used. Device Drivers:

DISABLED DEVICE Class: Other devices Device: Universal Serial Bus (USB) Controller No resources used. Device Drivers:

DISABLED DEVICE Class: Other devices Device: Universal Serial Bus (USB) Controller No resources used. Device Drivers:

Class: Other devices Device: Unknown device No resources used. Device Drivers:

Hope this info helps.

Thanks

Carl

05-30-2009

#9



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

My first knee-jerk reaction is you need to reinstall your motherboard chipset drivers as the errors are occuring on your PCI\ based controller devices and NOT devices beginning as USB\

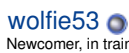
You should download your chipset drivers, uninstall USB stuff, THEN install then chipset drivers followed by reinstalling usb [See this post](#)

/* EDIT */

AND: device manager says they're DISABLED????? rt click each and ENABLE each one first

05-30-2009

#10



wolfie53
Newcomer, in training

Member since: May 2009, 7 posts

Once again Thank you.

Before i read how to reinstall my Motherboard drivers, this is what it it says in the details on the Device manager.

Device instance Id

PCI\VEN_1106&DEV_3038&SUBSYS_E0281631&REV_A0\3&2411E6FE&0&80

And also every device is enabled despite the report.

Thanks

05-30-2009

#11



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

OK.

Could be DevMgr simply lists them as disabled because none of their drivers exist (as shown in your other reports)

These PCI\ devices are typically included in your motherboard chipset drivers (you should be able to find looking at your system vendor website [Click for the driver page listed by System Vendor](#) Find your System Vendor, click for their driver support site. Enter your model number, then download your drivers as needed

Hope that chipset install helps!

05-30-2009

#12

wolfie53
Newcomer, in training

Member since: May 2009, 7 posts

Oh and also 4 of my USB ports are built into the Motherboard and the front two which lead to an 8 pin section on my motherboard are disconnected anyway.

When it tells me to disconnect the ports how do i do that?

Thanks

05-30-2009

#13

wolfie53
Newcomer, in training

Member since: May 2009, 7 posts

Packard bell isn't on the list of manufacturers

05-30-2009

#14



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

[Try here for Packard Bell support](#)

You need to make sure all external usb devices are disconnected first. Which means

=> No external hubs

=> No external devices connected to your USB ports

And disconnect any port replicators / docking stations (if you use one). Otherwise, you're good-to-go (i.e. no need to try disconnecting any of your ports from the stuff internal/INSIDE of your computer

05-31-2009

#15

wolfie53
Newcomer, in training

Member since: May 2009, 7 posts

Ok i have done everything now

i have downloaded the Imedia bios which evidently is called a Cuba motherboard

and i have downloaded another set of drivers for the machine and still it can't find them.

But before that i unplugged all but the Monitor and used the ps2 keyboard and mouse. and moved the jumper and held power off for 15 secs as ordered. Obviously nothing will retrieve it back.

If i was to re-install windows XP home would there be any guarantee it will work or is that pot luck?

Thanks

05-31-2009

#16



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

Code:

```
i have downloaded the Imedia bios which evidently is called a Cuba motherboard
```

Exactly what is your computer's make/model so we might have a look at its specs and the downloads from the vendor's site available as well?

Quote:

```
moved the jumper and held power off for 15 secs as ordered.
```

What jumper are you talking about? Have you ever changed (or this time changed) the jumper setting which controls USB power???

/* EDIT */

Still answer question about the jumper... but as for providing more info... better yet, try this!

[Install System Information Viewer](#)

(Note in each of its display windows there's a always **Copy** button at the bottom of the window)

Open **SIV**. Click to copy SIV's **opening window** to your next post

Then click the button to open each of **System**, **Machine** and **USB Bus** windows and copy/paste each of them as well

Last edited by LookinAround; 05-31-2009 at 01:04 PM..

05-31-2009

#17

wolfie53
Newcomer, in training

Member since: May 2009, 7 posts






Thanks I's a Packard bell Imedia 1569

I hope the images come through ok

I suspect there awful, not sure why all my pics turn out this way.

If you need me to re send them i wil

Attached Images

-  1.jpg (36.2 KB, 6 views)
-  2.jpg (36.5 KB, 3 views)
-  4.jpg (24.0 KB, 2 views)
-  5.jpg (17.3 KB, 2 views)
-  6.jpg (38.8 KB, 2 views)

Last edited by wolfie53; 05-31-2009 at 02:34 PM..

05-31-2009

#18



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

oh.

Actually, I meant you just needed to (for each window)

=> Click the Copy button at the bottom of the Window

=> Then you can simply Paste the text into a post (or better yet just paste/append in to a single .txt (e.g. Notepad) file. Then attach the file to your next post)

05-31-2009

#19



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

I got some basic info from the pics (but if more info should be needed / you want to show from there please use the SIV **copy** button so you can simply copy/paste each window as text)

- I'll rely on you to first carefully confirm that [this is the right link](#) for your computer's download support page
- BIOS
 - I see from the SIV (*still somewhat readable* 😊) images you are running with a BIOS dated 08/07/06? Tho i can't make out the version number
 - I see from the download/support the latest BIOS update for the Cuba board is 03/14/07?
 - But let's not mess with the BIOS just yet
- Chipset drivers
 - It shows latest chipset drivers as **VIA Hyperion Chipset Drivers** 02/14/07. Are these what you installed before?
- And what jumper were you refering to in your prior post?

11-16-2009

#20



LookinAround
TechSpot Chancellor

Location: Chicago-land, IL
Member since: Apr 2007, 7,248 posts

/* Edit */

Post removed by author

[← Post Reply](#)

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All times are GMT -4. The time now is 03:11 PM.

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