

Re: unknown device -- how to identify?

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2004-03/4640.html>

From: JClark (johnmc1937REMOVE_at_hotmail.com)

Date: 03/21/04

Date: Sun, 21 Mar 2004 12:01:55 GMT

On Sun, 21 Mar 2004 11:56:03 +1100, "Pegasus \ (MVP)" <I.can@fly.com> wrote:

>
> "JClark" <johnmc1937REMOVE@hotmail.com> wrote in message
> news:uipp50taeq33c0h5b4gcg2g0cda7v4qcff@4ax.com...
>> Hello Group:
>>
>> I installed windows 2kP/sp4 on a friend's computer (Dell Inspiron
>> 8100)...formatted HD and did clean install with fresh installation of
>> all hardware. Got all drivers, chipset, hardware, etc from Ma Dell's
>> site and installed without trouble.
>> Only problem is a solitary "unknown device" in device manager which is
>> driving me crazy. I have all the hardware accounted for, so I don't
>> think pulling PCI cards one at a time is going to help. I've checked
>> in administrative tools\computer management\system
>> information\components and there are not "problem devices".
>>
>> I've run the zhangdou program which is supposed to identify unknown
>> devices:
>>
>> <http://www.zhangduo.com/udi.html>
>>
>> It lists a gazillion devices, but does not tell me which one, if any,
>> is the problem one.
>>
>> Likewise with aida32:
>>
>> <http://www.aida32.hu/aida32-download.php>
>>
>> Beautiful information summary, but of no help in identifying the
>> problem driver or device.
>>
>> I've read the microsoft bulletin 244601:
>>
>>
>> <http://support.microsoft.com/default.aspx?scid=kb;en-us;244601&Product=win2000>

>>

>> *Again, a lot of interesting general information, but no specific help
>> for my problem*

>>

>> *All the stuff seems to be working fine, but I'm going mad trying to
>> get that damn yellow question mark and exclamation point out of my new
>> work of art!*

>>

>> *Any suggestions greatly appreciated!*

>>

>> *Jack*

>

>*I've used AIDA several times when I had such problems.*

>*After examining its report in detail I was always able to*

>*identify the unknown device.*

>

>*Alternatively, you can disable the unidentified device, or*

>*perhaps even uninstall it. I know that this might spoil*

>*your beautiful work of art but sometimes we have to*

>*be pragmatic.*

>

Pegasus:

Maybe I am not using AIDA or the zhangdou programs correctly. I'll study them again.

When I disable the unidentified device, windows no longer nags to get drivers for "new hardware", but I still have the ugly yellow mark in device manager...admittedly only an esthetic concern for practical purposes. I'm also going to try the old mechanical method of pulling one card at a time...ugh!

I'm wondering if there is some "on board" device which needs drivers.

I thought I had installed everything which Dell provided for the original system, with newer win2k drivers, of course. I don't recognize anything like that in the "original system" info I downloaded, but I may be missing something. Dell support, by the way, once hearing that I had installed a new OS, politely told me to flake off. Glad it's not my box, but I've put a lot into it now and want to pursue the problem.

I appreciate your thoughtful input, as always, and will follow up.

Jack