

# XP not finding MP3 drivers

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  - *Date:* Fri, 4 Jan 2008 00:46:22 +0530
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Hi,

I was wondering if anyone would have any advice for me. I am running Windows XP with SP2 and all my windows updates are current. A few months ago I bought a Creative Zen Stone MP3 player and found my PC could not recognize it. It couldn't find the driver even when I pointed it directly at the folder. I tried a few basic things like updating the chipset and different versions of Windows Media Player but nothing worked. I also found out at the same time that another Creative Zen MP3 player that used to work on the same PC was now no longer working. I returned the Creative Stone and bought instead a Sony Walkman. However, it has exactly the same problem: i.e. when it is plugged in, it says 'Found New Hardware' starts the wizard but cannot find the drivers. Here is what I have tried so far:

- \* Updating my nVidia nForce4 chipset drivers
- \* Updating my BIOS
- \* Trying to Re-install the drivers from device manager
- \* Ensuring I have the latest MP3 drivers
- \* Using all the USB ports on my computer front and back
- \* In the BIOS switching off USB 2.0 and reverting to 1.1.
- \* In Device Manager for the Root Hub unchecking the Power Management save checkbox. Interestingly, when the MP3 is plugged in, it registers in Power Management as drawing 500mA and can charge OK, so on some level the USB is recognizing it.
- \* In case somehow the USB Hub had got corrupted, I deleting all my USB Root Hubs then rebooted hoping windows would find the drivers and reinstall. However, this resulted in Windows starting the Found New Hardware wizard for my Root Hubs and not being able to find the drivers for these so I had to do a system restore to get back to normal.

My printer, cordless mouse/keyboard, speakers and camera all work fine, but not my MP3 player. The MP3 player works fine on a friends XP (they keep nothing up to date at all and wouldn't have a clue how to update!) I'm starting to wonder if the moral of this story is to never update your computer!

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Any help at all would be greatly appreciated.

### System Summary:

Windows XP SP2  
nVidia nForce4 chipset  
Asus (Fujitsu Siemens) A8NE-FM mobo  
Runnin Norton Internet Security  
Trying to run Sony NW-S703F Walkman

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USB weary

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