

Re: HI-SPEED USB Device Plugged into non-HI-SPEED USB Hub

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-08/38821.html>

From: Uncle_Scooby (*UncleScooby_at_discussions.microsoft.com*)

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Update:

I logged a call with ASUS on my problem and after several rather useless suggestions gave up with them and started looking closely at my motherboard settings. There were no jumper settings to help but there were several BIOS settings to try. After many attempts it finally came down to a setting call "USB 2.0 Reference Voltage". On my board it was set to "Maximum" and there are three other choices "Low", "Medium" and "High". I tried them all and found that Medium solves the problem and I now have USB 2.0 working at correct speeds although the connection keeps getting dropped and refund. Logged another call with ASUS to find out what the settings are and how I should set it up and have had no response at all!

"DmsTech" wrote:

> *Hi*

> *I have an update but unfortunately it's not a solution to the root cause of this problem. MSI support could not help me, or most likely does not want to admit that they have a problem, finally decided to RMA the board and replace it with a KT3 Ultra2R. It took many e-mails to finally get them to do this..This board has a VIA USB2.0 chipset and the drivers do work correctly to provide USB 2.0 speeds. I have one of these boards already. Regards to all.*

> *Ted M*

> *"Uncle_Scooby" <Uncle_Scooby@discussions.microsoft.com> wrote in message news:16E88B76-8160-4A1F-8562-1E848BDBCDAF@microsoft.com...*

> *> Have you resolved this one yet?*

> >

> *> I have exactly the same problem and just seem to find the same answers – your plugging it in the wrong port or something equally useless! I have an ASUS P4B533-VM which supports USB 2 using Intel 82801DB USB controller. I have 4 ports physically on the motherboard and another port for connecting to the case (provides additional two ports on the case). ALL PORTS support USB 1.1 and 2.0. Device manager shows 3 USB Universal Host Controllers with a USB Root Hub for each (providing 2 ports each) and then a USB 2.0 Enhanced*

> *Host Controller with a USB Root Hub (providing 6 ports). I have tried BIOS
> updates, driver updates, BIOS reconfiguration, uninstalling reinstalling
> drivers and so on and on and on, but cannot get a high speed connection.
> When ever I plug in my hard drive it always connects to a USB 1.1 root hub
> and not the root hub for the USB 2.0 controller. Like you there is no
> physically separate port for USB 2.0 so I cannot simply plug it in somewhere
> else.*
>>
>> *I also have a Tablet PC with USB 2.0 based on the NEC chipset as yours is
> and this works fine!! Both PC's are XP with SP1 and both are using baseline
> drivers of 5.1.2600.0 currently, not the updated drivers you have, although
> I have tried the updated drivers and it made no difference. Apart from the
> chipset differences the only other difference is the enhanced controller on
> the Tablet PC is allowed to use 12% of bandwidth where as my PC controller
> can only use 10%.*
>>
>>
>>
>> *"DmsTech" wrote:*
>>
>>> *Hi*
>>> *Many times, over and over and over.....*
>>> *Just look at my previously posted info to see what I have done.*
>>> *Ted*
>>>
>>> *Unknown wrote:*
>>>
>>>> *Did you check device manager?*
>>>> *"DmsTech" <dms100tech@sasktel.net> wrote in message*
>>>> *news:10cui3q4q358h72@corp.supernews.com...*
>>>>> *Hi*
>>>>> *The case, USB cables or modules are not the problem. Using Win98SE
> and the*
>>>>> *USB 2.0 driver provided by MSI, I tested all 8 USB ports*
> *successfully, 4-USB*
>>>>> *1.1 and 4-USB 2.0, I am using the same case, cables, etc, and can*
> *switch*
>>>>> *between WIN98SE and WinXP with SP1 by using Norton Ghost. Bottom*
> *line:*
>>>>> *Win98SE all 4 USB 2.0 ports run at high speed and under WINXP they*
> *run at*
>>>>> *USB 1.1 speed. I am convinced it's WinXP driver issue more than*
> *ever.*
>>>>> *There are way to many posts all over the net/ngs for this to be a*
> *hardware*
>>>>> *issue of any kind.*
>>>>> *Thanks for the replay*
>>>>> *Ted*
>>>>> *"Kevin-R" <Kevin-R@discussions.microsoft.com> wrote in message*
>>>>> *news:C3626FF0-525E-4513-B4AD-1E0E28F7A5A9@microsoft.com...*
>>>>>> *Hi Ted, I have an MSI KT3 Ultra as well, and had a similar*

> *problem. If*
>>>> *you are trying to hookup to the front USB connectors rather than the*
> *back it*
>>>> *may be your case. I have an Antec case which would only support USB*
> *1.1, I*
>>>> *was able to e-mail them and they sent me a replacement module for my*
> *case*
>>>> *and now USB 2.0 works great. Hope that is your porblem too.*
> *Contact your*
>>>> *case manufacturer they may be able to help if that is the case.*
>>>>>
>>>>> *Good Luck,*
>>>>> *Kevin*
>>>>>
>>>>> *"DmsTech" wrote:*
>>>>>
>>>>>> *Hi*
>>>>>>
>>>>>>
>>>>>>
>>>>>>> *I have a MSI KT3-Ultra ARU motherboard equipped with 2 USB1.1*
> *ports and*
>>>>> *2*
>>>>>> *USB 2.0 ports. The USB 2.0 ports are supported by NEC uPD720100*
> *chip*
>>>>> *which*
>>>>>> *is EHCI (Rev .95) compliant. I understand that this was NEC's*
> *first*
>>>>> *attempt*
>>>>>> *at USB 2.0 chip. When I attempt to use my portable USB 2.5" HOT*
> *DRIVE*
>>>>>> *(which is USB 2.0) on the USB 2.0 ports I get the following*
> *error:*
>>>>>> *"Hi-speed USB device plugged into non-hi-speed USB hub". I am*
> *running*
>>>>> *WinXP*
>>>>>> *Pro with SP-1 installed.*
>>>>>>
>>>>>>
>>>>>>
>>>>>>> *Before I get into more details on the failing scenario I want to*
> *let you*
>>>>>> *know what I did to determine that all the hardware (motherboard,*
> *cables,*
>>>>> *Hot*
>>>>>> *Drive) is not faulty. I have set up very simple test system as*
> *follows:*
>>>>>>
>>>>>>
>>>>>>
>>>>>>> *1.. MSI KT3-Ultra ARU mother board equipped with USB 1.1 and*

> *USB 2.0*
>>>>> *ports*
>>>>>> *(4 of each)*
>>>>>>> *2.. -equiped with VIA KT333, VIA VT 8233A and NEC uPD720100*
> *chipsets*
>>>>>>> *3.. AMD 2.5 Gig Barton CPU*
>>>>>>> *4.. Crucial 256Meg Ram PC2700*
>>>>>>> *5.. Maxtor Millennium G400 4X AGP video card*
>>>>>>> *6.. Maxtor 40 Gig Hard drive*
>>>>>>> *7.. D-link DFE 530TX NIC card*
>>>>>>>
>>>>>>>
>>>>>>>
>>>>>>>
>>>>>>> *I installed WIN 98SE and drivers from CD-ROM supplied by MSI.*
> *These*
>>>>> *included*
>>>>>>> *AC97 sound, VIA 4 in 1 and USB 2.0 for the NEC UPD720100 chip.*
> *Along*
>>>>> *with*
>>>>>>> *that I installed the required video driver, NIC card and USB HOT*
> *DRIVE*
>>>>>>> *drivers. I connected in my HOT DRIVE into the USB 2.0 ports*
> *and VOILA,*
>>>>>> *I*
>>>>>>>> *have a high speed USB connection. My 650Meg test file transfers*
> *in*
>>>>>>> *about 65*
>>>>>>>> *sec. If I use the USB 1.1 ports the same file takes about 14*
> *min to*
>>>>>>>> *transfer. This definitely proves that all my hardware is not*
> *faulty as*
>>>>>>> *I*
>>>>>>>> *have USB 2.0 speeds with WIN98SE drivers provided on the MSI CD.*
>>>>>>>>
>>>>>>>>
>>>>>>>>
>>>>>>>>
>>>>>>>>
>>>>>>>> *Now for the problem: I have set up exactly the same hardware*
> *except now*
>>>>>>> *I*
>>>>>>>> *installed Win XP Pro with SP1 update. The USB 2.0 driver is*
> *apparently*
>>>>>>>> *provided by Microsoft through SP1 update as no driver is*
> *supplied by MSI*
>>>>>>> *for*
>>>>>>>> *WIN XP. When I connect my HOT DRIVE to the USB 2.0 ports I get*
> *the*
>>>>>>>> *following: "Hi-speed USB device plugged into non-hi-speed USB*
> *hub". I*

>>>>> *know*
>>>>>> *it's running at USB 1.1 because the 650Meg test file takes about*
> *14 min*
>>>>> *to*
>>>>>> *transfer. When I connect to USB 1.1 ports, this error message*
> *is not*
>>>>>>> *output, however the test file transfer takes about 14 minutes*
> *due to*
>>>>> *lower*
>>>>>>> *USB 1.1 speed.*
>>>>>>>
>>>>>>>
>>>>>>>
>>>>>>> *The USB configuration from Win XP Device Manager is as follows:*
>>>>>>>
>>>>>>>
>>>>>>>
>>>>>>>> *NEC PCI to USB Enhanced Host Controller (B1)*
>>>>>>>>
>>>>>>>> *NEC PCI to USB Open Host Controller*
>>>>>>>>
>>>>>>>> *NEC PCI to USB Open Host Controller*
>>>>>>>>
>>>>>>>> *USB Root Hub*
>>>>>>>>
>>>>>>>> *USB Root Hub*
>>>>>>>>
>>>>>>>> *USB Root Hub*
>>>>>>>>
>>>>>>>> *USB Root Hub*
>>>>>>>>
>>>>>>>> *USB Root Hub*
>>>>>>>>
>>>>>>>> *VIA REV 5 or later USB Universal Controller*
>>>>>>>>
>>>>>>>> *VIA REV 5 or later USB Universal Controller*
>>>>>>>>
>>>>>>>>
>>>>>>>>
>>>>>>>> *From what I have read so far this configuration seems to be*
> *correct. I*
>>>>> *have*
>>>>>>> *read a few Microsoft knowledge articles and performed the*
> *suggested*
>>>>>>>> *workarounds:*
>>>>>>>>
>>>>>>>>> *-updating the USB 2.0 driver after SP1 application*
>>>>>>>>>
>>>>>>>>> *-checking USB 2.0 driver file details,*
>>>>>>>>>
>>>>>>>>> *-their base line is: 29-Aug 2002 5.1.2600.1106*

>>>>>>
>>>>>> *-mine are: 03-Jul 2003 5.1 2600.1243*
>>>>>>
>>>>>>
>>>>>>
>>>>>>
>>>>>> *I even had MSI replace the motherboard for me in the hope of*
> *getting a*
>>>>>> *KT3-Ultra 2R (I also have one of these, works great) in return,*
> *but no,*
>>>>> *I*
>>>>>> *got the same model back as a replacement with the same problem.*
>>>>>>
>>>>>>
>>>>>>
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>>>>>>
>>>>>> *Searching the Web and news groups I have found many, many posts*
> *with*
>>>>> *exact*
>>>>>> *same problem but no solutions. If any one has a hint or*
> *suggestion I*
>>>>> *would*
>>>>>> *really appreciate your input.*
>>>>>>
>>>>>>
>>>>>>
>>>>>> *There are however, a couple of questions that I have that could*
> *lead to*
>>>>> *some*
>>>>>> *answers.*
>>>>>>
>>>>>>
>>>>>>
>>>>>> *1. Does the Win XP SP-1 USB 2.0 driver support EHCI (Rev .95)*
> *chipsets?*
>>>>>>
>>>>>> *Nec has the following USB 2.0 chips uPD720100A EHCI Rev.95 and*
>>>>>> *uPD720101*
>>>>>> *EHCI 1.0*
>>>>>>
>>>>>> *My motherboard has the first one and if support for EHCI Rev.95*
> *is not*
>>>>>> *there, then I am shafted and I will go after MSI for a*
> *motherboard*
>>>>> *upgrade.*
>>>>>>
>>>>>>
>>>>>>
>>>>>> *2. Does the VIA VT8233A chip have any issues or requires drivers*
> *for USB*
>>>>>> *2.0?*

