

Re: USB not working

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-07/msg04229.html>

- *From:* "M.I.5¾" <no.one@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 17 Jul 2007 11:19:34 +0100
-

"Chris Bondy" <ChrisBondy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:8C5E47A7-516E-45A1-B918-861B3A66BFA5@xxxxxxxxxxxxxxxxxxxxx

All of a sudden, none of my USB ports are working. I checked device manager and it says that all 6 ports are working properly but when I plug into them either nothing happens or I get the error message "USB device not recognized". I was able to print pictures off about 5 minutes ago and now I can't get anything.

Can we establish what exactly isn't working.

Check that the peripheral works by plugging into another PC.

If it doesn't work, try another cable. If it does work then:

Do a system restore to a time before your failure occurred. If that doesn't work then:

What happens if you plug in a device known to be a high speed (USB2) device?

What happens if you plug in a device known to be a slow or fast speed (USB1) device?

Try plugging in to all available ports.

If the USB2 devices don't work, but the USB1 devices do, then the EHCI port on your USB host (or its driver) has sustained damage. If neither devices work, then the hardware has sustained more severe damage (it becoming unlikely to be the host drivers because two drivers are involved).

At this point you may wish to try a USB card (PCI or Cardbus) to see if that works (they are not expensive).

Re: USB not working

Or you could try a Windows rebuild on a spare hard disk drive to see if that works – you needn't install all your hardware drivers*, but you do need to install the motherboard drivers and the USB drivers and I would advise the graphics card drivers.

*though if you do, the installation can always be used for future diagnostic purposes.

.