

RE: Generic USB mouse and Keyboard not recognized

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-03/msg05886.html>

- *From:* DellCA <DellCA@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 26 Mar 2008 09:29:09 -0700
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Very odd, I would agree.

I would recommend reinstalling the chipset drivers for your specific model if you haven't already. You can find these drivers at support.dell.com.

It definitely sounds like a driver issue to me. Are these keyboards/mice recognized in safe mode?

"Scott T." wrote:

(I'm posting this a 2nd time. I lost internet connection when sending the first reply. I don't think it made it to the discussion group.)

Hi John!

I hope you can help. I tried calling Dell Support, but they weren't able to figure out anything.

We have about 35 Dell computers, but this only started happening with the last 5 or 6 that we bought in the past 2 months or so. All are refurbished Optiplex computers.

We build the systems separately, not from a custom build.

Yes the keyboard works in System Setup, so we're confident that the keyboard and usb ports are functioning (hardwarewise anyway).

One other interesting thing – sometimes I can get either a rollerball mouse or an infrared mouse (both basic Dell mice) to work in one usb port. But it won't recognize the other type of mouse. Same thing happens with keyboards. We have 2 slightly different Dell basic keyboards. Sometimes one or the other will work in only one port, but the other won't. Sometimes neither will work.

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This is the strangest thing I've run into with computers. Any help would be greatly appreciated!

"DellCA" wrote:

This is John, a support analyst at Dell headquarters.

How many systems are affected, and are they all the same model? Are you using a custom image on these machines? Does the keyboard respond in the System Setup screen? You can get to the system setup by pressing <F2> at the Dell splash screen upon system startup.

"Scott T." wrote:

Nope. Thanks for the replay, but the USB ports do function as they will recognize a flash drive. They just don't recognize the keyboard and mouse.

"sgopus" wrote:

Possibly a problem with the Motherboard, check the USB connections to the motherboard.

"Scott T." wrote:

Hi.

I have numerous Dell Optiplex desktops running XP. Recently, I've been having a problem with the USB ports.

These are new computers. They are all setup with the same programs and settings. We've done about 30 computers in the past year or two and we just started having the problem recently.

We setup the computer the

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way we need and somewhere along the way the USB ports get messed up. All of a sudden the computer stops recognizing a basic Dell USB keyboard or mouse. When we plug one in we get the New Hardware Wizard. We run that, but XP says it can't find the driver. These are the free keyboards and mice that come with the computers.

What's more, if we go into Add Printer, all of the resident print drivers are gone. They were definitely there at the beginning. It seems like Windows loses it's connection to the USB drivers resident in the OS.

The USB ports do function as they will recognize a USB flash drive. The keyboard functions in BIOS.

We can't figure out when this is happening. Most of the time we get the computers fully setup and ready for install without a problem. Something is happening along the way. The crazy thing is we haven't changed the way we setup systems. We follow a written set of instructions.

We've done virus scans and found nothing. Dell is of no help either.

Any ideas?