

Re: USB/ webcam driver problem

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-06/0050.html>

From: D.Currie (*dmbcurrie.nospam_at_hotmail.com*)

Date: 05/31/04

Date: Mon, 31 May 2004 11:49:34 -0600

"JR Meneses" <jrmp@optonline.net> wrote in message
news:15d5f01c4471c5a1e54505a501280a@phx.gbl...

> Recently, I had to restore windows XP. Since then,
> everything has been fine (much less blue screen errors,
> hangs). I only had to manually search for drivers for
> peripherals upon first time use (i.e. printer, scanner,
> digital camera, portable mp3 player, etc...), usually in
> I386, or Windows/system32. However, I am having a hard
> time loading drivers for my 3com Homeconnect USB webcam,
> and the USB portion of my Panasonic Palmcorder PV-DV702.
> For the panasonic, when the computer boots up, I see the
> notice that says Found New Hardware- USB Device, then I
> get "Cannot Install This Hardware. The hardware was not
> installed because the wizard cannot find the necessary
> software.", even though I have the manufacturer's CD. I
> also tried dl'ing the driver from the website, but even
> though I run the setup.exe to install the driver, it's
> still not installed after I reboot the computer. When I
> use the firewire with the Panasonic it works fine, but
> there are certain tasks I need to use with USB (webcam).
>
> For the 3com, I'm supposed to be using the Vicam driver
> from the website b/c the original drivers don't work with
> XP, but like the Panasonic, after I run the exe to
> install the driver, it's not installed after reboot.
> Please tell me there's an easy solution for this problem.
>
> The problem is not the USB port either, because I've
> tried different ports and other peripherals have worked
> with these same ports.
>
>
>
> I've manually searched folders I386, windows/system32;
> installed drivers from manufacturer's cd; installed
> drivers downloaded from website; uninstalled/ reinstalled

> *all driver software; tried different USB ports.*

With USB devices, there is usually a specific order you need to install things to get them working. Usually you install part of the software with the device unplugged, then plug in the device later, sometimes with a reboot.

Your best bet would be to completely uninstall those devices, reboot without them plugged in, then dig out the manuals to see what the specific instructions are. In some cases, a normal uninstallation of the software isn't sufficient, and you need to edit the registry and/or use some sort of software to get rid of the vestiges of the previous install.

The easy answer MIGHT be that you can uninstall the USB ports, reboot, and let it redetect the ports. Then let it detect the additional hardware attached to the ports.