

Re: USB plug-n-play fails on Bluetooth dongle upgrade

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Dan Caputi wrote:

- > I uninstalled (from Add/Remove SW) a Kensington bluetooth (class 2)
- > USB adapter (model 33085) and later tried to install a bluetooth
- > (Class 1) LinkSys USB adapter (model USBBT100). The new adapter does
- > not install properly because the "Found New Hardware Wizard" does not
- > run. Tech support for Linksys says I need to clean the registry and
- > completely remove all remnants of the drivers and support files before
- > installing the new device.
- >
- > Thanks for nothing Linksys! There's dozens of entries with "bluetooth"
- > in the registry and many of them can't be deleted (are they locked or
- > what?).
- >
- > Does this have something to do with the fact that both the old and new
- > adapters probably use the same internal chipset and a similar (same
- > vendor) driver set?
- >
- > - Dan C.

Check the installation instructions for the Linksys adapter. It might *require* that the driver be installed before connecting the adapter the first time, which is typical of USB devices. Failing to do this exactly as the vendor requires will result in much tearing of hair.

Usually, it is enough to remove anything relating to the adapter from Device Manager. You need to select the View menu, Show Hidden Devices to find everything without a properly installed adapter. If that doesn't work, connect the adapter, and remove again. Shut down, then remove the adapter and install the driver.

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