

MP3 player and digital camera won't work on XP

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I have Windows XP Home Ed with SP2 and fully updated running on a Dell Dimension 2400 with Pentium 4. I have just bought a Pentax Optio S55 digital camera which plugs into a USB port but my computer will not install it. Yes I have switched it on. Device Manager shows unknown USB device with no drivers installed. Pentax support have gone over the problem with me but can't get it to work. They say it does not need drivers and is plug and play. This is confirmed on another computer with XP running and Windows finds it and intalls it on that just by plugging it in. I tried plugging it into my USB printer port that works, but it still doesn't work. The same problem occurs with my Creative MUVO MP3 player that was installed with drivers and used to work fine but now doesn't. Now when I plug that into a USB port Windows recognises it as a MUVO player but won't install the drivers. I have reinstalled the drivers and even updated them from Creative Labs site, but Device manager shows Code 28 no drivers installed. Dell support can't help and say the hardware is fine. I can find no help on Microsoft support site or other problem solving sites. I have restored my complete registry but that didn't work. It seems like it is a plug and play issue. Device Manager shows no problems with any devices except the camera and player when connected. I am at my wits end. Can someone please help, as I am getting a stiff kneck and eyestrain from sitting here...I want to play my guitar!!!!

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Ray Noble

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