

# Re: USB Device Not Recognized

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-11/msg00139.html>

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- *From:* Paul <nospam@xxxxxxxxxxx>
  - *Date:* Thu, 08 Nov 2007 21:05:37 -0500
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bermanantor wrote:

I have a similar problem. I bought my mom an iPod Nano, 3rd generation yesterday, and attempted to install it on her computer, which is a Dell. She is using Windows XP, Home Edition. Although other items are being recognized (printer, mouse, etc.), when I attempt to use the IPOD, a message comes up that "USB Device Not Recognized." When I clicked the message, it told me that there "are no drivers installed for this device." After calling Apple for 2 hours and then Microsoft, I saw your posting.

I went to the driveragent.com, and it told me that 54% of my mom's drivers needed an update. I am not so computer savy, and I don't know even if paying the \$29.99 that they want to update the drivers will work. Is there any advice from you to fix this problem?

Well, let's see. Drivers are available for free. A company wants you to pay \$29.99 for something that is free. Does that make sense ?

To top it off, the USB drivers are part of the Microsoft OS. Is driveragent going to steal a driver from Microsoft and give it to you ? I hope not.

To start, use this tool, and see if you can see the iPod when it is plugged in. The download link is on the right. All that this proves, is there is an electrical connection, and the device config can be read.

<http://www.microsoft.com/whdc/device/stream/vidcap/UVCViewdwn.msp>

The link here, suggests installing iTunes.

[http://www.everythingusb.com/apple\\_ipod\\_nano\\_4gb.html](http://www.everythingusb.com/apple_ipod_nano_4gb.html)

"USB 2.0 Mass Storage

One of the things I've always envied about the iPod was it's ability to be used as a Mass Storage Device without partitioning, and the iPod nano is no exception. Once enabled in iTunes, the nano can be plugged into any computer to show up as an external drive for copying term papers, spreadsheets, and just about anything else you can think of without taking too much space

Re: USB Device Not Recognized

away from the MP3s."

If you don't have iTunes, I presume you can get that from Apple.  
Install iTunes, and then try plugging in the Nano.

<http://www.apple.com/support/ipodnano/>

[http://support.apple.com/manuals/en/iPod\\_nano\\_\(3rd\\_gen\)Features\\_Guide.pdf](http://support.apple.com/manuals/en/iPod_nano_(3rd_gen)Features_Guide.pdf)

"When you connect iPod nano to your computer, iTunes opens automatically."

That tells you that iTunes has to be installed first.

iTunes download page:

<http://www.apple.com/itunes/download/>

Note – I don't have one of these :-)

HTH,  
Paul

"Paul" wrote:

ramatas@xxxxxxxxxx wrote:

I am struggling with Windows XP SP2 not recognizing USB drives, camera, and iPod that were working fine until about a month ago. All of these devices work fine on other computers. I began searching the Internet for remedies, and instead am only finding postings from other users with the same problem.

It does not sound like Microsoft is providing a solution to this problem.

Is it time to toss out my PC and purchase a Mac?

<http://www.usbman.com/Troubleshooter%20General.htm>

"Cleanup Windows Device Manager in SAFE MODE"

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<http://www.usbman.com/Guides/Cleanup%20Device%20Manager%20Safe%20Mode.htm>

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HTH,  
Paul