

# Re: NEED HELP! New USB devices will no longer install

---

*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2008-02/msg00052.html>

---

- *From:* winthrom <[winthrom@xx](mailto:winthrom@xx)>
  - *Date:* Sat, 2 Feb 2008 11:20:00 -0800
- 

Trasparent:

I found your reply excellent.

I viewed the current "ghost" info as you described. I made a short bat file to do it also. This works well.

I downloaded (from MS) the Sysprep.exe SP2 tool. This is a powerful tool and I will soon test it on the original hard disk I removed and replaced with a copy. The current disk is one I made using a copy tool, and then returned to OEM condition via an OEM reload, which is running good. I used "ez upgrade" for the copy tool. (WWW.APRICORN.COM)

More to come, but in a few weeks.

winthrom

"Trasparent" wrote:

This is a common problem in 'WINDOWS' not just XP unfortunately. Your USB ports just seem to one day stop working or you plug in a new device and you can see that Windows sees the device but it does not show up as usable. I'm not sure if its corrupt registry keys or corrupt dll or ghost in the machine or what ever but it's a problem that Microsoft has still not address even with the introduction of Windows Vista.

I've found that the easiest way to address this problem is to perform a removal of the hardware device driver(s) installed. If you look in device manager you won't see the device by default unless it's plugged in and working. There is a way how every to view the device (all device) even if they are not attached to your PC. Plenty of Microsoft article on this ([http://search.microsoft.com/results.aspx?mkt=en-US&form=MSHOME&setlang=en-US&q=devmgr\\_show](http://search.microsoft.com/results.aspx?mkt=en-US&form=MSHOME&setlang=en-US&q=devmgr_show)) @ the command prompt type set devmgr\_show\_nonpresent\_devices=1 'Enter' then start devmgmt.msc 'Enter' – In Device Manager click view show hidden devices.

You may set this command as a new system variable for next time (1 is the value) so won't have to type it. With this done you'll be able to remove unwanted or no longer used device USB and all that were once attached to you PC including once that have stopped working. But yet still there is an easier way instead of doing all the about and manually removing the devices. Obtain a copy of the Sysprep.exe SP2 version for XP version and extract or copy it to your system. Browse to the file location (command prompt preferred) and

Re: NEED HELP! New USB devices will no longer install

type sysprep –clean. This will remove all 'Ghost Device' as they are called when they are hidden in device manager from your system. I've found these methods fix more USB problems than physically hacking the registry.

Good Luck!

—

Just the facts

"winthrom" wrote:

I have a similiar problem except that >>none<< of my usb mass storage devices work any more. [This includes my thumb drives!] I get a message "One of the usb devices attached to this computer has malfunctioned, and Windows does not recognize it". This occured recently, so I restored an earlier (a few weeks) version of my WinXP SP2 system (all updates). The problem remained. I reset to the current version again so that I could dig into the cause. I immediatly found that virtually all my other installed third part USB devices were not working. [The trackball mouse still worked.] All devices are noticed, but all needed an OEM disk re–install of the drivers. I re–installed all the drivers I have and now only mass storage fails. I.e., no USB memory drives, USB 80 Gig Disk drive, USB hubs. My peripherals (non–mass store seek to work OK. I too am seeking help and ptpusb.dll seems involved. [Please note that I have an Averatek 6240 series machine. The restore disk wipes the disk and restores the factory version. On top of that the OEM laptop jerks encrypted the restore disk so that I cannot find and expand the usb drivers. I am not pleased with the thought of using "web" copies of these drivers.]

"Anthony G." wrote:

Pam –

Try this, though note the part about the infcache.1 . I would make a copy of this file (vs. deleting) by renaming it to Infcache.old and be sure to reboot. Click "Continue" to any prompts you receive once in Windows. I think this portion should do the trick for you.

-----  
Issue: XP asks for drivers or just wants to install new hardware

Re: NEED HELP! New USB devices will no longer install

XP comes with drivers for USB mass storage. If it asks for drivers then

there are two common reasons:

1. It does not trust it's own drivers

This is the case when it cannot check if the drivers are signed which is

true when the service 'Cryptographic Services' is not running (CryptSvc) or

if its data are corrupt.

Start -> Execute -> services.msc

Check here for 'Cryptographic Services' being started automatically.

Fixing corrupted data of the 'Cryptographic Services' is described at

Microsoft:

<http://support.microsoft.com/kb/822798>

2. It does not find the drives

This is the case when the registry key that points to the INF folder is

corrupt.

Start the Registry Editor (Run -> Regedit). Check if under

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion the item

'DevicePath' points to '%SystemRoot%\inf'. Additional items, separated by

semicolons, are ok but '%SystemRoot%\inf' has to be one of them.

Then delete the file C:\WINDOWS\inf\infcache.1 - XP will recreate it.

The INF folder and the infcache.1 file are 'hidden'. To see them in the

Windows Explorer:

Menu 'Tools' -> 'Folder Options'

Tab 'View', mark 'show hidden files and folders'

If it still doesn't work after a restart, the files in

C:\WINDOWS\inf might

be corrupt. An Windows repair install helps then.

Another thing to check is if the values

'FactoryPreInstallInProgress' and

'AuditInProgress' are set to '1' under

HKEY\_LOCAL\_MACHINE\SYSTEM\Setup

and

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Factory

. They should be 0 or non present.

For more info go here:

[http://www.uwe-sieber.de/usbtrouble\\_e.html](http://www.uwe-sieber.de/usbtrouble_e.html)

Re: NEED HELP! New USB devices will no longer install

"M.I.5¾" wrote:

"PawWriter"

<PawWriter@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:31926B3E-90FE-4083-90B0-072B3E68B7A1@xxxxxxxxxxxxxxxxxxxx](mailto:news:31926B3E-90FE-4083-90B0-072B3E68B7A1@xxxxxxxxxxxxxxxxxxxx)

I have a Toshiba M45  
Satellite laptop with 3 USB  
ports and am running Xp  
SP2.

Recently (I'm not sure  
exactly when) my USB  
ports stopped allowing me  
to  
install new devices. I have  
various USB devices  
installed on my laptop  
(thumb drive, external hard  
drive, mouse, etc.). When I  
plug them in,  
they  
still work fine. But when I  
plug in a new USB device, it  
pops up the New  
Hardware wizard, displays  
the correct name of the  
device, and then, when I  
tell it to install  
automatically, it says that it  
can't find the software  
for  
the device and the device  
was not installed. For  
example, I just got a  
NEW  
thumbdrive (a U3 Cruzer  
that I had taken the U3  
software off of on my  
desktop, so it runs like a  
normal thumbdrive) and I  
tried to plug it into  
my  
laptop. It recognized it as a  
U3, but took forever while  
trying to find  
the  
right driver and then said

Re: NEED HELP! New USB devices will no longer install

there was an error in installation.  
Previously (before the problem), the wizard didn't pop up at all and it just installed my devices. I have tried looking in the list in the wizard but half the time I don't know what "device type" to pick. I have uninstalled and reinstalled all of the USB port drivers twice. I have also checked to make sure my virus scan is not blocking installations.  
After posting here and receiving some replies, I did try the third-party drivers (i.e. the SanDisk drivers for the aforementioned flash drive) for three or four different devices. Even if I have the drivers and tell Windows where to get them, I still get the message from the wizard that there was an error in installation and still cannot use that device.  
Can anyone help me PLEASE?

Regretably, XP does have a failure mode where this sort of behaviour happens. I have never found out why it does it, but it does. My own theory is that a registry corruption has occurred that prevents XP from correctly recognising the device. There are a couple of things to try. You seem to be lucky, a lot of times it prevents XP from recognising devices that have already been installed.

Re: NEED HELP! New USB devices will no longer install

Re: NEED HELP! New USB devices will no longer install

1. Perform a system Restore to a point before the trouble started. if that doesn't work then:
2. Perform a \*repair\* install of XP.