

## Re: USB Drive not recognized – Driving me crazy!!!

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2006-12/msg02052.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg02052.htm)

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- *From:* v4nilla@xxxxxxxxxx
  - *Date:* 12 Dec 2006 18:57:02 -0800
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FYI, to obtain a hotfix from MS you must call product support. The number can be found on their site. hotfixes are provided free of charge, but are not regression tested, so make sure your symptoms match what is described in the KB article for the hotfix.

vporrazzo wrote:

Thanks for the comments Floyd, I have the Microsoft-indicated SYS and DLL files. These were just installed from .NET framework 2.0 and are the latest versions except for the Hotfix versions mentioned by the Microsoft Knowledgebase reference. I note that the exact same files are on my desktop as on my laptop but the laptop won't accept the USB phone while the desktop has no problem with it. THE USB ports seem to work ok, just certain items not accepted. Most frustrating!

I also have occasional problems with other people's flashdisks on both machines where the system wants to look for a driver then can't find one. Seems like everyone has had this problem at one time or another. Guess I stick with headphones on my laptop for a while!

"Floyd" wrote:

vp,

Those \*.sys should have come with the .NET program.

You could do a SEARCH or LOOK in your Windows>SYS directory to verify that you have these files.

The files should have been included in WindowsXP and others, but probably not Win98 as there were no USB's back in them olden days of yore.

If you still have your original CD for your operating system you can do a RESTORE from them.

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If the USB's did work at one time, you could do a SYSTEM RESTORE to an earlier date, say 3 months ago, not last week or month.

Good Luck, I know it's frustrating.

"vporrazzo" wrote:

I am having a very similar problem installing a USB phone for a USB 2.0 port to my Sony Vaio FS-742/w laptop wherein XP Home SP2 keeps asking for a new driver to be installed but never finds one it is happy with although the phone works on other machines running XP Home Sp2 without any additional driver being installed. All my drivers appear to be up to date per Sony and Windows Update

I have installed (re-installed actually) .NET Framework v2.0 but still am having the same problem. Microsoft mentions the need for a hotfix for the usbehci.sys and updspapi.dll files but isn't very clear as to where to get these.

A very annoying little problem!

Any other suggestions would be appreciated.

"Floyd" wrote:

I had the same problem and called my manufacturer. They were not aware there was such a HUGE problem with these devices.

There is a software problem and mine was caused by Windows Update.

Goto WINDOWS DOWNLOADS  
Select .NET Framework Versin 2.0  
Redistributable Package (x86 – that was my system – you select yours)  
Download or Install.

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This is a 25Meg program that fixes all sorts of other problems too (COM, SERIAL, KEYBOARD, etc.)

It contains all sorts of driver fixes that are not included in your Windows XP, 98, etc. Why Microsoft didn't include these in their Win Update is beyond me.

My FLASH DRIVE was IMMEDIATELY RECOGNIZED and is still working GREAT.

"John Slattery" wrote:

I really hope someone out there can give me some substantive help with this. I have just purchased a Dell 512mb Flash Drive and my system at home will not recognize the device. I have also had the same problem with a SanDisk 512 mb flash drive. Both of these drives have worked fine on numerous other computers. My system is running Windows XP Pro with SP2 loaded. The USB Host Controller drivers (Intel) have all been updated, uninstalled, reinstalled, and updated again. I have checked everything I can think of in Device Manager. I even went into BIOS out of desperation. Nothing I have tried works. Another symptom I have noticed is that if I try to boot the machine with the Flash Drive inserted, the machine will not boot and tells me it cannot find the OS. Please help, I've been everything from a software

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engineer to a network  
administrator, to a  
programming teacher for 17  
years and I've never had a  
computer problem that  
frustrated me this much. I've  
googled this to death and  
it seems like i see the  
problem posted a lot, but no  
useful solutions.  
HELP!!!!