

# Re: aAttention MSVPs. USB 2.0 Drivers not recognised – XP is defective !

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-01/msg01863.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-01/msg01863.htm)

---

- *From:* "Gerry Cornell" <[gcjc@xxxxxxxxxxxxxxxx](mailto:gcjc@xxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 14 Jan 2007 08:49:45 -0000
- 

Jim

What is the motherboard make and model?

This freeware programme is excellent for getting information about your computer:  
Everest Home Edition (freeware)  
<http://www.majorgeeks.com/download4181.html>

Tip: To copy select Report, Quick Report, Plain Text, highlight required text, right click and select copy.  
However, whilst this is fine for posting small amounts of information into newsgroup messages longer reports will irritate other newsgroup subscribers.

General USB troubleshooting in Windows XP  
<http://support.microsoft.com/kb/310575/en-us>

Is Windows XP SP2 installed? You need at least Windows XP SP1.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Jim Cladingboel wrote:

Could you please, individually or collectively, help with a major problem in Windows XP Home + SP2?

However often, and in whatever manner I try, XP will not accept any appropriate USB 2.0 driver for my external HDD. This is the case both for the latest USB 2.0 driver for my motherboard and for my USB/

Re: aAttention MSVPs. USB 2.0 Drivers not recognised – XP is defective !

PCI Host Card driver.

The so-called "Update Wizard" just DOESN'T WORK !

It absolutely INSISTS on protecting whatever driver it initially chooses, to the exclusion of all others!

As XP would not accept the motherboard USB 2.00 driver, or the latest ASUS version of same, I installed a high speed USB 2.0 PCI Host card with four ports. When, again and again, I install the drivers from the supplied CD, the response is always "The Wizard could not find a better match for your hardware than currently installed".

Which is patently ridiculous!

When I direct XP to a floppy containing these updated Drivers I am told "The location you specified does not contain any device information files". At times it even states that the location (Drive A) doesn't exist!

I regularly direct this Wizard to update from the Windows\Inf folder and from the Windows\System32\Driver folder. While these directions seem to require the relevant folders to be looked at, I always receive the same "...could not find a better match .." response.

With this state of affairs recurring time and time and time again, how can that Wizard be operating correctly?

My mobo has six ports, of which four are designated as USB 2.0. The PCI card has another four ports.

Infuriatingly, when I insert a flash drive into any of the USB 2.0 ports, not only does a balloon in the Notification area tell me I am inserting a 2.0 device in a 1.0 port (as if I didn't know!) and to use the hub listed above, the hub it highlights has FIVE ports! Just what is going on? XP can't count?

I have used Regedit to check that in

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\ Windows\CurrentVersion the item 'DevicePath' points to '%SystemRoot%\inf', and have checked that the Windows\INF folder contains the USB.INF file. What else can I do?

I think I've reached the absolute limit.

The transfer speed I get to and from my EHDD is around 7 to 8 MB/second. It should be around 60 MB/second!

As you are the official Microsoft Windows XP experts in this Help & Support NG, please respond with the answer to this problem, or take whatever action may be needed to have Redmond take an urgent look at this impossible situation and do something – very quickly – about it.

Thank you. Jim.