

RE: Computer no longer recognising my Canon IXUS 50 camera

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.photos/2006-04/msg00170.html>

- *From:* Bing <Bing@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 18 Apr 2006 15:10:03 -0700
-

If you've tried to remove and reinstall the USB controllers etc. as I suggested yesterday, and you're still not seeing the camera memory as an external drive, I suggest you start a new thread in the WindowsXP General Discussion newsgroup.

Include everything you've done and what has happened in as much detail as you can. Include your version of Windows (XP home / pro) and whether you've updated it to service pack 2 (or whatever). Include the make & model of your camera and what kind of computer you have.

Remember, the folks in that newsgroup will not have read this thread. You might want to print out this entire thread and spend a few minutes offline composing an intelligible, comprehensive summary.

In your very first post here, you said that you've tried other USB devices (that worked OK). What kind of devices? Any other external memory devices, such as a flash drive? I assume from the way you worded your question that you are connecting your camera directly to the computer. Do you have a card reader for your camera's memory card, and if so, have you tried that? (just an example – there are cheaper ones: <http://tinyurl.com/7e3uw>)

Good luck.

"M.S" wrote:

One thing i've tried, and i hope will be of some relavance to you, when i have the camera connected, if i go to device manager, it appears, when i expand the 'Imaging Devices' tab, if i then uninstall the camera then reboot, then connect the camera, i get notification at the task bar that 'New Hardware' has been found, then a few seconds later, it notifies me that my hardware has been installed and is ready for use, but, when i go back to 'My Computer' it's still not there, i.e in the section 'Devices with removable storage', this is where it used to be, and i'm sure it used to have a drive letter (F:).

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"M.S" wrote:

Thanks, will try that tomorrow, i must go to bed now, thanks to everyone for thier input...

Thanks

"Bing Bong" wrote:

Yes. The purple plug is almost certainly a "PS/2" type keyboard connector (at the very least, it's not a USB connector). Thus, even after you delete all of the USB Controlers from Device Manager, your keyboard will still work.

If, while you're in the middle of "remove"ing all of the entries under Universal Serial Bus controllers you find that your mouse no longer works, you should be able to navigate through the task of deleting the rest of them by using using the arrow keys and/or the tab key. Plug the mouse in as the first USB device after you reboot. If the mouse isn't detected at this point (but it should be) you might try leaving it plugged in and reboot again.

See the following articles:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:310575>

http://ask-leo.com/why_wont_my_system_recognize_my_usb_device.html

"M.S" wrote:

I have USB mouse, but my keyboard plugs in via a – well in my case – a purple colored plug.

Should i still do the above.

Cheers

"Bing Bong" wrote:

Try this:

Disconnect camera and all other USB devices

Open Device Manager.

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"Remove" the entry for
"Canon DIGITAL IXUS
50" under "Imaging
Devices"
Click the plus next to
"Universal Serial Bus
controllers"
"Remove" all items listed
(do not do this if you have a
USB keyboard and/or
mouse)
Reboot and let Windows
detect and reinstall your
USB controllers/hubs
Connect your camera
Connect any other USB
devices as needed

Note: if you have a USB
keyboard and/or mouse,
you'll have to be more
selective in removing the
USB hubs and controllers.
You can probably get by
without a mouse, but I'm not
sure what will happen if you
attempt to boot
without any keyboard at all.

If still no joy, try posting in
WindowsXP.General
Discussion
"M.S" wrote:

Still no luck
mate, but as
i said
before, it
used to
work
without
Zoombrowser,
and it
worked on
my friends
p.c as a plug
and play
unit, i
'feel' it must
be

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something
to do with
the registry
as this is the
only area
i have not –
dare not
explore.
I can't think
for the life
of me what
has changed
with the p.c,
since the
last time i
used the
camera...

"M.S"
wrote:

Cheers
mate,
will
try
that
now...
Fingers
crossed.

"Martin/Str/N/W"
wrote:

If
I
were
you
I
would
install
the
Zoombrowser
software
that
came
with
your
camera

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and
then
follow
the
tips
that
I
gave
you.

Zoombrowser
is
an
excellent
tool
to
use.

Let
me
know
how
you
get
on.

Mart.

"M.S"
wrote:

No,
i'm
not
using
Zoombrowser.
Never
have
done.

"Martin/Str/N/W"
wrote:

Are
you
using
Zoombrowser?
Which
version?

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"M.S"
wrote:

Also,
when
i
connect
the
camera
and
goto
'device
manager',
i
see
a
box
titled
'Imaging
Devices',
when
i
expand
this,
i
get
'Canon
DIGITAL
IXUS
50',
when
i
double
click
on
this
i
get,
the
'properties
box'
for
the
said
camera,
and
it
tells
me

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that
the
device
is
working
properly,
i
then
went
to
the
'Driver'
tab,
and
updated
the
drivers,
i
also
tried
uninstalling
the
driver,
then
rebooting...
Still
no
joy...
Hope
all
this
info
is
of
some
use
to
you.
Thanks.

"M.S"
wrote:

No,
i
tried
that
at
first,
the

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uninstalled
all
Canon
software,
then
reinstalled,
then
uninstalled,
to
try
and
use
it
as
a
plug
and
play
camera,
tried
using
latest
drivers
from
Canon,
still
no
success...
Thanks.

"Martin/Str/N/W"
wrote:

Are
you
using
Zoombrowser
EX?
If
you
are
I
believe
that
you
can
connect
from
the
tasks

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menu
in
Zoombrowser
to
access
this
first
click
on
the
small
arrow
to
the
left
of
viewing
pane
then
on
the
tasks
arrow
at
the
top
of
pane
that
just
opened
,you
then
click
on
Acquire
&
Camera
settings
then
Connect
to
camera
this
should
bring
up
the
camera
window,
follow

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instructions
from
that
window.
Repost
if
that
does
not
help.

Mart.

"M.S."
wrote:

Hi,
I
used
to
be
able
to
just
'plug
and
play'
now
i
can't
when
i
conn
the
cam
to
the
com
i
get
the
ding
sour
but
noth
in
the
task
bar,
or

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when
i
got
'my
com
there
noth
their
eithe
i've
tried
unin
the
softw
prov
by
Can
I
don'
use
real
play
10.
I
have
the
lates
Nero
drive
I've
tried
diffe
devi
to
the
same
usb
port.
and
the
cam
to
othe
usb
ports
but
it's
only
the
cam
it's

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not
reco
I
took
my
cam
to
a
frien
conn
it
usein
the
same
usb
cabl
and
it
worl
fine,
'plug
and
play
just
like
i
used
to
be
able
to.
Any
help
mos
welc
Than