

RE: Computer no longer recognising my Canon IXUS 50 camera

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.photos/2006-04/msg00191.html>

- *From:* Bing <Bing@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 20 Apr 2006 15:48:02 -0700
-

If you haven't yet tried to uninstall/reinstall all the USB controllers, there *may* be a simpler answer. Do you use this computer to connect to a network (such as a laptop that you use both at home and at work)? If so, Windows may be attempting to use the same drive letter for your camera as a drive already assigned to a network drive. That will result in the symptom you describe — you won't see the camera as a drive.

After connecting the camera, right click on My Computer, select Manage and then on the next screen, click on Disk Management. If you see the camera there, assign it an unused drive letter.

"M.S" wrote:

Hi Bing, i havn't had time yet to attempt to uninstall/reinstall my USB ports, working from home and NEED the computer, can't afford to risk a problem, but as soon as i'm available, i will be taking your advice, it's the only thing that's been suggested, that i havn't tried yet...
Thanks.

"Bing" wrote:

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

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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:).

"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

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all of the USB Controllers
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:

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Try
this:
Disconnect
camera
and
all
other
USB
devices
Open
Device
Manager.
"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

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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

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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

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a
plug
and
play
unit,
i
'feel'
it
must
be
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...

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"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
and
then
follow
the
tips
that
I
gave
you.

Zoombrowser
is
an
excellent
tool
to
use.

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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?

"M.S"
wrote:

Also,
when
i
connect
the
camera
and
goto
'device
manager',
i
see

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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
that
the
device
is
working
properly,
i
then
went
to
the
'Driver'
tab,
and
updated
the
drivers,

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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
unin
all
Cane
softv
then
reins
then
unin
to
try
and
use
it
as
a
plug
and

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play
cam
tried
usin
lates
drive
from
Can
still
no
succ
Than

"Ma
wrot

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