Windows error "USB Device Not Recognized". What to do about it?
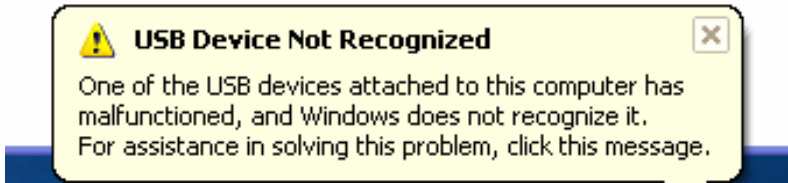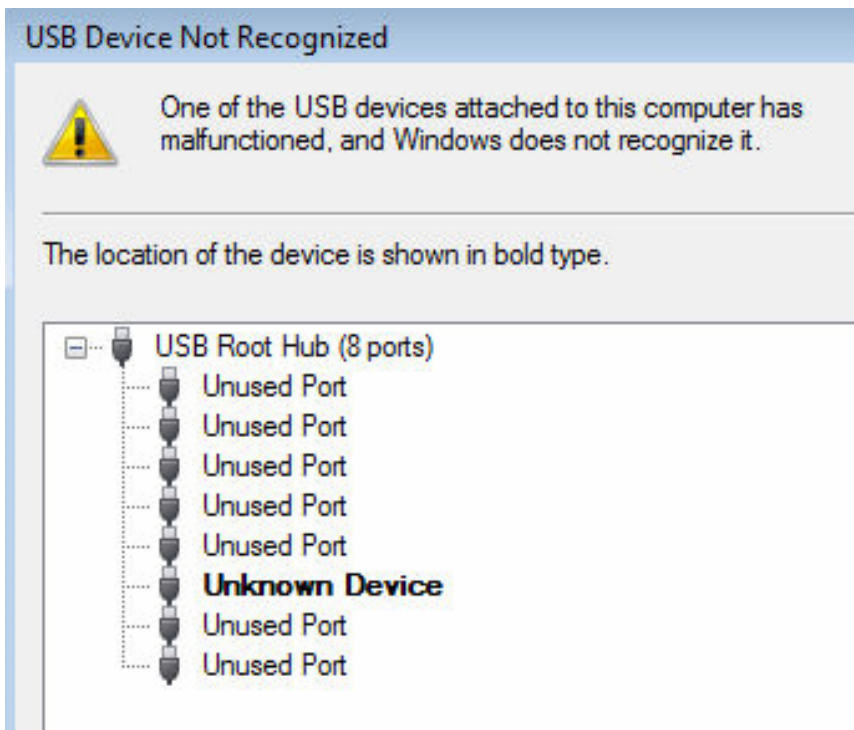

When this issue occurs, the USB device may or may not be listed in Device Manager as an unknown device.

This issue mainly occurs because of several factors, which may include the following:
Host controller hardware
USB driver versions
Support for USB 2.0
Additional system hardware or configurations that may change the timing
Attached hubs
Attached devices etc
To work around this issue, first try one of the simple tests below; if this does not solve the problem try the advanced solutions.
Simple tests.
1. Try plug in the device to the back of your computer instead of the front USB port (this is because some computers doesn't have enough power in the front USB ports)
2. Some USB 2.0 devices are not backward compatible with USB 1.1 ports. Try plugging in with USB 1.1 and 2.0 port to see that's the cause of the problem.

3. Try downgrade all your USB port from 2.0 down to 1.1, you can do that in the BIOS.
4. Try the USB device on a different computer. Then you can determine if the USB device or the USB port is the culprit of the problem 1) Try using a shorter USB cable.

Advanced solutions

Solution 1:
Unplug the USB device. It is possible that the connection is not secure and has become loose. This is one of the most common reasons for an error in detecting a USB device.
Use the Device Manager to scan for new and recently installed hardware. From the start menu, select the 'Run' option. In the pop up box, type in Devmgmt.msc and then click 'Ok'. From the 'Action' Menu, click 'scan for hardware changes'. This will make Windows recognize any new devices that are installed. Now, close all device managers and control panels. Now see if your computer will read the USB device.

Solution 2:
Disable power management of the USB hub. To disable the power management on the USB hub, follow these steps:
Click Start, and then click Run.
Type devmgmt.msc in the Open box, and then click OK.
Expand the Universal Serial Bus controllers' node, and then follow these steps for each USB Root Hub that is listed:
Right-click the USB Root Hub and then click Properties.
Click the Power Management tab.
Click to clear the "Allow the computer to turn off this device to save power" check box, and then click OK.
Note: If you perform the following procedure on a laptop computer, you may reduce the battery life.

Solution 3:
Simply UNPLUG YOUR COMPUTER FROM THE POWER SUPPLY. Yes that's it! Note that this does not mean just turning off your computer because modern computers doesn't really turn off when you press the power button as the motherboard still gets power.
First to explain, the motherboard is where all of hardware of the computer is connected to, including the USB ports. Sometimes the motherboard needs to be "rebooted" also because something can go wrong, i.e. all your USB ports suddenly stop working. The small microprocessor on the motherboard will reload the drivers and your USB ports should be back to recognizing all devices!
So first turn off your computer using Shut Down or pressing the power button and then UNPLUG it from the wall outlet. Let it sit for about a minute and then plug it back in.

Solution 4: In case the USB drive has always worked, however all of a sudden, it stopped working. You get a "USB device not recognized" error every time you plug the device.
Remove Hidden Devices:
1. Click Start. Click Run. Type cmd and press OK. 2. Type "set DEVMGR_SHOW_DETAILS=1″ (without quotation marks) and press Enter. 3. Type "set DEVMGR_SHOW_NONPRESENT_DEVICES=1″ (without quotation marks) and Press Enter. 4. Type "start devmgmt.msc" (without quotation marks) and click press Enter. 5. Click View. Click Show hidden devices. 6. Click "+" to expand Imaging devices, Unknown devices and USB devices. 7. Are there any USB devices and unknown devices (including grayed out devices)? If so, please right click it and click Uninstall.
Reboot and see if it solved the problem.

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Solution 5: 1. Remove all oem*.inf files:

a. Click start and click run then under the run line type in the command "cmd" (without the quotation marks) b. In the command line, type in the following (without the quotes) and press enter after each command: "cd \windows\inf" "ren infcache.1 *.old" "ren oem*.inf *.old" "del C:\windows\setupapi.log"

2. Remove all entries under HKEY_LOCAL_MACHINE/Enum/USB that start with VID == Removing the VID entries from the registry will cause them to be redetected at restart. **CAUTION**: If you have a USB keyboard or mouse, do not remove the VID entry for these devices, otherwise, Windows may not restart correctly. a. Click Start and click Run. Type regedit and click OK. The Registry Editor window will open. b. Go to HKEY_LOCAL_MACHINE\System\CurrentControlSet\Enum\USB.

3. Highlight and delete all the VID_…. entries. Permissions may be set allowing the deletion of the VID_ entries by following the steps below: a. Right-click the key to be deleted, and then click Permissions. The VID_… Permissions window will open. b. With Everyone highlighted in the Group or User name section, select Full Control in the Permissions section. c. Click Apply, and then click OK.

4. Turn off the computer.
Reconnect the USB device to the computer system: - With the computer system turned off, reconnect the USB hub to the USB port. - Restart the computer.
If none of the above options have solved the problem, check the manufacturer's website for new driver information. It is possible that your drivers need to be updated.

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