# C:\Users\stefano.maggi.CONBIPELSPA\Desktop\prom38.png

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**Procedure:** How Do I Force Windows to Remove and Redetect a USB Device?

**Source:** [**LINK**](http://digital.ni.com/public.nsf/allkb/1D120A90884C25AF862573A700602459)

**Permalink:** [**LINK**](http://heelpbook.altervista.org/2013/how-do-i-force-windows-to-remove-and-redetect-a-usb-device-windows-xp/)

**Created by:** HeelpBook Staff

**Document Version:** 1.0

# **How Do I Force Windows to Remove and Redetect a USB Device? (Windows XP)**

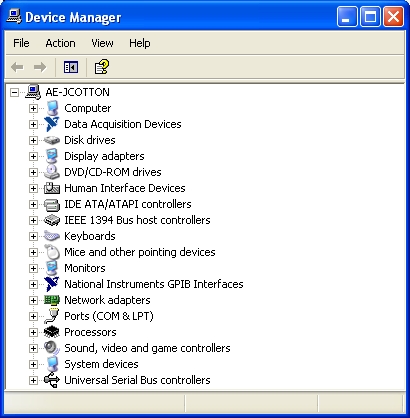
**Problem:**

My USB device will occasionally lose connection to the computer, and I have to disconnect and then reconnect my it before it will work.  Why does this happen, and how can I get **Windows** to redetect the device, without having to physically disconnect the device?

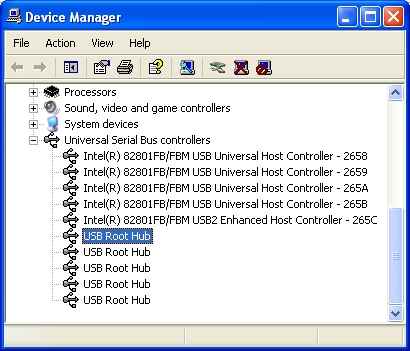
**Solution:**

This behavior occurs when the device loses power, but the computer does not.  For example, often when a computer goes into standby or *power-save mode* it will often shut down power to the **USB ports**.  Also, this can happen when a computer returns from having been hibernated.  In either case, the device is not redetected by the computer and thus you will not be able to communicate with it.  Follow the instructions below to redetect the device within **Windows** when this happens:

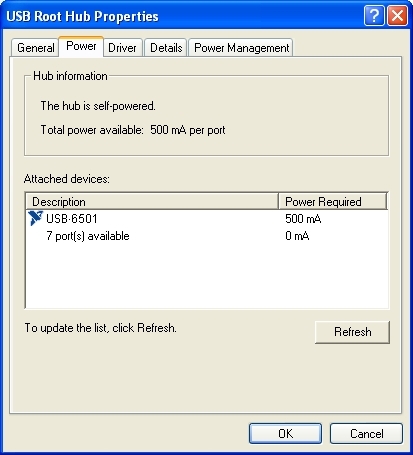
* Install the **DevCon** utility from **Microsoft**.
* The **DevCon** utility is a **command-line** utility that acts as an alternative to **Device Manager**. Using **DevCon**, you can enable, disable, restart, update, remove, and query individual devices or groups of devices.  You can download DevCon from [**http://support.microsoft.com/kb/311272**](http://support.microsoft.com/kb/311272);
* Open the **Windows Device Manager** by going to **Start » Run**, type in *devmgmt.msc*, and then click the **OK** button.



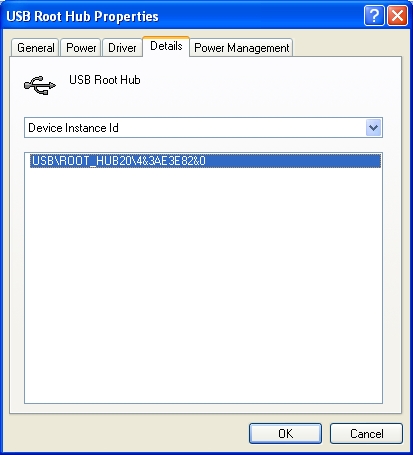
You will now need to determine which **USB hub** (**port**) the troubled device is connected to. To do this, expand the *Universal Serial Bus controllers* group at the bottom of the list.



In sequence, double click on every **USB Root Hub** entry and click the **Power** tab to see if your device is listed.



When you have found the hub that has your device listed, click the **Details** tab.  Record the name shown in the list between the first and second \ sign, for example ***ROOT\_HUB20****.*



Next, start a **Command Prompt** by going to **Start » Run**, type in *cmd*, and then click the **OK**button. In the **Command Prompt** window, type in each of the following commands followed by enter, replacing ***ROOT\_HUB20*** with what you recorded previously.

devcon remove \*ROOT\_HUB20\*

devcon rescan



Now, **Windows** will remove and re-detect the hub and any **USB** devices attached to it, re-enabling them in the process. If this does not work, you probably selected the wrong hub in step 4.  Repeat steps 3 – 6 until the device works.