

## HOW DO I FORCE WINDOWS TO REMOVE AND REDETECT A USB DEVICE? (WINDOWS XP)

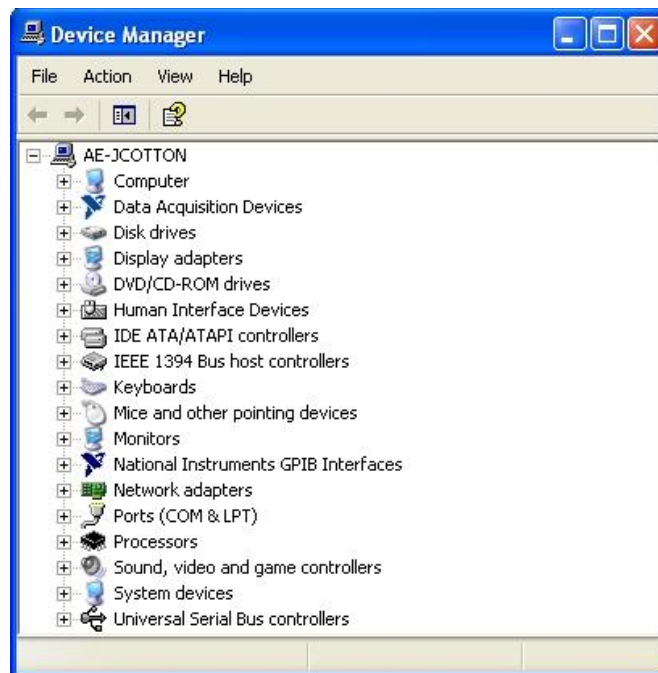
### Problem:

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 re-detected by the computer and thus you will not be able to communicate with it. Follow the instructions below to re-detect the device within **Windows** when this happens:

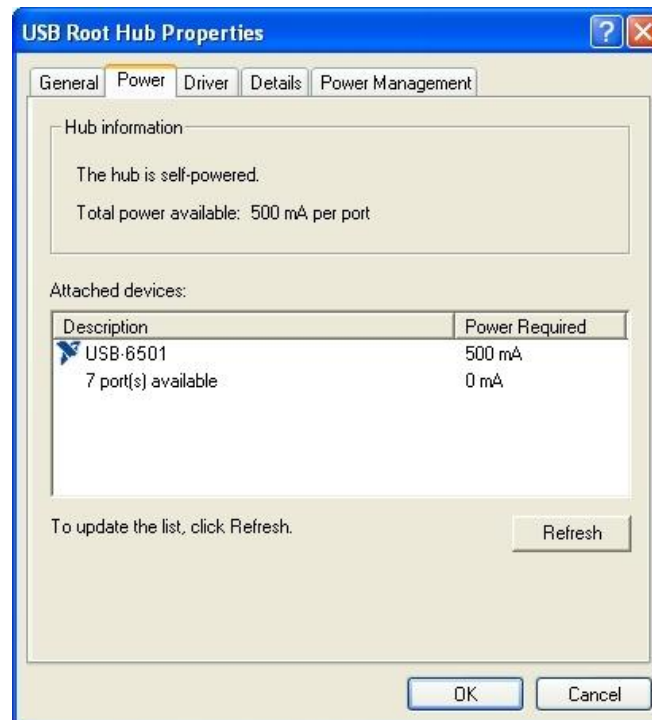
- Install the **DevCon** utility from **Microsoft**.
- The **DevCon** utility is a **command-line** utility that acts as an alternative to **Device Manager**. Using **DevCon**, you can enable, disable, restart, update, remove, and query individual devices or groups of devices. You can download DevCon from <http://support.microsoft.com/kb/311272>;
- 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
```

```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\>devcon remove *ROOT_HUB20*
USB\ROOT_HUB20\4&32FF5014&0 : Removed
1 device(s) removed.

C:\>devcon rescan
Scanning for new hardware.
Scanning completed.
```

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.