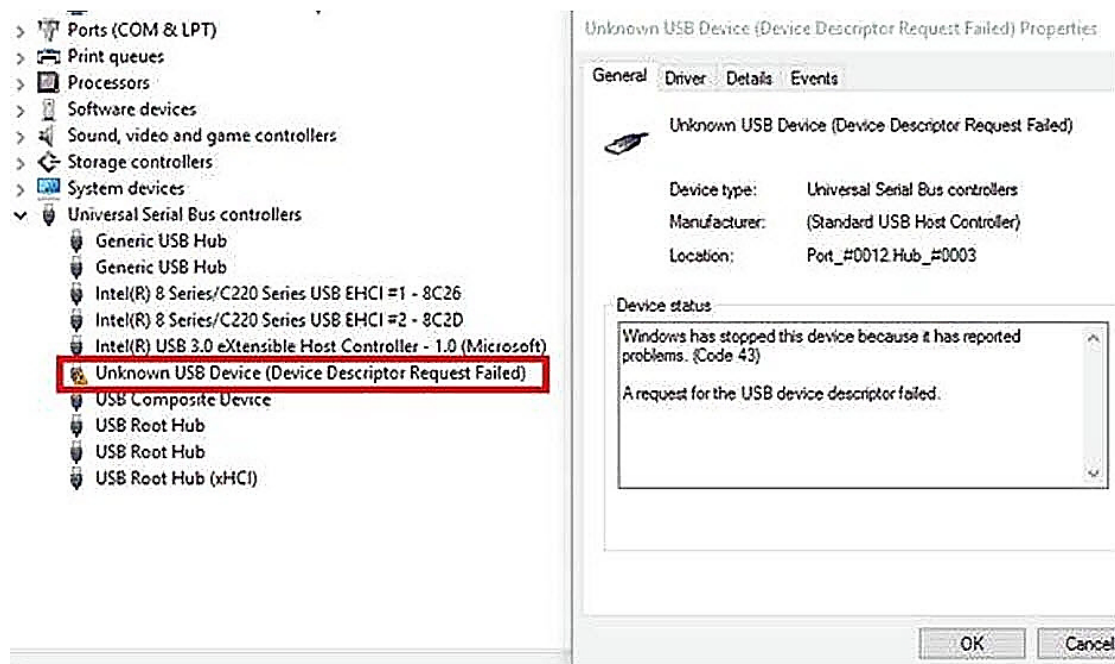


USB Errors: Troubleshooting Unknown UBS Device

The following procedures can be performed with Windows 10 and Windows 7 operating systems.

Check Your Computer Device Manager

If you suspect you have a USB error, open your computer's **Device Manager** and go to **Universal Serial Bus controllers**. There is an error if it is marked with a yellow exclamation icon with the message **Unknown USB Device (Device Descriptor Request Failed)**. If you check its properties, you can see the error message **Windows has stopped this device because it has reported problems. (Code 43). A request for the USB device descriptor failed.** shows on the **General** tab (when you right-click on the error message and select **Properties**).



Causes of Device Descriptor Request Failed Error

- Windows cannot find the description of the USB device in question.
- The USB device that reports error code 43 cannot communicate properly with the computer, since there might be a connection issue.
- The device is using corrupted, damaged, or outdated drivers.
- There are errors in some software or hardware components. For example, the USB port is broken.
- The USB controller you are using is corrupted or unstable.
- The BIOS system is not updated to the latest version.

The following paragraphs describe several methods to help you troubleshoot this issue, in no particular order.

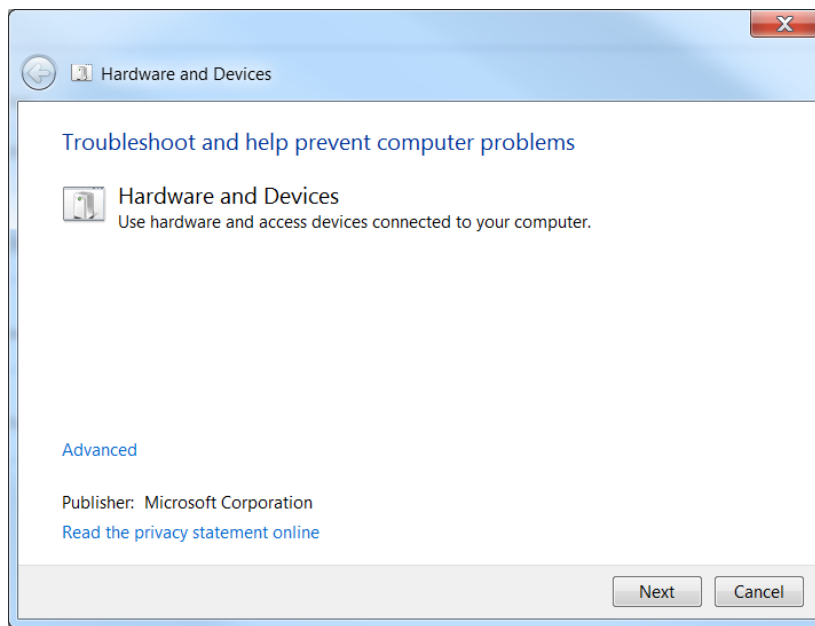
Fix 1: Check the USB Device and Connection

1. Unplug the USB device which posts the not recognized error and insert it to another USB port to see if it can be recognized properly by Windows. This checks whether the issue is caused by a damaged port.
2. Insert the device to a different computer to check if the USB device descriptor error is caused by the PC itself.
3. If using a laptop, remove the power plug. Then restart computer and insert the USB device and check if the issue is resolved.

Fix 2: Use Hardware and Device Troubleshooter to fix USB Device Descriptor Failure

If your computer has installed Windows 10 Creator Update, you can try the new troubleshooting tool to fix the problem. It is a Windows built-in universal troubleshooting tool that can be used to check and repair various system problems.

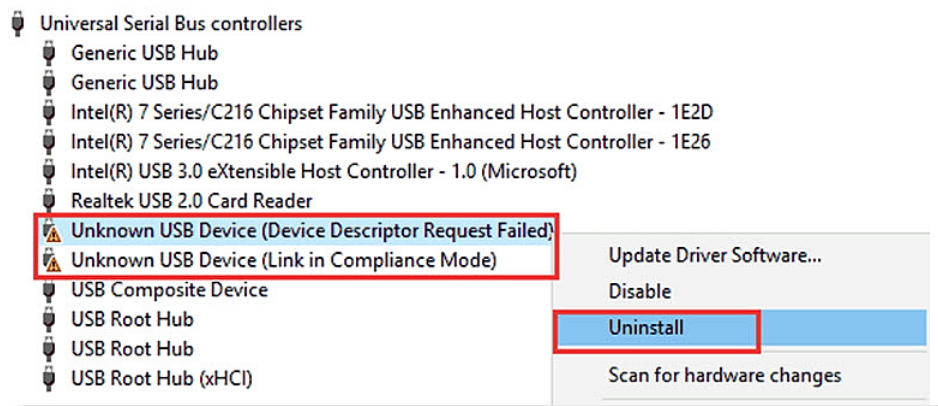
1. Click the Start menu and select the Settings icon.
2. On the popup-up window, click **Update & Security** option.
3. Click **Troubleshoot** on the left pane and look for the Hardware and Devices option on the right pane.
4. Click **Run the troubleshooter** and wait for the troubleshooter to finish. If any problems are found, it will fix them automatically.



Fix 3: Uninstall and Update the USB Driver in Device Manager

The USB device descriptor failure issue usually has something to do with problematic USB drivers. For example, USB drivers on your computer might be outdated, corrupted, missing or broken. In these cases, you can try updating USB driver to fix the issue.

1. Go to Device Manager.
2. Double-click on **Universal Serial Bus controllers**. Then you can locate the malfunctioned USB drive which is tagged with a yellow sign and named **Unknown USB Device (Device Descriptor Request Failed)**.
3. Right-click on it and select the Uninstall option from the context menu. Once drivers are uninstalled successfully, restart the computer and Windows will reinstall the device automatically.
4. If Windows cannot install drivers correctly, you can go to <http://www.icom.co.jp/world/support/download/firm/> and download the latest drivers. Then you can install drivers manually.

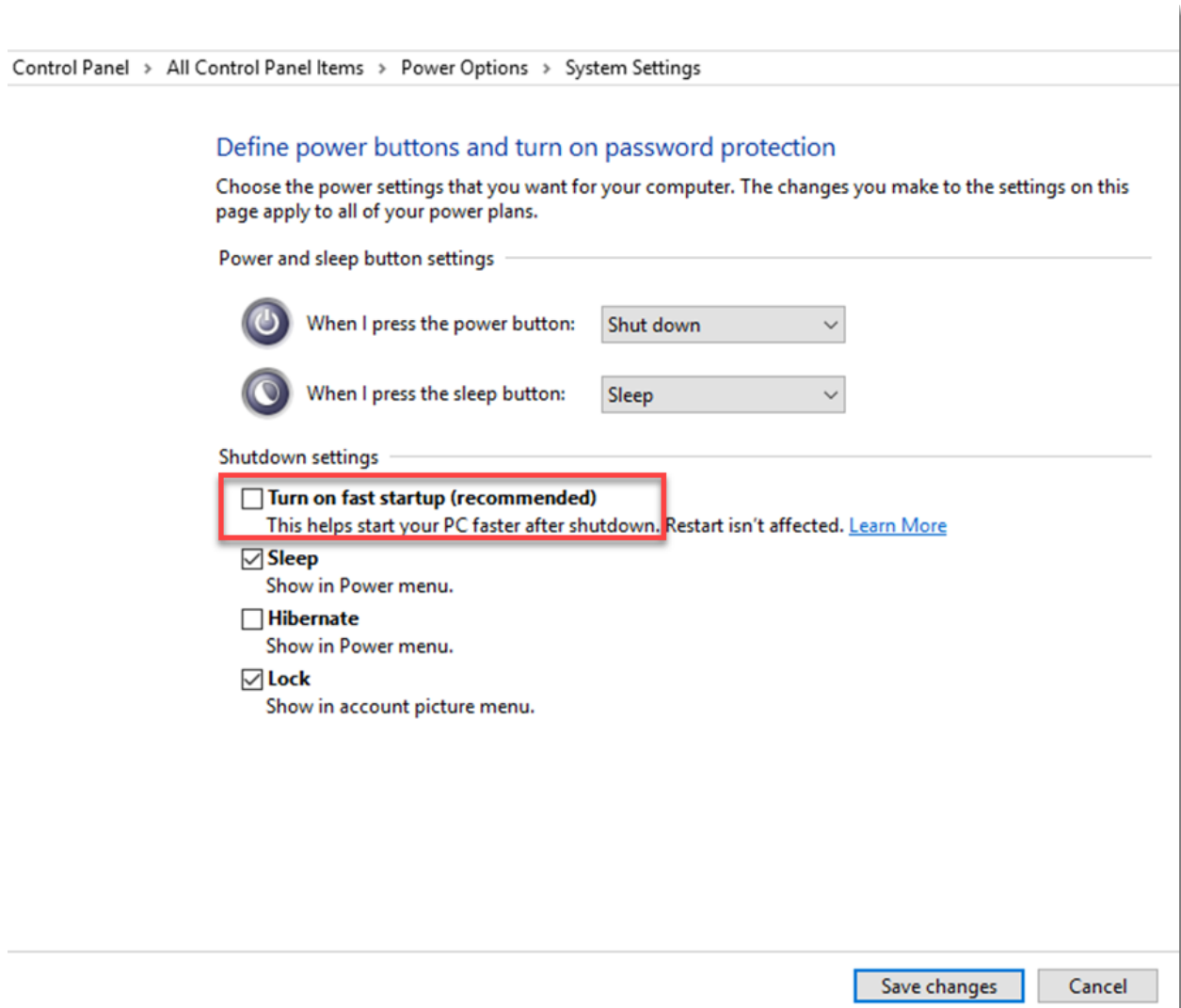


Fix 4: Disable Fast Startup to Fix USB Device Failure

The fast startup feature is designed to make your computer boot faster. However, some users report that this feature makes the computer start up so quickly that Windows 10 cannot detect a USB device (not applicable to earlier versions of Windows). This causes the USB device descriptor failure to appear.

1. Go to your computer **Control Panel**.
2. Type **Power options** in the search box of Control panel and click **Change what the power buttons do** from searching result.
3. Click the **Change settings that are currently unavailable** link under the **Define power buttons**.

4. Deselect **Turn on Fast Startup (recommended)** option under **Shutdown settings** and click **Save changes**. Then restart the computer and check if the USB device issue is resolved.

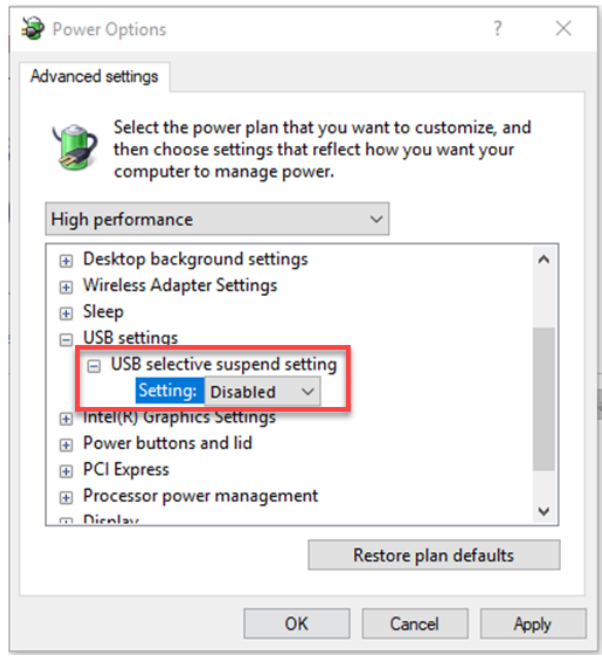


Fix 5: Disable USB Selective Suspend Settings

In some cases, the operating system will put the USB port in low-power mode if the USB selective suspend setting is enabled. If so, the USB drive connecting to this port won't be able to work normally and cause the USB device_descriptor_failure problem. To solve the problem you can disable this feature.

1. Open **Control Panel** and click **Power Options**. If you are using a laptop, you can right-click on battery icon and select **Power Options**.
2. Click **Show additional plans** and click **Change plan settings** link which belongs to High performance option.

3. Click **Change advanced power settings** from the lower part.
4. On the **Advanced settings** tab, double-click **USB settings**. Then expand the sub-category **USB selective suspend setting**.
5. Select **Disabled** for both **On battery** and **Plugged in** settings. Click **OK** and **Apply** then reboot the computer.



Fix 6: Update driver software for Generic USB Hub

We recommend that a new driver be downloaded to your computer before proceeding with the following steps.

1. In Windows 10, right-click on the Start menu and select **Device Manager** (Windows 7: right-click **My Computer** > **Manage** > **Device Manager**).
2. Double-click **Universal Serial Bus controllers**.
3. Right-click **Generic USB Hub** entry and select **Update Driver Software** from the menu.
4. Now the **Update Driver Software Generic USB Hub** window pops up and select **Browse my computer for driver software**. This option helps to locate and install driver software manually. Thus you may need to download the driver to your computer beforehand. If you cannot find drivers, you can try selecting "Search automatically for updated driver software".
5. Select **Let me pick from a list of device drivers on my computer**. The list will show installed driver software compatible with the device, and all driver software in the same category at the device.
6. Select **Generic USB Hub** item and click **Next**. Then wait for the installation to finish and close.