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How To: Fix USB Problems in Windows 8, Windows 7, and Windows Vista

Labels: [mouse](#), [usb](#)

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How To: Fix USB Problems in Windows 8, Windows 7, and Windows Vista Question

My computer is unable to use one or more USB devices (such as a mouse, flash drive, external hard drive, etc...). How can this be fixed?

Answer

There are multiple reasons this could be happening. As such, there are a few troubleshooting steps.

After each step in this guide, test the device again. If it begins work, you do not need to continue.

Different Port

Try the USB device in a different USB port.

Different PC

The troublesome device should also be checked in another PC. If it doesn't operate with the other PC, it's likely a problem with the device itself. If the device is at fault rather than the computer, you should contact the device manufacturer.

Reinstall Driver

1. If possible, download and install the newest driver from the device manufacturer.
2. If you're unable to obtain a new driver, continue with these steps.
3. Using Windows 8, hold the Windows key and press the 'x' key to open a menu in the lower-left and select "Device Manager." Using Windows 7 or Windows Vista, open the Start Menu, type "Device Manager" in the search field, and press ENTER.
4. Locate the device and right-click it.
5. Select "Uninstall."
6. Reboot the computer.

Power Management and USB Controller

1. Open the Device Manager as explained previously.
2. Expand "Universal Serial Bus controllers."
3. Right-click each entry titled "USB Root Hub" and select "Properties."
4. Change to the "Power Management" tab.
5. Uncheck the check box next to "Allow the computer to turn off this device to save power."
6. Press "OK."
7. Repeat this for each "USB Root Hub" entry.
8. Reboot the computer.

Uninstall and Reinstall the USB Controller

1. Open the Device Manager as explained previously.
2. Expand "Universal Serial Bus controllers."
3. Right-click each entry under "Universal Serial Bus controllers" and select "Uninstall."
4. Ensure you've done this for each entry under "Universal Serial Bus controllers."
5. Reboot the computer.

Safe Mode / Clean Boot

1. Reboot your computer in Safe Mode. ([Windows 8 instructions](#), [Windows 7 instructions](#))
2. If the device does not work in Safe Mode, contact the USB device manufacturer. If it does, continue.
3. Hold the Windows key and press 'r' to open the run box.
4. Type "msconfig" and press ENTER.
5. In the System Configuration Utility that opens, click "Selective Startup" on the "General" tab.

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6. Uncheck the box next to "Load Startup Items."
7. Change to the "Services" tab.
8. Check the box next to "Hide All Microsoft Services."
9. Click "Disable All."
10. Click "OK."
11. Reboot the computer.
12. If the device is now working, you've determined that one of those services or applications you disabled was interfering. It's time-consuming, but the final step is to start re-enabling some of those services and applications until you can narrow down which was causing the problem.

Contact Customer Support or Seek Servicing

If none of these suggestions work, you may have a hardware failure of some sort. If the problem is with a single accessory, contact that accessory's manufacturer. If it's with multiple USB devices, please [contact](#) Toshiba customer support.



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