

# How to fix Unknown USB Device, Port Reset Failed error on Windows 11/10

This article lists possible solutions to fix Unknown USB Device, Port Reset Failed error on Windows 11/10.

When this error occurs, it means that Windows does not recognize the USB device. You can see this error message in Device Manager under Universal Serial Bus Controllers along with a yellow exclamation point icon.



## Fix Unknown USB Device, Port Reset Failed error on Windows 11/10

You can try the following solutions to get rid of this error:

### Method 1. Run Hardware and Devices Troubleshooter

You may get this error due to a hardware problem. Therefore, running **Hardware and Devices Troubleshooter** can help fix the problem.

### Method 2. Update device driver

You may receive this error message if the device driver is out of date. Therefore, the article recommends that you update your device driver and see if it makes any difference.

The steps to update device drivers are detailed in the article: [5 basic ways to update and update drivers for your computer](#). Readers can refer to it if needed.

Now, check if your computer can recognize the USB device.

### Method 3. Uninstall and reinstall all Universal Serial Bus Controllers

This is a USB Controller that allows the computer to communicate with connected USB devices. When the USB device is not working properly or you see the yellow warning sign along with the message '**Unknown Device**' in

Device Manager, reinstalling the USB Controller may fix the problem.



Proceed as follows:

**Step 1:** Launch the **Run** dialog box by pressing the **Win + R** keys . Now, type **devmgmt.msc** and click **OK** to launch Device Manager.

**Step 2:** In **Device Manager** , expand **Universal Serial Bus Controllers** .

**Step 3:** Right-click the **USB Controller** and select **Uninstall Device**. You have to uninstall all the USB Controllers available there, one by one.

**Step 4:** After uninstalling the Controllers, restart the computer.

**Step 5:** After rebooting, Windows will automatically install the latest USB Controllers on your system.

Now, connect the USB device and check if the system can recognize it.

#### **Method 4. Turn off USB Selective Suspend**

The USB Selective Suspend feature allows Windows to save energy by suspending a specific USB device in the event that no activity is detected for a specific time. Windows will 'wake up' the suspended USB device again if it detects any activity.

Sometimes Windows may not 'wake up' suspended USB devices correctly, so users have problems with USB devices. So, disabling the USB Selective Suspend feature can help fix the **Unknown USB Device, Port Reset Failed** error on Windows 11/10.

#### **Method 5. Run Surface Diagnostic Toolkit (Surface devices only)**

Some Surface laptop users have complained that when they try to connect a USB device to their Surface laptop through the Surface Dock, they get this error. According to these users, uninstalling and reinstalling, updating, and disabling and re-enabling device drivers did not help.

If you are a Surface device user and are facing the same error, the article recommends that you run the Surface Diagnostic Toolkit. This kit is designed by Microsoft for Surface 3 devices and later. It helps users detect and resolve hardware and software issues on Surface devices.

To launch this toolkit, click in the Windows search box, type **Surface Diagnostic Toolkit** and select it. If you do not get this tool in the results, you must download it from microsoft.com.

After launching the tool, follow the on-screen instructions and let the tool complete the troubleshooting process. Once the troubleshooting is complete, check if the problem is fixed.

## Method 6. Turn off C-state in the system BIOS

Each CPU has multiple power modes collectively known as C-states. By default, C-state is enabled. These are states that save power when the CPU is idle. C-state on computers works by clipping clock and power signals from the CPU's idle units. C-state starts with C0, which is the normal operating mode of the CPU. In the C0 state, the CPU is fully turned on and operates at 100% capacity. As the number after C increases, the CPU will 'sleep' deeper. As more signals are turned off, the CPU will take longer to return to state C0.

According to users who encountered this error by connecting the Lenovo Thunderbolt Dock to a Lenovo laptop, disabling C-state from the BIOS fixed the problem. If you own a computer from another brand, you can also try this method. But if that doesn't work, the article recommends reverting the BIOS changes.

Please note that different brand computers may have a different procedure to disable C-state in BIOS. Therefore, please check with your PC manufacturer for the exact procedure for disabling C-state in the BIOS.

## Method 7. Update System BIOS

If you have tried all the fixes above but the problem persists, the article recommends that you update your system BIOS.

Hope these solutions help!

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