

Troubleshooting computer issues where it doesn't recognize USB devices, mouse, or keyboard via USB port.

There are many reasons why a computer might not recognize a USB device, such as hardware issues, incorrect drivers, a virus infection, or even a faulty USB device itself. Each problem has effective solutions to help restore normal functionality when connecting a mouse, keyboard, or game controller via USB.

USB drives are considered indispensable devices for IT professionals. Users can also connect USB drives to CD/DVD players to play music and movies, or connect them to Android TVs to turn a regular TV into a Smart TV. However, many errors can occur during use, causing users confusion. While Taimienphi previously provided instructions on using USB drives, this article will guide you on how to fix the problem of your computer not recognizing the USB drive.



Fixing the issue of a computer not recognizing a USB drive in Windows 10 or Windows 7.

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Case 1: Hardware failure

- **Cause:** When a USB drive is plugged into a computer and the computer doesn't recognize it, it could be because the USB port is dusty, or the contact points are not good, preventing the USB from connecting.

- **How to fix:** You can try cleaning the USB port, plugging a different USB drive into the computer's port, plugging the USB drive into a different port, or plugging the USB drive into a different computer. Alternatively, you can check the BIOS to see if the USB option is **disabled** ; if so, you can **enable** it.

Case 2: Error: USB driver not recognized or incorrect driver detected.

Cause: In many cases, you may check that your computer recognizes all the USB drivers, but the error still occurs. This is because the USB driver is incorrect (even if it has already been installed).

How to fix it:

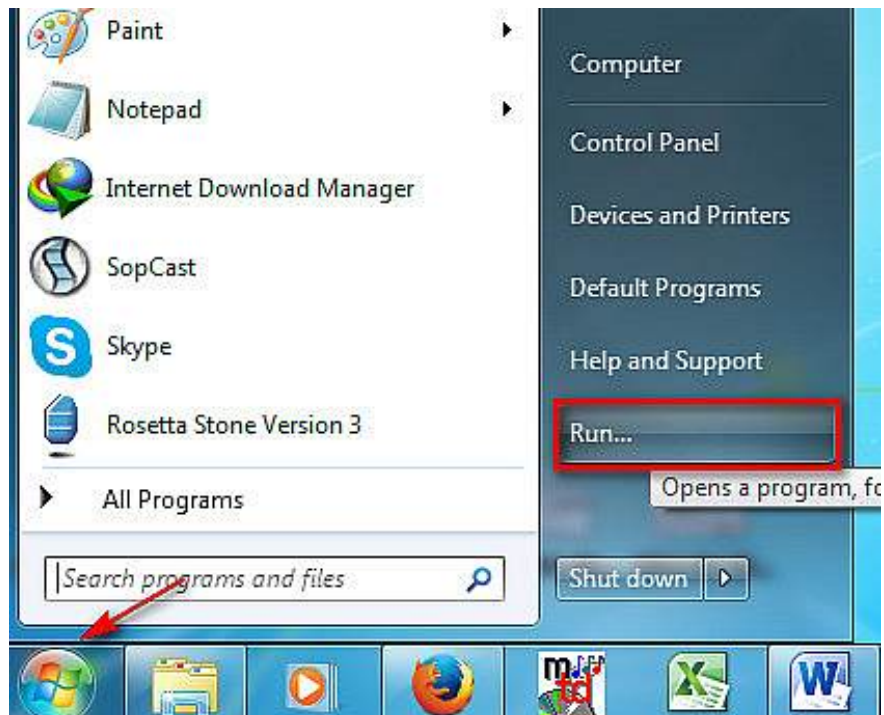
- If the USB driver is detected but the USB drive is still not recognized, uninstall the existing driver and then install a new one.

- If you receive a driver missing notification, please update the driver.

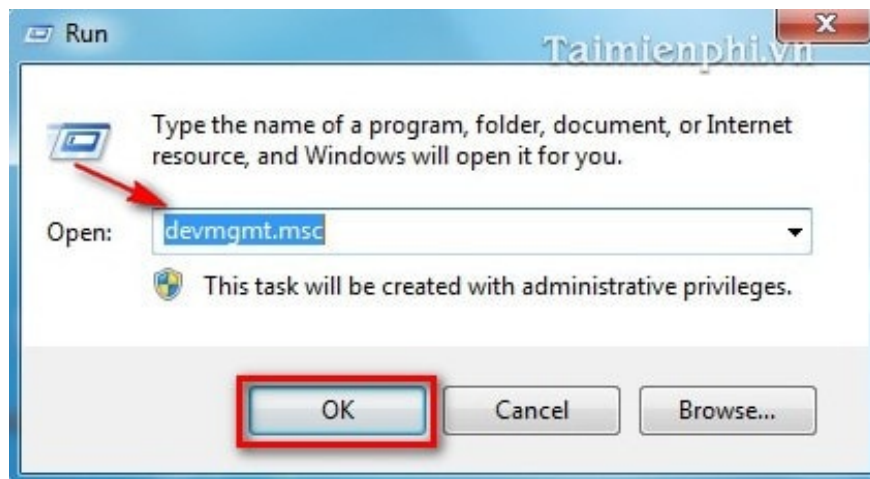
How to do it:

Step 1 : Plug the USB into your computer. Open **Device Manager** to check if your computer has recognized the USB driver. There are two ways to open **Device Manager** :

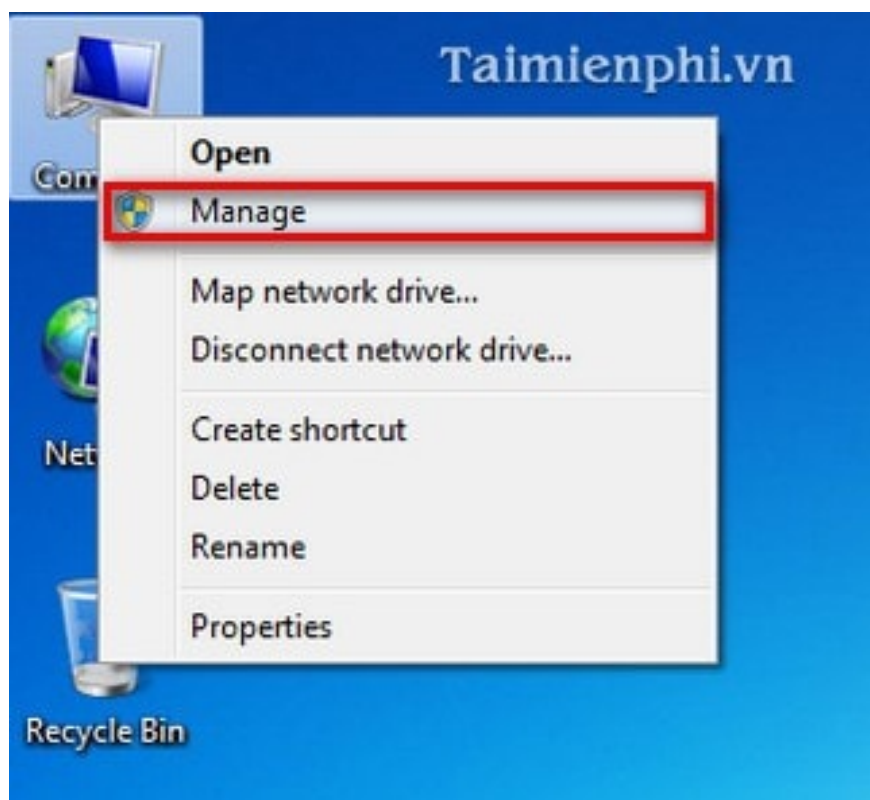
+ **Method 1:** Go to **Start > Run** .



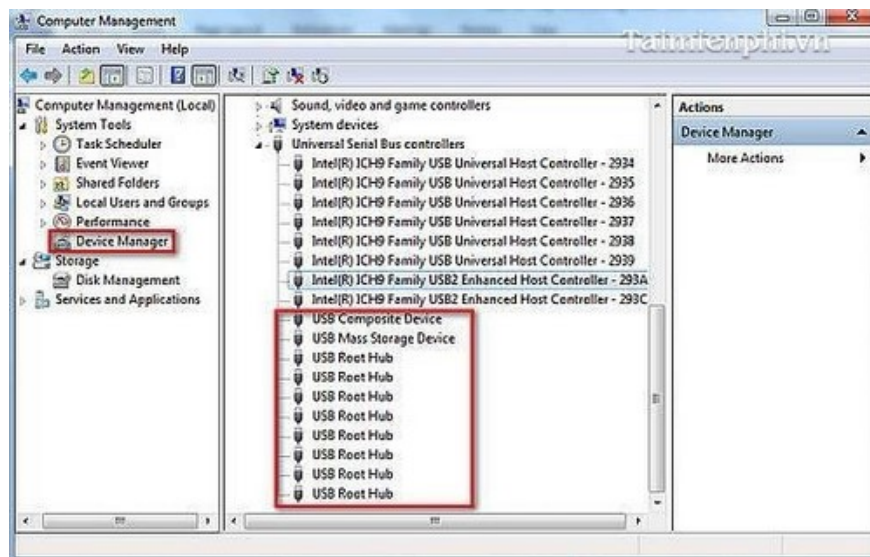
Type **devmgmt.msc** and then **press Enter** .



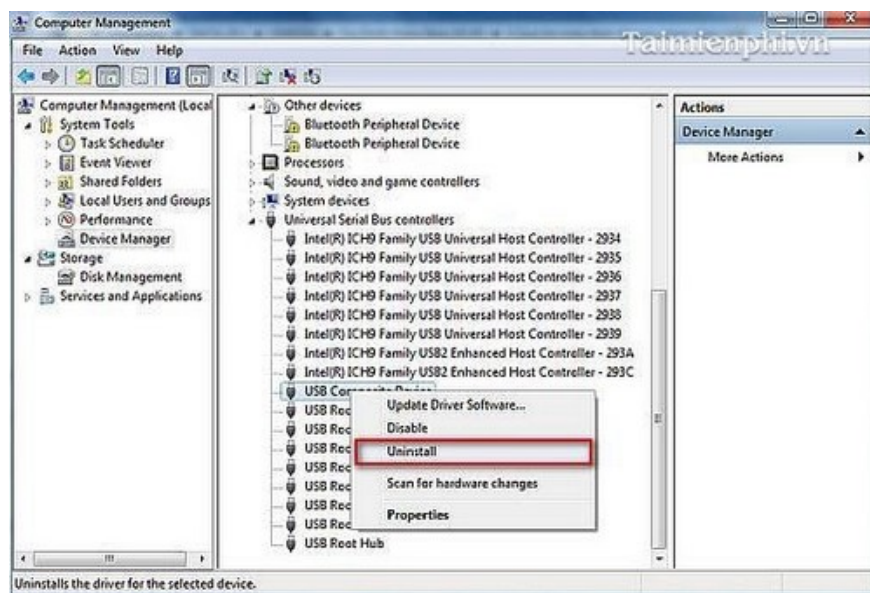
+ **Method 2:** On the Desktop, right-click on **Computer** , select **Manage** . Then select **Device Manager** .



Step 2 : In the main interface of **Device Manager** , all external USB devices will be shown in **area (2)** .



Step 3 : As you can see in the image above, my USB driver is fully recognized, but my computer still doesn't recognize the USB . In this step, **right-click** on each device in area 2 (**USB Composite Device, USB Root Hub**) and **uninstall** them all.



Step 4 : Select **OK** to delete the device driver.



Step 5 : After uninstalling the USB driver, I proceeded to update the computer's drivers using DriverEasy software.

*DriverEasy is software for finding and updating standard drivers for computers. Besides DriverEasy, you also have many other software that support finding and updating drivers such as Driver Genius Professional Edition or Driver Booster 2. A very useful feature of DriverEasy is that it will scan your hardware system and notify you of all outdated or missing drivers, and you have the option to update or skip them.

After installation, you can update the drivers for your computer. For more details, please read the article on updating drivers using DriverEasy so that the software automatically downloads and installs any missing drivers for your computer.

Step 6: After the USB driver update is complete, restart your computer and plug in the USB so the system recognizes it.

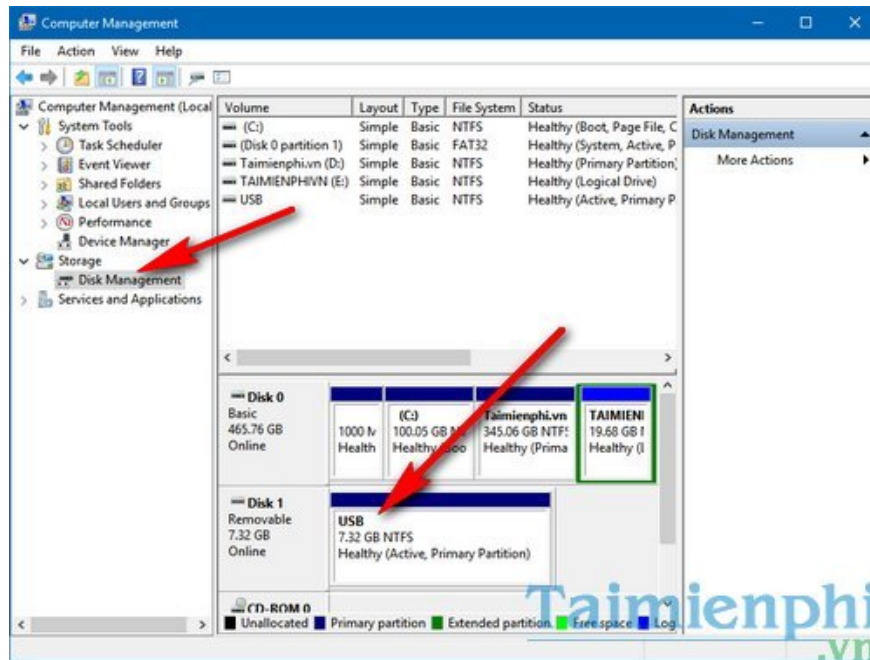
If you're using Driver Genius or Driver Booster 2 instead of DriverEasy, the process is similar. Both programs are also available at TipsMake; you can download Driver Genius or **Driver Booster** to your computer.

Not Recognize USB

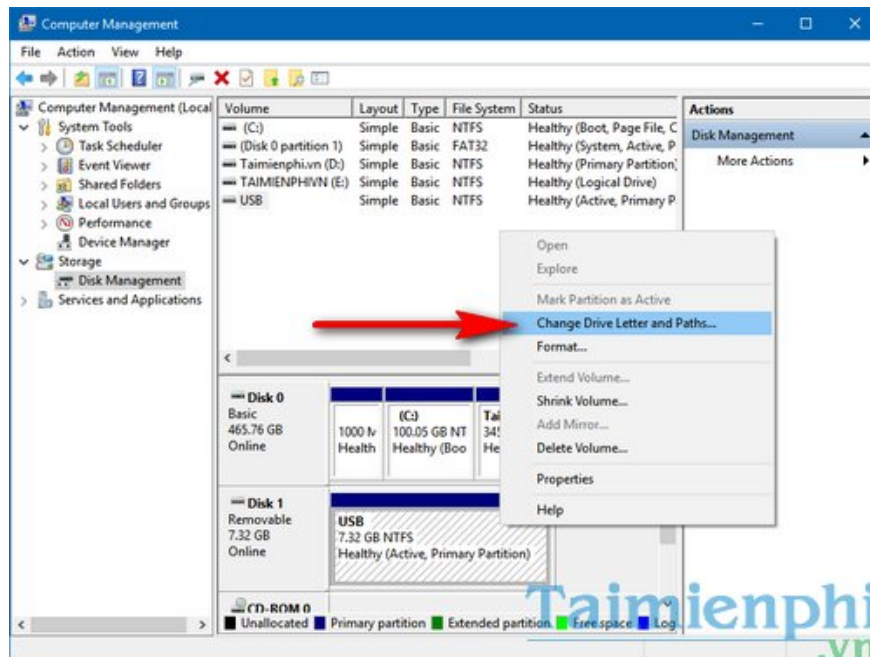
Case 3: Missing USB symbol error

If the Windows version you're using doesn't have the necessary symbols set for connected storage devices, it won't display the folders and connected devices as expected. Therefore, you can fix the problem of your computer not recognizing the USB device using the following method.

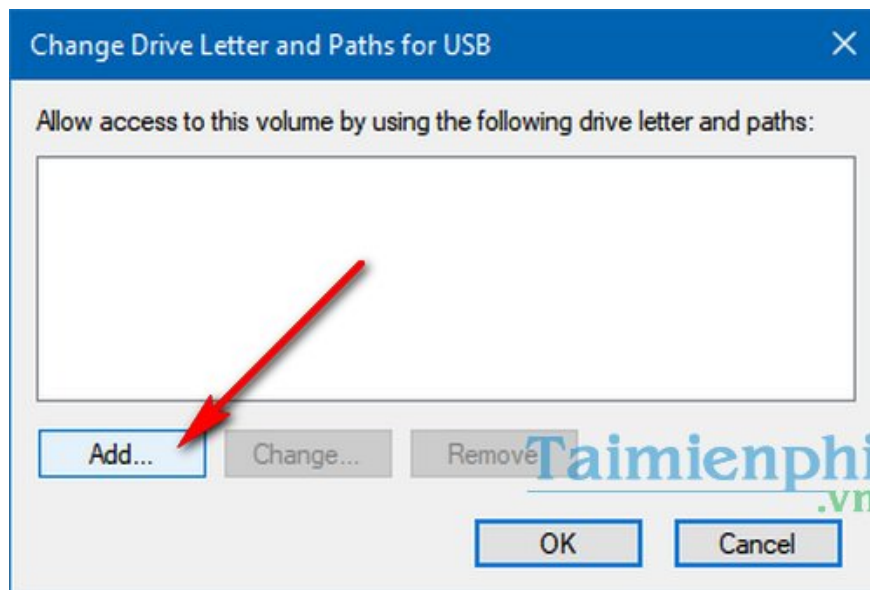
Step 1: In Computer Management, as in case 2, but here select **Disk Management** instead of Device Manager. If the error is due to a missing USB symbol, you will see that the **Removable** area does not display any representative symbol.



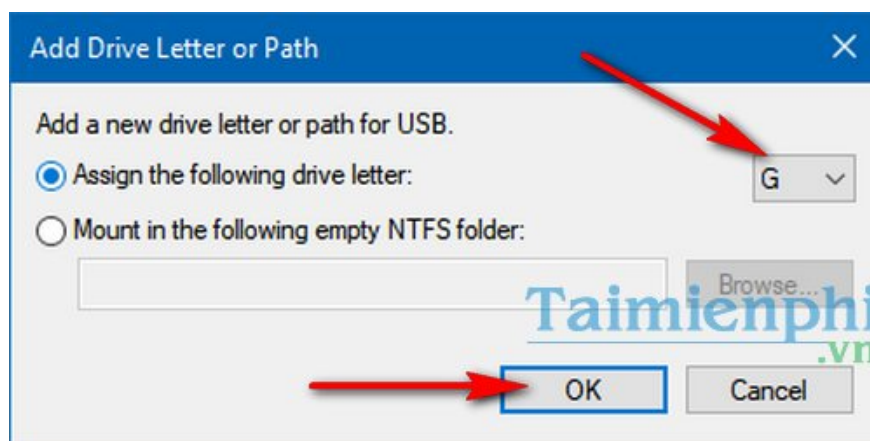
Step 2: Right-click on your storage device and select **Change Drive Letter and Paths.** to set the drive letter for your USB drive.



Step 3: Click Add to add a symbol for the USB drive to fix the problem of the computer not recognizing the USB drive.



Step 4: Check the box next to **"Assign the following drive letter:"** , then click the dropdown menu to select any symbol representing your storage device, and then click **OK** to complete.



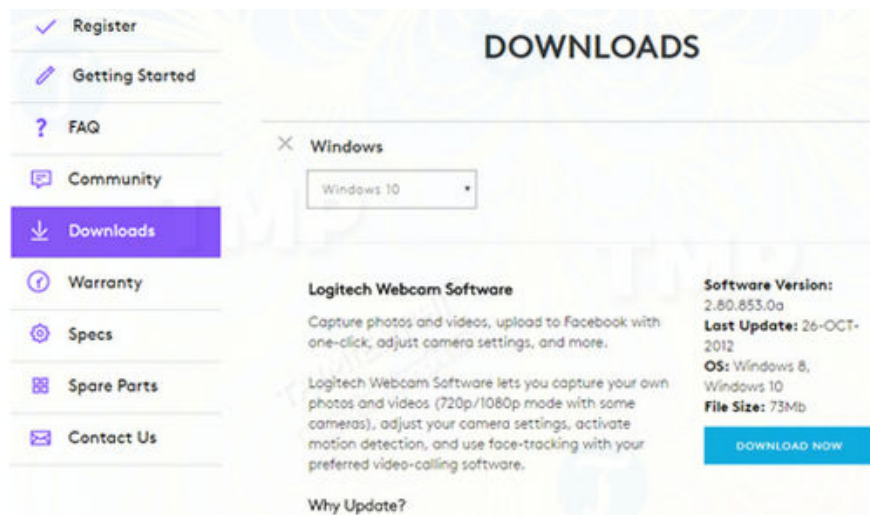
After the setup is complete, check back to see if your computer recognizes the USB drive.

Case 4: The computer is infected with a virus.

Viruses are the cause of many serious computer problems, including errors that prevent your computer from recognizing your USB drive. Therefore, to fix the problem of your computer not recognizing your USB drive, use the most powerful antivirus tools available today, such as Avast Free Antivirus , ESET Smart Security, Kaspersky Internet Security, etc., to scan and remove viruses. This will eliminate harmful agents from your computer and allow it to connect to USB drives normally.

Case 5: The error is due to a missing device driver.

Starting with Windows Vista, the operating system loads thousands of system and specific drivers at the time of installation and periodically adds new drivers for detected hardware through Windows Update.



Therefore, if the USB devices, such as mice and keyboards, that you're plugging into your computer's ports are from major manufacturers like Logitech, the operating system will download the device drivers immediately or semi-automatically.

Otherwise, it's possible your device isn't included in Microsoft's built-in driver list or the larger driver database on the Windows Update server. This means you'll need to download the necessary drivers from the manufacturer's website.

Installing drivers is similar to installing other Windows programs. If this method is not available, you can refer to some other methods below.

Case 6: The USB controller may be faulty.

A USB controller is part of a computer's motherboard (or sometimes part of the computer case connected to it) that includes USB ports and electronic devices that connect to the computer. USB controllers also require drivers, although Windows automatically detects and installs drivers for this component.



It's highly unlikely, but a faulty USB controller driver could be causing the computer to fail to recognize USB devices, mice, and keyboards via the USB ports. Try visiting the computer manufacturer's website (such as Dell, HP, Lenovo, etc., or motherboard manufacturers like GIGABYTE, MSI, or ASUS if you assembled your own computer) to find and install the USB controller driver and check if the problem of the computer not recognizing USB devices, mice, and keyboards persists.

Case 7: The USB device may be faulty.

The last possibility is that your USB device has some kind of physical fault. In this case, try using a different USB cable or switching to a different USB port, or try connecting your USB device to a different computer to see if that computer recognizes the USB.

It's also possible that the USB port is faulty. If so, you'll need to replace the controller (usually the motherboard) or other utility devices.

In this article, TipsMake has guided users on how to fix several cases where the computer doesn't recognize a USB drive when plugged in. There are many other reasons why a computer might not recognize a USB drive, but the situations above are the most common. We welcome contributions of other solutions to this problem.

The error of a computer not recognizing a USB drive can also occur when installing Windows 7 on your device. This is because the Windows installation files on the USB drive do not have USB 3.0 drivers, so the computer or laptop does not recognize it. If you encounter this situation, refer to the guide on how to fix the Windows 7 installation error where the computer **does not recognize the USB drive**.

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