

How to fix the error "This Device Cannot Start. (Code 10)"

When working with a USB device in Windows XP

If you have plugged in a USB device (usually a mass storage device or any type of adapter) into a computer and it doesn't work, here are some basic troubleshooting steps to resolve the problem.

First, you want to rule out any problems with the device itself. A good way to do this is to plug the USB device into a different computer and install the drivers to see if it works there. If it does not work in a different computer, then the problem is most likely with the device itself. USB devices, although very handy and portable can fail just like any other device. However, if the USB device works in another computer system, then the problem likely lies with the configuration of the computer where the device did not work.

Follow the steps below to troubleshoot this scenario and make your USB device work.

1) If you are using a USB cable with your device, check the cable to make sure it matches the speed of the device. Use USB 2.0 cables with USB 2.0 devices and USB 1.1 cables with USB 1.1 devices. Swap cables and check the device, if this does not work, proceed to Step 2.

2) Next, open Device Manager and look under the heading for USB Serial Bus Controllers. If there is a device with a yellow exclamation mark next to it such as USB Mass Storage Device. Double-click on the entry and check the Device Status. If the status shows something like

"This device cannot start. (Code 10)"

3) If you have downloaded and installed the device drivers using the DriverInstaller first try this:

1. Uninstall the drivers for the device by using the DriverInstaller again.
2. Remove the device from the USB port and reboot your computer.
3. Plug-in the USB device and point the Windows installer to the drivers on the included CD, instead of using the DriverInstaller.

4) If above steps does not solve the problem try the steps below to remove and reinstall all USB controllers.

- A. Click on Start
- B. Right Click on My Computer, click on Properties
- C. Click on the Hardware tab
- D. Click the Device Manager button.
- E. Expand Universal Serial Bus controllers section.
- F. Right-click every device under the Universal Serial Bus controllers node, and then click Uninstall to remove them one at a time.
- G. Restart the computer, and allow the computer to reinstall the USB controllers.
- H. Plug in the removable USB device, and then test to make sure that the issue is resolved.

For more information on Troubleshooting USB device problems, visit the [Microsoft Support Article on this subject.](#)