

EPSON

Knowledge Base

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How do I resolve USB issues with SIS controllers?

Listed below are various solutions to cure USB connectivity issues with the mentioned USB controller.

As a Guideline the following BIOS settings should be true (Call PC vendor for support):

- Plug and Play Operating System - **Enabled for Socket 7 / Disabled for Newer Systems**
- IRQ's Assigned - **Auto or OS**
- USB or USB Keyboard (Legacy USB Function) - **Enabled**
- BIOS Controlled Power Management Support - **Disabled**
- If the following BIOS functions are available
- BIOS support for DMA - **Disabled**
- Write Prefetch - **Disabled**
- ACPI - **Disabled**
- Enhanced Chip Performance - **Enabled**

Windows 98 SE: If your PC has an AMD processor faster than 350 MHz installed this may cause the USB device to not enumerate. Refer to Microsoft Knowledge Base document Q240075 for full details and to download the patch: <http://www.microsoft.com>

Enable “**Disable USB Error Detection**” in Device Manger: Right Click on My Computer and select Properties. Now click the device manager tab. Expand (Click +) the Universal Serial Bus controllers and this will now display your Chipset. Right click your controller and select properties and you will find the check box for “**Disable USB Error Detection**” in the Advanced tab.

Windows XP: A patch is available if USB devices are not detected at the following link <http://www.sis.com>

Further information can be found at <http://www.usbman.com> or <http://www.usb.org>

If you cannot find a solution within the resources supplied a Hardware solution is available. Installing a **PCI/USB Card** will provide a workaround if your USB Host Controllers are not functioning correctly.