

EPSON

Knowledge Base

Article: KB020090

How do I resolve USB issues with VIA / VIATECH controllers?

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

Recommended BIOS setup (Call PC vendor for support):

- Power Management - **Disabled**
- Plug and Play Operating System - **Enabled** (Disabling Plug and Play OS can cause errors in Windows IRQ Steering). Some systems may perform better with this option **Disabled**. Try both if you are having IRQ problems.
- IRQ's Assigned - **Auto or Operating System**
- USB Keyboard - **DOS or BIOS**
- Write Pipeline Cache (FIC Motherboards and others) - **Disabled**
- System Bios Cacheable - **Disabled**
- Chip Performance Speed - **Normal**

Windows 98 SE: If your PC has an AMD processor faster than 350 MHz or a VIA Host controller 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 2000: If the computer hangs when devices are connected or Windows Plug and Play doesn't work you will need to check the following:

Consult these 2 documents from the Microsoft Knowledge Base: Q246755 and Q233163.

VIA technologies chipsets later than REV 05 are not supported by Windows 2000.

More information and solutions can be found at the following Links:

<http://www.viaarena.com>

<http://www.usbman.com>

<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.