

USB devices no longer work correctly after you install the Intel Chipset Software Installation Utility in Windows XP or in Windows Server 2003

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SYMPTOMS

You use a computer that is using Intel Centrino Duo Mobile Technology. The computer is running Microsoft Windows XP or Microsoft Windows Server 2003. After you install version 7.2.2.1006 of the Intel Chipset Software Installation Utility on the computer, USB devices no longer work correctly. When this problem occurs, a yellow exclamation mark may appear next to the USB devices in Device Manager.

CAUSE

This problem occurs because of a timing conflict between Windows File Protection and the Setup program.

RESOLUTION

Service pack information

To resolve this problem, obtain the latest service pack for Windows Server 2003. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[889100](http://support.microsoft.com/kb/889100/) (<http://support.microsoft.com/kb/889100/>) How to obtain the latest service pack for Windows Server 2003

Windows XP hotfix information

A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. This hotfix may receive additional testing. Therefore, if you are not severely affected by this problem, we recommend that you wait for the next Windows XP service pack that contains this hotfix.

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the hotfix. For a complete list of Microsoft Product Support Services telephone numbers and information about support costs, visit the following Microsoft Web site:

<http://support.microsoft.com/contactus/?ws=support> (<http://support.microsoft.com/contactus/?ws=support>)

Note In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The usual support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

File information

The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time item in Control Panel.

Windows XP, 32-bit versions

File name	File version	File size	Date	Time	Platform	SP requirement
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Setupapi.dll 5.1.2600.2938 985,088 26-Jun-2006 17:51 x86 SP2

Windows XP, x64-based versions

File name	File version	File size	Date	Time	Platform	SP requirement	Service branch
Setupapi.dll	5.2.3790.2743	1,524,224	11-Jul-2006	00:31	x64	SP1	SP1QFE
Wsetupapi.dll	5.2.3790.2743	1,080,320	11-Jul-2006	00:31	x86	SP1	WOW

Windows Server 2003 hotfix information

Prerequisites

To apply the Windows Server 2003 version of this hotfix, your computer must be running one of the following operating systems:

- A 32-bit version of Windows Server 2003 with Service Pack 1 (SP1)
- An Itanium-based version of Windows Server 2003 with SP1
- An x64-based version of Windows Server 2003

Restart requirement

You must restart your computer after you apply this hotfix.

Hotfix replacement information

This hotfix does not replace any other hotfixes.

File information

The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time item in Control Panel.

Windows Server 2003, 32-bit versions

File name	File version	File size	Date	Time	Platform
Setupapi.dll	5.2.3790.2743	1,080,320	10-Jul-2006	21:21	x86

Windows Server 2003, x64-based versions

File name	File version	File size	Date	Time	Platform	SP requirement	Service branch
Setupapi.dll	5.2.3790.2743	1,524,224	11-Jul-2006	00:31	x64	SP1	SP1QFE
Wsetupapi.dll	5.2.3790.2743	1,080,320	11-Jul-2006	00:31	x86	SP1	WOW

Windows Server 2003, Itanium-based versions

File name	File version	File size	Date	Time	Platform	SP requirement	Service branch
Setupapi.dll	5.2.3790.2743	2,086,912	11-Jul-2006	00:28	IA-64	SP1	SP1QFE
Wsetupapi.dll	5.2.3790.2743	1,080,320	11-Jul-2006	00:28	x86	SP1	WOW

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

This problem was first corrected in Windows Server 2003 Service Pack 2.

MORE INFORMATION

For more information about the terms that are used in this article, click the following article number to view the article in the Microsoft Knowledge Base:

[824684](http://support.microsoft.com/kb/824684/) (http://support.microsoft.com/kb/824684/) Description of the standard terminology that is used to describe Microsoft software updates

The third-party products that are discussed in this article are manufactured by companies that are independent of Microsoft. Microsoft makes no warranty, implied or otherwise, regarding the performance or reliability of these products.

Technical support for x64-based versions of Microsoft Windows

Your hardware manufacturer provides technical support and assistance for x64-based versions of Windows. Your hardware manufacturer provides support because an x64-based version of Windows was included with your hardware. Your hardware manufacturer might have customized the installation of Windows with unique components. Unique components might include specific device drivers or might include optional settings to maximize the performance of the hardware. Microsoft will provide reasonable-effort assistance if you need technical help with your x64-based version of Windows. However, you might have to contact your manufacturer directly. Your manufacturer is best qualified to support the software that your manufacturer installed on the hardware.

For product information about Microsoft Windows XP Professional x64 Edition, visit the following Microsoft Web site:

<http://www.microsoft.com/windowsxp/64bit/default.mspix>
(<http://www.microsoft.com/windowsxp/64bit/default.mspix>)

For product information about x64-based versions of Microsoft Windows Server 2003, visit the following Microsoft Web site:

<http://www.microsoft.com/windowsserver2003/64bit/x64/default.mspix>
(<http://www.microsoft.com/windowsserver2003/64bit/x64/default.mspix>)

APPLIES TO

- Microsoft Windows XP Professional
- Microsoft Windows XP Professional x64 Edition
- Microsoft Windows XP Home Edition
- Microsoft Windows Server 2003, Standard Edition (32-bit x86)
- Microsoft Windows Server 2003, Enterprise Edition (32-bit x86)
- Microsoft Windows Server 2003, Datacenter Edition (32-bit x86)
- Microsoft Windows Server 2003, Web Edition
- Microsoft Windows Server 2003, Standard x64 Edition
- Microsoft Windows Server 2003, Enterprise x64 Edition
- Microsoft Windows Server 2003, Datacenter x64 Edition
- Microsoft Windows Server 2003, Enterprise Edition for Itanium-based Systems
- Microsoft Windows Server 2003, Datacenter Edition for Itanium-Based Systems

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