

"USB Device is not recognized" message is displayed

Outline

When the Graphtec cutting plotter was connected to the PC, the Windows displays "USB Device is not recognized" always.

When the Graphtec cutting plotter windows USB driver for plotter was not installed correctly, this message is displayed.



When the Graphtec cutting plotter was connected to the Windows PC without installing the Graphtec cutting plotter windows USB driver, this message is displayed.

And the Windows detect the cutting plotter as the unknown device.

When the Device and Printer of Windows Unknown Device is displayed as Unspecified column.



Preparation

- (1) Download the Graphtec cutting plotter windows USB driver (OPS662) from the following web page of Graphtec if you do not have the Graphtec cutting plotter windows USB driver (OPS662) for the cutting plotter.

<http://www.graphteccorp.com/support/software/cuttingplotters.html>

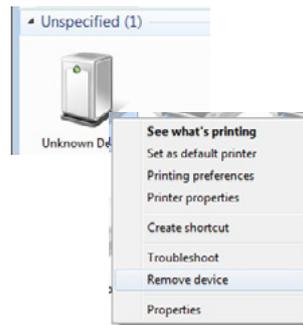
- (2) Unzip the downloaded driver file.

How to solve this issue

- (1) Connect the cutting plotter to the PC via the USB cable, and then turn on the power for the cutting plotter.
- (2) Open the control panel of Device and Printers, and then Confirm the Unknown device is not active.
- (3) If the Unknown device is displayed, the USB driver is not installed correctly.

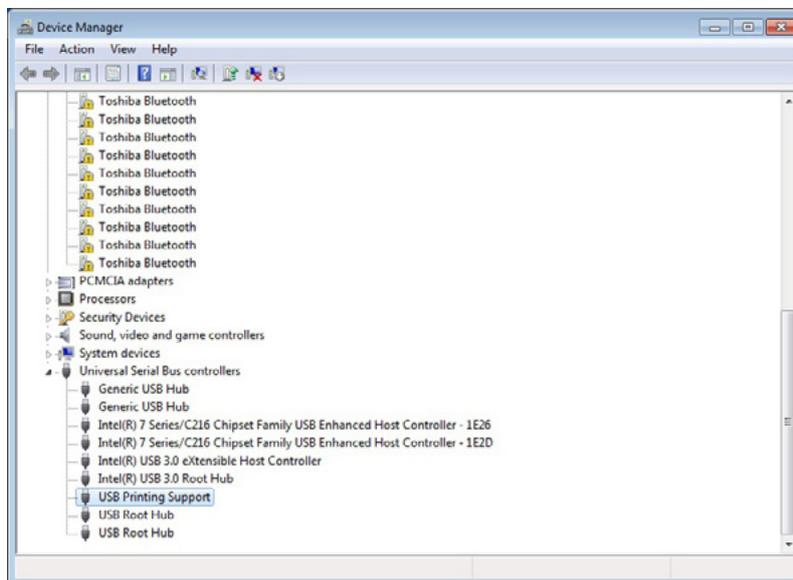


- (4) Remove the Unknown device at Device and Printers menu. (Click the right mouse button to remove the Unknown device.)

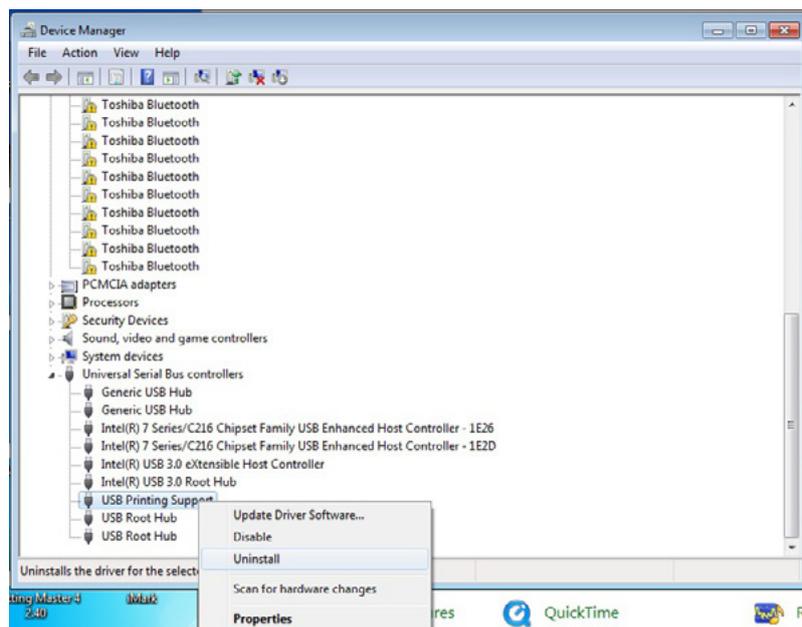


- (5) Uninstall the USB Printing Support from the Universal Serial Bus Control in the Device Manager. Open the Device Manager of Windows.

When the power of cutting plotter is not turning on, the USB Printing Support is not displayed as the picture below.



- (6) Click the right mouse button to uninstall the USB Printing Support



- (7) Turn off the power for the Cutting Plotter
- (8) Open the unzipped cutting plotter windows driver's folder, and then double click the "GDSETUP.EXE" for the 32bit Windows or double click the "GDSETUP64.EXE" for the 64bit Windows.
- (9) Follow the instruction of driver, and wait several minute to install the window drivers to the PC.
- (10) Turn on the power for the cutting plotter when the Installing of windows driver to the PC was finished.
- (11) When the PC detects the plotter, the Windows recognizes the driver for the cutting plotter at this time from the installed driver.