SUMMARY

This article lists error codes that may be reported by Device Manager, and provides possible resolutions. To view error codes, follow these steps:

1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. In Control Panel, double-click **System**.
3. Click the **Device Manager** tab.
4. Double-click a device type (for example, double-click **Mouse**) to see the devices in that category.
5. Double-click a device to view its properties. If an error code has been generated, the code appears in the **Device Status** box on the **General** tab. In some cases, there is a **Solution** button (Windows 98 only).

Q133240 - Troubleshooting Device Conflicts with Device Manager

MORE INFORMATION

Code 1

This device is not configured correctly. (Code 1)

To update the drivers for this device, click Update Driver. If that doesn't work, see your hardware documentation for more information.

Solution button: Update Driver

This code means that the system has not had a chance to configure the device. To resolve the problem, follow the instructions in the Device Status box. In addition, you may be able to resolve this issue by removing the device in Device Manager, and then running the Add New Hardware wizard from Control Panel.

Code 2

Depending on which device is failing, you may see either of two different messages. This code means that the device loader (DevLoader) did not load a device. When this device is a Root Bus DevLoader (for example, ISAPNP, PCI, or BIOS), the following message is displayed
Windows could not load the driver for this device because the computer is reporting two <type> bus types. (Code 2)

Contact your computer manufacturer to get an updated BIOS for your computer.

where <type> is ISAPNP, PCI, BIOS, EISA, or ACPI.

Solution button: None

When the device is not a root bus DevLoader, the following message is displayed
The <type> device loader(s) for this device could not load the device driver. (Code 2)

To fix this, click Update Driver to update the device driver.

where <type> is the DevLoader such as FLOP, ESDI, SCSI, and so on.

Solution button: Update Driver

In addition to following the recommended solution, try removing the device from Device Manager, and then running the Add New Hardware wizard.

Code 3

The driver for this device may be bad, or your system may be running low on memory or other resources. (Code 3)

To update the drivers for this device, click Update Driver. To check your computer's memory and system resources, right-click My Computer on your desktop, click Properties, and then click the Performance tab.

Solution button: Update Driver

As an alternative, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel.

Code 4

This device is not working properly because one of its drivers may be bad, or your registry may be bad. (Code 4)

To Update the drivers for this device, click Update Driver. If that doesn't work, run Scanregw.exe (click Start, click Run, type Scanregw.exe, and then click OK) to check your registry.

Solution button: Update Driver

This code indicates that the .inf file for this device may be incorrect or the registry may be damaged. This error code is displayed if the .inf file specifies a field that should be text, but is binary instead.

In addition to following the recommended suggestions, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel. If you continue to receive this error code, please contact the hardware's manufacturer for an updated .inf file.

Code 5

The driver for this device requested a resource that Windows does not know how to handle. (Code 5)

To fix this, click Update Driver to update the driver for this device.

Solution button: Update Driver

This code indicates that there was a device failure due to the lack of an arbitrator. If a device requests a resource type for which there is no arbitrator, you receive this error code.

To resolve this problem, update the driver as suggested, or use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel.

Code 6

Another device is using the resources this device needs. (Code 6)

To fix this, shut down your computer, turn it off, and then change the resources for this device. When you have finished, start Device Manager and change the resource settings for this device

Solution button: Hardware Troubleshooter

This code means that there is a conflict between this device and another device.

Code 7

The message text that is displayed for this error is specific to the driver or enumerator. If the driver does not provide information as to why it failed, the following message is displayed:
The drivers for this device need to be reinstalled. (Code 7)

To reinstall the drivers for this device, click Reinstall Driver.

Solution button: Reinstall Driver

This code means that no configuration can be performed on the device.

If the device works correctly, you do need not to perform any steps to correct the code. If the device does not work correctly, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel. If you continue to receive this error code and the device does not function properly, check with the hardware manufacturer for an updated driver.

Code 8

Several different error messages can be displayed for this error code. This code means that the device loader (DevLoader) for a device could not be found. For example, the .inf file for the device may refer to a missing or invalid file.

The following error situations are included in this error code:

- A system DevLoader is one that is part of Vmm32.vxd, and typically begins with an asterisk (*). If the DevLoader is a system DevLoader, the following text is displayed
  This device is not working properly because Windows cannot load the file <name> that loads the drivers for the device. (Code 8)

  To fix this problem, run Windows Setup again using your Windows CD-ROM.
  where <name> is the system DevLoadert that cannot be found.

  Solution button: None
- If this is not a system DevLoader and the DevLoader cannot be found (the file is missing), the following text is displayed
  This device is not working properly because Windows cannot find the file <name> that loads the drivers for the device. (Code 8)

  To fix this problem, click Reinstall Device to reinstall this device.
  where <name> is the DevLoader that is missing.

  Solution button: Reinstall Driver
- If this is not a system DevLoader and it can be found on the disk (the file does exist), the following text is displayed:
  This device is not working properly because the file <name> that loads the drivers for this device is bad. (Code 8)

  To fix this problem, click Update Driver to update the drivers for this device."
  where <name> is the name of the DevLoader.

  Solution button: Update Driver

- If the DevLoader entry is a software key for this device that is missing or an empty string, the following text is displayed:
  Device failure: Try changing the driver for this device. If that doesn't work, see your hardware documentation. (Code 8)"
  Solution button: Update Driver

For most cases, the resolution is to reinstall or update the driver. As an alternative, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel. If you continue to receive this error code, contact the hardware's manufacturer about updated drivers.

When the problem DevLoader is a system DevLoader, Windows should be re-installed because this driver is built into the Vmm32.vxd file.

Code 9

The text for this error code varies, depending on whether or not the device is BIOS/ACPI enumerated. If this is a BIOS or ACPI enumerated device, the following text is displayed:
This device is not working properly because the BIOS in your computer is reporting the resources for the device incorrectly. (Code 9)

Contact your computer manufacturer to get an updated BIOS for your computer.

Solution button: None

If this is not a BIOS or ACPI enumerated device (such as an add-in adapter or a device that was plugged in to the computer), the following text is displayed:
This device is not working properly because the BIOS in the device is reporting the resources for the device incorrectly. (Code 9)

Contact the device manufacturer to get an updated BIOS for your device.

Solution button: None

This code means that the information in the registry for this device is invalid.

It may be possible to resolve this error by using Device Manager to remove the device and then running the Add New Hardware tool in Control Panel. If you continue to receive this error code, contact the hardware's manufacturer for the proper registry settings or updated drivers.

Code 10

If the device has a "FailReasonString" value in its hardware key, that string is displayed as the error message. The driver or enumerator places this registry string value there. If there is no "FailReasonString" in the hardware key, the following generic error message is displayed:
This device is either not present, not working properly, or does not have all the drivers installed. (Code 10)

Try upgrading the device drivers for this device.

Solution button: Update Driver

To resolve this error code, make sure the device is connected to the computer correctly. For example, make sure all cables are plugged in fully and that all adapter cards are properly seated. Follow the suggested solution button and update the device driver. It may be possible to remove the device and redetect it using the Add New Hardware wizard.

Code 11

Windows stopped responding while attempting to start this device, and therefore will never attempt to start this device again. (Code 11)

For more information, look up ASD in Windows Help.

Try upgrading the device drivers for this device.

Solution button: Update Driver

To resolve this error, run the Automatic Skip Driver utility from the System Information tool. If the problem persists, contact the hardware manufacturer for updated drivers.

Code 12

This device cannot find any free <type> resources to use. (Code 12)

If you want to use this device, you must disable another device that is using the resources this device needs. To do this, click Hardware Troubleshooter and follow the instructions in the wizard.

where <type> is a resource type (IRQ, DMA, Memory, or I/O).

Solution button: Hardware Troubleshooter

This code means that one of the resource arbitrators failed. This can occur if the device is software configurable and it does not currently have a resource (if the system is out of resources). For example, all the interrupts are in use, or the device requests a resource that is currently in use by another device that will not release the resource.

To resolve this problem, follow the instructions in the Hardware Troubleshooter. In addition, see the "Troubleshooting Conflicting Hardware" topic in Windows 95 Help, or see the following article in the Microsoft Knowledge Base:

ARTICLE-ID: 133240
TITLE: Troubleshooting Device Conflicts with Device Manager

Code 13

This device is either not present, not working properly, or does not have all the drivers installed. (Code 13)

To have Windows detect whether this device is present or not, click Detect Hardware.

Solution button: Detect Hardware

This code indicates that the device driver did not find the hardware.

To resolve this error code, follow the recommended solution. As an alternative, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel.

Code 14

This device cannot work properly until you restart your computer. (Code 14)

To restart your computer now, click Restart Computer.

Solution button: Restart Computer

To resolve this error code, shut down Windows, shut down your computer, and then turn it back on.

Code 15

This device is causing a resource conflict. (Code 15)

To resolve the conflict, click Hardware Troubleshooter and follow the instructions in the wizard.

Solution button: Hardware Troubleshooter

This code means that the device's resources are conflicting with another device's resources, likely caused by re-enumeration.

To resolve this problem, follow the instructions in the Hardware Troubleshooter. In addition, see the "Troubleshooting Conflicting Hardware" topic in Windows 95 Help, or see the following article in the Microsoft Knowledge Base:
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TITLE: Troubleshooting Device Conflicts with Device Manager

Code 16

Windows could not identify all the resources this device uses. (Code 16)

To specify additional resources for this device, click the Resources tab and fill in the missing settings. Check your hardware documentation to find out what settings to use.

Solution button: None

This code means that the device was not fully detected. When a device is not fully detected, all of its resources may not be recorded.

To resolve this error code, click the Resources tab in Device Manager to manually enter the settings.

Code 17

The driver information file <name> is telling this child device to use a resource that the parent device does not have or recognize. (Code 17)

To fix this, click Update Driver to update the drivers for this device.

where <name> is the .inf file for the device.

Solution button: Update Driver

This code means that the hardware is a multiple-function device and the .inf file for the device is providing invalid information on how to split the device's resources to the child devices.

To resolve this error code, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel. If you continue to receive this error code, please contact the hardware's manufacturer about an updated .inf file.

Code 18

The drivers for this device need to be reinstalled. (Code 18)

To reinstall the drivers for this device, click Reinstall Driver.

Solution button: Reinstall Driver

This code means that an error has occurred and the device needs to be reinstalled.

To resolve this issue, follow the recommended solution. If that does not work, try removing the device from Device Manager and then running the Add New Hardware Wizard in Control Panel.

Code 19

Your registry may be bad. (Code 19)

To check your registry, click Check Registry. If the registry is bad, Windows will restart your system and go back to a previous registry that is good.

Solution button: Check Registry

This code means that the registry returned an unknown result.

To resolve this issue, follow the recommended solution, which will run Scanreg.exe. If this does not resolve the issue, type "scanreg /restore" (without quotation marks) from a command prompt. Finally, remove the device from Device Manager, and then redetect it using the Add New Hardware tool in Control Panel.

Code 20

Windows could not load one of the drivers for this device. (Code 20)

To fix this, click Update Driver to update the drivers for this device.

Solution button: Update Driver

This code means VxD Loader (Vxdldr) returned an unknown result. For example, there could a version mismatch between the device driver and the operating system.

To resolve this issue, follow the recommended solution. If that does not work, try removing the device from Device Manager and then running the Add New Hardware Wizard in Control Panel.

Code 21

Windows is removing this device. (Code 21)

Close this dialog box, and then wait a few seconds. If this problem continues, restart your computer.

Solution button: Restart Computer

This code means that the device has a problem that may be resolved by restarting your computer.

To resolve this error code, shut down Windows, turn off your computer, and then turn it back on.

Code 22
The text displayed for this error code differs depending on the circumstances.

- If this device is disabled because you disabled it using Device Manager, the following text is displayed:
  This device is disabled. (Code 22)

  Click Enable Device to enable this device.
  Solution button: Enable Device
- If the device is not started, the following text is displayed:
  This device is not started. (Code 22)

  Click Start Device to start this device.

  Solution button: Start Device
- If the device is disabled by a driver or program, the following text is displayed:
  This device is disabled. (Code 22)

  You can't enable this device because it has been disabled by a Windows driver.
  Solution button: None

This code means that the device is either disabled or has not started.

To resolve this error code, follow the recommended solution. For the third case, try removing the device in Device Manager, then redetecting it using the Add New Hardware wizard. If the problem persists, try a clean boot to rule out software interference. If the error persists, contact the hardware manufacturer.

Code 23
The text displayed for this error code differs depending on the Circumstances.

- If this device is a secondary display adapter and the primary display adapter was located, the following text is displayed:
  This display adapter is functioning correctly. (Code 23)

  The problem is with the main display adapter. To view the properties for the main display adapter, click Properties."
  Solution button: Properties
- If this device is a secondary display adapter and the primary display adapter cannot be located, the following text is displayed:
  This display adapter is functioning correctly. (Code 23)

  The problem is with the main display adapter. Fix the main display adapter, and then this display adapter will work.
  Solution button: None
- If this device is not a display adapter, the following text is displayed:
  The loaders for this device cannot load the required drivers. (Code 23)

  To update the device drivers, click Update Driver.
  Solution button: Update Driver

This code means that the device loader delayed the start of a device and then did not inform Windows when it was ready to start the device.

To resolve this error code, verify the settings for the primary display adapter in Display properties.

Try removing the primary and secondary display adapters from Device Manager, and then rebooting to allow Windows to re-enumerate these devices. Verify that the drivers are current and installed correctly.

For devices other than display adapters, follow the recommended solution. If that does not work, try removing the device from Device Manager and using the Add New Hardware wizard to redetect the device.

Code 24

The text displayed for this error code differs depending on the type of device (legacy or Plug and Play).

- If this device is a legacy (root detected) device, the following text will be displayed:
  This device is either not present, not working properly, or does not have all the drivers installed. (Code 24)

  To have Windows detect whether this device is present or not, click Detect Hardware.
  Solution button: Detect Hardware
- If this is a Plug and Play device, the following text is displayed:
  This device is either not present, not working properly, or does not have all the drivers installed. (Code 24)

  Try upgrading the device drivers for this device.
  Solution button: Update Drivers

This code means that the device was not found (for example, it is missing or is not working properly).

To resolve this error code, follow the recommended solutions. If the device still does not work, make sure the device is connected to your computer correctly. For example, make sure all cables are correctly installed, or that the adapter cards are properly seated in their slots.

Code 25

Windows is in the process of setting up this device. (Code 25)

To complete the setup, click Restart Computer to restart you computer.

Solution button: Restart Computer

This problem typically exists only during the first and second boots after Windows Setup copies all the files. As such, if this code is identified, it is likely an incomplete installation.

To resolve this issue, follow the recommended solution. Reinstalling Windows may be required, depending on whether or not the reboot resolves the issue.

Code 26

Windows is in the process of setting up this device. (Code 26)

To complete the setup, click Restart Computer to restart you computer.

Solution button: Restart Computer

This code means a device did not load. There may be a problem in the device driver or not all the drivers were installed.

To resolve this error code, follow the recommended solution. If this does not work, use Device

Manager to remove the device and then run the Add New Hardware tool in Control Panel. If you continue to receive this error code, check with the hardware's manufacturer or the Microsoft Software Library for an updated driver.

Code 27

Windows can't specify the resources for this device. (Code 27)

Click the Resources tab, and then select the basic configuration for the resources this device uses. To see which resources this device uses, see the documentation for this device.

Solution button: None

This code means that the portion of the registry describing possible resources for a device does not contain valid entries. For example, the device is marked as configurable, but the configuration information in the .inf file is set to hardwired.

To resolve this error code, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel. If the device still does not work, consult the hardware manufacturer for updated drivers or further assistance.

Code 28

The drivers for this device are not installed (Code 28).

To reinstall the drivers for this device, click Reinstall Driver

Solution button: Reinstall Driver

This code means the device was not installed completely.

To resolve this issue, follow the recommended solution. If that does not work, try removing the device from Device Manager and using the Add New Hardware wizard to redetect it. You may need to obtain updated drivers if the error still occurs.

Code 29

This device is disabled because the BIOS for the device did not give it any resources. (Code 29)

You must enable the device in the BIOS. See your hardware documentation for details, or contact your computer manufacturer to get an updated BIOS.

Solution button: None

This code means that the device has been disabled because the device does not work properly and cannot be made to work properly with Windows. This code may also be present if the device is intentionally disabled in the BIOS.

You may be able to resolve this error code by enabling or disabling the device in the computer's CMOS settings. Windows cannot override this setting. Please contact the computer's manufacturer for assistance with using the computer's CMOS configuration program.

Code 30

This device is using an Interrupt Request (IRQ) resource that is in use by another device and cannot be shared. You must change the conflicting setting or remove the real-mode driver causing the conflict. (Code 30)"

Solution button: None

This code means that an IRQ cannot be shared. This may occur when a PCI/EISA SCSI controller is sharing an IRQ that is also in use by a real-mode device driver that Windows cannot change.

To resolve this error code, remove the real-mode driver that is using the same IRQ as this device. The real-mode driver may be loading in the Config.sys or Autoexec.bat file.

Code 31 (new in Windows 98)

This device is not working properly because <device> is not working properly. (Code 31)

To view the properties for <device> and see why it is not working, click Properties."

where <device> is the dependent device that must be fixed in order for this device to work properly.

Solution button: Properties

This code appears when a device is dependent on another device to be functioning correctly. This does not include devices that are enumerated by the parent device.

The Properties button displays the properties for the other device. More than likely, the other device will also have one of these Device Manager error codes. Follow all the recommended solutions. If the devices still do not work, remove them from Device Manager and use the Add New Hardware wizard to redetect them. Finally, consult with the hardware manufacturer for updated drivers.

Code 32 (new in Windows 98)

Windows cannot install the drivers for this device because it cannot access the drive or network location that has the setup files on it. (Code 32)

To fix this problem, click Restart Computer to restart your computer. If that doesn't work copy all the setup files onto your local hard disk, and run setup from there.

Solution button: Restart Computer

This code indicates that the installation disk or CD-ROM was not available to install the drivers. For example, the CD-ROM drive or network connection is not available. This error typically occurs during the first or second reboot after all the files are copied during Setup.

To resolve this issue, first attempt to restart as suggested. If this does not resolve the problem, determine why the installation disk or CD-ROM is not available. Typically, these devices also have Device Manager codes (such as the CD-ROM controller or network adapter). Resolve the issue to gain access to the installation disk or CD-ROM prior to resolving this conflict.

Code 33 (new in Windows 98)

The message text that is displayed for this error is specific to the driver or enumerator. If the driver does not provide information as to why it did not work, the following message is displayed:
This device isn't responding to its driver. (Code 33)

For more information, contact your hardware vendor."

Solution button: None

This code typically is displayed when the hardware has failed.