Frequently Asked Questions

FOR PRODUCT ID: ECUSB3S254F

Troubleshooting

Everything is hooked up but nothing is working. What should I do? (Windows)

When you troubleshoot issues with a USB controller card, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:
- USB cables
- USB devices
- USB controller card

To test your setup components, try the following:
- Use the USB cable, device, and controller card in another setup to see if the problem is with the components or the setup.
- Use a different USB cable, device, and controller card in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:
- Test each cable individually.
- Use short cables when you are testing.

When you test the USB device and controller card, it is recommended that you do the following:
- Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open **Device Manager**. Check to see if your device is listed under **Universal Serial Bus controllers**.
- If you do not see the USB controller card listed in **Device Manager** please see this FAQ: http://www.startech.com/faq/addon_cards_windows_cannot_detect_pci_pcie
- If the device is listed with an error, follow the instructions on the website to reinstall the drivers.

This FAQ applies to these products:

CBUSB22 EC230USB EC400USB ECUSB3S1 ECUSB3S11 ECUSB3S2 ECUSB3S22 ECUSB3S254F MPEXUSB3S2 MPEXUSB3S22B PCI220USBLP PCI312PUSB PCI420USB PCIUSB3S22 PCIUSB3S4 PCIUSB7 PEX312PUSB PEX400USB2 PEXUSB3S11 PEXUSB3S2 PEXUSB3S22 PEXUSB3S23 PEXUSB3S24 PEXUSB3S25 PEXUSB3S2E2I PEXUSB3S4 PEXUSB3S400 PEXUSB3S42V PEXUSB3S44V PEXUSB3S4V PEXUSB400 PEXUSB4DP PEXUSB7LP PEXUSB311A1C PEXUSB312A PEXUSB312C PEXUSB3S2EI PEXUSB3S7