

Topic: USB 2.0 Device Error on Windows 2000 SP3
Component(s) Affected: Windows 2000, R1200 Blade PC
Date: March 8, 2004

OVERVIEW / ENVIRONMENT

When using Windows 2000 Service Pack 3 (SP3), an unknown USB 2.0 device error appears in the Device Manager. This issue is not seen when using a ClearCube-supplied drive image.

DETAILED DESCRIPTION

When a base image is created using Windows 2000 SP3, the USB 2.0 device has an exclamation mark next to it. This occurs because this service pack does not have the applicable USB 2.0 driver. This driver must be installed manually.

RESOLUTION

Drivers are available for download at <http://support.clearcube.com>.

For more information, please contact ClearCube technical support.

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