

Fix issue: USB Ports not Working in Windows 10

It is great to upgrade system to Windows 10, but in the same time, series of issues occur, like the USB device issue. After upgrading the system to Windows 10, you find that your USB device cannot connect to your PC. You may need to plug your external devices like MP3, pen drive, printer, etc. to your computer through the USB ports. So it is very inconvenient that the USB ports don't work properly. Solutions below may help you fix the USB port issue.

Since your USB device works properly before you upgrade the system, the problem most probably is not caused by the USB device. But you can also plug the USB device to another computer. If it unfortunately doesn't work, you can consider replacing the device.

Following are the solutions to figure out the problem.

Solution 1:

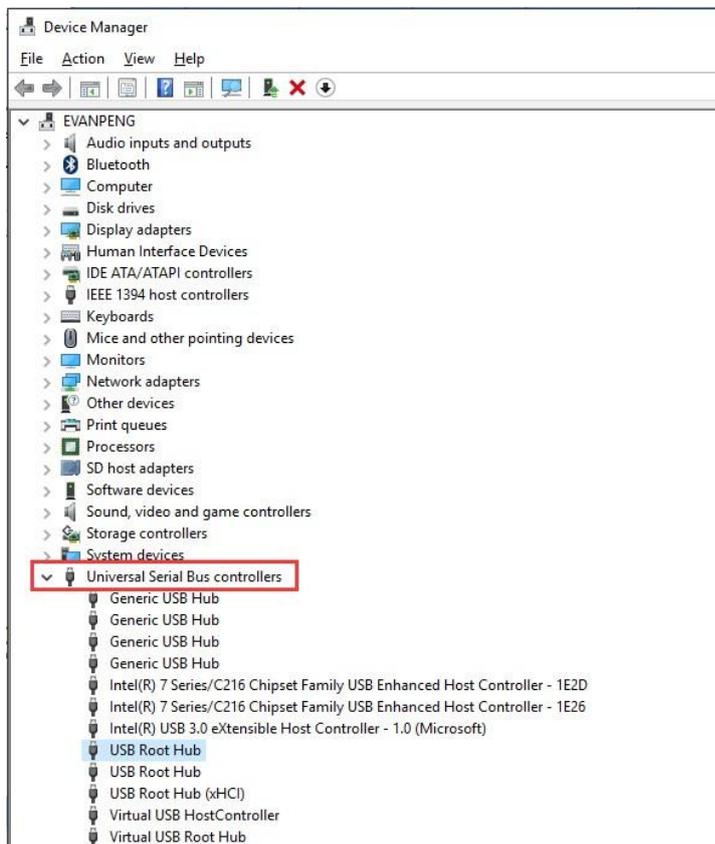
Check if the problem is caused by power supply issue

1. Unplug the power supply and charger plug from your PC.
2. Restart your PC. Connect your USB device to the PC again. Then you can plug the power supply.

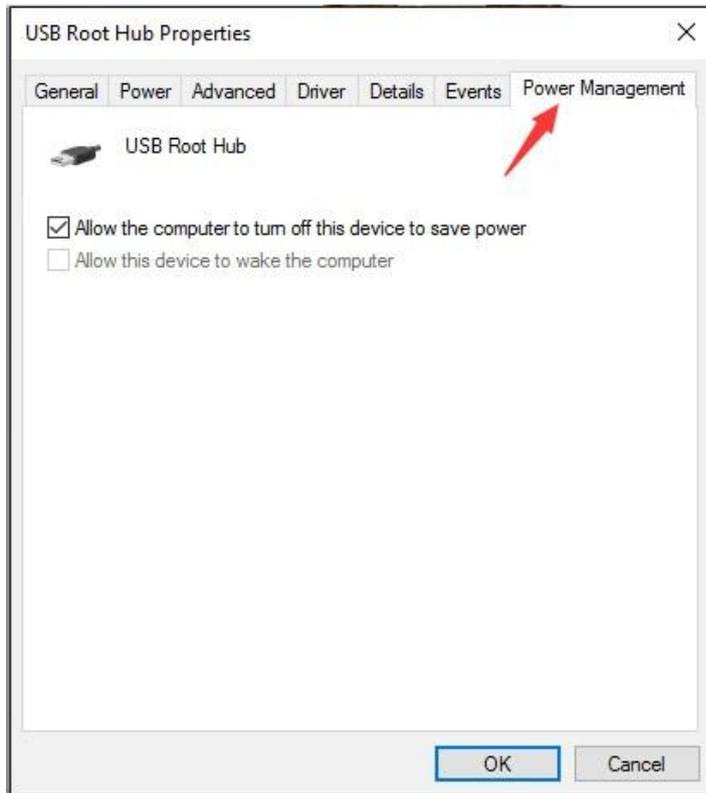
Solution 2:

The Power Management would also be the cause of the USB problems. Windows is set to shut down your USB controller to save power by default, sometimes it won't be able to power it back up. So try following steps to prevent Windows from "managing" power to your USB controller or the devices.

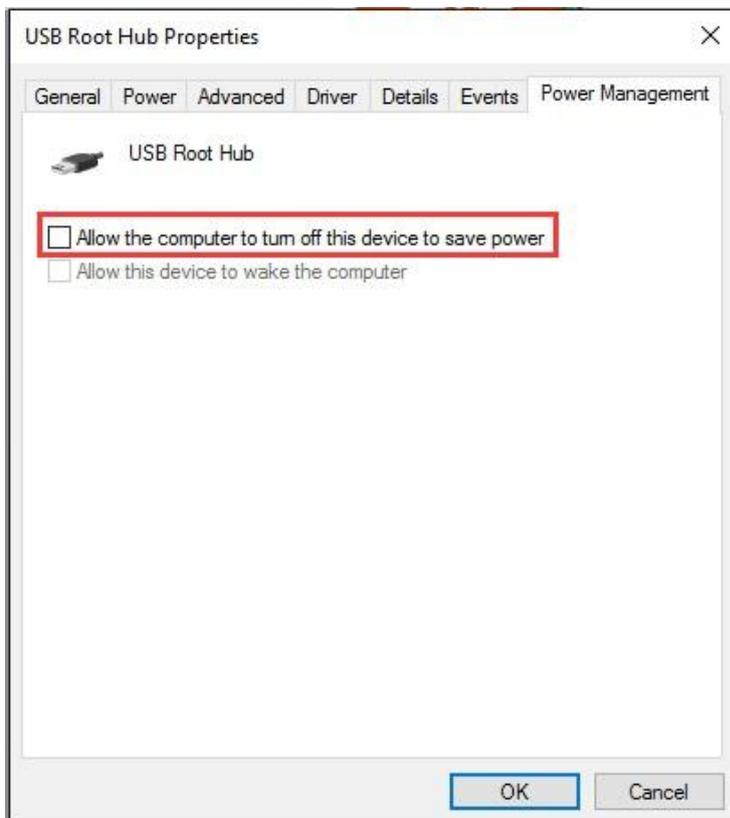
1. Open Device Manager.
2. Expand the Universal Serial Bus controllers branch.



3. Double-click the USB Root Hub device, and click the **Power Management** tab. (if there's more than one USB Root Hub device, repeat these steps for each one.)



4. Turn off the **Allow the computer to turn off this device to save power** option, and click **OK** button.



Solution 3:

Go to Device Manager to check for the driver status

The problem most probably is caused by driver issues. Drivers may not be updated to work with Windows 10. If that's the case, you can resolve the problem by updating the drivers.

1. In Device Manager, expand **Other devices** and **Universal Serial Bus controllers**.
2. If you see drivers with yellow mark under these two categories. You need to update the drivers. You can update the drivers manually.

Alternatively, you can use a driver update tool to help update drivers automatically. After you install Driver Easy, use it to scan your computer to detect all problem drivers. If there is problem with the USB driver, Driver Easy will detect it and recommend the new driver. With Driver Easy, the USB issue can be resolved easily.

Driver Easy has Free version and Paid version. You can use the Free version to download new drivers, but you are required to use the downloaded driver files to install the drivers manually step by step. And the download speed is limited. To save more time, you can use the Paid version. With Paid version, all drivers will be updated automatically. More over, you can enjoy free technical support guarantee. If you use the Paid version to try resolving the problem but the problem persists, you can contact us for further assistance. Paid version offers 30-day money back guarantee. You can ask for a full refund if you want within the guarantee period.

If the problem cannot be resolved, the USB ports might be damaged. You may need to replace the damaged ports. If the solutions above do not work for you, you can take your PC to the repair store to have it fixed, as the problem might be caused by hardware issues.