



OPERATOR INTERFACE PRODUCTS APPLICATION NOTE

Subject: Explanation of Error Codes Generated by Device ManagerAN#1064A

Date: 9/11/97

Name: Irvin Hayes

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Description: Error Codes in Windows 95

SUMMARY

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This article lists error codes that may be reported by Device Manager, and describes how to resolve the errors. To view error codes, follow these steps:

1. In Control Panel, double-click System.
2. Click the Device Manager tab.
3. Double-click a device type (for example, double-click Mouse) to see the devices in that category.
4. 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.

MORE INFORMATION

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Code 1

This code means the system has not had a chance to configure the device.

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

Code 2

This code means the device loader (DevLoader) failed to load a device.

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



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Code 3

This code means the system has run out of memory.

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

Code 4

This code means the .inf file for this device is incorrect. For example, the .inf file specifies a field that should be text, but is binary instead.

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 for an updated .inf file.

Code 5

This code means 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 error code, use Device Manager to remove the device and then run the Add New Hardware tool in Control Panel.



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Code 6

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

To resolve this error code, see the "Troubleshooting Conflicting Hardware" topic in Windows 95 Help, or see the following article in the Microsoft Knowledge Base:

ARTICLE-ID: Q133240

TITLE : Troubleshooting Device Conflicts with Device Manager

Code 7

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's manufacturer or the Microsoft Software Library for an updated driver.

Code 8

This code means 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.

To resolve this error code, use Device Manager to remove the device and



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then run the Add New Hardware tool in Control Panel. If you continue to receive this error code, contact the hardware's manufacturer about an updated .inf file.

Code 9

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

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, contact the hardware's manufacturer for the proper registry settings.

Code 10

This code means that the device failed to start (for example, it is missing or is not working properly).

To resolve this error code, make sure the device is attached to the computer correctly. For example, make sure all cables are plugged in fully and that all adapter cards are plugged into their slots fully.

Code 11

This code means that the device failed.

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



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Code 12

This code means 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 if the device requests a resource and that resource is currently in use by another device that will not release the resource.

To resolve this error code, see the "Troubleshooting Conflicting Hardware" topic in Windows 95 Help, or see the following article in the Microsoft Knowledge Base:

ARTICLE-ID: Q133240

TITLE : Troubleshooting Device Conflicts with Device Manager

Code 13

This code means the device failed due to a problem in the device driver.

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

Code 14

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



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To resolve this error code, shut down Windows 95, turn off your computer, and then turn it back on.

Code 15

This code means the device's resources are conflicting with another device's resources.

To resolve this error code, see the "Troubleshooting Conflicting Hardware" topic in Windows 95 Help, or see the following article in the Microsoft Knowledge Base:

ARTICLE-ID: Q133240

TITLE : Troubleshooting Device Conflicts with Device Manager

Code 16

This code means 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 the device's properties to manually enter the settings.

Code 17

This code means the device 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.



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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

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

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

Code 19

This code means the registry returned an unknown result.

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

Code 20

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

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



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Code 21

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

To resolve this error code, shut down Windows 95, turn off your computer, and then turn it back on.

Code 22

This code means the device is disabled.

To resolve this error code, enable the device. To do so, follow these steps:

1. In Control Panel, double-click System.
2. Click the Device Manager tab.
3. Double-click the category for the device you want to enable, and then double-click the device.
4. In the Device Usage box, click the check box for the configuration in which you want to enable the device. For example, click the Original Configuration (Current) check box to select it.
5. Click OK, and then click Close.
6. Shut down and restart your computer.



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Code 23

This code means the device loader delayed the start of a device and then failed to inform Windows 95 when it was ready to start the device.

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

Code 24

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

To resolve this error code, make sure the device is attached to your computer correctly. For example, make sure all cables are plugged in fully and that all adapter cards are plugged into their slots fully.

Code 25

This code occurs only during the first reboot in Windows 95 Setup and is not visible.

No resolution is necessary.

Code 26

This code means a device failed to load or that there may be a problem in the device driver (for example, the file may be damaged).



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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, check with the hardware's manufacturer or the Microsoft Software Library for an updated driver.

Code 27

This code means 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.

Code 28

This code means the device was not installed completely.

To resolve this error code, click the Driver tab in the device's properties and then click Change Driver to update the driver.

Code 29

This code means the device has been disabled because the device does not work properly and cannot be made to work properly with Windows 95.

You may be able to resolve this error code by enabling or disabling the device in the computer's CMOS settings. Windows 95 cannot override this



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setting. Please contact the computer's manufacturer for assistance with using the computer's CMOS setup program.

Code 30

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 95 does not take over.

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.