

[Etron] PCIe USB Controller Card FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Why does my USB device stop working after my PC wakes up from sleep?](#)
2. [General Troubleshooting](#)

Why does my USB device stop working after my PC wakes up from sleep?

FAQ

If the USB device does not work after your computer has been in extended hibernation, it is likely that Windows has automatically turned off the USB Root hub to save power.

The steps below outline how to configure the USB root hub to stay on during hibernation, to prevent this from happening.

Windows 10 / 8

1. On your keyboard, press the **Windows** key + **X** and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Windows 7 / Vista

1. Click the **Start** button and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

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: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows>.
- If the device is listed with an error, follow the instructions on the website to reinstall the drivers.