

## Possible solutions for Unspecified device error in Windows 7

First make sure you are using the ZebraDesigner driver from [www.zebra.com](http://www.zebra.com). Power off the printer, reboot your computer, once up power on the printer and if you are using a USB connection, the printer should add automatically.

Issue - There have been instances where the Zebra Universal Driver was installed even though it is not capable of functioning with Windows 7. This can cause the ZebraDesigner driver, which is Windows 7 compatible, to show the Unspecified Device error.

Solution – Remove the Zebra Universal Driver and either install or re-install the most current ZebraDesigner driver from [www.zebra.com](http://www.zebra.com) along with the Zebra Setup Utilities.

To remove drivers go through both links just in case there are two separate drivers.

[https://support.zebra.com/cpws/docs/zud/zud\\_removalsteps.htm](https://support.zebra.com/cpws/docs/zud/zud_removalsteps.htm)

[https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner\\_driver\\_how\\_to\\_uninstall\\_and\\_remove\\_v2623\\_and\\_above.pdf](https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner_driver_how_to_uninstall_and_remove_v2623_and_above.pdf)

Issue - There have also been instances reported where a Zebra printer shows up as an Unspecified Device in Windows 7 even though it prints a test page successfully. (ZebraDesigner driver v2.6.42).

Solution – In cases where the printer will work fine regardless, it may be necessary just to ignore the error. The ZebraDesigner driver is Microsoft Certified meaning that it has been tested by Microsoft with Windows 7 and is certified to function correctly. It may be possible that a Microsoft Windows update will address the error message in time.

Issue – seeing the Unspecified device error and the Zebra printer won't communicate via usb.

Solution - checked driver ports tab, tried different USB port and confirmed the driver is current. Checked Server Properties and removed one of two printers, restarted PC and the found new hardware wizard finally started. Uninstalled then and reinstalled the remaining driver.

**Here is an example of “Unspecified devices on windows 7, help”** posted online for a non-Zebra printer. These instructions could be applied to the ZebraDesigner driver as well.

---

Some troubleshooting methods given below:

- You must remove all HP related software from your system.
- Use your control Panel/System/Hardware Manager to remove the printer and drivers.
- Go to the HP support site and look for the device driver for the 1020, ensure that you download the vista 64 device driver for the 1020
- After downloading the Vista 64 driver you are ready to change the compatibility mode.
- Make sure the printer is NOT connected to your system
- Find the driver file and right click the file w/your mouse
- Run the program as administrator
- Execute the file
- It will copy to your driver folder

- Connect your printer to the USB port
- OS7 will recognize the printer and install it.

Issue - Unspecified device could be indicative of a bad USB interface on the printer.

Solution -

1. Disconnected data cable
2. Attempt to install driver. If the "Unspecified Device" error consistently repeats numerous times, the error could be indicative of a bad USB interface on the printer.
3. If possible, try the printer on a different PC with a different OS.
4. If USB communication failures persist, send the printer in for service.

Unspecified device resolved by deleting jobs from the queue then printer and installing new instance with Zebra Setup Utility

- Power off the printer,
- Delete the print jobs in the queue
- Delete the printer,
- Open up zebra setup utilities
- Add and configure a new printer
- Default, reset and calibrate the printer using the Zebra Setup Utility
- Print a configuration label

The following are links for installing the ZebraDesigner driver on Windows 7.

[https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner\\_driver\\_installing\\_with\\_windows7.pdf](https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner_driver_installing_with_windows7.pdf)

[https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner\\_driver\\_removing\\_from\\_windows7.pdf](https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner_driver_removing_from_windows7.pdf)

[https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner\\_newdriver\\_related\\_namesandscreens\\_for\\_windows7.pdf](https://support.zebra.com/cpws/docs/zebradesigner/zebradesigner_newdriver_related_namesandscreens_for_windows7.pdf)

Additional Notes:

Ensure you have chosen the correct port.

The most current version of the ZebraDesigner driver is always available from [www.zebra.com](http://www.zebra.com). The version on CD is not necessarily the most current.