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Thread: [Unknown Device and Webcam Driver issues](#)

HARDSTYL? - November 7, 2017, 1:35 pm

I currently have 2 issues.

OS: Windows 10

Issue 1: I bought a Logitech G 615 Webcam and installed the driver (which turns out to be Logitech's webcam software) and the webcam is undetected. I know it's not the webcam because it works fine on another computer running Win10.

When plugged in there is HD Webcam C615 under imaging devices. Error: This device is not configured correctly. (Code 1) It used to also be error 18.

Actions taken:

1. I made sure that webcam was in a USB 2.0 slot.
2. Uninstalled device and software and restarted comp and reinstalled.
3. Researched for fix (nothing)

Issue 2: I have a Unknown device which idk what it is. Everything that's plugged in is accounted for. The drivers for this device are not installed. (Code 28)

There are no compatible drivers for this device.

Actions Taken:

1. Uninstall device, shit just pops back up
2. Uninstall all my usb port drivers and reboot.

I know there is a bunch of smart people here and any help would be greatly appreciated.

Avicti3 - November 24, 2017, 3:30 am

Hmm I had a problem like this before. But nothing like this. The problem I was having was to do with the wireless network adapter being on a different frequency but I had a feeling it was the drivers and hardware of the laptop I was using. I am not sure how to help you with this as I am a more hands on guy but the best bet I would say is to research those error codes you keep getting.

Sorry I couldn't be much help but hopefully you fix this problem.

HARDSTYL? - November 25, 2017, 4:45 pm

I already returned it. Thanks for the info tho.