Knowledge Base

Control Panel shows "disabled" after reconnecting the device

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The control panel of your USB audio interface shows "disabled" in the header and the controls (faders, buttons) are gray and cannot be used, even though the audio interface is connected to the USB port of your computer and the driver is installed.

This happens typically under Windows XP if you have connected the USB audio interface to a different USB port than the one you have used when the driver was installed. Windows XP remembers the USB port for each device and the driver only gets fully loaded when the device is connected to the same port. If you connect it to a different port, typically the standard USB audio driver from Windows gets loaded, which means that the control panel will not work and show "disabled". To avoid this, make sure to always connect the USB audio interface to the same USB port. If you want to use it on a different USB port, please reinstall the driver.

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