

NZXT Support Center › Software › Archives

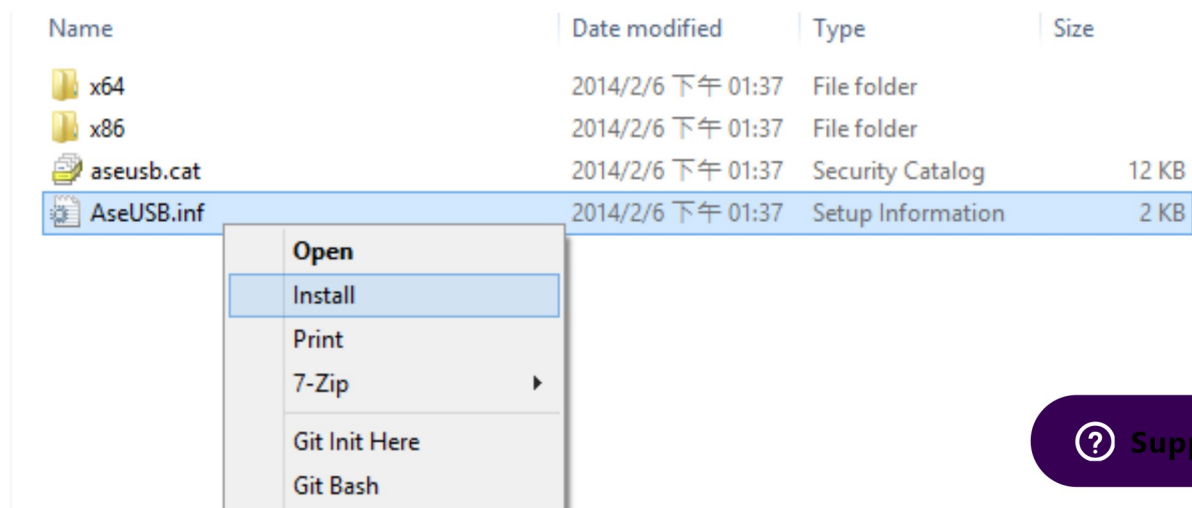
# My CAM Powered Device Is Not Recognized

Updated 2 months ago

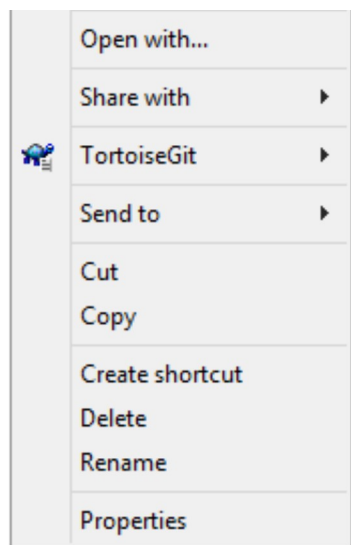
Unfortunately, sometimes CAM can stop recognizing your CAM-powered hardware. This is typically caused by changes to your system's software or hardware. Here are some troubleshooting steps to fix this issue.

If your hardware is not recognized and you have a Kraken X31, X41, X42, X52, X53, X61, X62, X63, X72, or X73 we have a **chipset driver** [🔗](#) that you can install. To download this file from this link, press the "Download" button on the top left of the page. This will produce a file with a .zip extension. Make sure to extract this zip file in order to install the file. For Z53, Z63, and Z73 coolers, you do not need such a driver.

Then right-click the **AseUSB.inf** file and select "Install". This will install the driver for your Kraken coolers. Once installed, restart your PC.



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If your CAM-powered device is still not recognized in CAM, then you will need to remove the current driver from your system for that hardware. To do this, search for the "Control Panel" in your Windows search bar. Once in your Windows Control Panel, select the "View Devices and Printers" option:

Adjust your computer's settings

View by: [Category](#) ▼



### System and Security

Review your computer's status  
Save backup copies of your files with File History  
Backup and Restore (Windows 7)



### Network and Internet

View network status and tasks



### Hardware and Sound

View devices and printers

Add a device



### Programs

Uninstall a program



### User Accounts

Change account type



### Appearance and Personalization



### Clock and Region

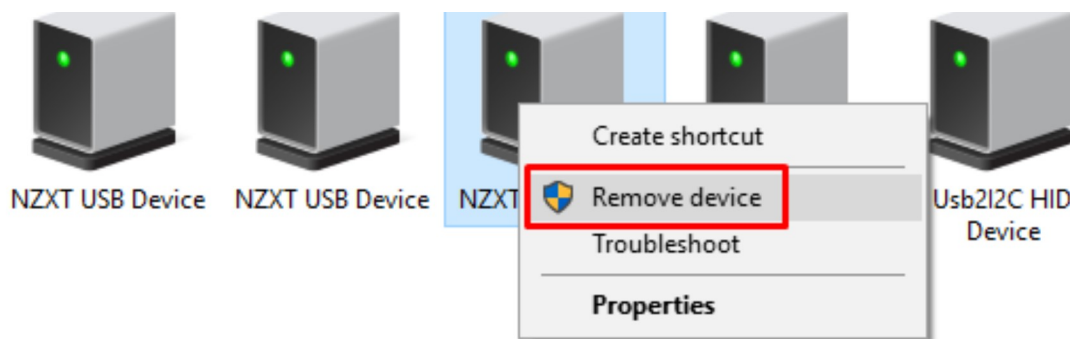
Change date, time, or number formats



### Ease of Access

Let Windows suggest settings  
Optimize visual display

Under the "Unspecified" section in this menu, you will see some devices listed here. Right-click and select "Remove device" for any devices labeled as Asetek USB Device, MCP2200 USB Serial Port Emulator, NZXT USB Device, USB212C HID Device, or Unknown USB Device. Once this is done, restart your PC.



If your CAM device is still not recognized then this could be an issue with the USB connection from the CAM Powered Device to your motherboard. To verify this, please try switching the USB cable from your device to a different internal USB header. Make sure your system is fully powered down when you do this and that you can verify the internal USB header you are switching to is fully functional.

Once the USB header is switched, power on your system. If your CAM-powered device is now recognized in CAM, then it's possible the previously-used USB header on your motherboard may be defective. Please contact your motherboard manufacturer to verify this.

If your CAM-powered device is still not recognized, depending on the product you have, you may need to get it replaced with the Customer Support Team as it could have a defective USB cable. The following products need to be replaced if the USB cable is defective:

- Kraken X31, X41, X61
- Cryorig H7 Quad Lumi
- H-Series Smart Device

If your device is an M22, X42, X52, X62, X72, Hue Plus, Hue 2, Hue 2 Ambient, Grid v2, or Grid V3, then we can test the USB cable.

For all Kraken coolers, the USB cable included supports Mini USB. Using a standard Mini USB to the USB data cable, connect your Kraken cooler to a functioning USB port on the front or rear I/O of your system.

For the Hue Plus, Hue 2, Hue 2 Ambient, Grid v2, and Grid v3, the USB cable included supports Micro USB. Using a standard Micro USB to the

USB data cable, connect these products to a functioning USB port on the front or rear I/O of your system.

If your devices are recognized again, this would indicate a bad USB cable from these devices. If your device is still not recognized, then it is likely the hardware is defective. We can take care of this and replace this defective hardware as long as you are within your warranty period still. Please contact our **Customer Support Team** for further assistance.

## Comments

0 comments

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