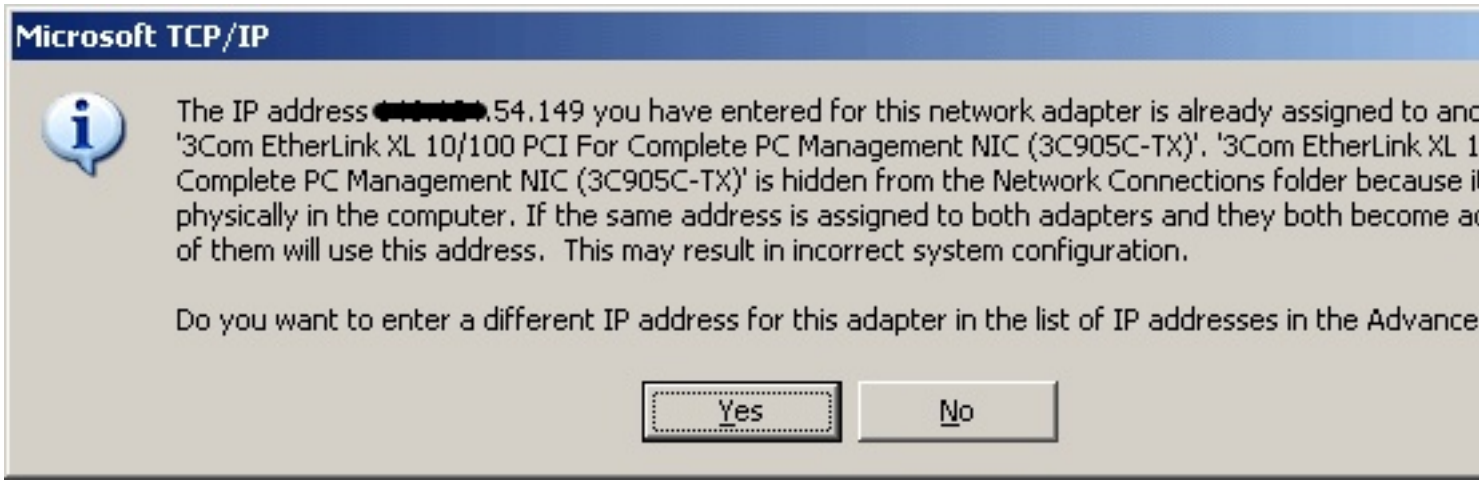
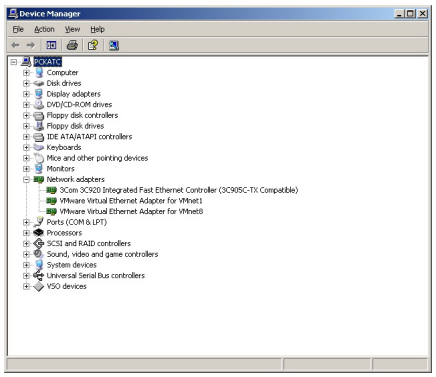
Some times when we try to install a new device on a system Windows display a message that the **device is already installed** or **the resources are used by another devic**e, which is not shown in Device Manager even if we select “
Show Hidden Devices
”

from the “
View
” menu.

The following screen shot is from the installation of a Network Card.



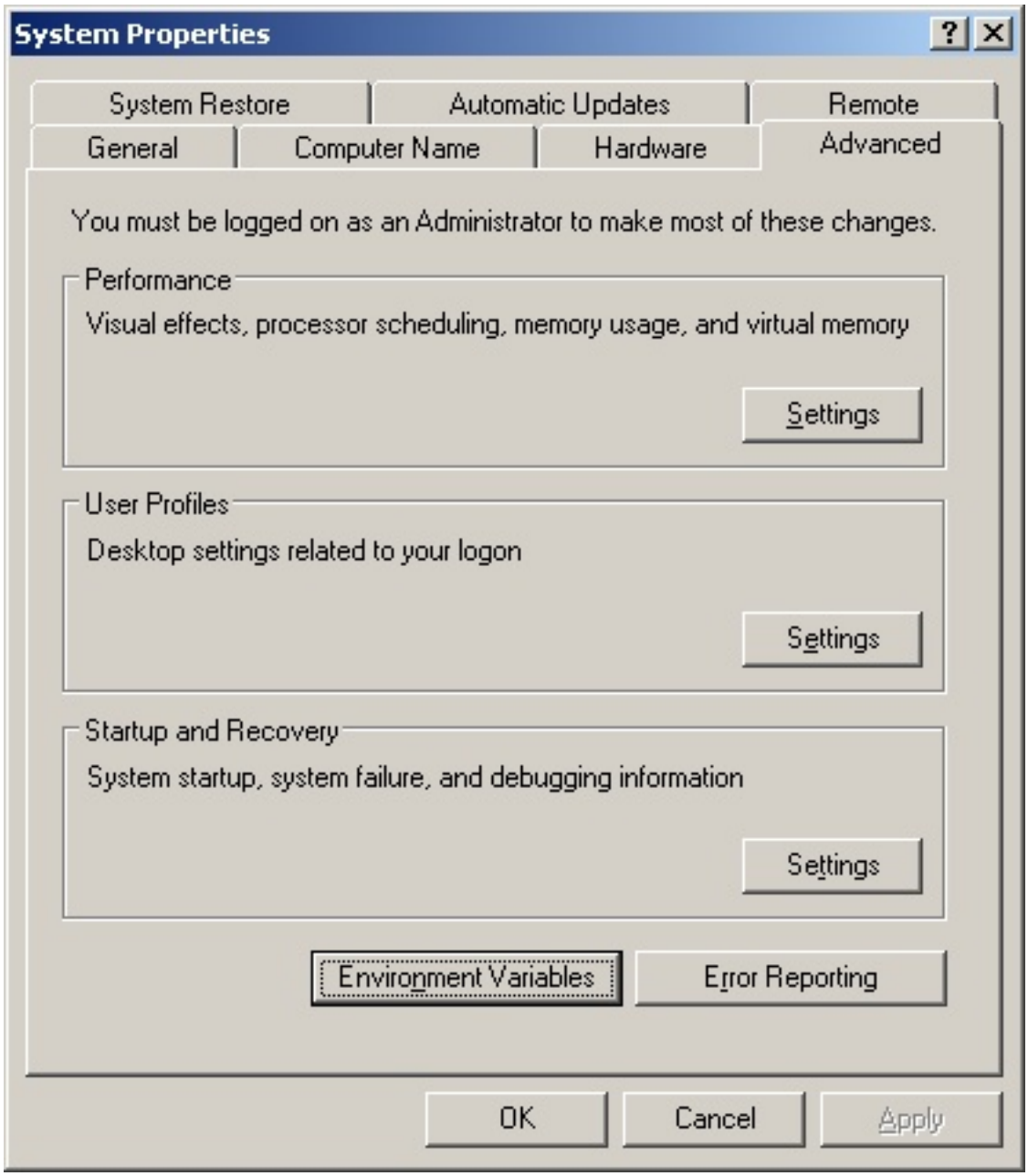
In this screenshot we see that when we try to enter the IP Address in the new card , we get the error message that this is already used by another card which is not in our system anymore and is not visible in Device Manager as we see in the following Screenshot.



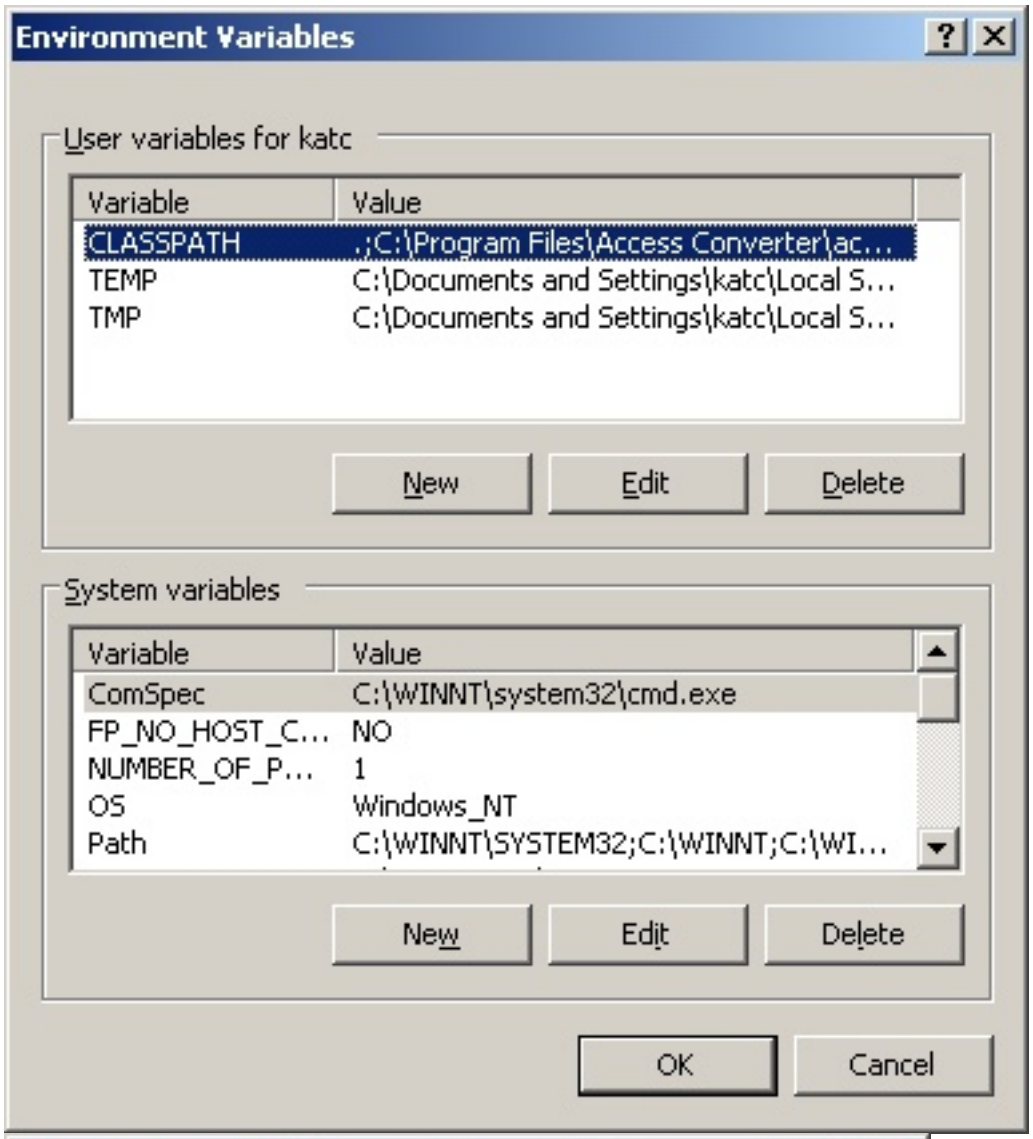
Following the steps bellow we can force our system to display this device in Device Manager. Then we will be able to remove it without using registry tricks.

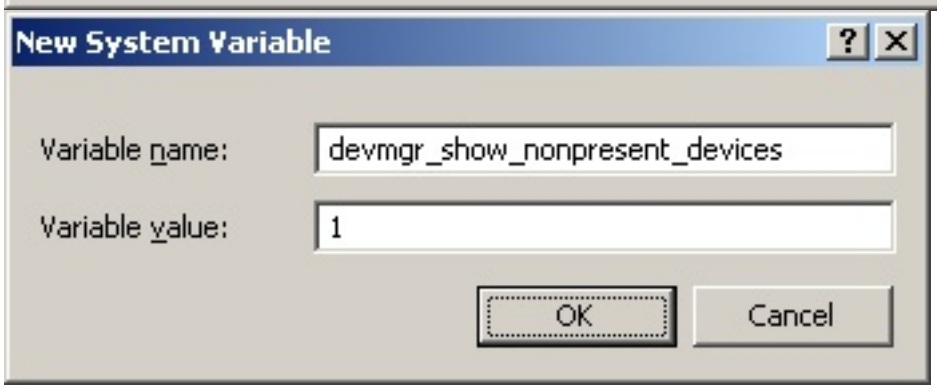
Right click on My Computer and select Properties.

On the Advanced TAB select Environment Variables.



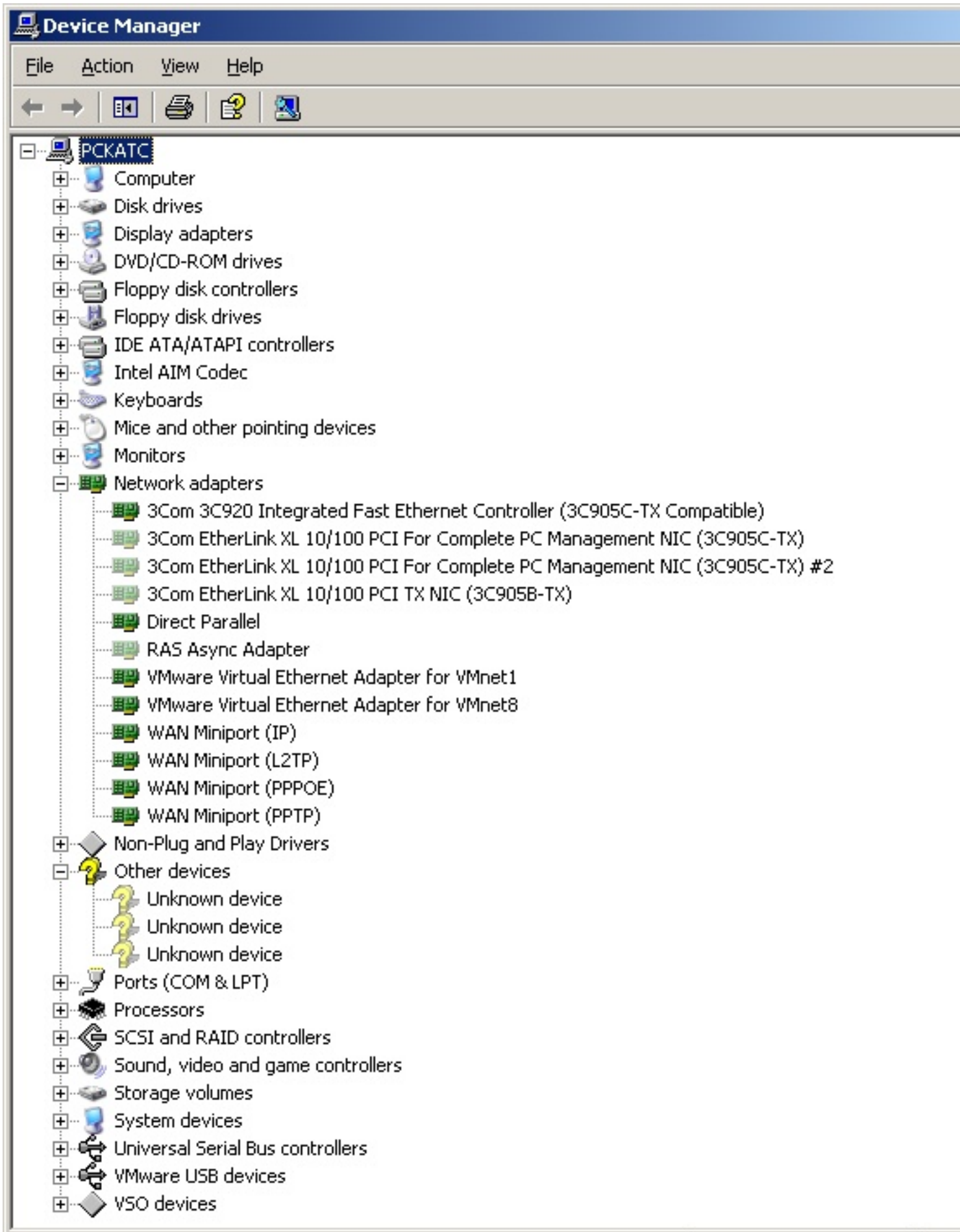
Click **New** in the **System variables** and add the variable "**devmgr_show_nonpresent_devices**" without quotes. Give this variable the value "**1**" and click OK and OK, as in the following Screenshot.





Now go again in **Device Manager**, select "**Show Hidden Devices**" from the View menu. Now the appearance is different and all the devices are visible as in the following screenshot. The nonexistent (phantom) devices are shown grayed out.

NOTE: In Windows 2000 a reboot is needed before opening “Device Manager”


Device Manager
File
Action
View
Help
PCKATC
Computer
Disk drives
Display adapters
DVD/CD-ROM drives
Floppy disk controllers
Floppy disk drives
IDE ATA/ATAPI controllers
Intel AIM Codec
Keyboards
Mice and other pointing devices
Monitors
Network adapters
3Com 3C920 Integrated Fast Ethernet Controller (3C905C-TX Compatible)
3Com EtherLink XL 10/100 PCI For Complete PC Management NIC (3C905C-TX)
3Com EtherLink XL 10/100 PCI For Complete PC Management NIC (3C905C-TX) #2
3Com EtherLink XL 10/100 PCI TX NIC (3C905B-TX)
Direct Parallel
RAS Async Adapter
VMware Virtual Ethernet Adapter for VMnet1
VMware Virtual Ethernet Adapter for VMnet8
WAN Miniport (IP)
WAN Miniport (L2TP)
WAN Miniport (PPPOE)
WAN Miniport (PPTP)
Non-Plug and Play Drivers
Other devices
Unknown device
Unknown device
Unknown device
Ports (COM & LPT)
Processors
SCSI and RAID controllers
Sound, video and game controllers
Storage volumes
System devices
Universal Serial Bus controllers
VMware USB devices
VSO devices

Remove the appropriate device, reboot and leave Windows to detect the right device.