

Huion Kamvas 24 — Digitizer Fault Report

Model: Kamvas 24 (GS2401) | S/N: B8DJ0SH01388 | Diagnostics date: 2026-07-27

Symptom

Display works flawlessly. **The pen does not work at all.**

Technical finding

The digitizer fails USB enumeration. This is not a driver or operating system issue — the device is never instantiated at kernel level.

Test configuration

- Data and video: USB-C ↔ USB-C cable to host (DisplayPort alt mode)
- Power: separate, via the 3-in-1 cable to mains
- Tested on Windows 11 and macOS with identical results

Evidence

The tablet exposes an internal USB 2.0 hub — Genesys Logic GL850G, VID 0x05E3 / PID 0x0608 / REV 8536. **The hub enumerates correctly.**

On port 4 of that hub (of 4 available) there is a device which:

Stage	Result
Connection signalling	OK — port status 0x103 (CONNECTION ENABLE POWER)
Port reset and speed detection	OK — detected as Full Speed
GET_DESCRIPTOR(Device)	STALL — USBD_STATUS_STALL_PID (0xC0000004), NTSTATUS 0xC0000001

The behaviour is fully deterministic. Windows performs four attempts at 620 ms intervals; every one returns an identical STALL. After the retries are exhausted the system records:

Problem code: 43 (CM_PROB_FAILED_POST_START)
Hardware ID: USB\DEVICE_DESCRIPTOR_FAILURE
EnumerationFailureCode: 0x40010000
EnumerationRetryCount: 4

Vendor ID 0x256C never appears on the bus. Verified by USBHUB3 ETW tracing covering a full system boot — not one occurrence across 6273 events. All 17 descriptor requests in that trace returned 0xC0000004.

Ruled out

Cable, port and data path. The tablet's own hub enumerates without error over the exact same physical path. The fault lies behind the hub, inside the device.

Power. A STALL is an active handshake produced by a running controller. An under-powered device produces timeouts, DEV_NOT_RESPONDING, CRC errors or erratic behaviour — not a well-formed refusal repeated four times at even intervals.

Drivers. The device does not enumerate at kernel level, so the driver layer is irrelevant. Tested both with and without Huion drivers installed.

Operating system. Identical on Windows 11 and macOS. On macOS the device likewise never appears on the bus; `ioreg` by design cannot show devices that fail descriptor reads, so the observation is consistent with the same fault.

Failed digitizer hardware. The device responds at USB protocol level — it is not dead.

State persistence

The condition survives:

- USB port reset (verified — four consecutive attempts, identical result)
- Data cable disconnect and reconnect (verified — over 10 cycles)
- Full system restart including POST initialisation and port power cycling
- One week fully disconnected from mains power

Conclusion

The digitizer's controller is running and responds on the USB bus, but its USB stack refuses `GET_DESCRIPTOR(Device)` — a mandatory standard request that every USB device must answer. This indicates **corrupted or locked digitizer firmware**, not damaged electronics, power delivery or signal path.

Question for support

Is there a forced firmware recovery or reflash procedure for the digitizer — a service mode, a button combination at power-on, or a service tool that operates independently of USB enumeration?

Standard Huion utilities cannot apply: since the operating system never enumerates the device, no handle or driver is created for it, so user-space software has no way to reach it.

History

The device works correctly for months, then fails suddenly during normal use. Historically it has recovered after a long series of restarts and reconnections, and then worked for months again.