

## Re: External hard drive

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2007-09/msg00780.html>

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- *From:* tess <tess@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 24 Sep 2007 06:12:04 -0700
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In the case of the dodgy new computer, there would be nothing still open and I would still get the message, I checked. Don't seem to have the problem with this old computer, so I have to hope and pray they sort out the other machine properly and finally – They've confirmed it has bad RAM and they're also sending back the HD to the manufacturers. It's over 7 days since purchase, so they won't swap out the parts at the shop, despite the fact that I have been complaining about it and taking it in since the first week! I have no faith in them at all but they got my money! Thanks again.  
"Frank Saunders, MS-MVP OE/WM" wrote:

If there is a Windows Explorer window still open to a folder on the drive it is busy.  
If any other application has a file on the drive open the drive is still busy.

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Frank Saunders, MS-MVP OE/WM  
I don't answer email.

"tess" <tess@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:41BD3694-AC8F-40C7-AB93-2109F6FBD275@xxxxxxxxxxxxxxxxxxxx](mailto:news:41BD3694-AC8F-40C7-AB93-2109F6FBD275@xxxxxxxxxxxxxxxxxxxx)

Thanks for all the advice. This just serves to confirm in my mind that there was something very wrong with my new computer which has gone back for warranty repair, because the "safely remove hardware" tool would always show a message that the USB mass storage device was still busy even though it had been inactive for ages. It never reached a point where it was "safe". That's why I began to think it was correct to just flick the off switch. Then it would produce "write delay failed" messages.

Glad to say this old faithful (slow) computer is working fine! Many thanks

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again! This has all been a huge learning curve and these forums are such a help.

"Uwe Sieber" wrote:

Yes, NTFS holds back some write accesses for a long time period. Therefore it's a good idea to use the 'safe removal' facility to flush all data.

The removal policy 'optimize for quick removal' is no help because it has no effect on NTFS formatted drives.

tess wrote:

Please advise me the correct way to disconnect my external hard drive which I am using occasionally to access certain documents copied from my new computer which has been taken in for warranty repair/replacement.

When I plug it into the USB port of this (old) computer, I flick on the switch and it all works perfectly. When I'm finished with it, should I turn off its power switch first, or use the "safely remove hardware" option first.

I noticed I got the following event log warning this morning and think I only used the on/off switch.

Event Type: Warning  
Event Source: Ftdisk  
Event Category: Disk  
Event ID: 57  
Date: 2007/09/24  
Time: 11:04:56 AM  
User: N/A

Computer: PVT-2228B675042  
Description:  
The system failed to flush data to the transaction log. Corruption may occur.

For more information, see Help and Support Center at

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<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 00 00 00 00 01 00 be 00 .....¾.

0008: 02 00 00 00 39 00 04 80 ....9..€

0010: 00 00 00 00 0e 00 00 c0 .....À

0018: 00 00 00 00 00 00 00 00 .....

0020: 00 00 00 00 00 00 00 00 .....

The computer shop where I bought it said I didn't need to use the

"Safely

remove hardware" button but after the mess they've made of my new

computer,

I'm not sure I believe them! Thanks for any advice.