

Re: I'm puzzled – Firewire Problems, need help Please.

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-04/msg03758.html>

- *From:* smlunatick <yveslec@xxxxxxxxxx>
 - *Date:* Wed, 16 Apr 2008 13:57:04 -0700 (PDT)
-

On Apr 16, 11:17 am, Lonnie <Lon...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I'm going to assume that you're talking about the drive since you use the word "unit". Yes, it has a USB port on it as well, and using the drive with that port doesn't cause me any trouble at all (meaning no errors in the event viewer) and it shows up without any yellow exclamation marks in Device Manager. However I purchased the drive for its firewire capabilities (much faster than USB). Man I hate to think how long it would take to backup 10G + via USB.

Really weird, in my opinion. With the so called driver from WD installed, the yellow exclamation mark disappears, but then I get the errors in event viewer and drive becomes unusable. Uninstall the driver and the yellow exclamation mark re-appears but I don't get the errors in the event viewer and I retain access to the drive – but I get a message from Windows that the drive may not work properly without the driver....I feel like I'm in an "Endless Loop" here. :-)

Thank you for your reply.

"smlunatick" wrote:

On Apr 14, 12:23 pm, Lonnie <Lon...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Thanks for the reply.

Ok, I don't know what's going on but I certainly appreciate everyones help..

I'm getting a little tired of nothing working. I think it's a little weird

that the drive is "Technically" recognized, but I still have a yellow ? and

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!. Smlunatick, I gave your suggestion a try sfc /scannow and it seemed to pull a lot of stuff off of the original systems disc, but after rebooting, there was still no changes.

To me this is very puzzling, but I'm not going to continue to dwell on it soooo much. I'm not sure what I'm going to do with this drive though. I'm surely NOT going to buy another external drive – too much of a darn headache.

"smlunatick" wrote:

On Apr 14, 8:38 am, Lonnie
<Lon...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

Thanks for the reply.

I just don't understand this then if "No other driver(s) are needed". I went ahead and tried what you suggested about uninstalling the device. The New Hardware Wizard started and everything, I told the wizard to look at the windows update site....etc, so it did, and it looked all over my hard drive & also I decided to put in the system disc just in case and all it did was tell me the hardware couldn't be installed and that it may not work properly. It is shown in Device Manager under "Other devices", which you probably already know has a yellow ?, and then it is listed as

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"WD External HDD Button & Lights", and this is the type of drive it is, but AGAIN, there is a yellow !. As mentioned in my other posts, I can see the drive, I can view contents, I can copy to/from, but I DO NOT TRUST IT because Windows tells me it may not function properly because of NO DRIVER.

Any other thoughts/comments/suggestions are welcomed. I appreciate everyones help on this, I just wish I could get it resolved. Thanks again.

"M.I.5¾" wrote:

"Lonnie"

<Lon...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:1FEABC40-BAC2-4DE2-B429-07604818DA13@xxxxxxxxxx

Ok,
I've
got
a
WD
External
Firewire
drive
that
seems
to
be
malfunctioning.
Now
Western
Digital
Support

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is
telling
me
that
the
Firewire
Drive
is
plug
&
play
and
that
windows
should
already
have
the
driver
for
it.
HUH,
since
when
did
Firewire
become
plug
&
play?
I've
got
Yellow
Exclamation
marks
in
device
manager.
Doesn't
that
mean
that
there
isn't
a
proper
device
driver
installed
for
the

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drive?

Firewire is
most
certainly
plug and
play and no
other
drivers
should be
required
under XP.

If the
firewire
device has a
yellow !
over it,
something
is not quite
right – but
it doesn't
usually
mean that
there is no
driver
(That
scenario
would
generally
report the
drive as an
'unknown
device').

First thing
to try is to
right click
the device
and
uninstall it..

Now
reboot
windows
and allow it
to
rediscover
the drive
and install
it. If that
doesn't

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work try it
on another
PC just to
check that it
isn't the
drive.–
Hide quoted
text –

– Show quoted text –

Firewire "hosts" drivers appear to be
"built-in" XP thus the reason why
"no other driver" required. However, this
does not mean that the
driver files can not be "damaged" since these
are still standard XP
files. You can try to run "sfc /scannow" to
try to have XP repair
these files.– Hide quoted text –

– Show quoted text –

Does your unit have additional ports? Several models come with
multiple different type of connectors (Firewire, eSATA or USB?)– Hide
quoted text –

– Show quoted text –

The yellow exclamation mark shows up when the "connection" fails.
When using different ports, including different Firewire and USB
ports, will re-detect the "hardware id" for each device and re-
establish a connection to this device. Doing this "last" test gave
you the results that the drive works correctly.

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