

Re: External drives not installing or working properly on USB

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-09/msg02720.html>

- *From:* smlunatick <yveslec@xxxxxxxx>
 - *Date:* Tue, 16 Sep 2008 07:33:27 -0700 (PDT)
-

On Sep 16, 12:08 pm, Simon <Si...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Well, thanks for clarifying the setup of the USB host controllers. I am sure that there is a good reason for running it this way but it is not terribly transparent to a rank amateur like me.

I can't be absolutely certain if SP3 is the problem or not since this was upgraded prior to trying to set up the external drives (a couple of weeks earlier). I have rolled the system back to SP2 successfully on both the affected machines using an existing good backup made before the upgrade. The Sandisk card reader now works but very slowly and the WD drive not at all.. This is the case for both XP machines.

Vista is running on another machine and when I checked it all the external hardware was working perfectly.

I think that this means one of the following.

1. There is a compatibility problem with the Intel hardware at some level (which is the Microsoft position) and the solution lies at the Intel driver level. I have contacted Intel but no reply.
2. There is a hardware problem with the USB system on the work station in particular. This is still a possibility since there have been minor glitches with the USB system before but these disappeared when I disabled the automatic power management. None of the other tests I have done suggested that there was a problem. The only other thing I have noted was an early problem with a Belkin 4 x 1 USB switch which could not be made to work at all on the workstation. The USB steadfastly refused to recognise the device. I also got a power warning when it was connected to the laptop.
2. XP has not rolled back properly.
3. The XP installation on both machines has some problem. This is unlikely since I recently completely rebuilt the system on the laptop.
4. There is a fundamental problem with both the external units. This is

Re: External drives not installing or working properly on USB

unlikely or they wouldn't work on Vista.

On the advice of WD I have sent the 2TB mirror drive back for them to perform some tests, just in case there is some problem. I have contacted Intel but so far have had no response. Microsoft do not believe that there is an XP problem.

Unless there is a flash of inspiration the only thing I can think of doing is completely rebuilding these machines from the ground up to ensure that the drivers are absolutely right.

Any other ideas?

"M.I.5¾" wrote:

"Simon" <Si...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:78748873-6B78-409E-90D2-74678B8947AC@xxxxxxxxxxxxxxxxxxxx

I have a graphics workstation based around an Intel D975XBX2 motherboard with quad core processor and 3GB RAM. USB host controllers are Intel 82801G (ICH7 Family). Only one of the five host controllers is connected to the 6 external ports. This is listed as a USB2 enhanced host controller.

This is not correct. As you have 5 host ports, you have 8 physical USB ports (and as you note 6 are brought to the outside world). 4 of the host ports are OHCI host ports and provide the slow and fast communication to 2 each (making 8 in all) of the physical ports (what most people call USB1). The remaining host is a EHCI host providing high speed communication to all 8 physical ports (usually referred to as USB2). There are very good technical reasons for this apparently cockermainty arrangement.

All your other symptoms sound suspiciously like the OHCI ports on either the host or peripheral having some problem. What is not clear is: do they not work on any port on the PC? When you say they work under Vista, is this on the same or a different PC?

Re: External drives not installing or working properly on USB

You seem to be suggesting that your problems appeared after upgrading the SP3. I assume that you don't have the ability to restore a backup of the SP2 system before you upgraded to SP3 (very bad and unwise move) otherwise you would have restored it. This may sound a bit drastic, but if you have an old or another hard disk, are you able to rebuild a windows SP2 installation, and does it work with USB? This last bit would confirm whether the hardware was OK and if the support software drivers have become damaged.

I am experiencing problems with a Sandisk ImageMate 12 in 1 card reader modelSDDR-89 V4 and a Western Digital 2TB external mirror raid drive, both USB2 peripherals.

Both were bought at the same time and shortly after I had installed XP SP3. Plug and play installation of the WD drive went through most of the automated process before indicating that the drevise had not installed correctly. No external drive was recognised. The computer froze completely while trying to install the Sandisk card reader.

I scanned the system and identified some old drivers. All relevant hardware and XP drivers were checked and updated where necessary. BIOS was also out of date so this was also brought up to date. No change.

All the USB controllers were removed via the device manager and the system allowed to reinstall them – no change.

Re: External drives not installing or working properly on USB

The USB root hub has been checked. 8 ports are available in total of which 6 are actually physically available. An External hub is connected to one port and supports the keyboard and mouse. This draws 500mA. A second port connects to a printer switch and draws from 2 to 10mA in operation. Each port is rated at 500mA and there is no indication that too much is being drawn on any particular port.

The operating system was rolled back to SP2 and the checks above repeated. Now the Sandisk drive installs but it can take up to 5 minutes for the operating system to recognise the four additional 'drives'. It then tries to autoplay, even with no card in the reader. This does not cancel and can go on for another 5 minutes.

The WD drive still does not install.

I have the same problems on a laptop, also running XP. I got the WD drive to come up on this machine once when rolled back to SP2 but it disappeared after rebooting and has never been seen again. This machine also uses Intel host controllers but a slightly older chipset.

All the external hardware works fine under Vista (and fast too). Microsoft say it's a hardware problem.

Re: External drives not installing or working properly on USB

I am out of ideas.

I am using another model of Intel motherboard and SP3. The problem is not with either XP, SP3 or the hardware. You seem to have a conflict with some settings. Locate USB DLM and you should find another web page to help in fixing "most" USB external drive problems.

.