

Re: USB Storage Device not functioning

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From: BVIPrincess (EECUL62_at_yahoo.com)

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I'm having an almost identical problem with my HandySteno HC202 1 gig USB storage device, except that instead of telling me to "insert a disk into drive S," a new Explorer window opens (thanks to AutoPlay correctly recognizing insertion of the device) but it displays the contents of the drive as being totally BLANK. As with your device, mine works fine on my laptop and on my office PC and there are no conflicts or errors in Device Manager. Reinstalling the driver is also not applicable, as the manufacturer does not provide an XP driver since XP natively supports the device. My problem started when I connected the HandySteno and another USB flash drive at the same time, intending to copy data from the old to the new device. While the second USB flash drive (a Cruzer 512 MB drive) continues to work flawlessly, Windows continues to show the HandySteno as a blank (empty) drive. My computer is only 6 months old but HP says it's not a supported issue. They claimed that the computer works as it should -- that it assigns a drive letter and that AutoPlay works. As for why it won't show the contents of the drive, they offered no answer. I have a feeling the problem lies in the way Windows issues/reserves drive letters. I'm going to call Microsoft this evening; I'll post tomorrow if any results.

"ithilla" <ithilla@discussions.microsoft.com> wrote in message news:1CF35741-9EA4-4592-A8E0-AA653D09829C@microsoft.com...
Hi

I have an Easy Disk 512MB USB Storage Device which works absolutely fine on all PCs at work (which are Windows 2000 and XP). However it does not work on my XP Professional PC at home. When I plug it into my home pc you get the Windows XP Hardware Insert sound (meaning the device has been detected). It takes about a minute for it to be assigned a drive letter which is odd as it is more or less instant at work. It finally gets assigned a drive letter (in this case F) with the title Removable Disk. This all seems good so far. However when you click on the device in My Computer you get the following message "Please insert a disk into drive F". I have checked the device in Device Manager and there is NO exclamation mark against it (it is under the title Storage Volumes, Generic Volume). It actually says "this device is working properly". I am absolutely stumped with this. Can anyone please help me?

microsoft.public.windowsxp.hardware: Re: USB Storage Device not functioning

Thanks

ithilla