

## Re: SATA HDD in external USB2 case no longer recognised after 1st reboot

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  - *Date:* Mon, 24 Jul 2006 10:00:33 -0400
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"meirionwyllt" <[meirionwyllt.2b72pv@xxxxxxxxxxxxxx](mailto:meirionwyllt.2b72pv@xxxxxxxxxxxxxx)> wrote in message [news:meirionwyllt.2b72pv@xxxxxxxxxxxxxx](mailto:news:meirionwyllt.2b72pv@xxxxxxxxxxxxxx)

I've just bought a Maxtor 400GB SATA drive and want to use it as an external HDD via my SATA-ready external USB2 case. When I first plugged it in, it was 'sort of' recognised by Windows XP SP2 in that it came up with USB Mass Storage Device, but not 'Maxtor -----'. I then went to Computer Management, initialized, then formatted the drive and gave it a letter. I then copied over the vast amount of music from the other external HDD (the PATA one that I'm replacing). All was fine and dandy until I rebooted, only to find that the SATA drive was no longer recognised by Windows, and it had also taken out my other external drive, so in My Computer I was left with the two partitions of my internal drive, and DVD-R drive, and only those.

If I delete all 'Disk drive' devices and reboot with only the sata drive plugged in to the USB, then I can get it to reappear, but of course I don't want to be doing this every time.

OK so I'm guessing it's something to do with my USB2 controller perhaps? FYI, my laptop is a Centrino, so the host controller is 'Intel 82801FB/FBM'. I have tried looking on the Intel website but it's so confusing, there's all these different chipsets with all the same name and none that really seem to be right.

Any help on this would be cool, so I can start using my new drive. Thank you.

P.S. Should I be seeing a SATA controller somewhere in my device manager? Also, is it normal that I have 5 USB controllers in my device manager, 4 USB and 1 USB2?

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meirionwyllt

Re: SATA HDD in external USB2 case no longer recognised after 1st reboot

Anna Wrote:

meirionwyllt:

Understand that when you use your SATA HD in a USB external HD enclosure, it becomes, for all practical purposes, a USB device and is treated as such by your system. So there will not be any indication of "SATA controller" in Device Manager unless you have another internal SATA HD installed – which, of course, you don't have (I believe).

If I correctly understand you – you are using two USB EHD devices, one containing a SATA HD and the other a PATA HD. I assume that you connected both devices to your laptop and (apparently) successfully copied over all the files you wanted from the USB EHD containing the PATA HD to your new USB EHD containing your SATA HD. Is that right?

Now you disconnect from the system the USB EHD containing the PATA HD, and with the USB EHD containing the SATA HD still connected, boot up. And here's where you experience your problem, right? The system does not detect the existence of this USB EHD that contains your SATA HD. Is that your precise problem? Or have I missed something?

If it is, we can go on from here.  
Anna

"meirionwyllt" <meirionwyllt.2b8ulx@xxxxxxxxxxxxxx> wrote in message  
[news:meirionwyllt.2b8ulx@xxxxxxxxxxxxxx](mailto:news:meirionwyllt.2b8ulx@xxxxxxxxxxxxxx)

Thanks for your help. Yes, you have my problem pretty much understood. The only addition I'd make to your diagnosis is the fact that, after rebooting, this problem occurs regardless of whether I still have my old PATA HD still connected. When I plug in my SATA for the first time (or the first time since I delete the driver), then all is well and the drive is recognised, but when I reboot it will not re recognised during Windows startup and will not appear in My Computer.

I hope this additional bit will be of use to you.

Thanks again.

meirionwyllt:

Frankly, I'm getting a bit more confused with your latest response. Please understand that when you install either a PATA or SATA HD in an appropriate USB external hard drive enclosure designed for that particular type of drive, and use that device as a USB device – it's of no consequence (in this situation) as to whether the HD has a PATA or SATA interface. I want you to clearly understand that.

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I mention this because you state that "When I plug in my SATA for the first time

(or the first time since I delete the driver), then all is well and the drive is recognised, but when I reboot it will not (b)e recognised during Windows startup and will not appear in My Computer."

We are talking about a SATA HD installed in a USB external HD enclosure, are we not? Why is there your reference to "delete the (SATA?) driver"? Why is there a driver issue here? What do you mean about "plug(gin) in my SATA for the first time...then all is well and the drive is recognized but when I reboot it will not (b)e recognised during Windows startup and will not appear in My Computer."?

Again, this issue basically involves an issue of a USB device not being recognized by the operating system, is that right? There's an inference in your latest statement that this might not be so. That somehow you're referring to some drive-recognition problem involving an \*internal\* SATA HD.

Again, just to make this issue clear. The basic problem, as I originally understood it, is that your system does not detect a USB external HD (a SATA HD is installed in that USB device), i.e., you cannot access the contents of that external HD. There's no problem with your system when you boot with your internal HD and the system functions properly in all respects notwithstanding the USB EHD non-recognition problem. If that is the case, try the following...

1. Access Disk Management and see if the USB device is listed. If so, and there's no drive letter assigned, see if you can assign a drive letter to the device.
2. If the USB device is listed in Disk Management with an assigned drive letter, right-click on its listing and select Explore from the submenu. Hopefully, Windows Explorer will open and the device will be listed.
3. Connect the USB device \*directly\* to a USB port on the computer, not via a USB hub. Try different USB ports if your computer has more than one.
4. Do not use a USB extension cable.
5. Try alternate powering on/off methods. If the USB device contains its own power supply, try booting up with its power on, then try powering on only \*after\* the system has booted to a Desktop.
6. Try a different USB cable.
7. In the USB controllers section of Device Manager, uninstall all the USB controllers listed and reboot.
8. Check out the HD with the hard drive manufacturer's diagnostic utility. If it checks out OK, another option is to remove the HD from its enclosure and, if possible, install the HD as an internal HD to determine if there are problems with the drive.
9. Access the website of the manufacturer of the USB device to determine if there's any firmware update or info re the problem you're experiencing or there's any possibility that the USB enclosure itself might be defective.
10. Determine from the manufacturer of your motherboard whether there's a BIOS upgrade affecting USB device recognition.

Anna

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"meirionwyllt" <meirionwyllt.2bgc23@xxxxxxxxxxxxxx> wrote in message  
[news:meirionwyllt.2bgc23@xxxxxxxxxxxxxx](mailto:news:meirionwyllt.2bgc23@xxxxxxxxxxxxxx)

Hi, I have now had a chance to try out your suggestions.

Just to confirm, both drives that I mentioned are indeed connected externally via two different USB cases, and yes, the necessary files have been copied over successfully to the USB Device that contains the SATA drive. I tested this when the initial file transfer took place.

When I mentioned "deleting the driver and rebooting", I was referring to deleting the "Unknown Device" driver that appears in my device manager when my USB Device that contains the SATA drive is plugged in. When my other drive (PATA via USB case) is plugged in, Windows automatically recognises it as "Maxtor 6 Y160P0 USB Device" and places the relevant device driver in Device Manager. It's confusing because both my external drives are Maxtor, but I know the "Maxtor 6 Y160P0 USB Device" definitely refers to my old external PATA drive because I recognise the Y160P0 model number. But with my new SATA Drive/USB Case combo, the driver in Device Manager shows up as 'Unknown Device' under the heading of 'Universal Serial Bus controllers', and nothing appears alongside the "Maxtor 6 Y160P0 USB Device" in the 'Disk Drives' section.

I also checked 'Computer Management'. It no longer appears in the 'Disk Management' section. It definitely did so before, because I was able to format it and give it a drive letter.

As for trying to find an updated driver for my USB controller, I went to the Intel website and downloaded and installed a set of INF files that were appropriate for my chipset.

I've also tried deleting everything in the 'Universal Serial Bus controllers' section of Device Manager and rebooting, and still nothing.

I have tried using a different USB cable, and different ports, and I am not using an USB Hub and am not using an extension cable.

UPDATE: I have now tried your suggestion number 5 and, interestingly, if I switch the power of the ext case of my SATA drive off and then on during a Windows session, then all is well – the drive appears in My Computer, Device Manager (as Maxtor 6 Q6BH USB Device) and in Disk Management. But the drive will not boot up in this state, it always requires me to switch the power off/on during Windows for this to happen.

I have now also downloaded the latest version of my BIOS, or at least the latest version on the Acer website, the manufacturer of my laptop.

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But after flashing there is still no improvement.

Do you have any further suggestions? I hope the above info will help you to shed some light on this confusing and very annoying matter.

Thanks so much for your help.

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meirionwyllt

meirionwyllt:

I really don't know what else to suggest. We have run into the same situation as you relate in your "UPDATE:" paragraph in that sometimes before the system will recognize the USB external HD device it's necessary to power up the USB external HD *\*before\** booting to the OS, conversely other times the opposite is true (as is apparently the situation in your case). We just live with it.

Please note you are *\*not\** booting up with the USB external HD. I assume you don't really mean that in the technical sense. You are booting up to your internal HD which contains the XP operating system, right?. I just want to make that clear so that there's no misunderstanding here.

Anna

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