

Re: FireWire Port non-functional

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http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-01/msg01789.htm

- *From:* "Patrick Keenan" <test@xxxxxxx>
 - *Date:* Sat, 13 Jan 2007 12:32:42 -0500
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"Dummy" <Dummy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:32F224F3-EC6A-4A31-B837-4BA7F9384854@xxxxxxxxxxxxxxxxxxxx>

Patrick, I appreciate your taking the time to respond. No help, but you did respond. Nothing has been damaged that I can tell, since deleting the software driver and reinstalling corrects the problem for one time. The solution I need is related to the software issue. Westinghouse tech and I agree that it is a Windows XP issue. We just don't know what to do about it.
I'd hoped that someone knowledgeable about Windows XP would respond. Thanks again.

There is also a Firewire fix in the MS KB that may help you (or may not). This should have been rolled into SP2, but in case it wasn't, look for these - I think they are the same number:

WindowsXP-KB885222-v2-x86-ENU.exe
WindowsXP-KB885222-x86-ENU.exe

I seem to recall that this did have some effect on the problems I was having with Firewire devices, pre-SP2, which I don't have post-SP2.

You might also want to ask in any non-Microsoft newsgroups that involve use of Firewire devices, like camera and audio groups (for example, rec.audio.pro). These folks will almost certainly have some exposure to similar or identical problems.

If the problem is software and within XP, I would think that it may well be a registry issue rather than a file-damage issue. And, if your reinstall of XP did not start with wiping the disk (including deleting all your data) but was basically a repair install, you may not have addressed the problem at all.

Repair installs often leave data and user settings behind - they don't make a lot of changes to the registry, so things would be mostly as they were.

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One certain way of determining this at low risk to existing data is to pop in another hard disk (I paid about cdn\$80 for 80-gig laptop drives last week) and do a fresh install to that of only XP, no other applications; apply XP updates only, then proceed directly to the FireWire issue. Install only the drivers you absolutely have to to connect the camera.

If the problem still occurs, you may not have an answer, but you will have eliminated virtually every other potential software factor beyond the registry, and will have a smaller field to search.

If you aren't familiar with removing drives from laptops, it's normally pretty easy. Just remove power and the battery first. There's often one or two screws holding the drive tray in, then four screws holding the drive into the tray. On some systems, if the drive is EIDE, there is often a little header you have to pry off the pins and move to the new drive. If the drive is SATA, as many new systems are, the header isn't there; the connectors are simpler; and you **must** know before purchasing the spare whether the drive is SATA or not.

HTH
-pk

"Patrick Keenan" wrote:

"Dummy" <Dummy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:C1418AA6-F7C8-41D7-BE3C-DCA5D09FEC4A@xxxxxxxxxxxxxxxxxxxx

Westinghouse notebook with firewire port, Canon DV camcorder, Windows MovieMaker. The only way I can get the firewire port to "see" the camcorder is to uninstall the IEEE1394 Host Controller, connect the camcorder, turn it ON, restart the notebook and let the plug and play installer "find" the new device, install it and then it can "see" the camcorder. If I turn the camcorder OFF at any time, I must go through the entire procedure again. What is wrong and what must I do to correct? I have re-installed Windows XP Home

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from the OEM distribution CD per Westinghouse Tech
Support
instructions.
They
are stumped as I am.
Thanks,

It's really easy to permanently damage FireWire ports by hot-plugging,
which
is what you're describing. It's a fairly common problem.

It seems that the only safe way to connect a FireWire device is to power
everything down, connect the cables, turn on the external units, then the
PC. If you want to disconnect, shut it all down first. You should not
disconnect FireWire peripherals while the power is on.

Re-installing XP will not address problems caused by damaged or
malfunctioning hardware.

Yes, hot-plugging is supposed to be supported by FireWire, but in
practice,
it can destroy the ports on the PC and the external device. I stopped
buying FireWire devices for this reason, after losing six or more
different
units of varying value (drives and audio interfaces), in favour of USB2
devices that do properly and safely support hot-plugging.

HTH
-pk