

## RE: Want to enable a previously disabled device

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg00248.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT])
  - *Date:* Fri, 02 Feb 2007 07:25:05 GMT
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Hi Steve,

Thanks for posting in our newsgroup.

From your description, I know that your eSATA hard drive cannot be displayed in Device Manage and you cannot enable the device. If I am off-base, please don't hesitate to let me know.

You said that you have scanning for hardware changes. I don't know how you did that, and please let me know.

Please do the following to narrow down this issue:

Step 1. First please verify if eSATA hard drive appears on the Hardware Compatibility List (HCL):

<http://www.microsoft.com/whdc/hcl/default.aspx>

Step 2: Run the Add Hardware Wizard and see if the hard drive can be found.

1. Connect hard drive to you computer.
2. Click Start, Control Panel, Add Hardware and then click Next.
3. Select Yes, I have already connected the hardware and click Next.
- 4 . Click Add a new hardware device and click Next.
5. Select Search for and install the hardware automatically (Recommended) and click Next.
6. Now check if the hard disk can be found.
7. If the hard disk can be found, please install that according to the instruction.

Step 3: Please boot the system into Safe Mode environment and test the issue. Safe Mode loads a minimally protected-mode configuration, disabling Windows device drivers and using the standard VGA display adapter.

1. Restart your computer and start pressing the F8 key on your keyboard. On a computer that is configured for booting to multiple operating systems, you can press the F8 key when you see the Boot Menu.

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2. In "Windows Advanced Option Menu", use the arrow keys to select Safe Mode with Networking, and then press ENTER.
3. If you are running other operating systems on the computer, click Microsoft Windows on the list that is displayed and then press ENTER.
4. Logon on the computer and connect the eSATA hard drive, now check if the hard disk will be displayed in the Device Manager.

If the problem still exists, please help me connect the following information:

1. Let us know the exact model of the eSATA hard disk.
2. Connect this eSATA hard disk to another machine, can the system find that successfully?
3. Connect the another eSATA hard disk to this machine, can the system find that successfully?

In addition, the problem may be caused by the hardware failure, please also contact the hard disk manufacturer for help. Thanks for understanding.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

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Any input or comments in this thread are highly appreciated.

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<  
<I installed an eSATA hard drive for backups, and not exactly sure how to swap  
<drives, I decided to use the device manager to "disable" the drive (in the  
<driver properties I selected disable) , before swapping it. Then I swapped  
<drives...at which point I got lost.  
<  
<I can't figure out a way to enable the drive again. The external drive  
<doesn't show up anywhere in device manager any longer. I've tried to display  
<"hidden" devices, but it still doesn't appear. I've tried a reboot,  
<powering  
<off/on the external drive, swapping drives again, and scanning for hardware  
<changes. Nothing makes it appear in my device manager. How can I get it  
<to  
<display again on the device manager so I can enable it? Again, it is  
<connected via eSATA.  
<  
<Thanks in advance,

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<Steve Belt

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