

Forum:[Hack Forums](#)

Thread: [Usb 3.0 external hdd doesn't work properly in USB 3.0 port](#)

hellfire191 - January 9, 2014, 4:42 pm

This is a slight repost from my other thread, but I have found out more about the problem which should attract more people to help me find the solution.

My problem is that my usb 3.0 transcend 25M3 1 tb external hard drive won't stream video files for more than 30 minutes (without freezing and disconnecting) when plugged into a USB 3.0 port on my laptop, however it works completely fine when plugged into a USB 2.0 port on the same laptop.

I have tried uninstalling and reinstalling the driver software for the USB 3.0 ports, but that hasn't fixed the problem in any way (in fact it seems a bit worse (the hard drive fully disconnected for the first time today) I am fairly certain I have the correct driver software for the USB ports as I got them from my laptops manufacturer (however I will be checking this tomorrow when I can contact the technical support)

I hope you can help me find the solution for the problem.

Thanks in advance

Aura - January 9, 2014, 5:35 pm

What version of Windows are you running what is your laptop brand and model ?

hellfire191 - January 9, 2014, 6:34 pm

Windows 7 ultimate and I have a Novatech n1535 (not sure if you'll of heard of this)

<http://www.novatech.co.uk/products/laptops/n1535.html>

Also the hard drive just froze for the first time in 3 hours whilst plugged into a USB 2.0 port, so I guess it's not fully down to the USB 3 ports (though it does freeze much more often on USB 3)

Thanks

Aura - January 9, 2014, 6:42 pm

(Jan 9, 2014 07:34 PM)hellfire191 Wrote: [\[CITE\]](#) Windows 7 ultimate and I have a Novatech n1535 (not sure if you'll of heard of this)

Also the hard drive just froze for the first time in 3 hours whilst plugged into a USB 2.0 port, so I guess it's not fully down to the USB 3 ports (though it does freeze much more often on USB 3)

Thanks

Does it do the same thing on other computers ?

hellfire191 - January 9, 2014, 6:51 pm

(Jan 9, 2014 07:42 PM)Aur? Wrote: [\[CITE\]](#) Does it do the same thing on other computers ?

I forgot to say - I replaced the hard drive thinking that was the problem - it wasn't.

And no it works fine on other people's laptop

Aura - January 9, 2014, 6:52 pm

(Jan 9, 2014 07:51 PM)hellfire191 Wrote: [\[CITE\]](#) I forgot to say - I replaced the hard drive thinking

that was the problem - it wasn't.

And no it works fine on other people's laptop
How is your computer alimentation set for USB 3.0 ports ?

hellfire191 - January 9, 2014, 6:54 pm

Not sure I know what you mean by alimentation

Aura - January 9, 2014, 6:56 pm

(Jan 9, 2014 07:54 PM)hellfire191 Wrote: [\[CITE\]](#) Not sure I know what you mean by alimentation
Like, is your BIOS set to give enough power to your USB 3.0 ports, what about Windows (follow the steps posted in the link) ?

<http://superuser.com/questions/549761/how-to-test-power-capabilities-on-usb-3-0-hub>

hellfire191 - January 9, 2014, 7:04 pm

(Jan 9, 2014 07:56 PM)Aur? Wrote: [\[CITE\]](#) Like, is your BIOS set to give enough power to your USB 3.0 ports, what about Windows (follow the steps posted in the link) ?

<http://superuser.com/questions/549761/how-to-test-power-capabilities-on-usb-3-0-hub>

Oh right, it says USB mass storage device - requires 100 Ma, Total output per port 500 ma.

So power shouldn't be a problem