

# Forum:[Hack Forums](#)

Thread: [External HDD](#)

**Hopsin** - March 22, 2019, 3:53 pm

So basically, I have a external HDD that works ONLY with Smart TV. When I try to connect it to the other (2) laptops (2) smartphones and (1)Desktop, nothing happens. Tried formating Windows, tried installing Linux, tried plenty of things but nothing worked. Not even showing nor recognized, nothing at all.

Like completely dead. But still, how is it still working and recognized normaly with LG tv then?

Any help will be appreciated. Thanks ?

**webdev77** - March 22, 2019, 4:45 pm

What is the model and manufacturer of the drive and how is it formatted?

**Hopsin** - March 22, 2019, 4:50 pm

(Mar 22, 2019 04:45 PM)webdev77 Wrote: [\[CITE\]](#) What is the model and manufacturer of the drive and how is it formatted?

NTFS. It was internal HDD and I made it to external using external HDD case. Worked fine for 2+ years and now randomly it doesn't recognizes anywhere except smart tv.

Thanks for your input ?

**datguy.dev** - March 22, 2019, 5:36 pm

Could you explain a bit what you mean by not showing up? Is the device not being recognized by the system or are the contents just not mounting/appearing. Try lsusb for Linux or Device manager for Windows and see if you can find it. If the first, maybe a driver issue. If second, often the drive is formatted using an unsupported partitioning scheme or filesystem type. But I have to say, it should at least appear in Linux if that was the case.

**Hopsin** - March 22, 2019, 5:40 pm

(Mar 22, 2019 05:36 PM)datguy.dev Wrote: [\[CITE\]](#) Could you explain a bit what you mean by not showing up? Is the device not being recognized by the system or are the contents just not mounting/appearing. Try lsusb for Linux or Device manager for Windows and see if you can find it. If the first, maybe a driver issue. If second, often the drive is formatted using an unsupported partitioning scheme or filesystem type. But I have to say, it should at least appear in Linux if that was the case.

It starts loading (LED blinking) and then drops/disconnects like not enough power. Tried changing the cable and still the same thing. I tried with linux as well and the result is the same. Although I don't understand how it is working with TV. It just doesn't make sense to me

**datguy.dev** - March 22, 2019, 7:16 pm

(Mar 22, 2019 05:40 PM)Hopsin Wrote: [\[CITE\]](#) It starts loading (LED blinking) and then drops/disconnects like not enough power. Tried changing the cable and still the same thing. I tried with linux as well and the result is the same. Although I don't understand how it is working with TV. It just doesn't make sense to me

- 1) Plug in the drive.
- 2) Open Powershell and run: "Get-PnpDevice -PresentOnly >> .\output.txt; gwmi win32\_diskdrive >> .\output.txt; notepad.exe .\output.txt"
- 3) Paste the contents here.

**Hopsin** - March 23, 2019, 3:13 am

(Mar 22, 2019 07:16 PM)datguy.dev Wrote: [\[CITE\]](#) 1) Plug in the drive.

2) Open Powershell and run: "Get-PnpDevice -PresentOnly >> .\output.txt; gwmi win32\_diskdrive >> .\output.txt; notepad.exe .\output.txt"

3) Paste the contents here.

Is this fine? Couldn't get working the next command.

Not visible not even here

**Onireves** - March 23, 2019, 4:11 am

2.5" or 3.5"?

What adaptor are you using to plug in the pc?

**Hopsin** - March 23, 2019, 4:35 am

(Mar 23, 2019 04:11 AM)Onireves Wrote: [\[CITE\]](#) 2.5" or 3.5"?

What adaptor are you using to plug in the pc?

2.5" (HDD taken off from laptop)

I am using cable (usb micro b super speed) with laptops/desktop, tried different cables and still the same. I am using the same cable for the TV and it works normally.

Also, for the smartphone i tried the (Samsung) USB OTG Adaptor Original.

My last solution is to replace the old HDD case which I want to avoid. Been searching for weeks and out of luck.

**datguy.dev** - March 23, 2019, 5:38 am

You can highlight the text in PS and right click to copy. ? The images show your laptop should support USB 3.0 eHDD devices. I might be missing something because you didn't paste the raw text.

What error did you get running the second command. That maybe an issue enumerating drives. Try it with the eHDD plugged in and without. You should have results like:

PHP Code

<?php

PS C:\Users\dev> gwmi win32\_diskdrive

Partitions : 2

DeviceID : \\.\PHYSICALDRIVE4

Model : Seagate BUP Slim BK SCSI Disk Device

Size : 500105249280

Caption : Seagate BUP Slim BK SCSI Disk Device

Partitions : 1

DeviceID : \\.\PHYSICALDRIVE0

Model : WDC WD3200AAJS-22B4A0 ATA Device

Size : 320070320640

Caption : WDC WD3200AAJS-22B4A0 ATA Device

Partitions : 1

DeviceID : \\.\PHYSICALDRIVE1

Model : ST3250823AS ATA Device

Size : 250056737280  
Caption : ST3250823AS ATA Device

Partitions : 1  
DeviceID : \\.\PHYSICALDRIVE2  
Model : WDC WD5000AAVS-00ZTB0  
Size : 500105249280  
Caption : WDC WD5000AAVS-00ZTB0

Partitions : 2  
DeviceID : \\.\PHYSICALDRIVE3  
Model : Samsung SSD 850 EVO 500GB  
Size : 500105249280  
Caption : Samsung SSD 850 EVO 500GB

Nonetheless, it appears the drive is not being detected by the system. Can you plug in the drive and expand disk drives in the device manager? If it isn't listed, see if the manufacturer offers a driver. If it is listed, right click it and check the status and what is the driver.

Hopsin - March 23, 2019, 5:45 am

(Mar 23, 2019 05:38 AM)datguy.dev Wrote: [\[CITE\]](#) You can highlight the text in PS and right click to copy. ? The images show your laptop should support USB 3.0 eHDD devices. I might be missing something because you didn't paste the raw text.

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DeviceID : \\.\PHYSICALDRIVE4  
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Size : 500105249280  
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Partitions : 1  
DeviceID : \\.\PHYSICALDRIVE0  
Model : WDC WD3200AAJS-22B4A0 ATA Device  
Size : 320070320640  
Caption : WDC WD3200AAJS-22B4A0 ATA Device

Partitions : 1  
DeviceID : \\.\PHYSICALDRIVE1  
Model : ST3250823AS ATA Device  
Size : 250056737280  
Caption : ST3250823AS ATA Device

Partitions : 1  
DeviceID : \\.\PHYSICALDRIVE2  
Model : WDC WD5000AAVS-00ZTB0  
Size : 500105249280

Caption : WDC WD5000AAVS-00ZTB0

Partitions : 2

DeviceID : \\.\PHYSICALDRIVE3

Model : Samsung SSD 850 EVO 500GB

Size : 500105249280

Caption : Samsung SSD 850 EVO 500GB

Nonetheless, it appears the drive is not being detected by the system. Can you plug in the drive and expand disk drives in the device manager? If it isn't listed, see if the manufacturer offers a driver. If it is listed, right click it and check the status and what is the driver. Via powershell:

```
PS C:\WINDOWS\system32> gwmi win32_diskdrive
```

Partitions : 3

DeviceID : \\.\PHYSICALDRIVE0

Model : Samsung SSD 840 EVO 250GB

Size : 250056737280

Caption : Samsung SSD 840 EVO 250GB

Using Devices Manager, its not listed at all. Not even notification!

**datguy.dev** - March 23, 2019, 6:27 am

(Mar 23, 2019 05:45 AM)Hopsin Wrote: [\[CITE\]](#) Via powershell:

```
PS C:\WINDOWS\system32> gwmi win32_diskdrive
```

Partitions : 3

DeviceID : \\.\PHYSICALDRIVE0

Model : Samsung SSD 840 EVO 250GB

Size : 250056737280

Caption : Samsung SSD 840 EVO 250GB

Using Devices Manager, its not listed at all. Not even notification!

What is the model of the eHDD?

Do you happen to have a USB 3.0 hub which requires external power adapter? That would eliminate any power related issues.

You don't have another computer you can try the eHDD on?

**Hopsin** - March 23, 2019, 6:49 am

(Mar 23, 2019 06:27 AM)datguy.dev Wrote: [\[CITE\]](#) What is the model of the eHDD?

Do you happen to have a USB 3.0 hub which requires external power adapter? That would eliminate any power related issues.

You don't have another computer you can try the eHDD on?

Just tried with very old computer with USB 2.0 in another laptop and it worked fine. I guess not enough power or something?

All my laptops have usb 3.0 but if in case its the power issue why it worked before normally for so many years?

**datguy.dev** - March 23, 2019, 11:38 am

(Mar 23, 2019 06:49 AM)Hopsin Wrote: [\[CITE\]](#) Just tried with very old computer with USB 2.0 in another laptop and it worked fine. I guess not enough power or something?

All my laptops have usb 3.0 but if in case its the power issue why it worked before normally for so many years?

At least you narrowed it down to a specific laptop given then eHDD fails on multiple OSs on that laptop, but it'll work on another. I can't tell you why.

I'm sure you tried all USB ports on your laptop right? How many are there? Otherwise, it could be a poor connection where there is some buildup on the contact pads inside the USB housing "after so many years." (VCC, Data +/-, GND) Maybe there is a broken solder joint on the housing etc etc.

**Hopsin** - March 23, 2019, 1:10 pm

(Mar 23, 2019 11:38 AM)datguy.dev Wrote: [\[CITE\]](#) At least you narrowed it down to a specific laptop given then eHDD fails on multiple OSs on that laptop, but it'll work on another. I can't tell you why.

I'm sure you tried all USB ports on your laptop right? How many are there? Otherwise, it could be a poor connection where there is some buildup on the contact pads inside the USB housing "after so many years." (VCC, Data +/-, GND) Maybe there is a broken solder joint on the housing etc etc.

There are 3 USB 3.0 ports and on the other laptop 2 Usbs 3.0 ports. So, basically, no solution unless I change the HDD case? ?

**datguy.dev** - March 23, 2019, 3:31 pm

(Mar 23, 2019 01:10 PM)Hopsin Wrote: [\[CITE\]](#) There are 3 USB 3.0 ports and on the other laptop 2 Usbs 3.0 ports. So, basically, no solution unless I change the HDD case? ?

I would say a different eHDD case would work if it has external power. Its a shot in the dark if you dont test first with a power USB hub though.

**Hopsin** - March 23, 2019, 3:33 pm

(Mar 23, 2019 03:31 PM)datguy.dev Wrote: [\[CITE\]](#) I would say a different eHDD case would work if it has external power. Its a shot in the dark if you dont test first with a power USB hub though.

Something like this?

By the way, thanks for your time mate. ?

**datguy.dev** - March 23, 2019, 4:38 pm

(Mar 23, 2019 03:33 PM)Hopsin Wrote: [\[CITE\]](#) Something like this?

[img]//https://d.scdn.gr/images/sku\_main\_images/011259/11259171/20170309104349\_i\_tec\_mysafe\_advanced\_usb\_3\_0\_easy.jpeg[/img]

By the way, thanks for your time mate. ?

Please read the exception in my previous post. I'm not saying to buy a new case yet because we don't know. If you had a powered USB hub to test with, that would help deduce things and maybe find a work around.

By external power, that would be a case with a USB connector and a DC barrel power jack like this one [this one](#). Notice that is a 3.5" case, which will fit 2.5". Another way of supplying power hungry USB devices is to use a x2 male USB splitter like with [this case](#). Note, normally USB power specifications aren't an issue with 2.5" drives. Only 3.5" is where that is a problem.

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Thank you. I'll try in few days and let you know the results. Appreciated ?