



Solving Storage Failure on External USB Drives because of Cyclic Redundancy Check Errors

Scenario:

- You connect your external USB drive but nothing happens / you cannot see your drive on your Windows 10 computer
- When you plug in your USB drive, everything you click on freezes or hangs
- When you plug in your USB drive, you cannot shut down your computer till you unplug the drive
- If you plug in your drive before you power on your computer, your computer refuses to start
- “Oh, Lord have mercy! Years and years of your family photos are all gone because they are all inside that dog-on hard drive!”
- You are so frustrated because you have been trying to get into your drive for months now
- Now you feel like returning your hard drive to Seagate because, “it is a piece of junk!”

Issue:

Data inconsistencies can occur at many points in this fine but tough & frustrating world of data storage. Yes, just like you may have always assumed, “Once you hit save & unplug your USB, all is well and your data will be there whenever you need it.” Oh, no... Not always! Many things may cause problems with your stored or backed up information. Just as an example:

- If you abruptly unplug your hard drive without informing it that you want to eject, or without logging off or shutting down clean
- If your computer shuts down suddenly without warning while you are working with your USB
- On and on...

Assumptions:

We are working with Windows 10 and a Seagate external USB storage.

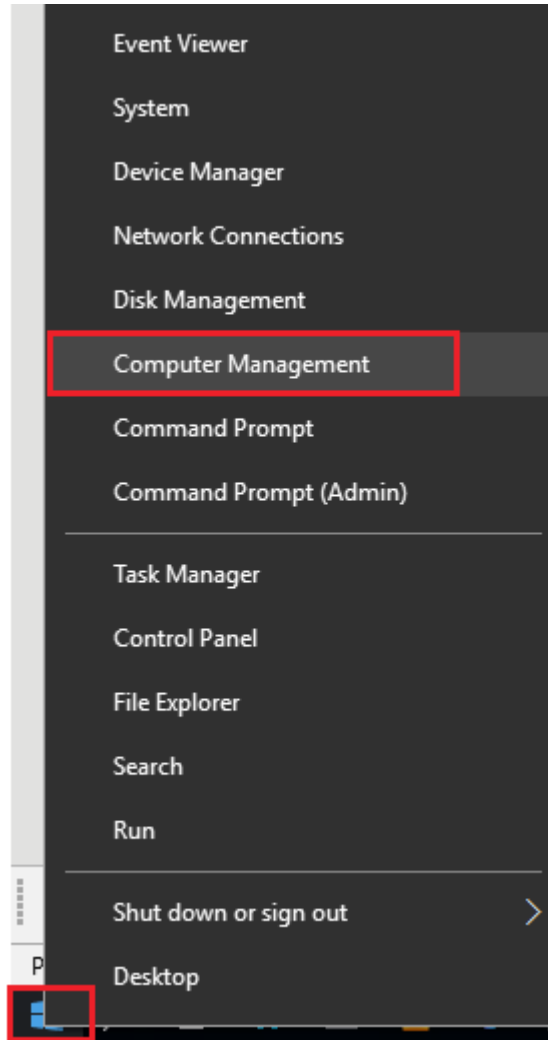
Solution:

Some of these maneuvers are not orthodox, but like many things with computers, they work because we have put them to the test to see if we can repeat them. And as you may be surprised, many times over, not even people at Microsoft are aware of these discoveries.

1. > Disconnect / unplug your external USB disc drive
> Turn on your Windows computer > Log onto your Windows 10
> Connect your external USB drive



2. Right click on the “Windows Logo” on lower left corner > Select “Computer Management”



Or > “cmd” > “compmgmt.msc”



3. Select "Disk Management" > Notice "Disk 2" states "No Media" but it is plugged in

The screenshot shows a Windows Command Prompt window with the command `compmgmt.msc` entered. The Computer Management console is open, displaying the Disk Management section. The left-hand navigation pane shows 'Disk Management' selected and highlighted with a red box. The main area displays a table of disks and their partitions. A red box highlights the 'Disk 2' entry, which is marked as 'Removable' and 'No Media'. The text next to it reads: 'This is an external USB mass storage device that has cyclic redundancy errors & causes the Windows system to cease. > Right click > Properties > Uninstall > unattach USB > re-attach USB'. Below this, 'CD-ROM 0' is also listed as 'No Media'.

Volume	Layout	Type	File System	Status	C
(C:)	Simple	Basic	NTFS	Healthy (Boot, Page File, Crash Dump, Primary Partition)	65
System Reserved	Simple	Basic	NTFS	Healthy (System, Active, Primary Partition)	50
Disk 0					
Basic 698.64 GB Online					
System Reserved 500 MB NTFS Healthy (System, Active, P		(C:) 698.15 GB NTFS Healthy (Boot, Page File, Crash Dump, Primary Partition)			
Disk 2					
Removable No Media This is an external USB mass storage device that has cyclic redundancy errors & causes the Windows system to cease. > Right click > Properties > Uninstall > unattach USB > re-attach USB					
CD-ROM 0					
DVD (E:) No Media					



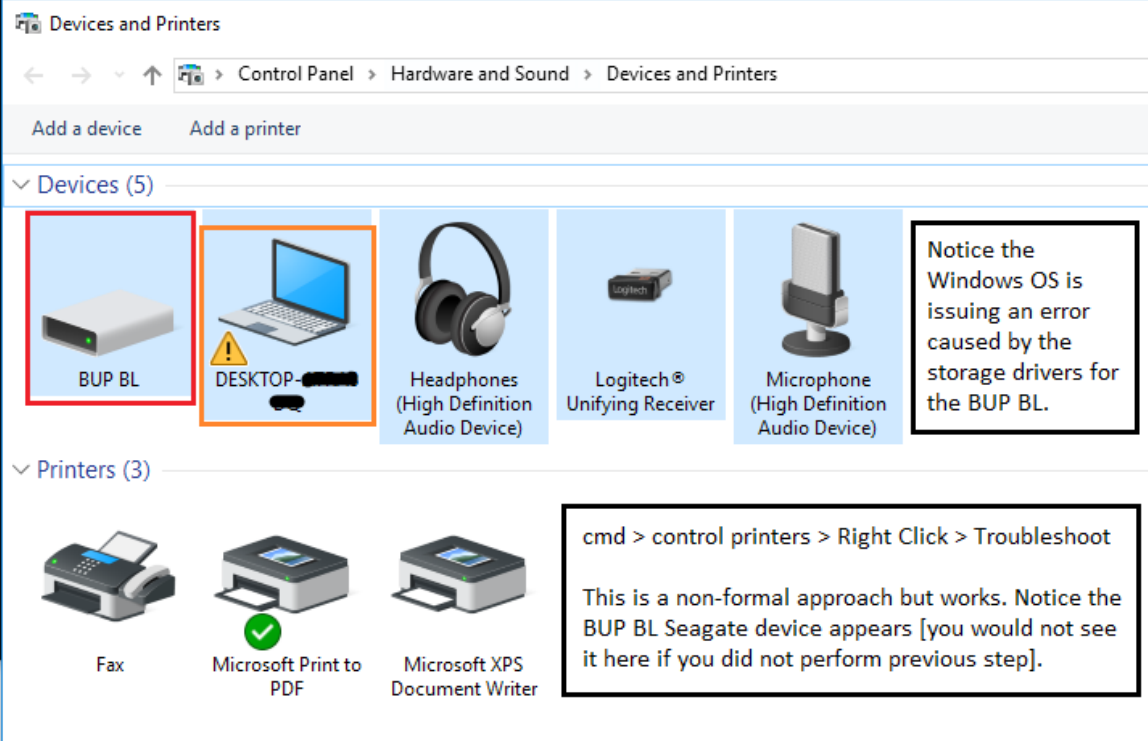
Original Material by ImpieReal Information Services

4. On your “Control” panel, find “Devices and Printers”
 - > Notice the Windows machine is indicating an error
 - > Right click on the external USB device, named “BUP BL” in this case > Troubleshoot

Windows Command Processor

```
Microsoft Windows [Version 10.0.10586]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\ >control printers
```



Devices and Printers

Control Panel > Hardware and Sound > Devices and Printers

Add a device Add a printer

Devices (5)

- BUP BL
- DESKTOP- (Warning icon)
- Headphones (High Definition Audio Device)
- Logitech® Unifying Receiver
- Microphone (High Definition Audio Device)

Printers (3)

- Fax
- Microsoft Print to PDF
- Microsoft XPS Document Writer

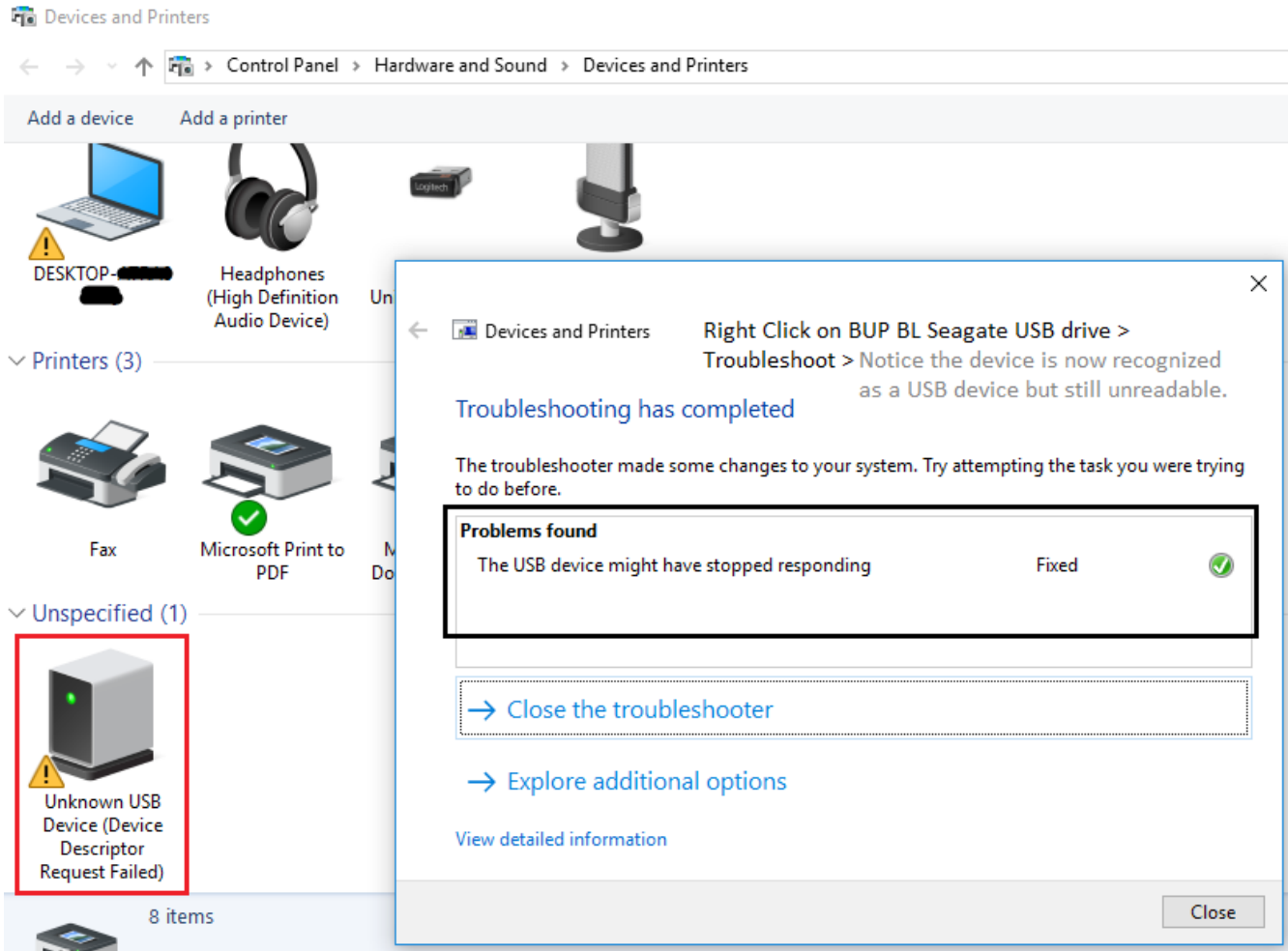
Notice the Windows OS is issuing an error caused by the storage drivers for the BUP BL.

cmd > control printers > Right Click > Troubleshoot

This is a non-formal approach but works. Notice the BUP BL Seagate device appears [you would not see it here if you did not perform previous step].



5. Suddenly you have an “Unspecified / Unknown USB” device pop up at the bottom
 - > Right click on the “Unkown USB” external drive icon as shown
 - > Select “Troubleshoot” once more
 - [the objective is to let Windows fix these errors, so keep repeating / keep rebooting if needed]





Windows Device Manager Troubleshooting Report

Right Click > Properties > Troubleshoot [again]

Troubleshooting report

Devices and Printers [Publisher details](#)

Issues found

Unknown USB Device (Device Descriptor Request Failed) is n...	Detected	⚠
View device details	Completed	
Problem with PnP devices	Detected	⚠

Issues found [Detection details](#)

- ▼ **Unknown USB Device (Device Descriptor Request Failed) is not working properly** Detected ⚠

Windows has detected a problem with Unknown USB Device (Device Descriptor

Next Cancel

Unknown USB Device (Device Descriptor ... Model: Unknown USB Device ... Status: Setup incomplete. Connect to t
Category: Unknown
Status: Needs troubleshooting



6. Voila! No more errors...

“Windows 10 does a good job with this troubleshooting tool indeed!”

Administrator: C:\Users\mansamoosa\Downloads\TechFavorites[Windows]\Old\myTools\Shorties\cmd.exe

```
Microsoft Windows [Version 10.0.10586]
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Devices and Printers

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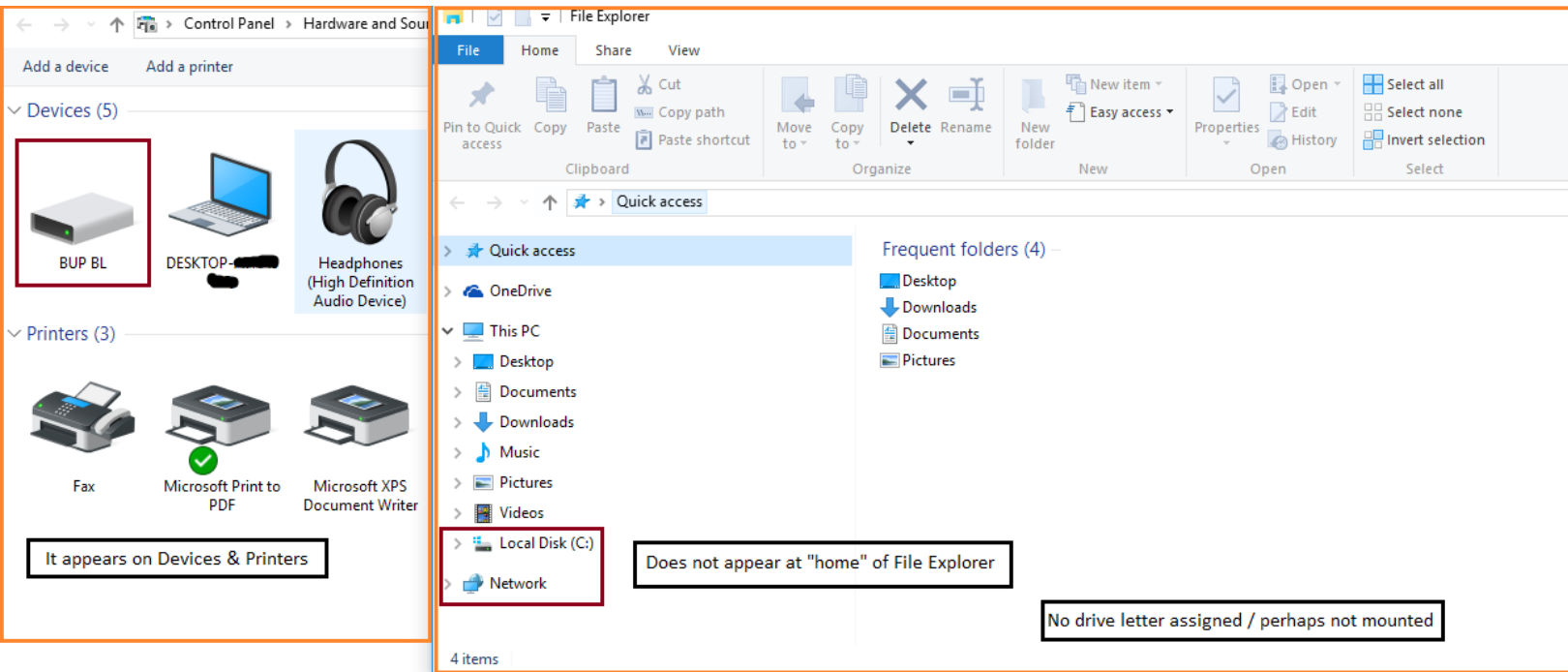
Printers (3)

- Fax
- Microsoft Print to PDF
- Microsoft XPS Document Writer

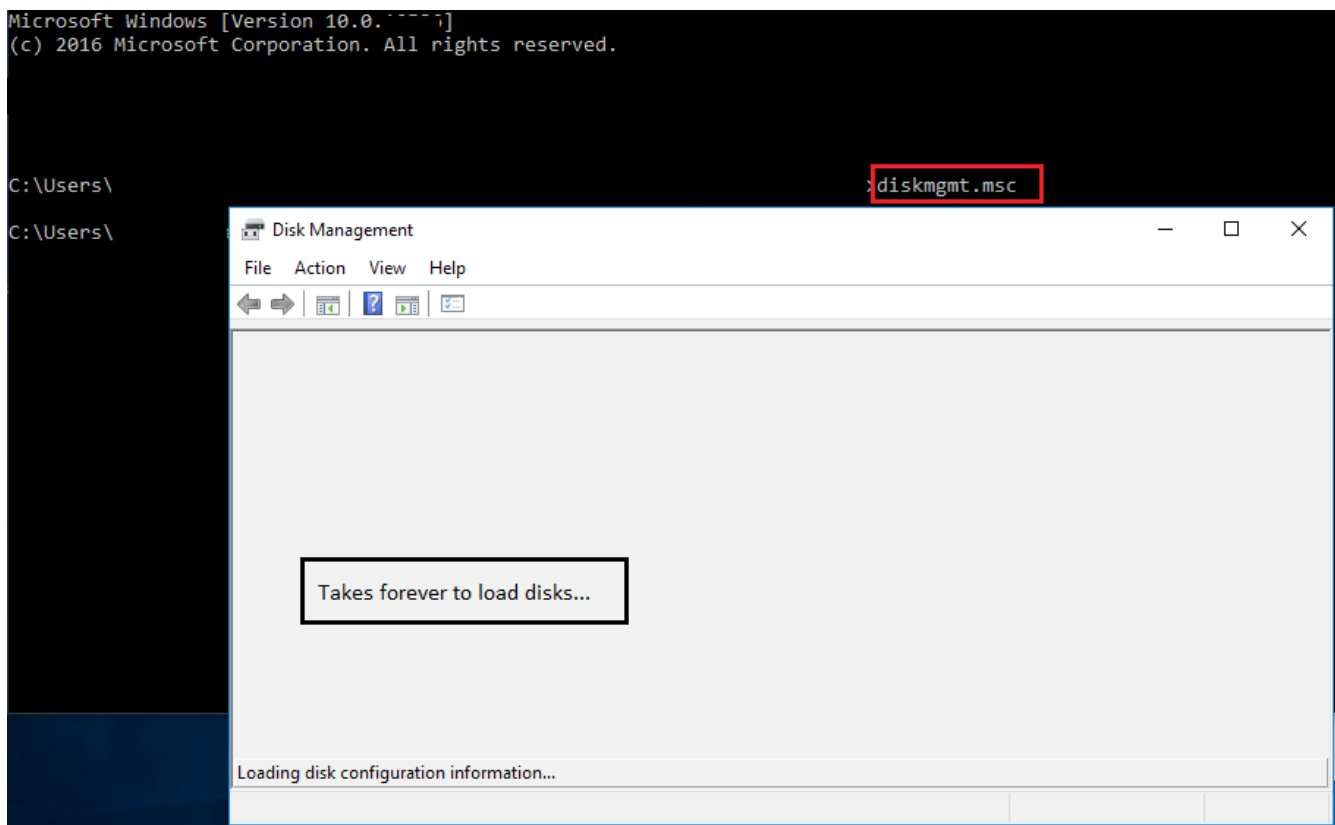
After reboot, no errors! :)



7. Oh, no! We fixed it on “Devices and Printers” but we still cannot find the USB drive letter on the usual *Windows File Explorer*



8. Back to “Disk Management” to see if the USB disk is loading/mounting correctly [See Steps 2 & 3]





> Right click on "Disk Management" > Rescan Disks [may take forever!]

9. Voila! You are now able to see your letter drive, which is your external USB storage device

Microsoft Windows [Version 10.0.]
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C:\Users\ > diskmgmt.msc

Disk Management
File Action View Help

Windows Disk Management tool still loading disks but...

Loading disk configuration information...

File Explorer

Backup02 (D:)
Backup02 (D:)
STORAGE

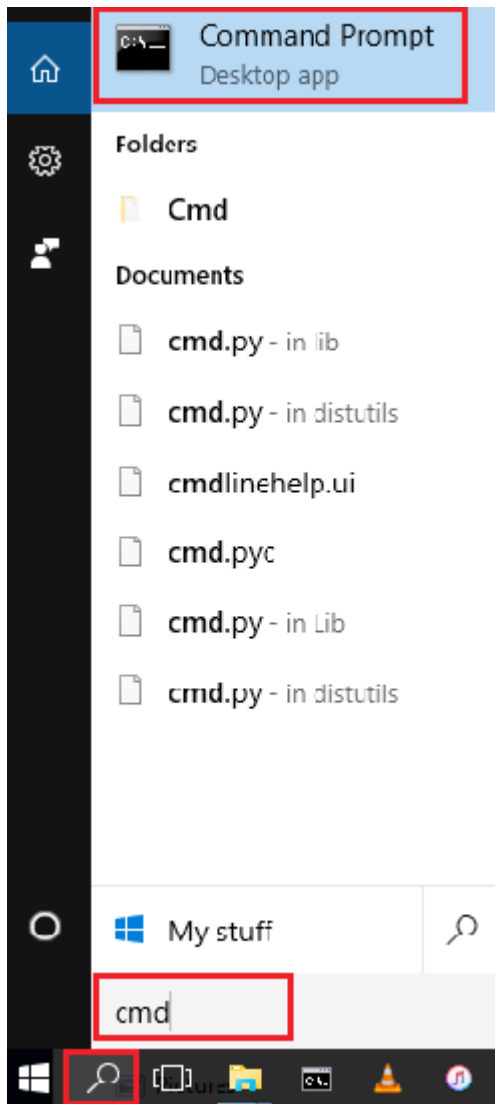
The USB device is finally reachable.

Take note of the drive letter, "D:" in this case > cmd > chkdsk d: /f > clean CRC errors

> Important to take note the letter assigned to your drive, drive letter "D:" in this case



10. Launch the command prompt





Original Material by ImpieReal Information Services

11. > Type “chkdsk d: /f” > Enter
[you must recall the letter drive as shown on Step 9]

> Reboot > Repeat “chkdsk d: /f”

C:\Users\
The type of the **file system is NTFS.**

chkdsk d: /f

Volume	Layout	Type	File System	Status	Capacity	Free Spa...	% Free
(C:)	Simple	Basic	NTFS	Healthy (B...	698.15 GB	626.71 GB	90 %
ExternalBac...	Simple	Basic	NTFS	Healthy (P...	3725.90 GB	2426.62 ...	65 %
System Reserved	Simple	Basic	NTFS	Healthy (S...	500 MB	179 MB	36 %

Disk 2
Basic
3725.90 GB
Online

ExternalBackup02 (D:)
3725.90 GB NTFS
Healthy (Primary Partition)

After about 10 minutes, the disk is online & re-instated just as was before Cyclic Redundancy Check errors occurred.

CD-ROM 0
Unallocated Primary partition

“chkdsk” means check disk. It is a very powerful tool for correcting data inconsistencies and issues causing your external drive to lock up.

12. DONE! You may now defrag your disk. :)




Notes:

Just as an extra, you may need help from a tool for benchmarking disk drives like this one from **PortableApps**:













<https://portableapps.com/apps/utilities>

Domain Reseller

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unt. 24x7 Support.
om Built Interface.



Disk Tools

-  CrystalDiskInfo Portable - disk health monitoring tool
-  **CrystalDiskMark Portable - disk benchmark utility**
-  HDHacker Portable (Freeware) - MBR and boot sector manager
-  JkDefrag Portable - Disk defragmentation and optimization
-  Rufus Portable - format and create bootable USB drives
-  Smart Defrag Portable (Freeware) - disk defragmentation and optimization
-  SSD-Z Portable (Freeware) - SSD information tool
-  UNetbootin Portable - create bootable Linux USB drives
-  UltraDefrag Portable - Disk defragmentation and optimization
-  WinCDEmu Portable - cd/dvd/bd emulator and ISO mounter
-  Wise Disk Cleaner Portable (Freeware) - disk cleaner and defragmenter
-  YUMI Portable - multiboot USB creator

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