

Trouble Shooting Event ID 7, 11, 51

For Windows 2000/XP/VISTA

Note: This process requires you to delete the partition and reformat the drive. By doing so all data will be erased and even data recovery will not be able to save/salvage data from this drive.

Step 1: First connect the DataStor to the computer and turn the power switch to on/USB

Step 2: Let the drive sit for about 5 minutes. (This part can be a bit frustrating as it may “freeze” the computer for a short time, we recommend that you do not use other programs during these 5 minutes).

Step 3: Go to your control panel as shown in figure 1.1

Step 4: Select the Administrative Tools and open it. As shown in figure 1.2 (Note: if you’re in Category View, please switch to Classic View or you may access this utility by first selecting Performance and Maintenance).

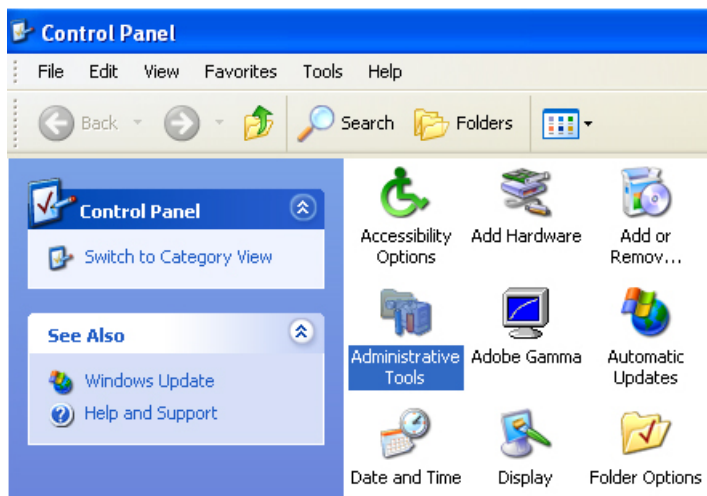


Figure 1.2

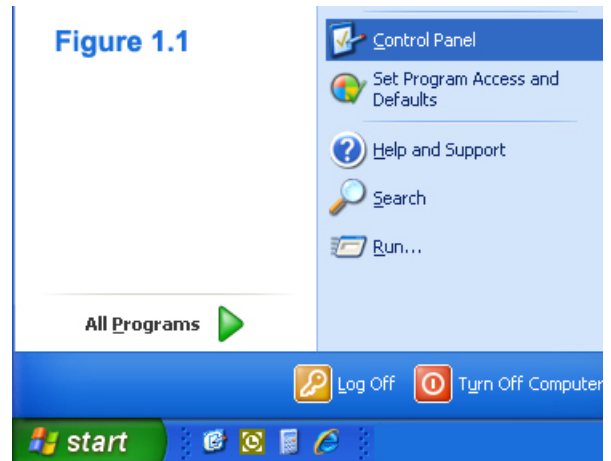


Figure 1.1

Step 5: Once in the Administrative Tools window select the Computer Management icon and open it.

Step 6: In the Computer Management window, select the DISK MANAGEMENT on the left hand side. (If you do not see DISK MANAGEMENT but you see STORAGE, click the + next to STORAGE to make it a – and you’ll see DISK MANAGEMENT under it).

See Figure 1.3

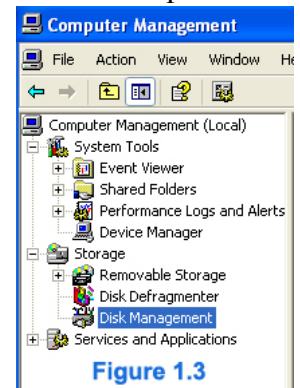


Figure 1.3

Step 7: Let the Disk Management load on the right side, you’ll be able to see the drive listed there. (Usually the last DISK#, in this example, it is DISK 1)

Step 8: After the Disk Management loads, Right-click on the box next to the DISK#, in this example, right-click on the box next to DISK 1.

Step 9: From the drop down menu, select DELETE PARTITION. See Figure 1.4

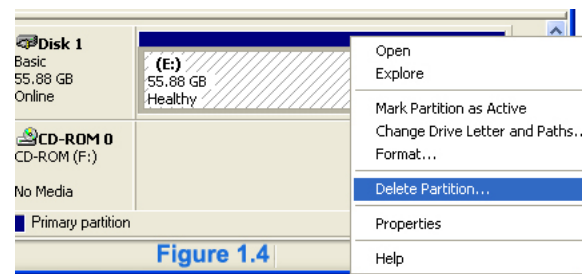
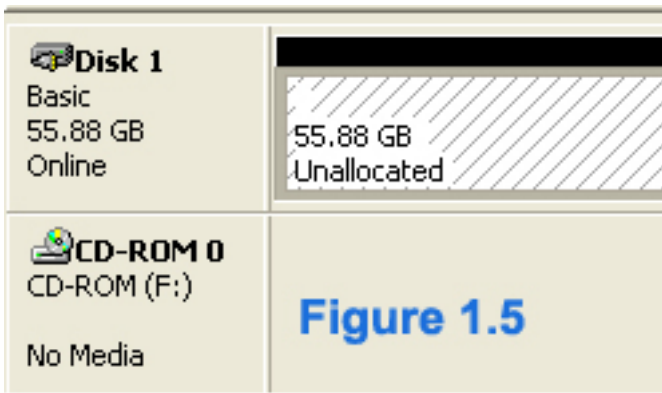


Figure 1.4

Note: you will get a message saying “All data on this volume will be lost. Do you wish to continue?” Select “Yes” if you are able to erase all data on the drive. If you are unable to erase the data on the drive, select “No”. If you require data recovery, you will need to send your drive to a data recovery center.

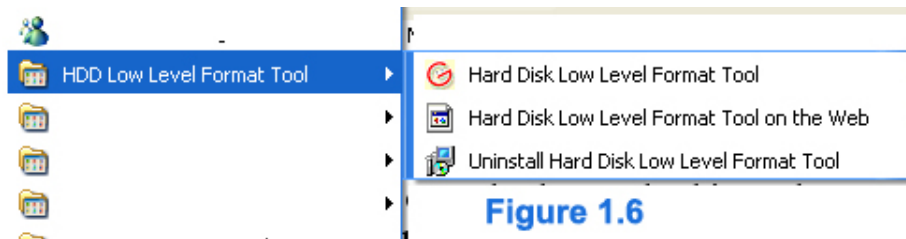


Step 10: After the partition is deleted, you'll see that the box now says UNALLOCATED. Once this part is completed, you should notice that the errors and "freezing" of the computer stops. You'll now be able to trouble shoot the drive without waiting for the "time out errors" to complete. See Figure 1.5

Note: If you are knowledgeable with data recovery software, it is still possible for data recovery at this point.

Step 11: The next part requires you to download a 3rd party application to perform a low level format. You can download it here: <http://hddguru.com/download/software/HDDGURU-Low-Level-Format-Tool/LLFsetup.2.36.1181.exe> download the program and choose to save it to disk. (Note: please save it somewhere easy to locate as you can just delete it after you use it)

Step 12: Run the program to install it on your computer.

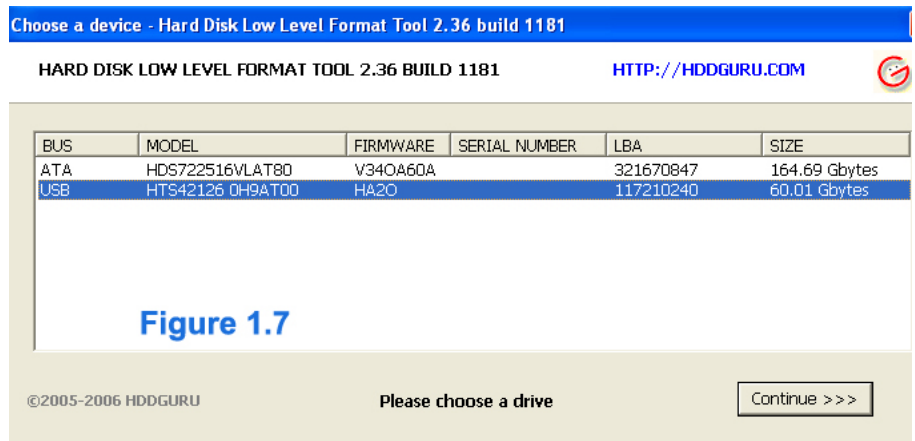


Step 13: After the Low Level Format Tool is installed it will now appear on your START menu. See Figure 1.6

Step 14: Before running the program, it is strongly recommended any USB hard drives, besides the POCKETEC drive, is disconnected from the computer.

Step 15: Open the Hard Drive Low Level Format Tool program.

Step 16: In the Hard Drive Low Level Format Tool window, you'll see a list of drives. Select the USB drive associated with the POCKETEC drive and click continue. (If you didn't disconnect other USB drives as mentioned in step 14, you may want to repeat step 14-15 again). In this example, there is only 1 USB drive. See Figure 1.7



Step 17: In the next window, select the Low Level Format tab.

Note: This next process will destroy all data on the drive. After this process is started any data on the drive cannot be recovered even with data recovery. This will irreversibly erase all data on the drive. If you are absolutely sure you want to continue, proceed with the next step.

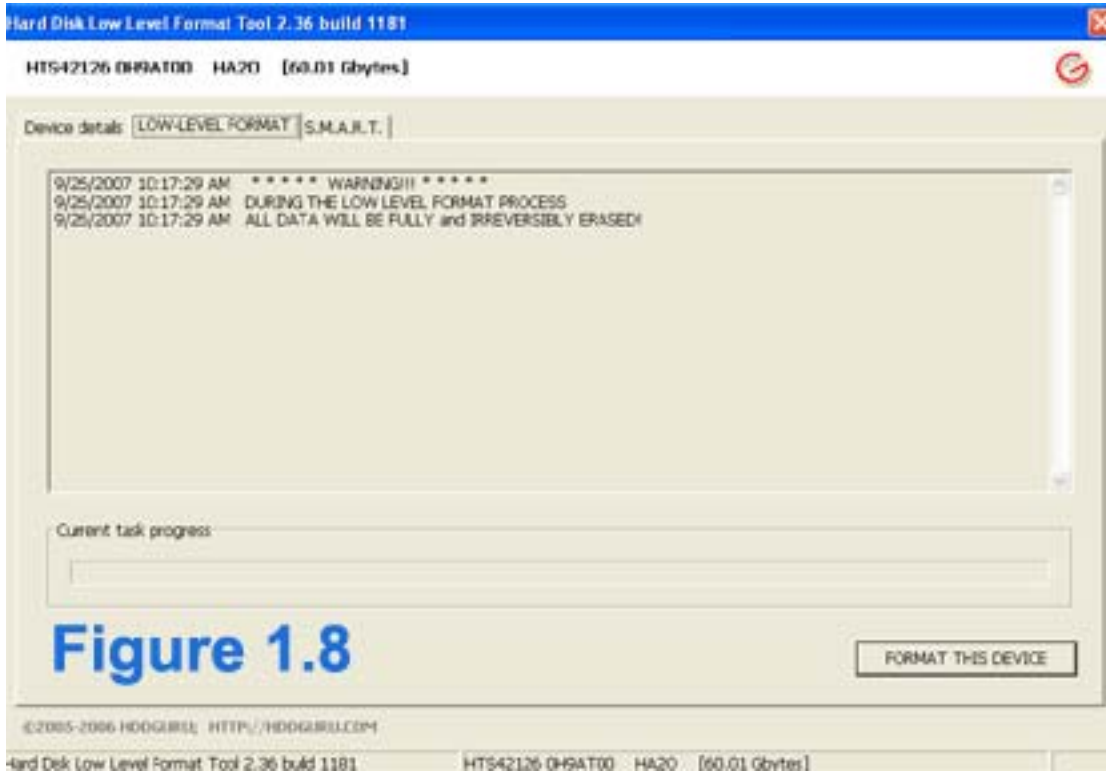


Figure 1.8

Step 18: Click on the **FORMAT THIS DEVICE**. See Figure 1.8

Note: This process will go in and clean out any bad sectors/blocks. In most cases, this process only needs to be run once.

Step 19: After the format is completed. Close the Hard Drive Low Level Format Tool window.

Step 20: Disconnect the DataStor drive.

Step 21: Reconnect the DataStor drive.

Step 22: You'll need to go back to the **DISK MANAGEMENT** again to get the drive formatted for Windows environment. If you closed the **DISK MANAGEMENT** program, please see step 2 – 6 again.

Step 23: In **DISK MANAGEMENT** you may get an "Initialize Disk Wizard" (don't panic if you do not get this wizard). If the wizard pops up, select next and finish to complete the wizard. If the wizard does not pop up, look for the last **DISK#** and right-click on the **DISK#**.

Step 24: From the drop down menu select "Initialize Disk"

Step 25: Make sure the **DISK#** is checked and select Next and Finish.

Step 26: The box next to **DISK#**, in this example **DISK1**, will appear as unallocated. Right-click on the unallocated section. See Figure 1.9

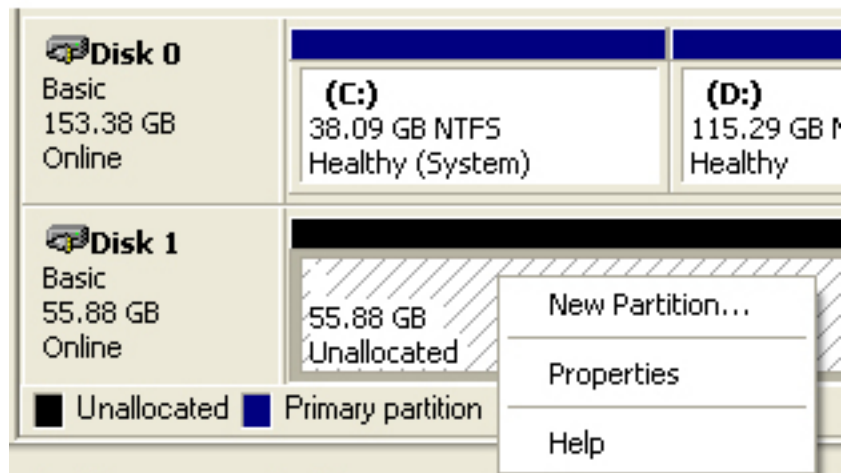


Figure 1.9

Step 27: Select **New Partition** (Note: for Windows 2000 it will say **Create Partition** instead). This will bring up the **New Partition Wizard**.

Step 28: Select **Next** to start the partition process.

Step 29: In the next window, leave **Primary Partition** selected and click next.

Step 30: For the maximum disk space, leave as default. If you want to make multiple partitions, you may do so. For factory default standards, leave as default. Click Next after you are done with the partition size.

Step 31: Assign the following drive letter, this will always make the drive letter which ever letter that it appears as. If you have network drives, you may want to change the value of the drive letter. You may change it to any letter as you feel necessary. Select Next when ready.

Step 32: The next window will bring you to the format options. Select “Format this partition with the following settings” We recommend leaving the Allocation unit size to default. For the volume label, you may rename it to DataStor or leave it as New Volume. We recommend that you do not select Perform a quick format. As for the Enable file and folder compression, you may select this option, however it will slow the performance of the drive.

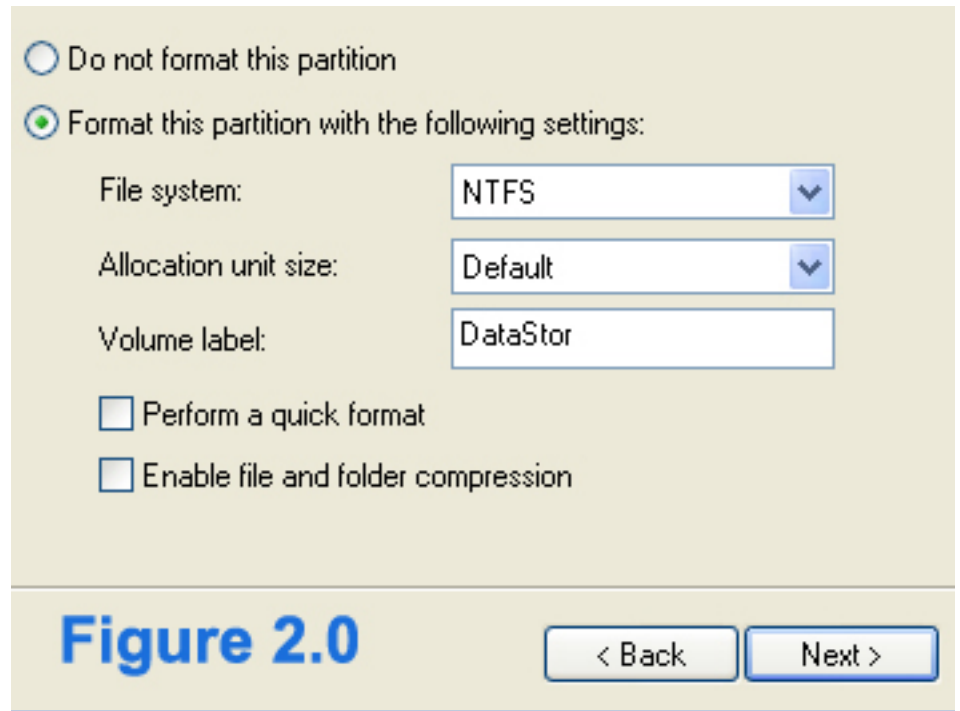
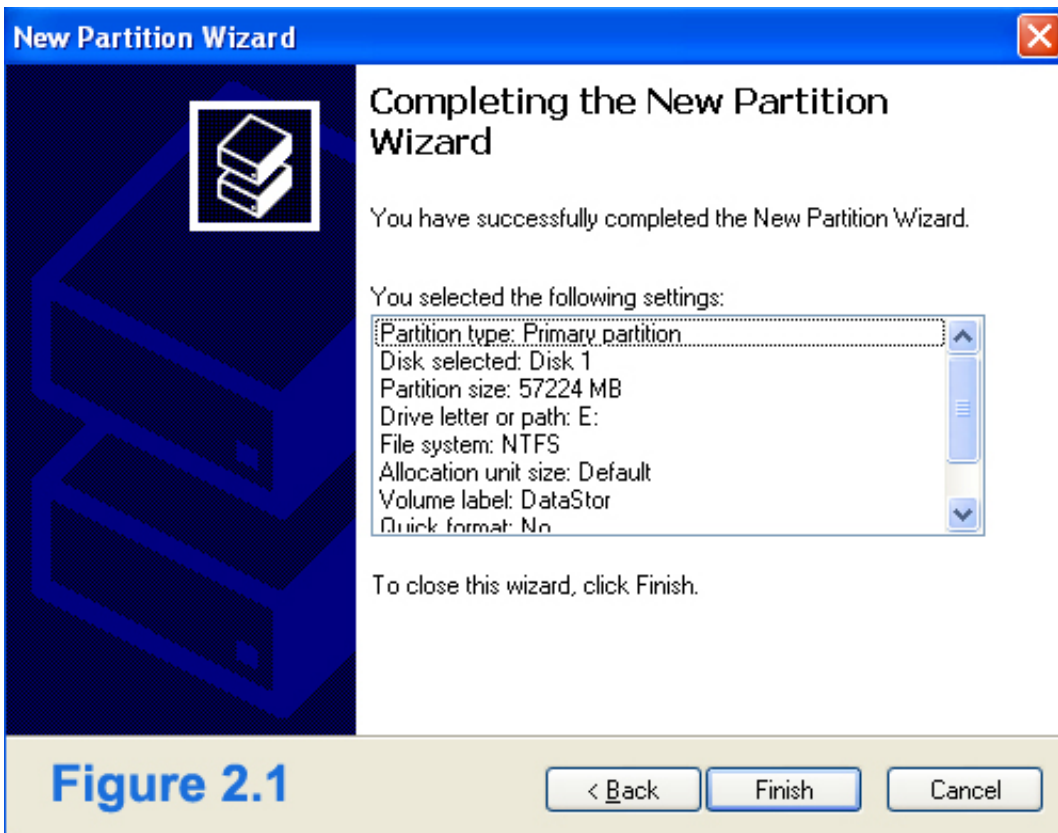


Figure 2.0



Step 33: Select Next after you select all your options.

Step 34: Review your partition options, if you need to make changes. Select Back otherwise select Finish. See Figure 2.1

Step 35: Back in the DISK MANAGEMENT, you will see the drive status as formatting.

Step 36: Wait for the format process to complete.

Note: If you get an error while formatting, please contact technical support for a return for service and repair RMA#.

This ends the trouble shooting EVENT ID 7, 11, and 51 error codes. If completed successfully your drive will be working properly again.