

Common Problems and Solutions for Storage Devices

Identify the Problem	Probable Causes	Possible Solutions
The computer does not recognize a storage device.	The power cable is loose.	Secure the power cable.
The computer does not recognize a storage device.	The data cable is loose.	Secure the data cable.
The computer does not recognize a storage device.	The jumpers are set incorrectly.	Reset the jumpers.
The computer does not recognize a storage device.	A storage device failed	Replace the storage device.
The computer does not recognize a storage device.	The storage device setting in BIOS are incorrect.	Reset the storage device settings in BIOS.
The computer does not recognize an optical disc.	The disc is inserted upside down.	Insert the disc correctly.
The computer does not recognize an optical disc.	There is more than one disc inserted in the drive.	Ensure that there is only one disc inserted in the drive.
The computer does not recognize an optical disc.	The disc is damaged.	Replace the disc.
The computer does not recognize an optical disc.	A disc is the wrong format.	Use the correct type of disc.
The computer does not recognize an optical disc.	The optical drive is faulty.	Replace the optical drive.
The computer will not eject an optical disc.	The optical drive is jammed.	Insert a pin in the small hole next to the eject button on the drive to open the drive.
The computer will not eject an optical disc.	The optical drive has been locked by software.	Reboot the computer.
The computer will not eject an optical disc.	The optical drive is faulty.	Replace the optical drive.
The computer does not recognize a removable external drive.	The removable external drive cable is not seated properly.	Remove and re-insert the drive cable.
The computer does not recognize a removable external drive.	The external ports are disabled in the BIOS settings.	Enable the ports in the BIOS settings.
The computer does not recognize a removable external drive.	The removable external drive is faulty.	Replace the removable external drive.

Identify the Problem	Probable Causes	Possible Solutions
A media reader cannot read a memory card that works properly.	The media reader does not support the memory card type.	Use a different memory card type.
A media reader cannot read a memory card that works properly.	The media reader is not connected correctly.	Ensure the media reader is connected correctly in the computer.
A media reader cannot read a memory card that works properly.	The media reader is not configured properly in the BIOS settings.	Reconfigure the media reader in the BIOS settings.
A media reader cannot read a memory card that works properly.	The media reader is faulty	Install a known good media reader.
Retrieving or saving data from the USB flash drive is slow.	The motherboard does not support USB 3.0 or 3.1.	Replace the motherboard with a USB 3.0 capable motherboard or add a USB 3.0 expansion card.
Retrieving or saving data from the USB flash drive is slow.	The port is set to full speed in the BIOS settings.	Set the port speed in the BIOS settings to high speed.