

## Win 8.1 USB Devices Suspend issue

Reported in January 2014 for the first time, the issue was occurring after updating the windows 8.0 to 8.1

N.B. This is a Microsoft issue and it is affecting many different brands and models of USB Hard\Flash Drives.  
Please feel free to use this information on any affected drives.

Microsoft has confirmed that this is a problem in Microsoft products that are listed below:

- Windows 8.1
- Windows 8.1 Pro
- Windows 8.1 Enterprise
- Windows Server 2012 R2 Datacenter
- Windows Server 2012 R2 Essentials
- Windows Server 2012 R2 Foundation
- Windows Server 2012 R2 Standard

### Scenario

Consider the following scenario:

- You configure the Turn off hard disk after setting to a time interval in Windows 8.1 or Windows Server 2012 R2.  
**Note:** To change the setting, click the Change advanced power settings link under Power Options.
- You connect a Universal Serial Bus (USB) storage device to the computer.
- You let the storage device idle for the time interval that you configured in Power Options.

In this scenario, one of the following issues occurs:

- The USB storage device periodically disconnects and might reconnect.
- If you try to access the files on the device, Windows Explorer becomes unresponsive for one to two minutes.

### Cause

The issue occurs because the device cannot resume from a suspended state that was started by the selective suspend mechanism in Windows.

### Resolution

To resolve this issue, install update rollup 2911106. For more information about how to obtain this update rollup package, click the following article number to go to the article in the Microsoft Knowledge Base:

Find out more from <http://support.microsoft.com/kb/2911106> or download from <http://www.microsoft.com/en-eg/download/details.aspx?id=41569>

Windows RT 8.1, Windows 8.1, and Windows Server 2012 R2 update rollup: January 2014

### How to stop iStorage drives from locking

iStorage devices are hardware encrypted and any such action of suspended state or power cut will return the drive into a locked mode. The user has to enter the correct PIN code again to gain access to the drive. Once the computer entered suspend state the **RED** LED on the iStorage devices will become solid.

Several of iStorage drives have been affected and go into the standby or locked mode. (**RED** LED solid)

iStorage Product	VID	PID	Windows Hardware ID
diskAshur	0x0984	0x0317	USB\VID_0984&PID_0317\
diskAshur DT	0x0984	0x0316	USB\VID_0984&PID_0316\
diskGenie	0x0984	0x0092	USB\VID_0984&PID_0092\
datAshur	0x2009	0x50xx (xx = capacity)	USB\VID_2009&PID_5004\
datAshur - Personal	0x2009	0x60xx (xx = capacity)	USB\VID_2009&PID_6016\
diskAshur -PRO	0x0984	0x1403	USB\VID_0984&PID_1403\

Figure 1.0 - VID\PID table for all the iStorage hardware ID's

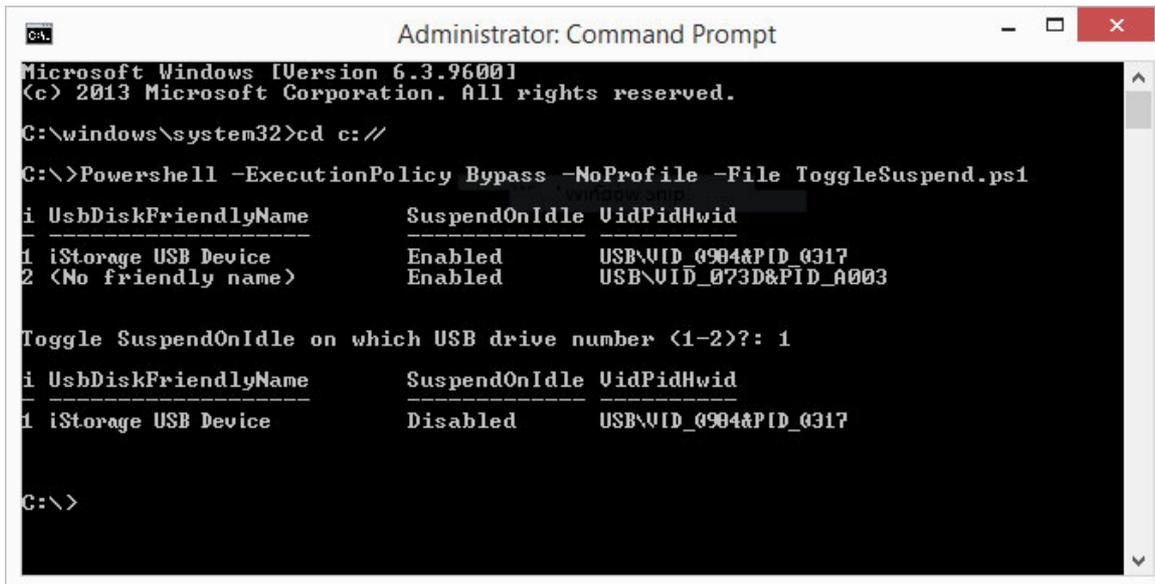
## How to deal with this issue?

We recommend the **Toggle Suspend script** as a complete fix method for the suspend issue. The script will run and list all USB storage devices and give you an option to pick a device to disable the suspend settings.

N.B. This update will change your registry settings, therefore please make sure you create a restore point or do the full backup of your system prior to using this update.

Please follow the instructions below:

1. Ensure all iStorage devices are connected and unlocked by using your User or Admin PIN before using the Toggle Suspend script.
2. Copy the **ToggleSuspend.ps1** file from this folder to your the C: drive of your computer (but do not create any folders or download to any other folder on C drive)
3. Go to desktop, Right click on the Start button and select "Command Prompt (Admin)" option to start a command prompt with Administrator privileges. If you can't find the command prompt this way then use the charms bar (Win + Q) and search for CMD, right click the CMD icon and run as an administrator.
4. In the command line, type the following:  
**cd c://**  
and press enter, this will take you to the root of C: drive
5. Type or copy from here the following:  
**Powershell -ExecutionPolicy Bypass -NoProfile -File ToggleSuspend.ps1**
6. Press enter.
7. The script will run and display the table with VID/PID of the attached storage devices, their friendly name as seen in the device manager, and whether the **SuspendOnIdle** option is enabled or disabled.



```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.
C:\windows\system32>cd c://
C:\>Powershell -ExecutionPolicy Bypass -NoProfile -File ToggleSuspend.ps1
i UsbDiskFriendlyName      SuspendOnIdle  VidPidHwid
-----
1 iStorage USB Device       Enabled        USB\VID_0904&PID_0317
2 <No friendly name>       Enabled        USB\VID_073D&PID_A003

Toggle SuspendOnIdle on which USB drive number <1-2>?: 1
i UsbDiskFriendlyName      SuspendOnIdle  VidPidHwid
-----
1 iStorage USB Device       Disabled       USB\VID_0904&PID_0317

C:\>
```

8. By selecting the drive number from the list, you can toggle the state, change all iStorage drives to "Disabled".  
**Example:**  
If the iStorage drive is number 1 on the **Toggle SuspendOn Idle** you would press 1 and enter to disable USB suspend
9. It is recommended to restart the computer at this point. All the drives should become visible and will no longer be affected by the issue.

Should you require any further assistance or find it difficult to perform this update please do not hesitate to call iStorage Technical Support department on the following contacts.

Tel: + 44 (0) 20 8991 6260

Email: [support@istorage-uk.com](mailto:support@istorage-uk.com)