

USB Hard Drive Enclosures/Adapters/Docking Stations

Drive Adapters For IDE Hard Drives (and older SATA Drives), make sure your Hard-Drive is set to MASTER only.

This is done through the "jumper" settings on the drive.

(If you do not know what these are you may need technical assistance. Each Hard-Drive company has different settings.)

This is the most common error which should solve the problems

For Windows 2000/XP/VISTA just plug and play, **no drivers or software necessary.**

If the Hard-Drive is brand new you may need to first format it to cause the Drive Letter appear.

Right-click on **MY COMPUTER**, Select **MANAGE**, Go to **DISK MANAGEMENT**, go to the drive info in the right column and Right click on the drive to Initialize, Partition, Assign Drive Letter and Format. We recommend NTFS file system.

At this point you should get the Drive letter in **MY COMPUTER**.

Also, you may need to change the HDD settings from Dynamic to Basic, format NTFS, gave it a drive letter, but you should back up the data from that drive before doing this.

PLEASE NOTE: Disable disk drive password protection if it was protected.

DEVICE MANAGER should show **USB MASS STORAGE** under the USB Serial Bus Controllers section.

If you are still having an issue please email us support@sabrent.com

1. What Operating System are you running?
2. What Size Hard Drive are you using?
3. SATA or IDE? Model Number is helpful too.
3. Are you sure it is set to MASTER only?
4. Do you hear the drive spin up?
5. Is the LED Green?