

We're ready to help!

But Before You Call Our Technical Support Team... Please Review These Tips

- 1. On the 1 bay SlimLine High-Rely, if the hardware or drive is not detected.:** For the eSATA SlimLine unit there is a small switch on the back of the unit that controls whether it uses the USB or eSATA cable. Be sure this switch is set to the connection you are using. Also, you must turn off the unit before changing the switch as it will not reinitialize by itself.
- 2. If there is no power, or no LCD Display on the removable drive tray(s):** The drive trays must be powered up by turning the key located under the drive removal lever on the right side of the drive.
- 3. If the High-Rely hardware is detected, but no drive letters show up:** High-Rely media is formatted and partitioned at the factory. After plugging in a High-Rely unit, drive letters should show up automatically in Windows Explorer. If they don't, you may find that there is a drive letter conflict with another physical or network drive. To troubleshoot, please open Microsoft Disk Management. Right click on computer (Vista) or "My Computer" (XP and others) and select "manage", and then "Disk Management". If the unit shows up here but no drive letter is assigned, manually reassign a drive letter. Note this Microsoft utility is also where partitioning and drive formatting occur if it is ever necessary. Sometimes after a hardware or driver installation, a reboot is required so try this if you still aren't seeing drives.
- 4. If drive letters do not show or disappear after swapping drives:** On some versions of Windows 2000 & 2003 servers (especially enterprise editions), drive letters do not mount or will disappear from explorer when drives are swapped. Try to run the command "mountvol /e" from the command prompt. This turns on drive automount. Loading HRDM2 may also resolve drive lettering issues.
- 5. If you have drive letters that change when you swap drives:** We provide an optional drive management "service" utility called HRDM2. This utility keeps track of and assigns drive letters. It should NOT be necessary for detecting our hardware but it is often needed to set up backup jobs and you may find it useful in resolving drive conflicts. The 1 bay SlimLine units may not need HRDM2 (because all removable drives on a 1 bay tend to retain the same letter in Windows) but it will be needed for multi-bay units. You will have to use the HRDM2 administrator program to manually set the drive letters so that they don't conflict with anything else. If you "step" on an existing drive letter the system will not properly enumerate the drive. This may not be apparent until you view the HRDM2 error log file (which can be seen from the HRDM2 administrator program).
- 6. If the eSATA hardware is not detected due to controller issues:** When installing your eSATA controller card, be sure the drivers installed properly. Use the "Device Manager" to do this. Click the "Start button, select "Run" and type "devmgmt.msc" into the open window. (alternatively right click Computer or My Computer and select properties, hardware, device management). Look for "Unknown devices" with a yellow question mark. If your controller (SATALINK) appears there, the drivers did not get installed properly. If this happens, right click on it and select "update driver". Follow the screen prompts and point to the drive on the CD-ROM to try installing the driver again. Once installed properly, the controller should appear under SCSI and Raid Controllers.
If your eSATA controller card still isn't recognized by the server, and no unknown devices or SCSI and Raid Controller devices appear in the Device Manager, try moving the controller card to another slot. Moving the card to another slot of the same interface type (PCI, PCI Express or PCI-X) can trigger recognition in many situations.
Finally, try installing the controller in a test workstation to insure there are no compatibility issues. In rare instances you may have a hardware compatibility problem and may need to download and install the High-Rely null bios into the controller.

7. **If no USB device is detected.** First look in device manager and verify your USB port is being detected (See tip #6). Try another USB port, another cable, and if necessary try to reboot the server. In some cases ordering and using the High-Rely USB controller gives the best results. Our controller eliminates some rare compatibility problems with built in USB controllers on the motherboard.
8. **Always try another computer.** Before deciding a unit is bad, calling tech support, or requesting an RMA, please always try to connect the unit & controller card to another machine to verify functionality. If this isn't possible, at least move the controller to another slot, reseal all cable connections, and power cycle both the High-Rely and the Server before calling tech support.
9. **If the trays immediately beep upon power up and can't be silenced with the blue buttons:** Trays are programmed to audibly alarm if either the fan stops turning or the temperature goes above 130 degrees F. Refer to the manual for details on the display buttons and functions. If the media tray beeps for no reason or the display seems disoriented while the fan and temperature are OK, you can reset it by first turning off the tray with the key lock. Then, holding the far left button, turn on the key lock on the tray on and continuing to hold the button for 3 seconds. Release the button once a short beep is heard. If the beeping continues call tech support and arrange an RMA.
10. **Dealing with slow performance.** On USB High-Rely devices we often find that the unit has been plugged into or has been erroneously detected as a USB 1.1 port. Backups will be VERY slow if this happens. In device manager, select "View devices by Connection" and look at the USB port that hosts the HR drive. The USB port should have the word "enhanced" next to it. If it doesn't it is not running at USB 2.0 speeds. Other common causes of slow backup are: Real time anti-virus software slowing down every disk I/O, a highly fragmented source drive (run defrag), a highly fragmented destination drive, a slow RAID controller in the source machine, backing up over Ethernet (which considerably slows the backup), backing up lots of small files and folders, use of the Backup Exec Exchange agent - which is notoriously slow when doing "brick level" message backups, installed incremental backup or image software such as Acronis or Roll-Back that monitors every file change, slow Backup Software or incorrect retry options, turning on NTFS compression or encryption on the destination drive, or performing multiple backups simultaneously. We recommend you download and run "fakeback" from our website to determine the maximum theoretical speed you can read from your source drive, independent of the High-Rely hardware. We also recommend you download and run TRMark from our site to determine the maximum theoretical write speed. These utilities will help you determine where the problem lies.

Before you can return any item, you must get an RMA# from our Tech Support Department. The reason for this is that many components and hard drives sent back to us as "bad" actually test fine. If you suspect a bad hard drive, we'd greatly appreciate you trying it on a standard SATA (or IDE) controller before shipping it back to us. We can recommend hard drive diagnostic software to exercise the drive and confirm there are no write or verify errors. In order to avoid unnecessary shipping costs, time and frustration, please call our tech support hot-line at 775-329-5139. We will do our best to get you up and running or get you an RMA# if there is a hardware problem. **Please try all the previous tips before calling.**