

Is Vantec USB Enclosures/Docks compatible with Windows 11/10 operating system?

Yes, all our USB Enclosures and Docks are compatible with Windows 11/10 Operating System. Just plug into any USB port on your Windows 11/10 system and it should function just like your older OS. You do not need to update any firmware or drivers. It is plug and play.

Windows or OS X cannot see my connected USB storage device, why?

There are many reasons why a USB storage device will not show correctly on your System.

Here are some reason and possible solution:

1) The hard drive that you install into the USB storage is new and was not prepare to use with this System.

Solution: Use system disk tool to prepare the drive for use by initializing, partition and then formatting the drive. Once that is done, the System OS will detect the drive correctly. For help with preparing a new hard drive for use, please refer to the FAQ on "Preparing a New Hard Drive for use".

2) Your system does not have the proper drivers and requires updates.

Solution: Safely eject the USB device and Run Windows Update to ensure all drivers are up to data, before connecting USB device again.

3) The System is not seeing the USB enclosure.

Solution#1 (for self-powered enclosure): Shutdown and power OFF system, power OFF USB enclosure, disconnect the USB enclosure, turn system power back ON, log back into your system, wait for system to fully loaded all drivers, connect back the USB enclosure directly into the USB port on the computer, avoid connecting thru a hub, and finally power ON the USB enclosure.

Solution#2 (for bus powered enclosure): Power OFF the system, disconnect the USB enclosure, power back ON system, log back into your system, wait for system to fully loaded all drivers, and now connect back the USB enclosure directly into the USB 3.0 port on the computer, avoid connecting thru a hub.

4) Under power condition and the drive is not spinning up.

Solution: If you are connected to a USB 2.0 port and the drive in the USB enclosure is not spinning up, it may be an under-powered condition. This can be cause by the drive in the enclosure drawing too much power and the one USB port is not sufficient to power the drive. Please connect to a USB 3.0 port that can provide more power to the drive in the enclosure.

5) Do not have USB 3.0 port, under power condition and the drive is not spinning.

Solution: Use a USB Y cable. If you are using a USB 2.0 enclosure, we provided a USB cable with an extra power connector (the Y) to supplement the power requirement of the device. By connecting both (Main and Supplement) USB connectors to the system, it should provide enough power for most devices to

work correctly with your system. If the power requirement for the device (hard drive + enclosure) is within the specification of just one USB port, you just need to connect only the main connector.

6) System still cannot see the drive.

Solution: If the system cannot see the drive, you may want to try another computer to see if the problem is related to this computer.

7) USB DEVICE CANNOT SEE IN OS X

Solution: Try Force boot into safe mode and it will reset the USB.

Shutdown system, wait 10 seconds and restart. Right away hold down shift and will boot into safe mode.

Where can I download Drivers for your USB Storage product?

USB Enclosures:

All our USB enclosures do not need any drivers. It is plug and play. All our USB enclosures uses the USB client drivers that are already built in to the OS (XP, Vista, 7, 8, 8.1, 10, OS X 10.6 or newer). As long as your computer USB Host controller drivers is install correctly and is working, when you connect our enclosures to your computer, the OS will sense the USB storage and load the correct drivers automatically for you.

LED status in my NST-328S3-BK enclosure

In normal condition, if the OS is NOT doing any read or writing, it should be green (sometime it may flash red briefly if the OS ping or check on the drive)

In normal condition, if the OS is doing any reading/writing to the drive, it should be alternating between red and green.

The red is for reading/writing activity by the OS.

The Green is to show power coming from the ac adapter.