

# Troubleshooting Guide

Email: [supports@yottamaster.com](mailto:supports@yottamaster.com)

## 1. Can i cancel the auto-sleep function? It randomly disconnect from computer.

The hard disk will stop rotating after sleep, which will cause an illusion that the device is disconnected from the computer.

**Note:** The model without RAID function don't have auto-sleep function. So if the hard disk enter sleep mode, please check if your computer is set for auto-sleep.

- a. The model with RAID function will activate the auto-sleep function after setting the RAID mode -- The device will enter sleep mode without data exchange within 10 minutes.
- b. **For Windows system:** Please go to <https://www.yottamaster.com/?route=common/driver> and select "Sleep Time Setting Firmware update for 4/5 Bay HDD Enclosure" to download the firmware. And follow the steps in the attached document. Or download the software named "KeepAliveHD/Prevent Disk Sleep", you can set it to write to your drive a 1kb noted file every 5 minutes. The device will no longer enter sleep mode.
- c. **For Mac OS system:** The above firmware don't support Mac system. Mac users please download the software named "Amphetamine/KeepAliveHD", you can set it to write to your drive a 1kb noted file every 5 minutes. The device will no longer enter sleep mode.

## 2. How to set RAID mode?

- a. The default setting of hard drive enclosure is under PM (Normal) mode.
- b. Toggle the "RAID control switch" to the RAID mode you need. While pressing and holding the "Set" button, press the "Power" button to turn it on. Press and hold the "Set" button until you can see the New Disk in the "disk management/disk utility". Then the RAID mode is set successfully.
- c. HDD or HDD group will be displayed on computer with completion of the RAID mode setting. After initialization, partitioning and formatting, you can start to use it.

## 3. How to change RAID mode?

- a. Set back to PM (Normal) Mode. Firstly, turn off the enclosure, then toggle the RAID control switch at the back to the "Normal" position, then press and hold the "SET" button, turn on the hard drive enclosure. The PM (Normal) mode will be successfully switched in 15-20 seconds.
- b. Check if it's under PM (Normal) Mode, then turn off the enclosure.
- c. Follow the Set Up RAID steps to change Raid Modes.

## 4. How to add a new drive into the enclosure?

Like: Can i increase the capacity of an existing RAID set up by adding more drives?

Situation A: The enclosure is in PM(Normal) mode, please follow [b to e](#).

**Situation B: If it is in RAID Mode, please follow a to e.**

- a. Backup all your important data in your drives in advance.
- b. Safely eject the enclosure from your computer and then turn off the enclosure.
- c. If the drive you want to add is a brand new drive, please format it on another device. Then insert it into the enclosure. Do not change the drive order.
- d. Toggle the RAID switch to the PM(Normal) mode. Press and hold the "Set" button. While holding the "Set" button then press and release the "Power" button to turn it on. (Ensure the enclosure is back to PM mode.)
- e. Turn off the enclosure. Toggle the RAID switch to the RAID mode you want. Please refer to the content of question-3.

## **5. How to replace the hard drive?**

If you want to replace one of the drives in the enclosure with a new one, or one of the drives is damaged/failed (the corresponding indicator will turn red and the enclosure will beep to warn. ), here are steps for replacing a hard drive.

**Situation A: The enclosure is in PM(Normal) mode.**

- a. Find the bad drive. Eject and power off the enclosure in order.
- b. Pull out the bad drive. Format the new drive on another device first. Then insert the new drive ( the same capacity or bigger ) to the original position and turn on the enclosure.

**Situation B: The enclosure is in RAID Mode.**

How to rebuild RAID

- a. Find the bad drive. Eject and power off the enclosure in order.
- b. Pull out the bad drive. Format the new drive on another device first. Then insert the new drive ( the same capacity or bigger ) to the original position and turn on the enclosure.
- c. Restart the enclosure and the enclosure will start rebuilding automatically. The light will flash red and blue. If you downloaded our RAID Manager software, you could see the RAID is rebuilding from the notes or logs on the RAID Manager software. The rebuilding time depends on the capacity of all drives, please wait patiently while rebuilding.
- d. When the rebuilding is finished, the light will turn solid blue. And the RAID Manager will indicate the status.

**Note: The RAID Manager software is only suitable for 4 bay, 5 bay model.**

## **6. Why can't my computer detect the device ?**

- a. Please check whether the power indicator light is on normally. If not, please contact us via Amazon or email(supports@yottamaster.com).
- b. Please try to replace the data cable to see if the device can work normally. **NOTE: The device must be directly connected to your computer, and cannot be connected via a usb hub.**
- c. Please check if any hard disk indicator turns red. If it appears red, it means that the hard disk is damaged. Please turn off the device, remove the hard disk at the position corresponding to the red light, and then restart the device.

## **7. Why Do I Got the Disk I/O Error While Copying Data?**

If there is a bad sector on the hard drive, the data copying may stop. Please scan the drives before

copying data to make sure there are no bad sectors.