



| Serial Number | QUESTIONS   |
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| No. 1-Q       | What interface of hard drive does the 2.5/3.5 inch hard drive enclosure support?  |
| ANSWERS       | Generally, SATA interfaces are supported.   |
| No. 2         | How to enable hot-plug mode for the hard drive tray in the optical drive slot:  |
| ANSWERS       | <p>Step 1: Open the Start menu and enter "regedit" in the "Run" program.</p> <p>Step 2: Enter the system "Registry Editor".</p> <p>Step 3: Find the setting item "HKEY_LOCAL_MACHINE" --- "SYSTEM" --- "CurrentControlSet" --- "services".</p> <p>Step 4: Under the "services" option, find a sub-item called "msahci". After opening "msahci", find the "Start" option inside. The default key value for AHCI is "3". Change it to "0" and confirm.</p> <p>Finally: Enter the BIOS system, modify the SATA mode, change to "AHCI" mode, and install the AHCI driver after restarting the system (you can use Driver Genius to update the AHCI driver or the Intel RST driver).</p> |
| No. 3         | Why can't a new hard drive be found and show the drive letter after connecting to a computer?   |
| ANSWERS       | <p>A new hard drive needs to be initialized, formatted, and partitioned before it can be used normally. The steps are: right-click "Computer", select "Manage", open "Disk Management", find the newly added hard drive, right-click "Initialize", select "MBR (for hard drives with a capacity of less than or equal to 2TB)" or "GPT (for hard drives larger than 2TB)", then create a simple volume and format the partition by default. After formatting, the hard drive can be used normally and the newly added drive letter will be displayed.</p>   |

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| No. 4   | Why can't a 3TB hard drive be recognized in the XP system when using a hard drive enclosure?  |
| ANSWERS | Due to limitations of the operating system, Windows XP can only support hard drives with a maximum capacity of 2TB or less and cannot support hard drives larger than 2TB, which cannot be used normally.   |
| No. 5   | How to enter Disk Management?   |
| ANSWERS | "Right-click on "My Computer" (or "This PC" in Windows 10), select "Manage", and go to "Disk Management". Alternatively, you can click "Start" or use the shortcut key "Win+R", type in the command "diskmgmt.msc", and click "OK". For Mac systems, click on the Disk Utility icon in Launchpad. |
| No. 6   | How to enter Device Manager?  |
| ANSWERS | Right-click on "Computer" ("My Computer" in XP), select "Manage", and choose "Device Manager".  |
| No. 7   | Why does a hard drive display as offline status in Disk Management?   |
| ANSWERS | Open Disk Management and right-click on the offline disk, then select "Online"  |
| No. 8   | Why can a hard drive be detected normally in Disk Management but not in network mode?   |
| ANSWERS | Connect the USB cable to the computer and reformat the hard drive in Disk Management, then switch to network mode and check if it can be detected in File Management. There will be a default admin partition in File Management.   |
| No. 9   | What are the general sizes of mechanical hard drives?   |
| ANSWERS | The sizes of mechanical hard drives are generally 3.5 inches and 2.5 inches. However, there is no difference in size for mechanical hard drives; they only differ in thickness.   |
| No. 10  | What is the transfer speed of USB 2.0?  |

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| ANSWERS | The theoretical transfer speed of USB 2.0 is 480 Mbps, or 60 MB/s. The actual transfer speed is around 30 MB/s. The maximum output current of the interface is 400 mA or 0.4 A   |
| No.11   | What is the transfer speed of USB 3.0?   |
| ANSWERS | The theoretical transfer speed of USB 3.0 is 5 Gbps (or 625 MB/s). The actual transfer speed is around 100 MB/s. The maximum output current of the interface is 900 mA or 0.9 A.   |
| No.12   | What is the transfer speed of SATA interface?  |
| ANSWERS | The theoretical transfer speeds of SATA 1.0, SATA 2.0, and SATA 3.0 are 1.5 Gbps, 3 Gbps, and 6 Gbps, respectively. The actual speed depends on the performance of the hard drive.   |
| No.13   | Why is only one of two hard drives recognized (without configuration)?   |
| ANSWERS | <p>"1) Confirm whether it is connected via eSATA. Generally, the built-in eSATA interface of a computer does not have PM port replication function and can only recognize one hard disk. Connecting via USB or the eSATA interface on our expansion card can recognize multiple disks.</p> <p>2) USB connection also only recognizes one disk. Please go to Computer, right-click, select Manage, and then go to Disk Management to check the status. If there is a new hard disk, refer to formatting a new hard disk. It may also be due to a conflict in assigned drive letters. If there is a disk offline, try to bring it online.</p> <p>3) This issue may occur after refreshing the firmware, and requires re-flashing the original firmware. This is more complicated and should be referred to technical support."</p> |
| No.14   | Why does the hard drive enclosure get stuck and fail to wake up after several minutes of inactivity, requiring a reboot?   |
| ANSWERS | This issue can typically be resolved with a firmware update. Visit the ORICO website's technical support page and search for the corresponding firmware for the model of the hard drive enclosure.   |
| No.15   | About Transfer Speed   |

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| ANSWERS | The transfer speed varies depending on the computer configuration, hard drive performance, and file type being transferred. To achieve USB 3.0 transfer speeds, the device needs to be connected to a USB 3.0 port. To test the speed, large video files can be transferred using software designed for speed testing. |
| No. 16  | Why does a hard drive keep disconnecting and reconnecting during file transfers?   |
| ANSWERS | This issue could be caused by various factors, such as faulty USB ports, cables, drivers, hard drives, or enclosures. One should troubleshoot each component to identify the root cause.   |
| No. 17  | About USB2.0 and USB3.0 Port   |
| ANSWERS | USB 3.0 is backward compatible with USB 2.0, so as long as the ports are the same, they can be used interchangeably. However, the transfer speed will be limited to that of USB 2.   |
| No. 18  | eSATA  |
| ANSWERS | eSATA is an extension of SATA interface used to connect external SATA devices. Its advantages include hot-swappable support, maximum cable length of 2m, and it can provide data transfer speeds of up to 6Gb/s.   |
| No. 19  | RAW  |
| ANSWERS | A hard drive appearing as RAW in disk management due to improper removal or power loss can be resolved by deleting the volume and creating a new one in disk management. If data needs to be recovered, data recovery software can be used.  |
| No. 20  | Hard drive appears as dynamic and invalid in disk management   |

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| ANSWERS | If a hard drive appears as dynamic and invalid in disk management after being removed from an old computer, it can be fixed by reinstalling the hard drive into the original motherboard and backing up the data before formatting it. If the old computer is no longer functional, connecting the hard drive to another system may help retrieve the data. |
| No. 21  | Why would a hard drive enter read-only state?   |
| ANSWERS | A hard drive may enter read-only state due to file system errors, bad sectors, or hardware failures. To clear the read-only attribute, one can use the DiskPart tool in Command Prompt with administrator privileges and issue the "attr disk clear readonly" command for the selected disk.  |
| No. 22  | What should you do if a hard drive doesn't show a drive letter?   |
| ANSWERS | If a hard drive doesn't have a drive letter assigned, it won't appear in File Explorer or other applications that rely on drive letters. To assign a drive letter, one can use Disk Management in Windows and choose an available drive letter for the partition or volume.   |
| No. 23  | What do different colors of indicator lights on a hard drive enclosure mean?  |
| ANSWERS | The normal status indicator light on a hard drive enclosure is blue when idle and red when reading data. A solid red light indicates a warning or error condition, such as a failed or disconnected hard drive.   |
| No. 24  | What do common ORICO hard drive enclosure models indicate in terms of features?   |
| ANSWERS | Some examples of ORICO hard drive enclosure model names and their features include S3 (SATA 3 to USB 3.0), US (USB 2.0), US3 (USB 3.0), US3-C (USB 3.0 with copy function), SUS3 (eSATA and USB 3.0), and RU3 (with RAID and USB 3.0).  |
| No. 25  | What does it mean when a hard drive appears as RAW format in Disk Management?   |

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| ANSWERS | <p>If a hard drive appears as RAW format in Disk Management, it means that the file system is damaged or unsupported, possibly due to improper shutdowns, virus infections, or disk errors. One can try to repair the file system using the CHKDSK command in Command Prompt, such as by running "chkdsk [drive letter]: /f".</p> |
| No. 26  | <p>How can you merge multiple partitions into one on a hard drive?</p>  |
| ANSWERS | <p>If there are no important data on the hard drive, one can delete all the existing partitions in Disk Management and create a new simple volume using the unallocated space. If there are valuable data, one should backup the data to another location before deleting the partitions.</p>                                     |
| No. 27  | <p>Why does a hard drive enclosure get stuck and need to be rebooted after being idle for a few minutes?</p>  |
| ANSWERS | <p>This issue can often be resolved by updating the firmware of the hard drive enclosure to the latest version, which can be found on the official website of the manufacturer.</p>   |
| No. 28  | <p>If a dual hard drive box is connected to both USB and eSATA cables, which connection will be prioritized?</p>  |
| ANSWERS | <p>In this case, the dual hard drive box will prioritize the eSATA connection.</p>  |
| No. 29  | <p>Why can only one disk be read when a multi-disk hard drive enclosure is connected via the eSATA interface?</p>   |
| ANSWERS | <p>All 2-bay or more hard drive enclosures require port multiplication (PM) function if using eSATA. You can solve this problem by purchasing an eSATA expansion card. This issue does not exist with USB 2.0 or USB 3.0.</p>   |
| No. 30  | <p>If a RAID 3 is created using three hard drives, can one or two additional hard drives be added without data loss?</p>  |
| ANSWERS | <p>No, it is not possible. Adding extra hard drives will not be useful because the array does not support individual disk reading.</p>  |

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| No. 31  | What are the reasons for bad sectors on a hard disk drive?   |
| ANSWERS | <p>1. Accidental power outage during read/write operations: Since modern hard drives rotate at high speeds (typically 7200 RPM), sudden loss of power can cause the heads to scrape against the platters, leading to bad sectors or even damage.</p> <p>2. Vibrations and shocks: Hard disks are precise storage devices, with the head hovering just a few micrometers above the surface during read/write operations. Vibrations or shocks can cause the head to collide with the data area, resulting in damage or scratches on the disk, leading to file data loss</p> <p>3. Magnetic fields: Strong magnetic fields are a hidden threat to hard disk data, and the hard disk should be kept away from strong magnetic sources, such as speakers, cell phones, radios, etc., to prevent data from being destroyed due to magnetization. Similarly, when a computer is transmitting signals, strong magnetic fields may magnetize nearby hard disks.</p> <p>4. Frequent operation: If a program, such as a large software or game, runs for an extended period, the head may frequently read/write to the same sector, leading to bad sectors.</p> <p>5. Appropriate usage time: It is best not to let the hard disk work for more than 10 hours a day, and not continuously for more than 8 hours. The computer should be shut down after use for an appropriate period to allow the hard disk sufficient rest time.</p> |
| No. 32  | Hard drive shows "no media".   |
| ANSWERS | <p>There are several possibilities: 1) the partition table of the external hard drive is corrupted;</p> <p>2) the USB interface does not provide enough power;</p> <p>3) the hard drive itself has issues such as bad sectors or physical damage.</p> <p>Check each possibility one by one</p>   |
| No. 33  | Why isn't the hard drive enclosure/case/docking station entering sleep mode?   |

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| ANSWERS | First confirm if the purchased product has a sleep mode (most do). Under normal circumstances, a hard drive docking station or case will enter sleep mode after about 10 minutes of no activity. However, the drive letter in the computer will still be present, and waking it up requires clicking on the drive letter and waiting for about a minute.   |
| No. 34  | How to disable sleep mode for the hard drive enclosure/case/docking station?   |
| ANSWERS | Please note that removing the sleep firmware can cause various problems with the product, such as dropped drives, fan malfunctions, or unrecognized disks. If wants to remove the sleep firmware, please contact us to send the corresponding removal firmware, but we do not provide warranty support for any issues caused by removing the sleep firmware.   |
| No. 35  | How to solve the sleep mode issue?   |
| ANSWERS | One solution is to store a video file inside the hard drive and set it to play on loop, which keeps the hard drive in use and prevents it from entering sleep mode.  |
| No. 36  | Why can my hard drive enclosure, base, or cabinet be used before but not after a period of non-use?  |
| ANSWERS | Electronic products will inevitably age when not used for a long time without being powered on. When electronic circuit boards are not powered on for a long time, they may be affected by humidity, dust, insects, and other environmental factors, which can cause aging. The solder joints are prone to corrosion, and the internal components such as resistors and capacitors can also change and become dysfunctional. |
| No. 37  | Regarding the hibernation issues of 2139 and 3588 (configuration not currently available):   |

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| ANSWERS | The box will go into hibernation after 30 minutes of no operation. During hibernation, the light is blue, the hard drive is displayed in the computer, and the hard drive does not spin. When opening the hard drive partition and file, the hard drive will start to rotate, and the indicator light will flash red and blue alternately (transmission status). |
| No. 38  | Can the hard drive enclosure be used as a Win To Go (system disk)?   |
| ANSWERS | Yes, the hard drive enclosure can be used as a Win To Go, but the specific operation requires the customer to operate by themselves. Reference link:<br><a href="https://jingyan.baidu.com/article/c843ea0ba0120e77921e4a7f.html">https://jingyan.baidu.com/article/c843ea0ba0120e77921e4a7f.html</a>  |
| No. 39  | How can I adjust the slow speed of my hard drive?<br>(Configuration not currently available)   |
| ANSWERS | The reason for the slow speed could be due to incorrect settings, improper driver installation, or problems with the interface cable. The transmission speed of the hard drive depends on the technology of the hard drive itself and cannot be adjusted.  |
|         | QUESTION-About Offline Clone   |
| No. 40  | How to use the offline copy function?  |
| ANSWERS | Offline copying steps:<br><br>In the case where the hard disk dock is not connected to power and USB cables, connect the original disk to Source and the target disk to Target.  |
| No. 41  | What is offline copying?   |

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| ANSWERS | In offline copying, the hard disk enclosure must not be powered on or connected to the computer. Connect the original disk to the source port and the target disk to the target port. Flip the cloning switch on the back of the enclosure to ""CLONE"". Once the enclosure recognizes the hard disks, press the start button and the progress indicator light will flash back and forth until the copy is complete.                                   |
| No. 42  | What should be noted when conducting offline copying?  |
| ANSWERS | <p>1) The capacity of the target disk must be equal to or greater than that of the source disk.</p> <p>2) Label the disks correctly, with "Source" for the original disk and "Target" for the destination disk.</p> <p>3) Do not connect the enclosure via USB during offline copying.</p> <p>4) Offline copying will copy the entire capacity of the disk, so the hard disk mode and file format will be identical to those of the original disk.</p> |
| No. 43  | What should you do if a hard drive appears as offline in Disk Management?  |
| ANSWERS | If a hard drive is listed as offline in Disk Management, right-click the disk's name area and select "Online" to make it accessible again.   |
| No. 44  | What are all the precautions to take for offline cloning?<br>(Very important)  |

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| ANSWERS | <p>1. Insert the source disk into the port labeled SOURCE/1/HDD1 (or simply HDD1 for some models) and the target disk into the port labeled TARGET/2/HDD2 (or simply HDD2 for some models). For example, in the 8628 series, HDD1 is the source disk, and HDD2 is the target disk.</p> <p>2. Cloning does not require USB or eSATA data cables to be connected. (For older versions of the 6629 series, the cloning progress light does not flash back and forth, and only the hard disk bay indicator lights flash. For newer versions, the hard disk bay indicator light remains on, while the hard disk progress light flashes back and forth.)</p> <p>3. The offline cloning speed is generally around 2 hours for a 500 GB hard disk.</p> <p>4. After offline cloning, only one disk can be recognized. The target disk's state will be identical to that of the source disk.</p> <p>5. After offline cloning, switch to PC mode and connect the target disk to the computer using a USB cable. In Disk Management, right-click on the target disk's drive letter and select "Online."</p> <p>6. If the source and target disks have different sizes, one partition will show as offline, and another partition will show as unallocated. After bringing the offline partition online, create a new simple volume for the unallocated partition to use the entire target disk.</p> |
| No. 45  | <p>After copying to a certain point, the copying indicator light stops flashing and the original disk indicator light starts flashing (configuration not provided).</p>   |
| ANSWERS | <p>Connect the hard drive to a computer with a USB cable and check if it can be recognized in Disk Management. If it can be recognized, use HD Tune Pro to detect any bad sectors or disk warnings. If there are issues, copying the disk offline may be hindered.</p>  |
| No. 46  | <p>Why did the copying machine stop in the middle of copying (configuration not provided)?</p>  |

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| ANSWERS | <p>Check if the hard drive has any bad sectors, as this could affect the copying process and cause it to freeze. Also check if the hard drive is compatible (e.g. Seagate 6TB). If the problem persists, rule out whether it is an issue with the copying machine itself.</p>   |
|         | <p>QUESTIONS-About Raid</p>   |
| No. 47  | <p>How to configure RAID mode?</p>  |
| ANSWERS | <p>If the hard drives are not brand new and contain important data, please backup your data before configuring RAID mode. (Configuring RAID mode will erase all data)</p> <ol style="list-style-type: none"> <li>1. Turn off the power to the RAID enclosure.</li> <li>2. Set the desired RAID mode by flipping the RAID mode switch on the back of the enclosure.</li> <li>3. Hold down the SET button and turn on the power switch. Release the SET button after about 10-20 seconds.</li> <li>4. Additionally, you can install RAID management software on your computer to manage RAID functionality through the software.</li> </ol> |
| No. 48  | <p>How to set up an array using RAID management software?</p>   |
| ANSWERS | <p>1) Confirm that the RAID management software recognizes the hard drive, and download the corresponding software for the model from <a href="https://www.orico.com.cn/download.html?skeyword=raid">https://www.orico.com.cn/download.html?skeyword=raid</a>. 2) Open the basic RAID group settings in the RAID management software, select the desired array mode, and click apply. If there is important data on the hard disk, back up the data before creating the RAID, as creating a RAID will clear the previous data on the hard disk.</p>   |
| No. 49  | <p>How to set up a dual array without configuration?</p>  |

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| ANSWERS | For the ORICO multi-bay enclosure (4/5 bay), it supports dual arrays. You can first create one array through hardware RAID and remove the disks from that array. Then insert new disks into the remaining slots and set up another array. After setting up both arrays, insert the previous disks into the enclosure and they should work as well. |
| No. 50  | What are the steps to build a hardware array?  |
| ANSWERS | 1) Turn off the device power. 2) Flip the RAID mode switch on the back of the device. 3) Press and hold the SET button for 10 seconds while turning on the device. 4) Format the hard disk in Disk Management.   |
| No. 51  | Can you use a single hard drive separately after building an array with a RAID enclosure?  |
| ANSWERS | it may be can support two RAID array mode However, not support standalone disk modes and with RAID array modes simultaneously.   |
| No. 52  | How can you switch to another RAID mode after building an array?   |
| ANSWERS | To switch to a different RAID mode (e.g., from RAID 10 to RAID 5), one needs to first set up clear RAID configuration and then set up the desired RAID mode  |
| No. 53  | What should you do if one disk fails in a RAID 5 array?  |
| ANSWERS | One should power off the enclosure, safely remove the failed disk, replace it with a new disk of equal or larger capacity, initialize the new disk, and let the RAID array rebuild itself.   |
| No. 54  | Does the 3559C3 daisy chain cabinet have RAID? How to set up RAID? (Configuration not currently available)   |

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| ANSWERS | The daisy chain is a soft RAID that can only be set up through the system settings. The device itself does not have hardware or software RAID configuration. The RAID mode that can be set up depends on the type of RAID supported by the computer system. |
| NO. 55  | Please contact us for a better solution before things get worse   |