

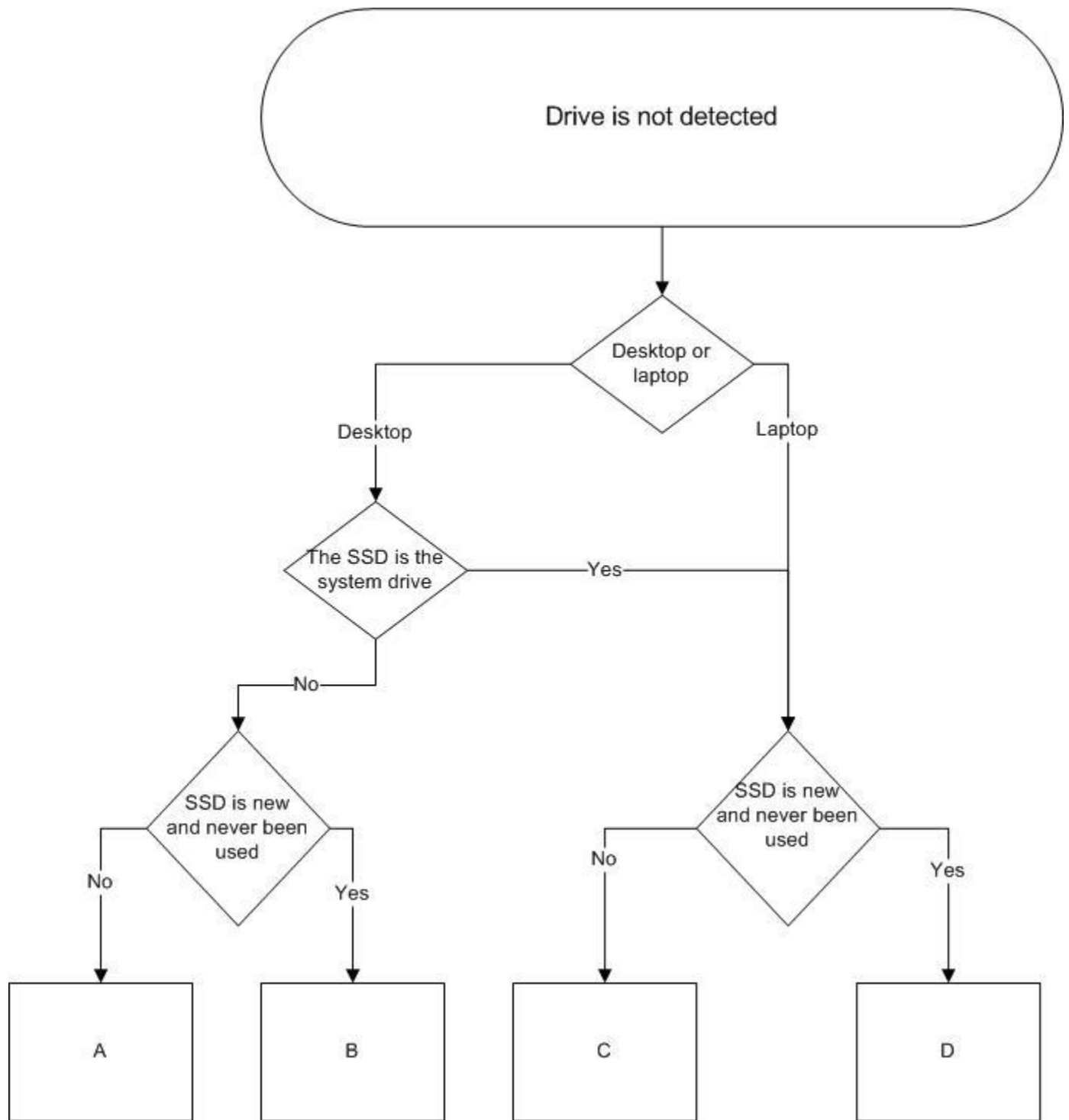
SSD Drive is NOT detected by the system

What do I do when my SSD drive is not detected by the system?

Troubleshooting for the following Drive conditions:

1. Drive is completely new
2. Drive worked for a while
3. Drive is secondary or just for storage
4. Drive is the system drive (bootable)

Drive is not detected flow chart:



SOLUTION A - Drive Used to work - Secondary or Storage

1. Check the **drive letter** and the **partition**
2. If it is possible, try to recover your data
3. If the drive is NOT detected by the **operating system**, verify that the drive is detected by the **BIOS**
4. If the drive is NOT detected by the **BIOS** verify that the power and data cables are properly

connected

5. If the drive is still NOT detected, try to detect it in **another computer** (internal) or connect it in an external enclosure
6. Connect **another drive** to the same port
7. Check the return policy and replace the drive

SOLUTION B - New Drive - Secondary or Storage

1. Connect the **drive** to the PC
2. Check the **BIOS** settings
3. If the drive is NOT detected by the **BIOS** verify that the power and data cables are properly connected
4. If the drive is still NOT detected, connect it to **another computer** (internally) or connect it in an external enclosure
5. Connect **another drive** to the same port
6. Check the return policy and replace the drive

SOLUTION C - Drive Used to Work - System Drive

1. Try to identify the problem (SMART, system error message...)
2. Check the **BIOS** settings
3. If the drive is NOT detected by the **BIOS** verify that the power and data cables are properly connected
4. If it is possible, try to recover data
5. If it is possible, run some diagnostic tools (such as **SMART** or **Checkdisk**)
6. Try to **repair or restore** the OS
7. If the drive is detected but OS CANNOT be repaired format and reinstall the OS
8. If you have found a consistent error check the return policy and replace the drive

SOLUTION D - Never used Drive - System Drive

1. Connect the **drive** to the PC
2. Check the **BIOS** settings
3. If the drive is not detected by the **BIOS** verify that the power and data cables are properly connected
4. If the drive is still NOT detected, connect it to **another computer** (internally) or connect it in an external enclosure
5. Connect **another drive** to the same port
6. Check the return policy and replace the drive