# Frequently Asked Questions

## CB-ISATAU2  -  SATA/IDE TO USB 2.0 Adapter

1. Will the CB-ISATAU2 works with my Windows 8, 8.1, 10 or Mac OS X (10.6 or newer)?
   Yes, it will work correctly.

2. Does this device require any drivers?
   No, this device will not need any drivers if you are using XP or newer OS. It is all built into the Operating Systems. All current Operating System (Windows XP,7,8, 8.1, 10, OS X 10.6 or newer, and latest Linux) comes with native USB Mass Storage drivers already built-in. You just have to power ON the unit and the system will detect a USB device connected and load the correct drivers for you.

3. Can I connect my CB-ISATAU2 to my USB 3.0 or USB 1.1 port?
   Yes, the USB 2.0 connector is compatible with USB 3.0 Type A and USB 1.1 port.

4. I took a hard drive out of an older notebook but the interface is different from what is available to connect the adapter, how can I get it to work?
   Some notebook manufacturer uses an adapter interface (see pictures) to connect the hard drive to the notebook. If you remove the adapter interface you will see the standard SATA or IDE pinout to connect to this CB-ISATAU2 adapter.
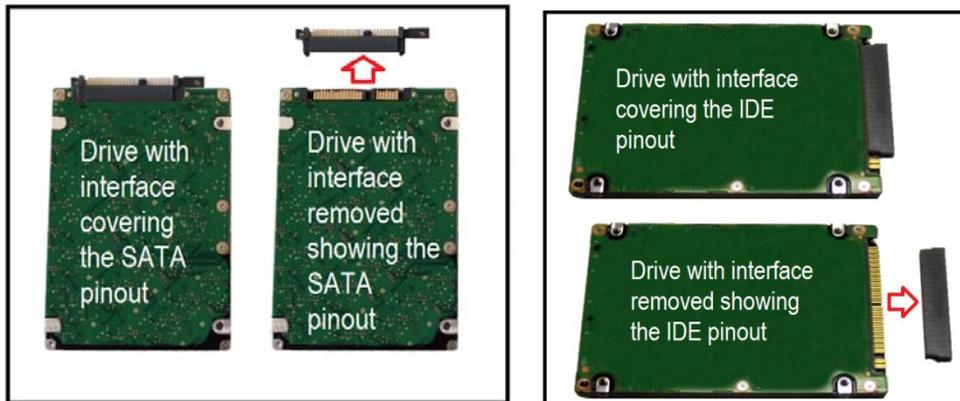


5. How do I get power to the 2.5" IDE hard drive when there is no power connector?
   The 2.5" IDE hard drive gets it power from the USB 2.0 port. The power from the USB 2.0 port is sufficient to get the 2.5" IDE drive to work correctly. You can also connect to a USB 3.0 port that will provide more power.

6. If my USB 2.0 port does not provide enough power to my drive, can I still use a 2.5" IDE hard drive with the CB-ISATAU2?

Yes, you can use a USB 2.0 powered HUB if one is available that will provide sufficient power to the 2.5" IDE hard drive to work correctly.

7. Can I use the CB-ISATAU2 as a boot device?
No, it will not work as a boot device.

8. I am not seeing my hard drive in the list of drives in the Windows Explorer, but the drivers have successfully installed. What am I doing wrong?
You will have to go to your Disk Management (Windows) or go to Disk Utility (Mac). Once in there, you should be able to determine if the hard drive is readable.

9. Why is Windows Operating System asking me "Do you want to format this drive", I have important data on the drive that I want to retrieve? What can I do?
If you have important data on the hard drive, do not format the drive. Windows OS try's to read the data and could not read it due to file corruption or unknown format; it will then ask if you want to format this drive. Please answer NO and use data recovery software to recover your data.

10. Can this CB-ISATAU2 read other file systems format?
The CB-ISATAU2 can read other file systems format IF the computer it is connected to can read the format of the drive.
Example:
a) If this hard drive was using Windows OS, the common file system is NTFS. If you connect this drive to a newer Windows OS system, it can read and write to it.
b) If this hard drive was using Windows OS, the common file system is NTFS. If you connect this drive to a Mac OS X (10.8 and newer) system, it can only read but cannot write to it.
c) If the drive was used in an OS X system, the common file system is HFS or HFS+ (extended Journal). If you connect this drive to a Windows system it will never read it because the Windows cannot read HFS or HFS+ file system.

11. My old computer cannot boot and I took the drive out. I then connect it to the CB-ISATAU2 adapter and try to retrieve the data using my new computer and it is saying "access denied". What is wrong?
Due to security reason built into your new computer, you do not have rights to the data on the old computer. You can access the data by taking ownership of the data so that you can get your data back. Search online for help with "take ownership of files or folders". This has nothing to do with this CB-ISATAU2 adapter, it tells me the adapter is working correctly.

12. Will the CB-ISATAU2 work with Advanced Format (4Ksector) Drive?
Yes, it will work correctly with Advanced Format (4K sector) Drives except for native 4K drive.

13. My computer crash and I cannot boot Windows. Can I use this CB-ISATAU2 to retrieve the data on the hard drive?
It depends on the cause of the computer crash. If the crash is caused by other problem not related to the hard drive, you should be able to retrieve the data. This CB-ISATAU2 can assist with the help of a DATA recovery program to recover the data. If it is caused by the hardware (physical damage) of the hard drive, you may NOT be able to retrieve any data using the CB-ISATAU2.

14. I have other questions that are not listed here, what can I do?
    <mark>You can email our support team at support@vantecusa.com</mark>

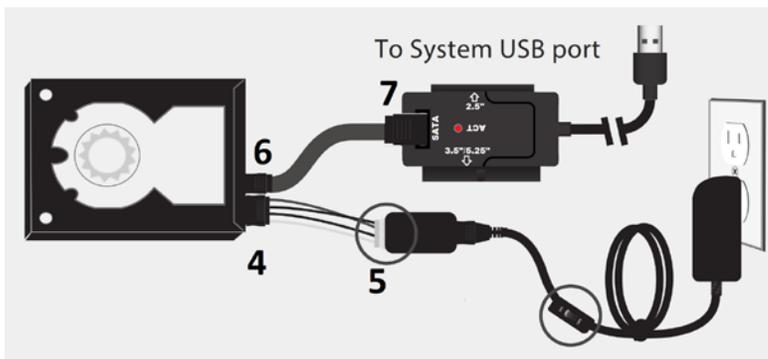**HOW TO SETUP YOUR CB-ISATAU2:**

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**FOR SATA (2.5" or 3.5") drive:**

WARNING: Please make sure the power connectors are oriented correctly before connecting. Incorrect connection may cause severe damage to your hard drive and/or electrical shock.
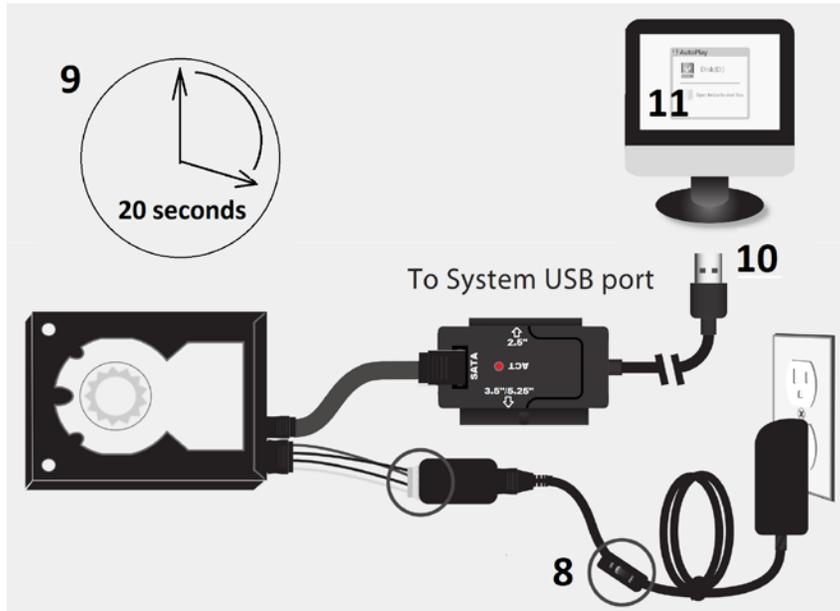
1. Check the Power Adapter switch is in the Off position
2. Connect the power converter to the Power Adapter
3. Connect the Power Adapter to the wall outlet
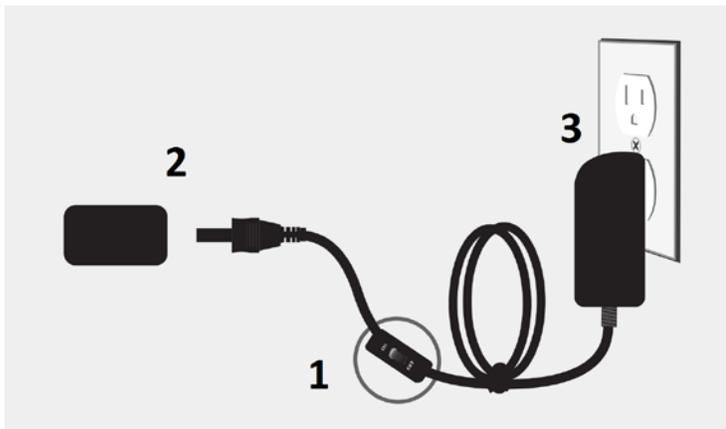


4. Connect the Power Cable with SATA Power Connector to your drive
5. Connect the end of the SATA Power Cable to the Power converter
6. Connect the Red SATA DATA Cable to the Drive
7. Connect the other end of the Red SATA DATA cable top of the SATA/IDE to USB2 Adapter (marked SATA)

8. Once securely connected, you may TURN ON the Power Adapter switch
9. Wait 20 seconds for the drive to spin up to correct speed (if this is an older drive, wait 30 seconds)
10. Insert the USB connector from SATA/IDE to USB 2.0 Adapter to your system USB 2.0 / 3.0 port
11. When connected properly, the hard drive should be automatically detected showing the device in file explorer.
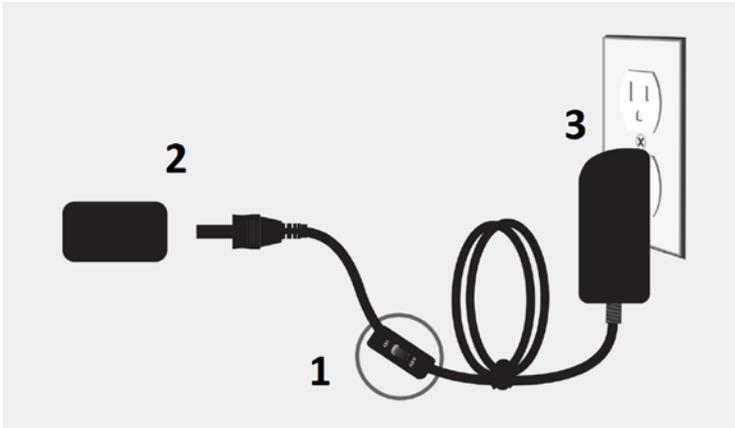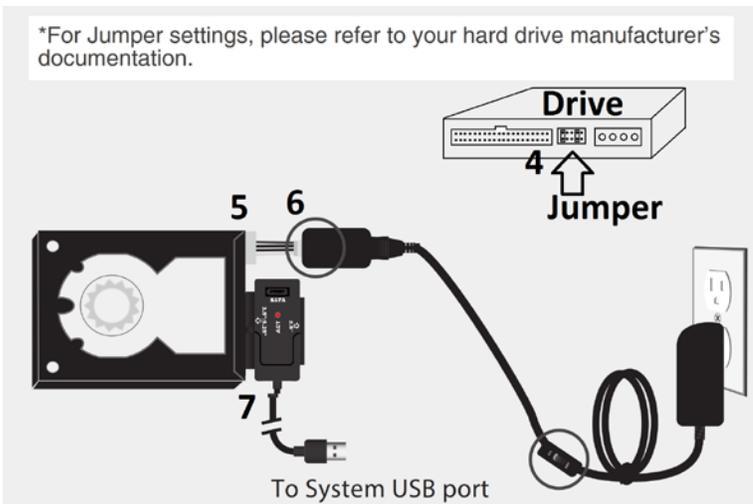


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**FOR IDE (3.5") drive:**

WARNING: Please make sure the power connectors are oriented correctly before connecting. Incorrect connection may cause severe damage to your hard drive and/or electrical shock.

1. Check the Power Adapter switch is in the Off position
2. Connect the power converter to the Power Adapter
3. Connect the Power Adapter to the wall outlet

4. Check and change the jumper setting on your drive to Master Single Drive Mode (the information for changing drive mode is located on the label of your drive)
5. Connect the Power Cable with Molex Power Connector to your drive
6. Connect the end of the Molex cable to the Power converter
7. Connect the SATA/IDE to USB2 Adapter to your drive



*For Jumper settings, please refer to your hard drive manufacturer's documentation.
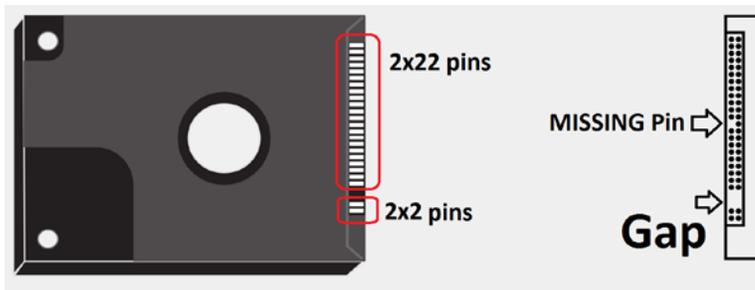
Drive

4 Jumper

To System USB port

8. Once securely connected, you may TURN ON the Power Adapter switch
9. Wait 20 seconds for the drive to spin up to correct speed (if this is an older drive, wait 30 seconds)
10. Insert the USB connector from SATA/IDE to USB 2.0 Adapter to your system USB 2.0 / 3.0 port
11. When connected properly, the hard drive should be automatically detected showing the device in file explorer.

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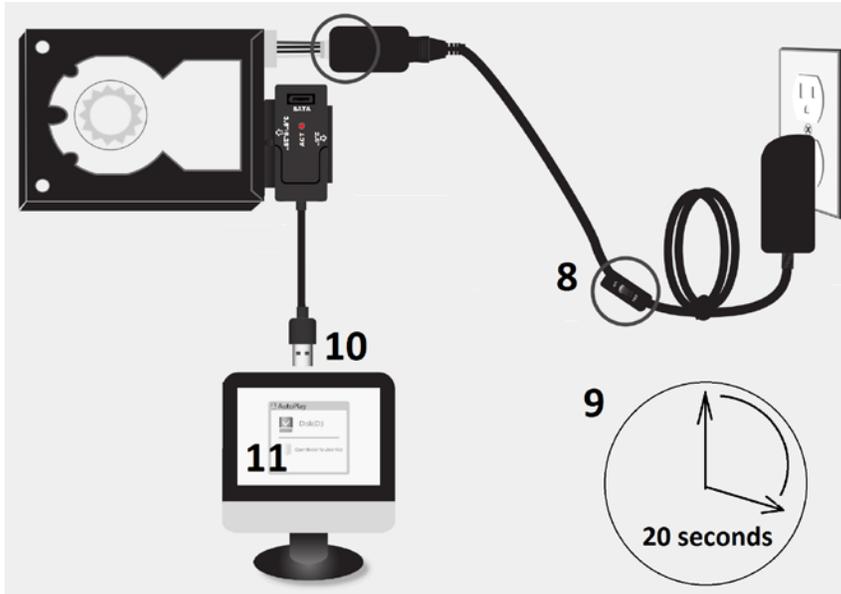
**FOR IDE (2.5") drive:**

1. Since 2.5" IDE drive when connected to the SATA/IDE USB 2.0 Adapter is drawing power from the USB port, you do not need to use the Power Adapter
2. Please follow instruction carefully. If connected wrongly it may damage your drive and adapter
3. Look carefully at the 2.5" IDE drive. You will notice there are two sets of pins on the drive interface. A set with 44 pins (important - there is a pin missing) and another 4 pins. They are often separated by a gap shown



This show the underside of the adapter and drive

4. The 4 pins are not used
5. Align carefully the 44 pins (note: one hole on the adapter side interface is plug up) on the adapter with the drive's 44 pins. The missing pin MUST align up with the plug up hole.
6. Connect and make sure the interface is securely connected between the drive and the Adapter.
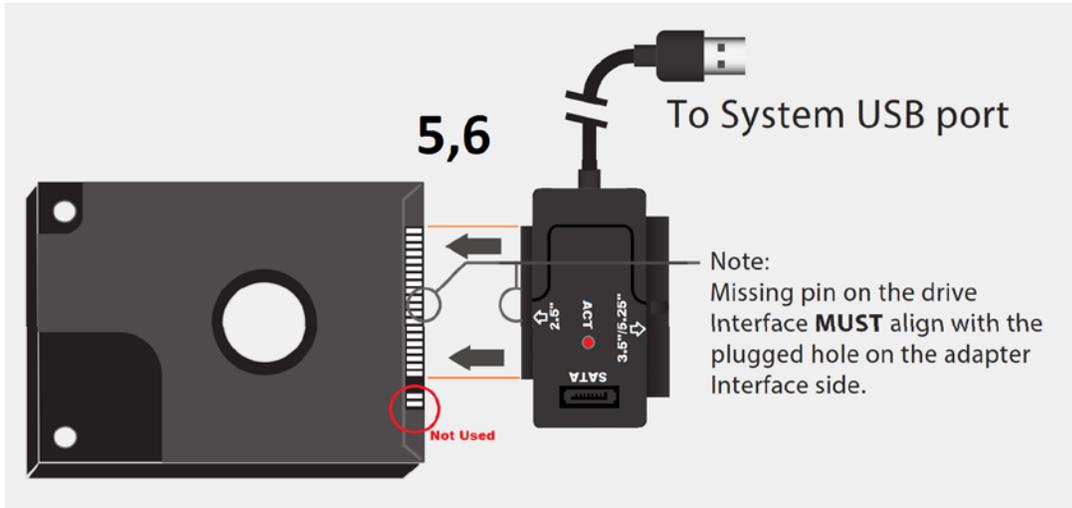


7. Insert the USB connector from SATA/IDE to USB 2.0 Adapter to your system USB 2.0 / 3.0 port
8. When connected properly, the hard drive will spin up. Once it is spin up to speed it should automatically detected showing the device in file explorer.