



## FAQs What can I do if the hard drive enclosure cannot be detected? User Manual

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### FAQs What can I do if the hard drive enclosure cannot be detected



### Troubleshooting Guide

- **What can I do if the hard drive enclosure cannot be detected?**

1. Check if your SSD is NGFF but not NVMe one.
2. Re-plug the enclosure to ensure it is connected properly.
3. Recheck in “My Computer-Device Manager-Universal Serial Bus Controller” to see if the enclosure still cannot be detected. If not, please upgrade the USB driver of your computer for a try.
4. Test the hard drive enclosure with another computer.

- **What can I do if the enclosure can be detected, while the hard drive cannot?**

- Re-plug the hard drive to ensure it is connected properly with the enclosure.
- Check in “My computer-computer management -storage -disk management – disk to see if the hard drive still cannot be detected. If not, please test this enclosure with another hard drive.

- **How can I troubleshoot if hard drives can be detected while it cannot be read and wrote properly?**

- Back up the data first if it is not a new hard drive and then format it.
- Make a partition if it is a new hard drive.
- Make sure the format of the hard drive is supported by the PC system.

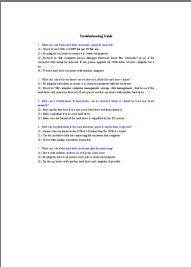
- **How can I troubleshoot if the read and write speed is slower than I expected?**

- Connect the enclosure to the USB A 3.0 rather than the USB A 2.0 port.
- Use the included cable for connecting the enclosure and computer.
- Test it with another hard drive if possible.

- **What can I do if the hard drive enclosure gets disconnected?**

- Test it with another cable to see if it is the cable issue.
- Re-plug the devices to ensure every part is connected properly.
- Try the enclosure with another hard drive and computer if possible.

## Documents / Resources

	<p><a href="#">FAQs What can I do if the hard drive enclosure cannot be detected?</a> [pdf] User Manual</p> <p>What can I do if the hard drive enclosure cannot be detected, What can I do if the enclosure can be detected, while the hard drive cannot</p>
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