



## WAVLINK Incompatible Disk Selected Software User Guide

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### Incompatible disk selected

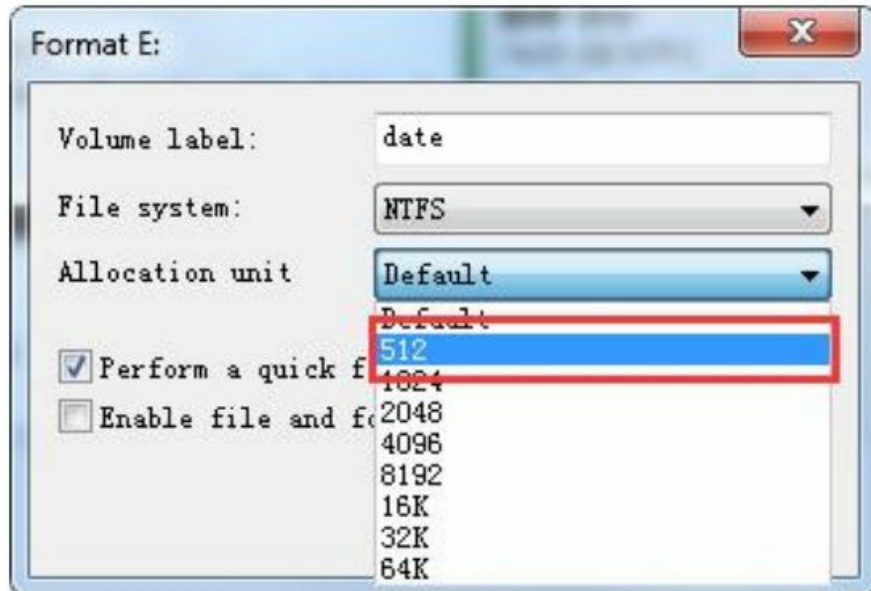


If you are cloning your drive and this error always appears, it means that the target drive has a different sector size with the source. To make the cloning successful, both the source and the target drive should have the same sector size. For example, the source drive is using 512 or 512e sector size and the target drive is using 4096 sector size, the cloning of the drive will not be possible.

If the source drive is using 4096 sector size and the target drive is using 512 or 512e sector size, here cloning or restoring is possible.

To check the sector size of your drive, click Start, All Programs, Accessories, System Tools then select System Information. In System Information window under System Summary, expand Components, Storage then select Disks under Storage. You will see your drive's sector size indicated in Bytes/Sector.

If the sector size of the target drive differs from your source drive, you can still fix it by re-partitioning the target drive. You can use Partition Magic to re-partition the target drive. When re-partitioning the target drive, set the same sector size as with the source drive so both drives will be compatible and cloning can be successful.



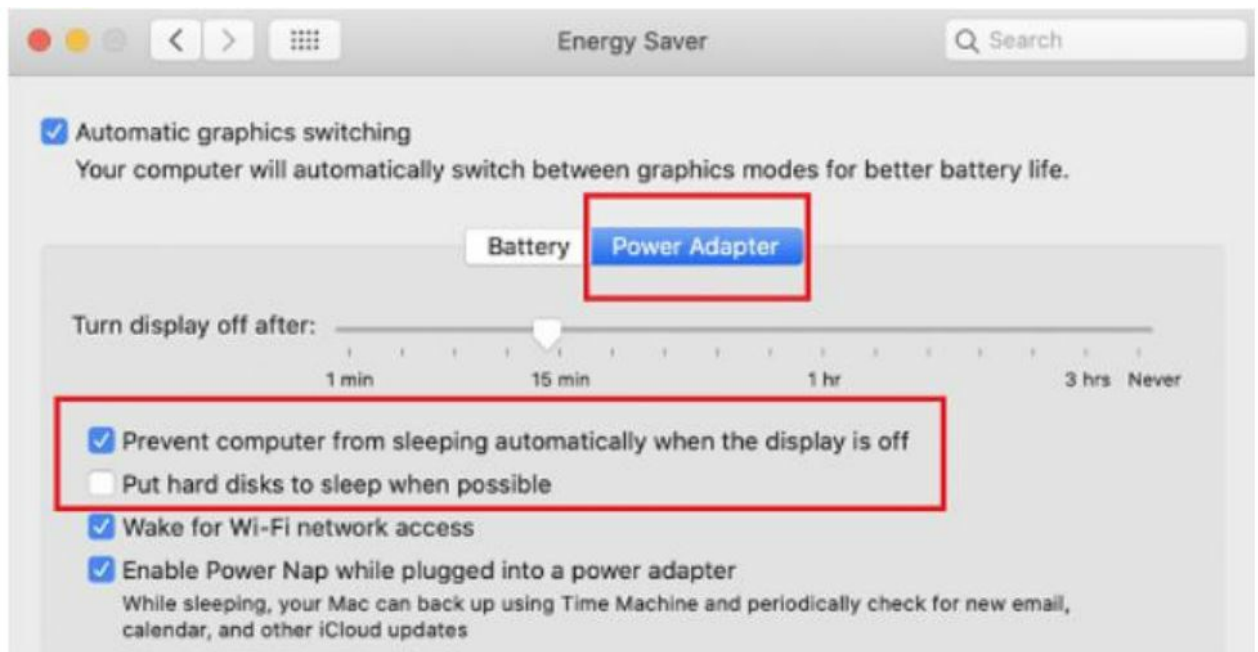
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## MAC disk not ejected properly

1. 1. Click the apple icon and select System Preferences
2. Click energy saver
3. Click power adapter
4. Enable prevent the computer from automatically entering sleep when the monitor is off
5. Disable "sleep hard disk if possible"

Note: this solution will not work if the MAC is battery powered. The MAC power supply must remain connected and the computer cover must remain open.



2. Test the external hard disk with different cables if possible
3. Test other power supplies (external desktop hard disk) if possible
4. Connect to another USB or thunderbolt port on your computer
5. Change another disk to have a try.
6. Reset nvram or pram on MAC <https://support.apple.com/en-us/HT204063>

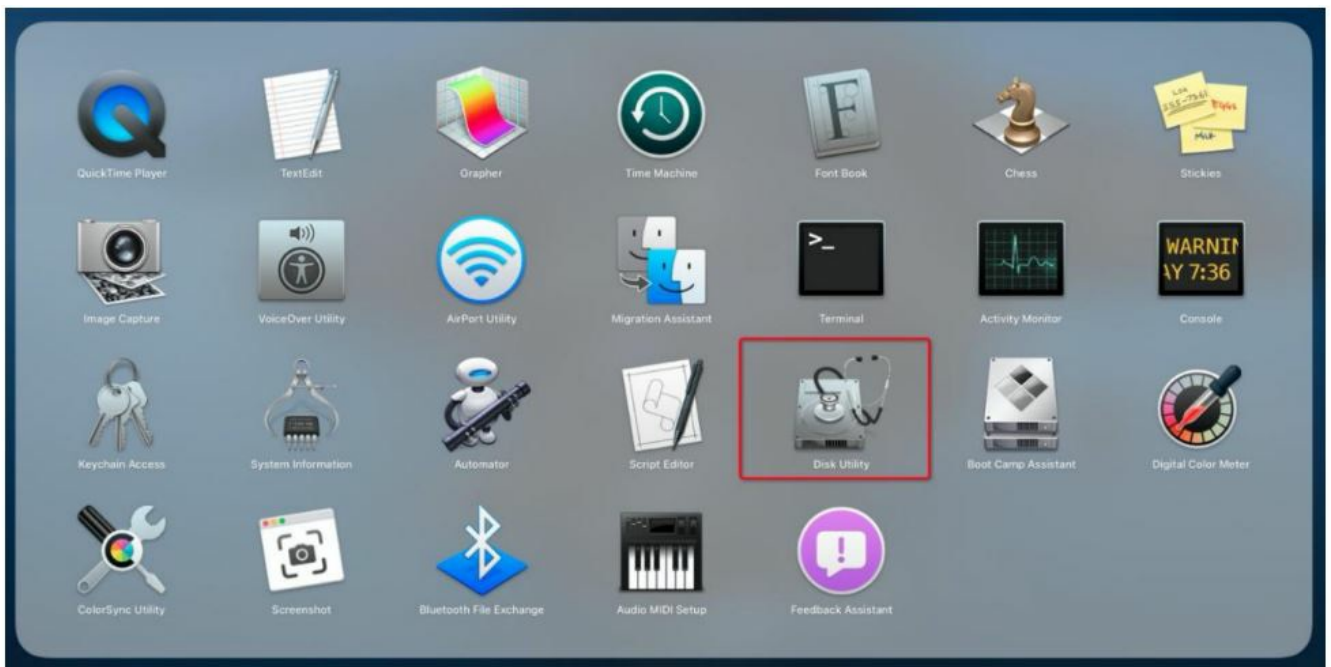
## Unrecognized on macOS

Make sure the led of the enclosure is on.

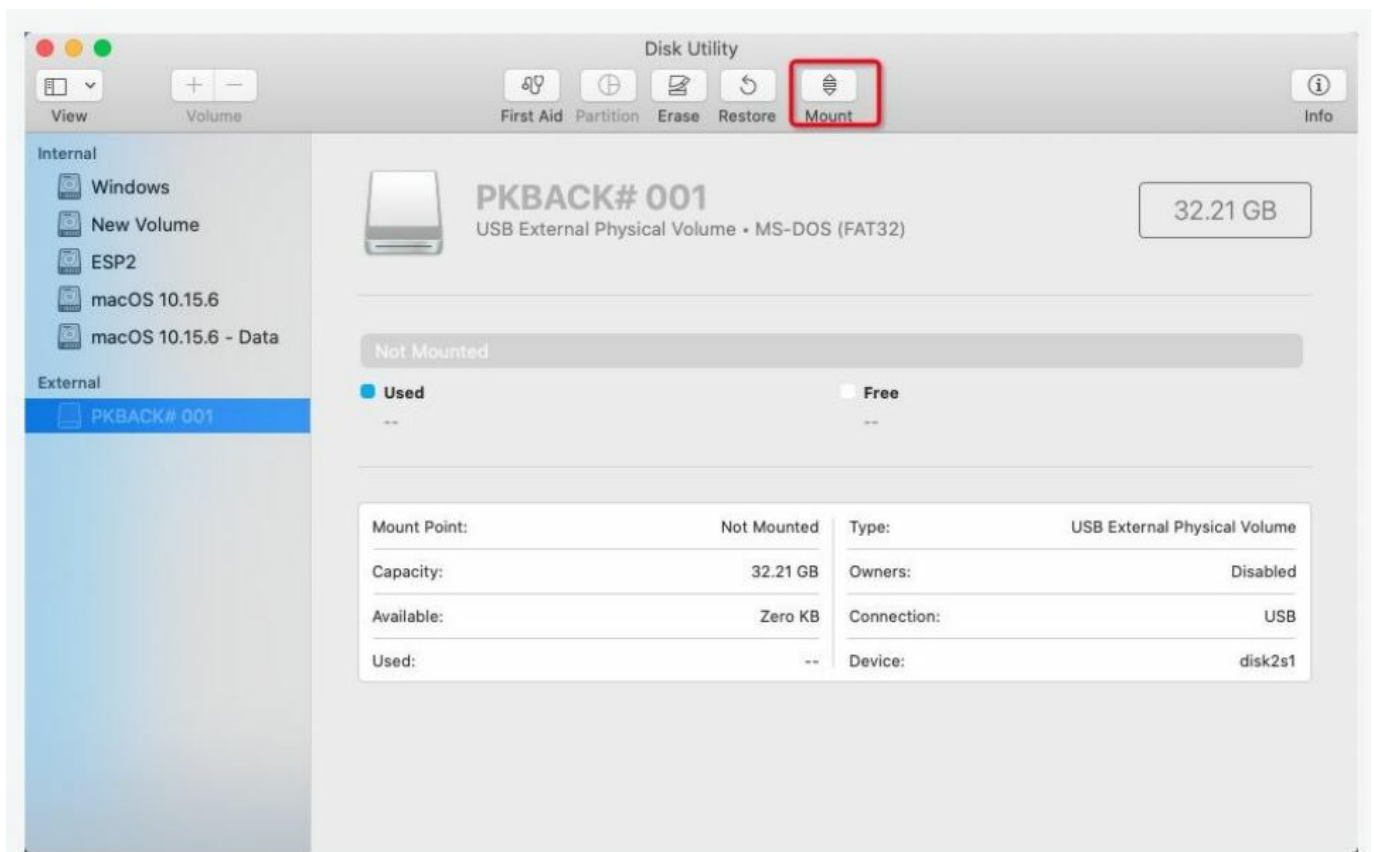
1. Go to Launchpad>>Other



2. Click Disk Utility




3. Find the disk and click Mount.



Noted: NTFS disk will not be read by MAC, if it is NTFS disk pls change to exfat format. If this could not help, pls do not worry and try the steps below:

1. Change another usb/type-c port of your pc.
2. Try to reset the smc NVRAM or PRAM <https://support.apple.com/en-us/HT201295>  
<https://support.apple.com/en-us/HT204063>
3. If possible test the device with another pc, will the same thing happen?(To rule out the problem pc)
4. If possible, test the docking with another disk, will the same thing happen?(To confirm if it is ssd)

## Documents / Resources

	<p><a href="#">WAVLINK Incompatible Disk Selected Software</a> [pdf] User Guide</p> <p>Incompatible Disk Selected Software, Disk Selected Software, Selected Software, Software</p>
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## References

- [🍏 Reset the SMC of your Mac - Apple Support](#)
- [🍏 Reset NVRAM on your Mac - Apple Support](#)
- [User Manual](#)