

# Network Storage HD Enclosure

InfoSafe 3.5" USB 2.0 Network Storage HD Enclosure

**IDECASE35NAS**

**Instruction Manual**



Actual product may vary from photo

**StarTech.com**

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## **FCC Compliance Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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## **Introduction**

Thank you for purchasing a StarTech.com Network Storage Hard Drive Enclosure. This product allows you to connect multiple computers to one hard drive, in order to backup and access files through your Local Area Network. You can also connect several hard drives, in order to expand drive storage and create one large hard drive (JBOD) or use RAID 0 and 1 for backups.

## **Features**

- Supports RAID 0, 1 and JBOD to connect multiple hard drives together for consolidated data backup
- Supports NTFS to allow large files to be transferred quickly, without errors
- Allows you to locate hard drives anywhere on a Local Area Network
- Configurable access privileges
- Easy installation: Plug and Play installation, no IP addresses or dedicated computer/servers are required for use with LAN
- Supports Windows 98SE/ME/2000/XP, Linux, Mac OS 9.0 and higher

## **Before You Begin**

### **System Requirements**

- Operating System: Windows 98SE/ME/2000/XP, Linux, Mac OS 9.0 or higher
- An available network connection

### **Contents**

This package should contain:

- Network Drive Enclosure (1)
- 18" Cat5e cable (1)
- 3' USB Type 'A' Female to Type 'B' Female (1)
- Power adapter (1)
- Driver CD (1)

## Installation

### Connecting the hard drive to the enclosure

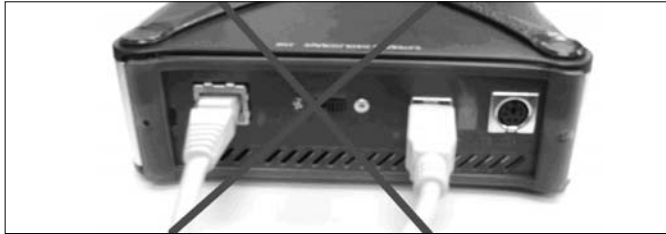
1. Loosen the left and rightmost screws, located on the rear plate of the enclosure. Slide the plastic hard drive tray out of the enclosure.



2. Place the desired hard drive into the enclosure in such a way as to align both the IDE connector and the power connector. If the power connectors are not properly aligned, please loosen the screw on the adjustable connector, and re-orient the connector so that they are properly lined up.



3. Firmly but gently, connect the hard drive to the IDE connector and the power connector.
4. If necessary, re-fasten the screw that was loosened in **step 2**.
5. Use the enclosed screws to hold the hard drive in place on the tray.
6. Slide the drive tray back into the enclosure, tightening the screws loosened in **step 1**.



**Warning! Although IDECASE35NAS is capable of both NDAS and USB connections, connecting both simultaneously can damage the drive and/or the enclosure.**

#### **Connecting the Network Drive Enclosure to a network**

1. Connect the included Ethernet cable from the Ethernet port on the enclosure, to a switch (100 Base-T). For wireless network connections, connect IDECASE35NAS to your wireless router or access point using the included Ethernet cable.
2. Ensure the power connector is firmly attached to the enclosure. Connect the opposite end of the connector to an available power source.
3. Slide the On/Off Switch, located on the back of the enclosure, to the 'On' position.

#### **Connecting the enclosure via USB**

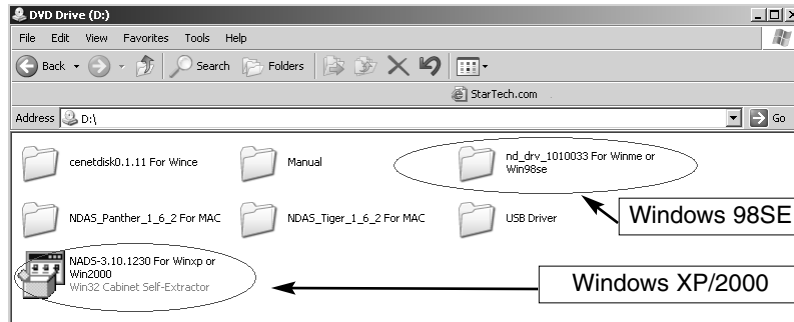
**Please note: NDAS Device software is not a required installation, if the drive is being used in USB mode.**

1. Connect the included USB cable from the USB port on IDECASE35NAS to an available USB port on the host computer.
2. Ensure the power connector is firmly attached to the enclosure. Connect the opposite end of the connector to an available power source.
3. Slide the On/Off Switch, located on the back of the enclosure, to the 'On' position.

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### Installing the NDAS software

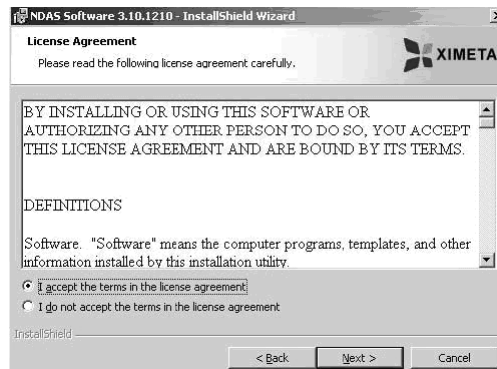
The NDAS software is located on the accompanying drivers disk:



1. Locate the appropriate driver, in the root folder of the drivers disk.
2. Double-click on the application icon to initiate the installation program.
3. On the Welcome screen, click **Next**.

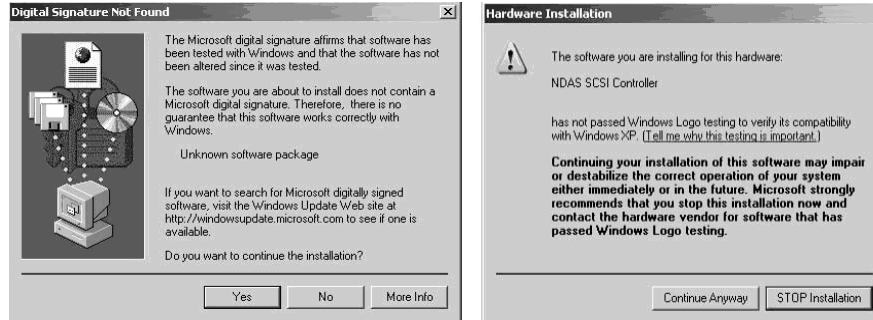


4. After accepting the License Agreement, click **Next**.



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5. On the next screen, you will be given the option to install the software. Click on the **Install** button. Please wait, while installation continues.
6. If either of the following windows appear, please click **Yes** or **Continue Anyway**:



7. After allowing the installation to complete, click **Finish** when given the option. Following this, you will be asked to restart your system, in order for the configuration changes to take effect. Click on **Yes** to restart the computer.

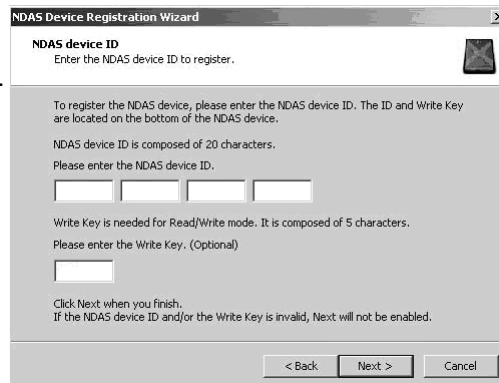
## NDAS Device Registration

1. Following drivers installation, you should notice an NDAS Device Management icon located in the system tray. Click on this icon and select **Register a New Device**.

2. Once the **NDAS Device Registration Wizard** appears, click **Next** to continue.

3. Enter a name for the NDAS device, then click **Next**.

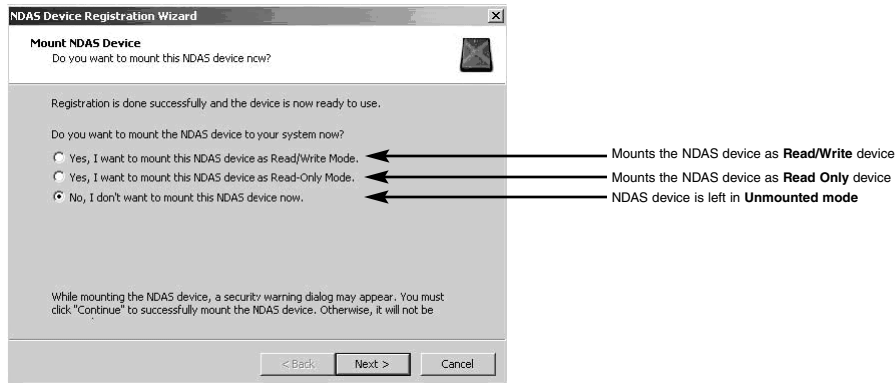
4. Add your NDAS device **ID** and **Write Key**. The **Write Key** is located on the bottom of the circuit board attached to the hard drive tray, and is also located on the accompanying driver CD. This key is required to write to the NDAS device. Click **Next** once all necessary information has been entered.





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- The installation program will then automatically check the status of the device. Once it is finished, please click the **Next** button.
- You will then be given the option of how to mount the NDAS device. Once your selection is made, please click on **Next**:



- Registration is now complete. Click on **Finish** when prompted.

### Completing the Found New Hardware Wizard

- Once registration is complete, the **Found New Hardware Wizard** may appear. If so, please click on **Next** on the first screen, leaving the radio button next to **Install the software automatically (recommended)** selected. Please note, in Windows 2000, the **Upgrade Device Driver Wizard** will appear instead.
- If the **Windows Logo Testing** message comes up, click **Yes** or **Continue Anyway** to finish the installation.
- To verify that the installation was successful, click on the **NDAS Device Management** icon located in the system tray, to view the registered NDAS device:



If you are unable to see your NDAS Device, please click **Refresh Status**, and re-check.

## Using the Network Storage Drive

Upon successfully installing the network drive, it will appear as a local drive in **My Computer**. Although the assigned drive letter and device name may vary between personal computers, it can still be used like a local drive on your PC.

### Sharing the Network Drive

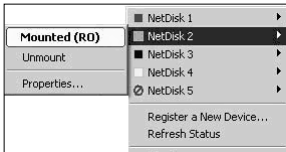
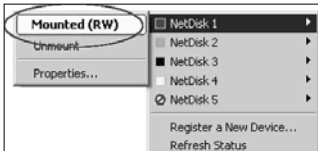
Once connected to your network, IDECASE35NAS can be accessed from any computer on your LAN. To share the network drive in a Windows XP/2000 environment:

- All computers and the network drive must be on the same LAN.
- The network drive must be connected via Ethernet or Wireless Router
- To share read and write access, all computers on the network using the network drive *must* be registered on each computer.

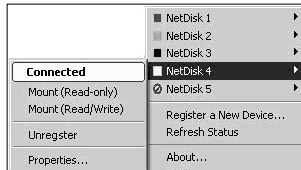
**Warning! Do not perform disk operations (format, partition, chkdsk etc.) when multiple PCs have the network drive mounted. Disk operations can be performed when only one PC is connected.**

### Network Drive status modes

IDECASE35NAS provides users with six basic operating modes:

1		<p><b>Read Only mode:</b> Users can only read from the network drive</p> <p><i>Mounted (RO)</i> - The current state of NDAS device.</p> <p><i>Unmount</i> - Enables users to change NDAS device mode to Connected Mode.</p> <p><i>Properties</i> - Displays properties of the NDAS device.</p>
2		<p><b>Read/Write mode:</b> Users can read and write to the network drive</p> <p><i>Mounted (RW)</i> - The current state of NDAS device.</p> <p><i>Unmount</i> - Enables users to change NDAS device mode to Connected Mode.</p> <p><i>Properties</i> - Displays properties of the NDAS device.</p>

3



**Connected mode:** The network drive is currently disabled on your computer and is ready to be mounted (enabled)

*Connected* - The current state of NDAS device.

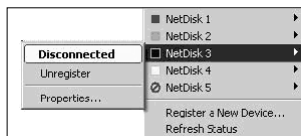
*Mount (Read-Only)* - NDAS device can be mounted into Read-Only Mode.

*Mount (Read/Write)* - NDAS device can be mounted into Read/Write Mode.

*Unregister* - Enables users to un-register NDAS device.

*Properties* - Displays properties of the NDAS device.

4



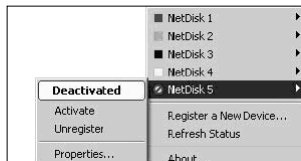
**Disconnected mode:** The network drive is registered, but cannot be found. This could be due to a disconnected power, Ethernet or USB cord. Also, make sure any antivirus/firewall software or spyware is not interfering with the connection.

*Disconnected* - The current state of NDAS device.

*Unregister* - Enables users to un-register NDAS device.

*Properties* - Displays properties of the NDAS device.

5



**Deactivated mode:** The network drive is registered, but no longer communicates with your system. No attempts will be made to communicate with your network drive.

*Deactivated* - The current state of NDAS device.

*Activate* - Enables NDAS device to be activated into Connected Mode. Once activated, NDAS device will be indicated by a **white** colored box.

*Unregister* - Enables users to un-register NDAS device.

*Properties* - Displays properties of the NDAS device.

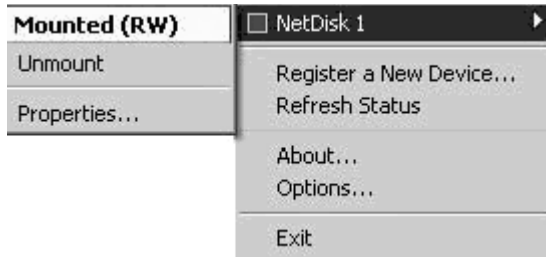
6

**Bound Non-Primary mode:** Used for bound NDAS devices only. All of the bound network devices displayed are colored **yellow**, except the primary network drive.

### Changing from Read/Write Mode to Read-Only Mode

1. Click the Network Disk Device Management icon located in the system tray.

2. Select the device you want to change from Read/Write to Read-Only.



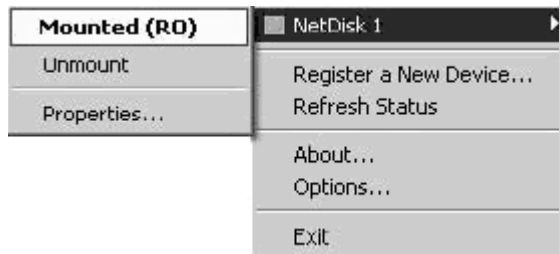
3. Select **Unmount**, which will illicit a warning message. Click **Yes**.

4. Click the Network Disk Device Management icon located in the system tray, and select the network drive you have just unmounted.

5. Select **Mount (Read Only)**.

### Changing from Read-Only Mode to Read/Write Mode

1. Click the Network Disk Device Management icon located in the system tray.



2. Select the device you want to change from Read-Only to Read/Write.

3. Select **Unmount**, which will elicit a warning message. Click **Yes**.

4. Click the Network Disk Device Management icon located in the system tray, and select the network drive you have just unmounted.

5. Select **Mount (Read/Write)**.

## Network Disk Bind Management

Using Network Disk Bind Management, users can **Bind**, **Unbind** and **Mirror** drives. To access this feature, please click on **Start > Programs > NDAS Software > NDAS Bind**.

There are four different buttons in the NDAS Bind Management window:

**Refresh:** Used to refresh status of network drives.

**Bind:** There are three ways to bind: *Aggregation*, *RAID0* and *RAID1*

**Aggregation:** Allows any number of network drives between 2 and 8 to be recognized as a single large disk drive. This method is extremely useful when a larger storage device is needed, however no fault tolerance is offered.

**RAID0 (Disk striping without parity):** Allows 2, 4 or 8 network drives to be recognized as a single large disk drive. No fault tolerance is offered. Primarily used for faster performance when writing to network drives.

**RAID1 (Mirroring):** Allows 2,4,6 or 8 network drives to be mirrored at the same time. One benefit of RAID1 is that it offers fault tolerance - if one unit fails, data is retrieved from other units. Network drives that have been aggregated can also be mirrored.

**Requirements for using Bind**

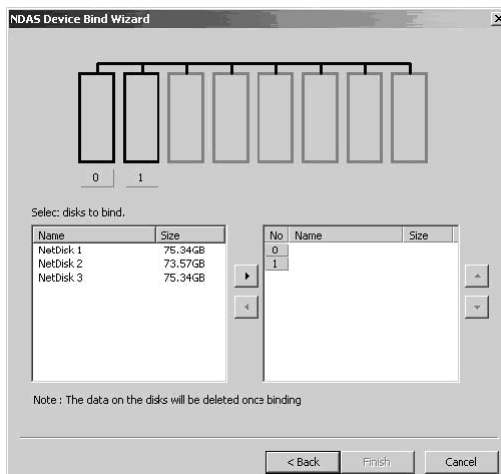
- Each network drive must have a Write Key
- Network Drives that are already bound cannot be “re”-bound
- Network Drives must be in Connected Mode on all PCs, in order for them to be bound
- Bound Network Drives must be formatted
- Other users can Mount the bound Network Drives, once binding is complete
- Aggregation, RAID0 and RAID1 can only be performed in Windows XP/2000
- Before Network Drives can be bound, they must be in Connected Mode

**Instructions for using Bind**

1. From within the **Bind Management** tool, click on the **Bind** button.
2. Select a binding type and the number of disks to be bound.

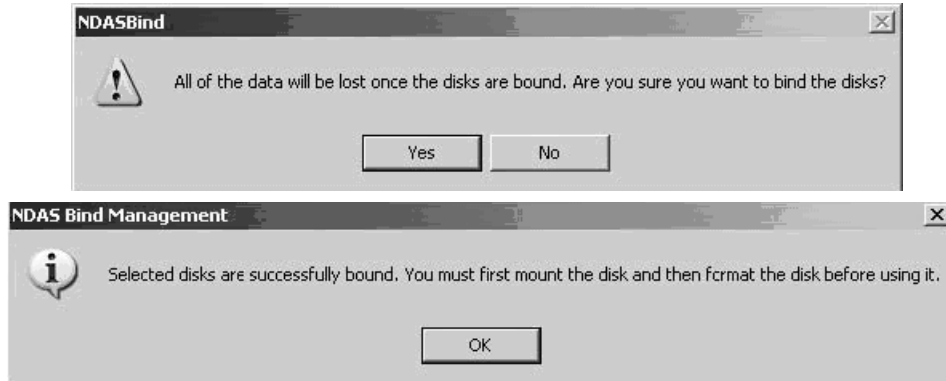
**Note: Aggregation** can bind any number of units between 2 and 8  
**RAID0** can bind 2, 4 or 8 units  
**RAID1** can bind 2, 4, 6 or 8 units

3. Move a Network Drive from the left window to the right window by selecting a drive from the left window and clicking on the centre arrow right.



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- Repeat the above step for the rest of the Network Drives you wish to bind. Click **Finish**.
- You will then receive two error messages:



- Once you have read the error messages and are prepared, click **Yes** and **OK** respectively.

**Unbind:** Used to unbind Network Drives

### ***Instructions for unbinding Network Drives***

- Go to **NDAS Device Management** and select the device you wish to unbind.
- Unmount** the Network Drive by clicking on **Unmount**.
- After unmounting the Network Drive(s), go to **NDAS Bind Management**.
- From the Bind Management utility, select the bound Network Drives that were just unmounted. Click the **Unbind** button.
- The **Unbind** window will then appear, indicating the drives that are to be unbound. If the drives listed are correct, click **Yes**.



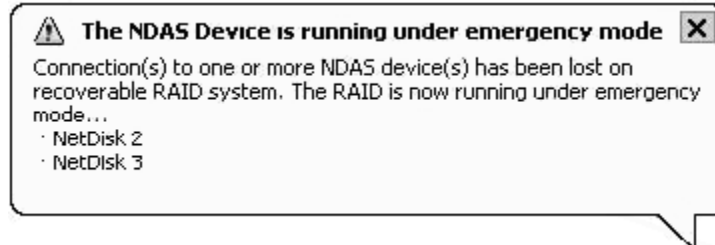
**Tools:** There are two different functions in **Tools: Copy and Mirror** and **Recover Mirror**

**Using Copy and Mirror:** Used to mirror the first network drive to the second network drive. To use this function, the secondary drive must be of equal or greater size.

1. Go to **Start > Programs > NDAS Software > NDAS Bind**
2. Select a single Network Drive.
3. Click on the **Tool** button and select **Copy and Mirror**.
4. From the list, select a Network Drive you want to mirror the first device to. Click **OK**.
5. A warning message will appear. Click **Yes**, when ready.
6. The **Add Mirror** window will appear. Click **Start** to start synchronizing

**Using Recover Mirror:** Used to recover the data on network drives, typically if there is an error in Mirrored Network Drives.

1. An **Emergency Mode** message will appear when an error occurs a in a mirrored drive.



2. Go to **NDAS Device Management** and unmount the Mirrored drives.
3. Go to **Start > Programs > NDAS Software > NDAS Bind**.
4. Select the mirrored drives specified in the error message.
5. Click the **Tools** button and select **Recover Mirror**.
6. The **Recover Mirror** window will appear. Click on the **Start** button.
7. If the mirrored Network Drives are not in Connected Mode, you will receive an error message stating that the disk is not reachable. Please unmount the mirrored Network Drive and try again.

### Using Mirrored NDAS Devices

Mirrored drives **cannot be modified** with this driver release. If they are modified, the drive(s) will have to be re-mirrored using RAID1, and all data will be lost.

### Using Bound Network Drives among different driver versions

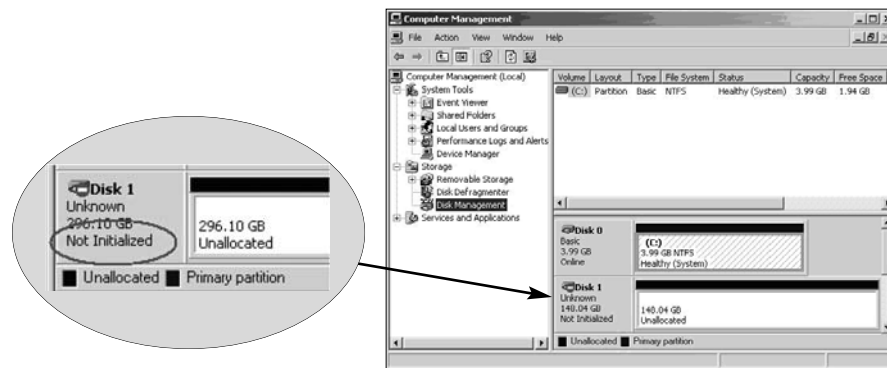
If a user upgrades their driver to 3.1 (from having used a previous version), it is recommended that everyone else sharing the drive(s) upgrade their driver to 3.1 as well. Once the user with 3.1 migrates the Mirrored drive's binding information, other users sharing the Mirrored drives will no longer have access to them.

- Options:**
- (1) All users sharing the mirrored drive(s) should upgrade their drivers to the current version (3.10)
  - (2) Unbind the mirrored drive(s) and use as two single devices that can be shared by both users using 3.1 and earlier drivers.

## Formatting the Network Drive(s)

### Initializing the Network Drive(s)

1. Right-click **My Computer** and select **Manage**.
2. The **Computer Management** window will appear. Click **Disk Management** under **Storage**.
3. The Computer Management window will list all of the disks installed in the computer:



4. Find the Network Drive you want to initialize. The drive is usually indicated by **Not Initialized** (see illustration above). If the drive is described as **Basic** or **Healthy**, skip to **Partitioning the Network Drive**.



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5. To initialize a drive that has not yet been initialized, right-click on the disk # that pertains to your network drive and select **Initialize Disk**. Once the **Initialize Disk** window appears, select the appropriate drive and click **OK**.



6. The Network Drive will be automatically initialized.

**Please note: It is very important that your network drive is listed as a Basic Disk, not a Dynamic Disk.**



7. Initialization is now complete, but before it can be used, it must be partitioned.

### Partitioning the Network Drive(s)

1. From the **Computer Management window**, find the drive you want to format.
2. Right-click and select **New Partition**.
3. When the **New Partition Wizard** appears, click **Next**.
4. Select **Partition Type**. Select **Primary Partition**. Click **Next**.
5. **Specify Partition Size**: The partition size is automatically set. Do not change the size.
6. Click **Next**.
7. To assign the drive letter or path: Select **Assign the following driver letter**, and choose a letter for the drive from the list. Click **Next**.



### Formatting the partition

1. Select **Format this partition with the following settings:**

File System: **NTFS**

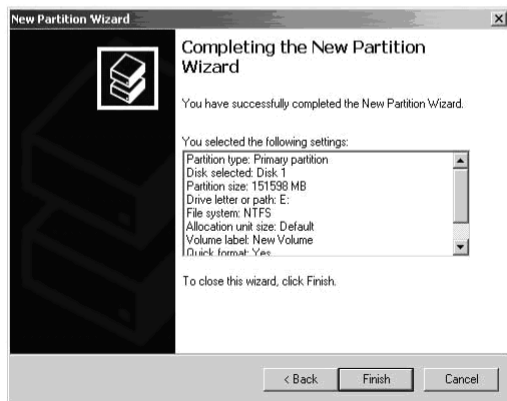
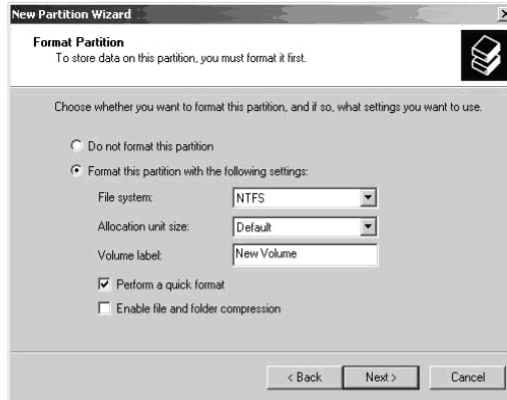
Allocation unit size: **Default**

Volume Name: **Enter a name for the disk**

2. Select **Perform a quick Format (Recommended).**

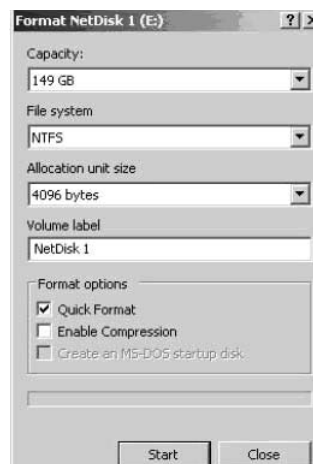
3. Click **Next.**

4. Partitioning is now complete. Click **Finish.**



### Formatting the drive through My Computer

1. Double-click on **My Computer.**
2. **My Computer** window will appear. Right-click on your network drive, choose **Format.**
3. A warning will appear asking if you are sure you want to format the drive. Click on **OK.**
4. Once the format has completed, click on **OK.**



## Uninstalling the Network Drive(s)

Before you can uninstall a Network Drive, you must close all applications using the NDAS device. NDAS Disk Management, NDAS Bind Management, Windows Explorer and Internet Explorer must also be closed.

1. To begin uninstalling the drive(s), click on: **Start > Programs > NDAS Software > Uninstall NDAS Software.**
2. The Windows Installer window will appear, and ask if you want to uninstall this product. Click **Yes.**

**Note:** If any of the network drives are still mounted, you will receive an error message. Click **Cancel**, and unmount the drive(s).

3. Once uninstall has completed, restart the PC. All instances of the Network Drive will have been removed, upon rebooting.

## Specifications

<b>Bus Type</b>	USB and Ethernet (Cannot be used simultaneously)
<b>Form Factor</b>	Supports 3.5" Hard Drives
<b>Connectors</b>	1 x USB Type B Male 1 x RJ45 Female
<b>Power Adapter</b>	Supports 5V and 12V DC at 1.5A
<b>Cables</b>	1 x 18" Cat5e cable 1 x 3ft. USB Type A Female to Type B Female
<b>Data Transfer Rate (max.)</b>	Supports 10/100 Ethernet transfer rates Supports 480Mbps for USB 2.0 transfer rates
<b>Chipset</b>	Cypress CY7C68300B-56PVXC
<b>OS Support</b>	Windows 98SE/ME/2000/XP, Linux, Mac OS 9.0 and up
<b>Dimensions</b>	200 x 145 x 48mm
<b>Certifications (Regulatory etc.)</b>	WEEE, CE

## **FAQs**

**Please Note: The term NetDisk is synonymous with Network Drive.**

**For NDAS mode, do I need drivers installed on each computer using NetDisk?**

Yes, the drivers need to be loaded on each computer that wants access to the Installed Network Drive. However, if you are using Windows Sharing, only one computer will need the software installed. The other computers will not need it.

**I am having trouble using Multi-write over wireless connection.**

Try a wired connection and compare how it works. If you are using wireless with other computers, we recommend enabling the hard-wired computer first, then the wireless computer.

When using wireless, we also recommend 802.11g. When using 802.11b, we highly recommend hardwiring your computer when doing large file transfers because of the low bandwidth associated with 802.11b.

**How should I format my Network Drive?**

We recommend formatting the Network Drive via NDAS (Ethernet) mode. If using the Network Drive as a USB device only, then it is OK to format via USB. It is also recommended that you format the Network Drive to NTFS if using Windows 2000/XP. The drivers released with this device are only suited for an NTFS file system.

**How do I disconnect the Network Drive?**

Use the Disable option from your Administrator Tool if connected via NDAS (Ethernet). You can use the "Unplug or Eject Hardware" icon in your System Tray to stop the Network Drive before disconnecting (this applies to either USB or NDAS mode). Close all windows that may be accessing the Network Drive.

**When I try to write to the Network Drive I get a "write protected" error and cannot write to the disk.**

The permissions scheme may need to be reset. Try disabling the drive on all machines first, then re-enable them one by one. If that doesn't help, try rebooting the machines and power cycling the Network Drive.

**When I try to write to the Network Drive, I get the following error message: "NetDisk is being used by non-compatible software on another PC. You can use read-access only for now." What does this mean?**

This means that there is another computer on the network that has a different version of the NDAS software installed. All machines must have the same version of software.

**Why is the speed so slow when I transfer files to my Network Drive?** Try updating your Network Card drivers to the latest release from the manufacturer. Also, if your network card has the option of changing the transmit and receive buffers both to 128 (in the card's properties in device manager), please try doing that. If you have an nForce chipset, try updating your Nvidia nForce drivers to the latest Unified Drivers from Nvidia's website. Please also make sure that you are using 100mb switch as well.

**I've installed my Network Drive and it shows up as a Black Dot.**

**Note:** If you are using your Network Drive via USB, then no software installation is required, therefore, please ignore the Black Dot.

Please check to make sure of the following:

- A. You are using the latest version of software which can be found at [www.startech.com](http://www.startech.com)
- B. Power cable is plugged in tightly, and NetDisk hard drive is spinning.
- C. There is a link light on the port where it is connected to (switch), and the dip switches (if any) are in the down position.
- D. Please make sure that any firewall/antivirus software is disabled before installing. The latest versions of antivirus software have a new feature called script blocking. Please also ensure that this feature is disabled before continuing
- E. You might also need to enable the NDAS programs to run in your Antivirus/Firewall program as well.
- F. Even after you have done these things, it is still possible that the firewall/antivirus software is blocking access. For troubleshooting purposes, if it still does not work, please try uninstalling the firewall/antivirus software, reboot, then reinstall our software to see if it works. If it works, then you can go ahead and re-install the antivirus/firewall software.
- G. If using Wireless, then please make sure that you are connected to the wireless router and that your signal is good. Try going to your wireless router's website and check for the latest firmware and also check for the latest drivers for your wireless card as well.
- H. Try plugging in via wired connection and see if it works that way.
- I. Powercycle your switch/router.
- J. If you are using VPN software, please try unchecking the box for Deterministic Network Enhancer or any other VPN protocol in your NIC Properties.
- K. Check to see if you have any Spyware installed.

**Using the Windows file sharing function, after reboot, the Network Drive share gets lost. Is there any work around ?**

Create a batch file and place it in your startup folder. To create batch file:

- Open up notepad - type in "net share sharename=DriveLetter:path" (For example net share NetDisk =F:)
- Save the file as a .bat extension. For example, the file name would be called "NetDisk.bat".

**I installed the NetDisk key but cannot see the Network Drive in "My Computer." What should I do?**

Click on the NDAS Admin Tool in your System tray and make sure the Network Drive is enabled. There should be a dot next to your Network Drive, colored either Blue (Read/Write) or Green (Read Only). If it is a black colored dot, then please go to the FAQ: "I've installed my NetDisk and it shows up as a Black Dot."

If the Network Drive is enabled, open "Computer Management" by right-clicking on "My Computer." Go to "Manage," then click on "Disk Management." Check if your Network Drive is recognized. It should show up as Disk 1 or Disk 2 or a different number depending on the number of drives that you have on your computer. Right-click on the appropriate "Disk #" and click "Initialize." if that option exists.

Also make sure that the Network Drive is partitioned and formatted. If you see something that says "Unallocated," then right-click on the "Unallocated," create a partition, and then format the drive to your file system preference.

To use the Network Drive with other Operating Systems such as Windows 98SE / ME, and Mac OS X, you will need to format your NetDisk to FAT32 for it to be recognized.

**Why am I getting a "Data has been corrupted" message when I try to open or copy a file?**

- Open up Command Prompt and run "chkdsk" for the NetDisk drive.
- Go to Start - Run - type in "cmd" without the quotation marks.
- Then type in "chkdsk NetDiskDriveLetter: /F" (For example, if your NetDisk shows up as drive letter E: in My Computer, you would type in the following: chkdsk E: /F)

**Why do I keep getting this error message: "The device 'Generic volume' cannot be stopped right now. Try stopping the device again later." ?**

Close any windows that are displaying your NetDisk and retry what you were doing earlier. If you continue to get that error message, reboot your computer. However, if you were copying a large amount of files, it is possible that it is still being copied in the background from its cache. You may need to wait until it is finished before continuing.

**I keep getting "Internal Error; Update Failed." What does this mean?**

Try updating to our latest drivers to see if that fixes the problem.

Before installing the NDAS software, please disable any Firewall/Antivirus software and also make sure that Script Blocking is turned off for antivirus software. If problems still persist, please try uninstalling the Firewall/Antivirus software and reinstall NDAS software. Also try updating your NIC drivers to the latest available from the manufacturer.

**I am getting the message "Connection closed abnormally. Try to reconnect." What does this mean?**

Check that you are using the latest version of our software. If NetDisk keeps losing its connection to your computer, check your USB or Ethernet cable connection.

We recommend using NTFS for multi-write 3.X software for Windows XP/2000. To verify this, right-click on your NetDisk drive letter from My Computer and click on Properties. Under File System it will indicate the type of file system your NetDisk is formatted to. To format the Network Drive to NTFS, right-click on the NetDisk drive letter from My Computer and click on Format. A drop down menu will allow you to select NTFS. Check the box next to the word Quick Format.

You may want to format through Disk Management: Right click on My Computer, then click on Manage. Computer Management will open, and click on Disk Management. Check if your NetDisk is recognized. It should show up as Disk 1 or Disk 2 or a different number depending on the number of drives you have on your computer. Right-click on the appropriate "Disk #" and right-click on the white area for options to format and/or delete partition.

\* Formatting will erase any data on the drive. Please back up before continuing.

Make sure that NetDisk is plugged into a 100mb/full duplex capable switch and that you are using a 10/100mb Network Card. NetDisk is not supported on hubs. If your switch is uplinked to another one, place NetDisk and your computer on the same switch and retry.

Try setting your NIC's speed/duplex settings to 100MB/full duplex: Right-click on My Network Places, click on Properties, right-click on Local Area Connection and click on Properties. Then click on the Configure button next to your NIC and click on the

Advanced tab. Here, you should find a category related to "Speed & Duplex", "Media Settings", etc . where, once highlighted, you can click on a drop down menu and select 100mb/full duplex. You can also go to your NIC (Ethernet card) manufacturer and download the latest drivers. If using a DSL router, update the firmware.

Or, plug NetDisk and your PC into a different port on the switch and check for different results.

If you are using any Antivirus/Firewall software, please try disabling it and see if that solves the issue. The latest versions of antivirus software have a new feature called Script Blocking. Try disabling that as well because disabling Antivirus may not necessarily disable that feature.

**I keep getting Autoplay when I plug in NetDisk.**

Open My Computer and go to Tools menu at the top. Click on Folder Options. Click on the View tab and go to Advanced Settings. Make sure to check the box next to the entry "Hide extensions for known file types". Then, create a blank text file in the root directory of your NetDisk and name it "autorun.inf". Place this in the root directory of your NetDisk drive letter in "My Computer."

**Why can't my computer go into hibernation or standby?**

Select the Allow suspend/hibernation box from the Options menu in NDAS Device Management.

**When I try to copy something to my NetDisk, why does the following show up: "Cannot copy NetDisk Administrator: The disk is write-protected. Remove the write-protection or use another disk."?**

You do not have Read/Write access. Click on the NetDisk Icon in your bottom-right system tray. Go to your NetDisk and then click on "Enable Read/Write.

**I have plugged in NetDisk to my USB port and cannot see NetDisk in My Computer.**

Make sure both dip switches on the back of NetDisk (if any) are in the "UP" position (Power off Net-Disk completely before doing so). Or, plug NetDisk into a different USB port on your PC. Or try using a different USB cable.

With Windows ME/2000/XP and MAC, NetDisk uses the Operating System's built-in USB drivers, therefore, no software is necessary. If you are using Windows 98SE, please check our website for the latest USB drivers.



If using Windows98SE/ME, and MAC, make sure that NetDisk is formatted to the supported files system. Windows Me requires FAT32. Mac has its own file system, but also supports FAT32. It is up to you to choose the appropriate one.

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