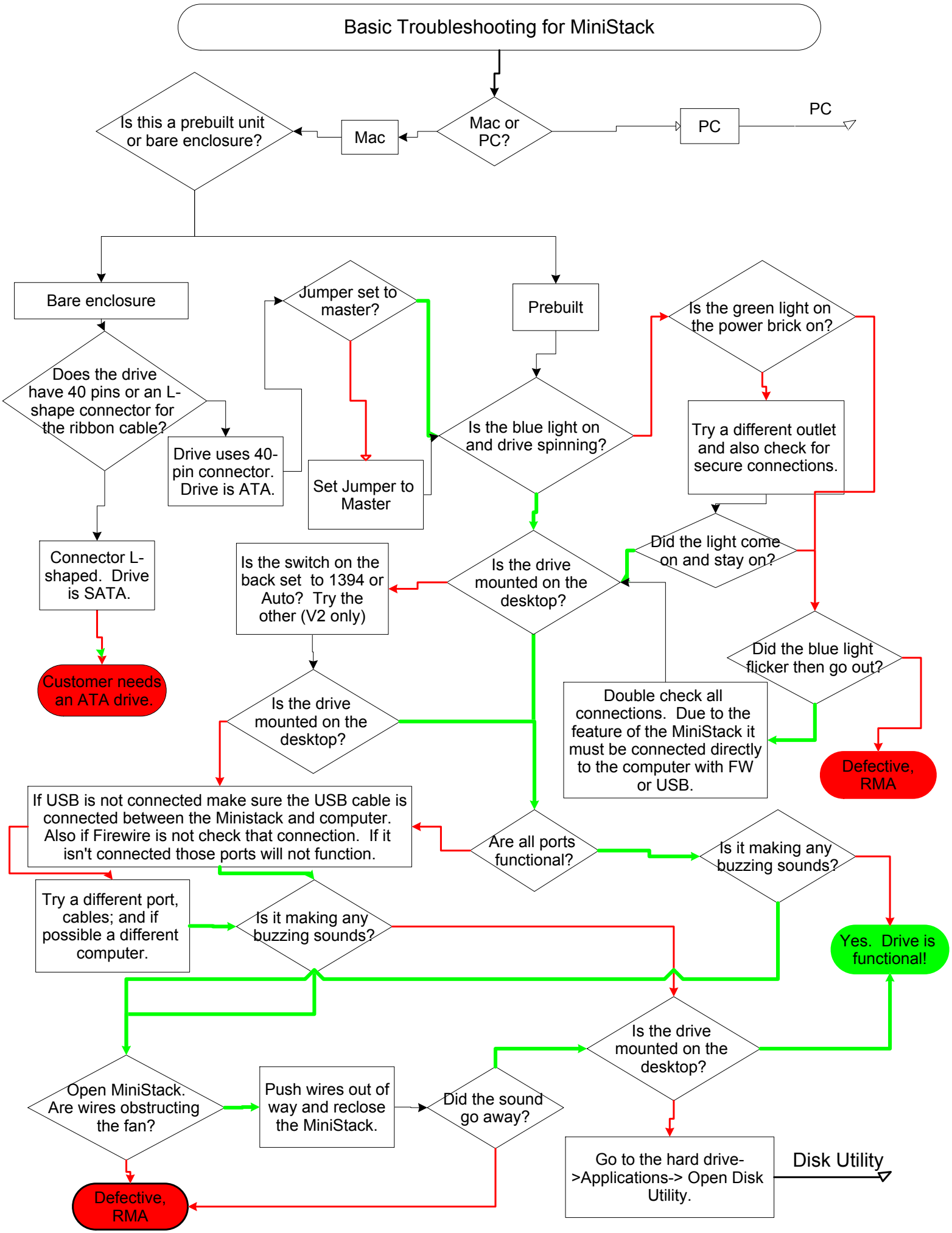
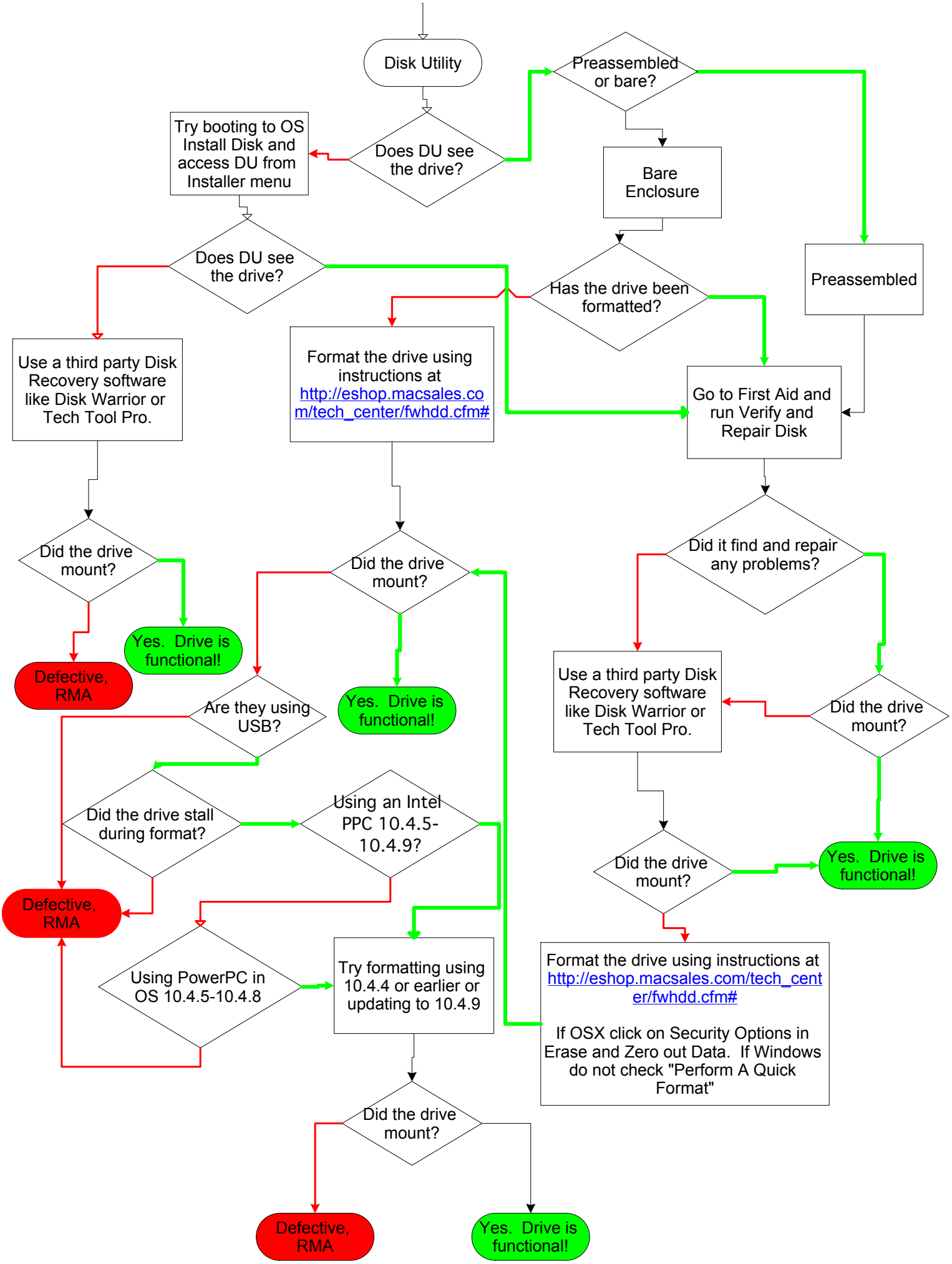
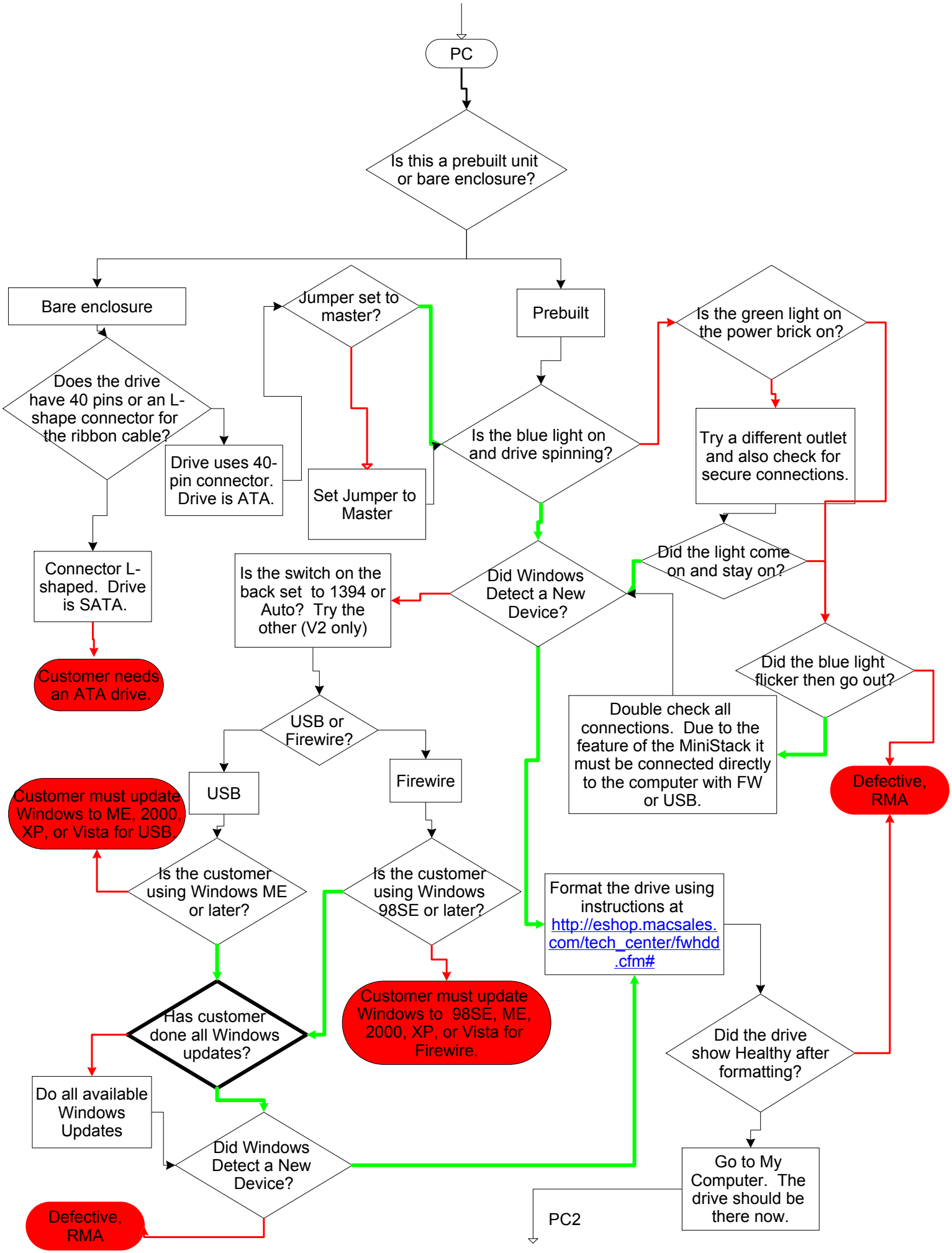

Basic Troubleshooting for MiniStack
Mac or PC?
Mac
PC
PC
Is this a prebuilt unit or bare enclosure?
Bare enclosure
Prebuilt
Does the drive have 40 pins or an L-shape connector for the ribbon cable?
Drive uses 40-pin connector. Drive is ATA.
Connector L-shaped. Drive is SATA.
Customer needs an ATA drive.
Jumper set to master?
Set Jumper to Master
Is the blue light on and drive spinning?
Is the green light on the power brick on?
Try a different outlet and also check for secure connections.
Did the light come on and stay on?
Is the drive mounted on the desktop?
Is the switch on the back set to 1394 or Auto? Try the other (V2 only)
Is the drive mounted on the desktop?
Did the blue light flicker then go out?
Double check all connections. Due to the feature of the MiniStack it must be connected directly to the computer with FW or USB.
Defective, RMA
If USB is not connected make sure the USB cable is connected between the Ministack and computer. Also if Firewire is not check that connection. If it isn't connected those ports will not function.
Are all ports functional?
Is it making any buzzing sounds?
Try a different port, cables; and if possible a different computer.
Is it making any buzzing sounds?
Yes. Drive is functional!
Is the drive mounted on the desktop?
Open MiniStack. Are wires obstructing the fan?
Push wires out of way and reclose the MiniStack.
Did the sound go away?
Go to the hard drive->Applications-> Open Disk Utility.
Disk Utility
Defective, RMA


Disk Utility
Does DU see the drive?
Preassembled or bare?
Try booting to OS Install Disk and access DU from Installer menu
Bare Enclosure
Preassembled
Does DU see the drive?
Has the drive been formatted?
Use a third party Disk Recovery software like Disk Warrior or Tech Tool Pro.
Format the drive using instructions at http://eshop.macsales.com/tech_center/fwhdd.cfm#
Go to First Aid and run Verify and Repair Disk
Did the drive mount?
Did the drive mount?
Did it find and repair any problems?
Yes. Drive is functional!
Defective, RMA
Yes. Drive is functional!
Are they using USB?
Use a third party Disk Recovery software like Disk Warrior or Tech Tool Pro.
Did the drive mount?
Did the drive stall during format?
Using an Intel PPC 10.4.5-10.4.9?
Did the drive mount?
Yes. Drive is functional!
Defective, RMA
Using PowerPC in OS 10.4.5-10.4.8
Try formatting using 10.4.4 or earlier or updating to 10.4.9
Format the drive using instructions at http://eshop.macsales.com/tech_center/fwhdd.cfm#
If OSX click on Security Options in Erase and Zero out Data. If Windows do not check "Perform A Quick Format"
Did the drive mount?
Defective, RMA
Yes. Drive is functional!


PC
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Bare enclosure
Jumper set to master?
Prebuilt
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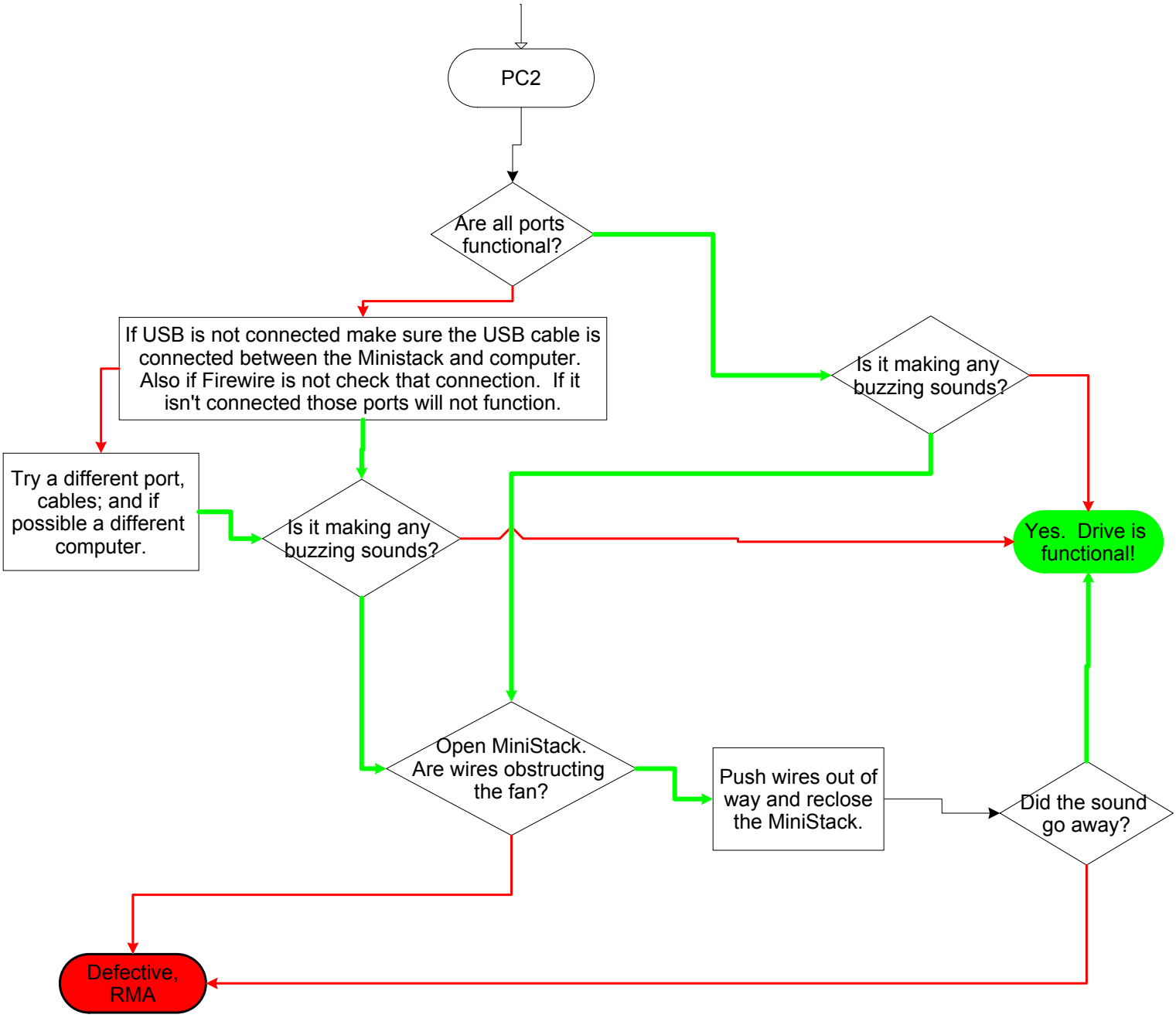
Drive uses 40-pin connector. Drive is ATA.
Set Jumper to Master
Is the blue light on and drive spinning?
Try a different outlet and also check for secure connections.
Connector L-shaped. Drive is SATA.
Is the switch on the back set to 1394 or Auto? Try the other (V2 only)
Did Windows Detect a New Device?
Did the light come on and stay on?
Customer needs an ATA drive.
Did the blue light flicker then go out?
Double check all connections. Due to the feature of the MiniStack it must be connected directly to the computer with FW or USB.
USB or Firewire?
Defective, RMA
Customer must update Windows to ME, 2000, XP, or Vista for USB.
USB
Firewire
Is the customer using Windows ME or later?
Is the customer using Windows 98SE or later?
Format the drive using instructions at http://eshop.macsales.com/tech_center/fwhdd.cfm#
Has customer done all Windows updates?
Customer must update Windows to 98SE, ME, 2000, XP, or Vista for Firewire.
Did the drive show Healthy after formatting?
Do all available Windows Updates
Did Windows Detect a New Device?
Go to My Computer. The drive should be there now.
Defective, RMA
PC2


PC2
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