

[VIA VT6421] SATA eSATA Controller FAQs

This document contains some helpful FAQs should you run into any issues:

1. [General Troubleshooting](#)

When you troubleshoot issues with a hard drive controller card, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- IDE, SATA, and eSATA cables
- Hard drives
- Hard drive controller card

To test your setup components, try the following:

- Use the IDE, SATA, or eSATA cable, hard drive, and hard drive controller card in another setup to see if the problem is with the components or the setup.
- Use a different IDE, SATA, or eSATA cable, hard drive, and hard drive controller card in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the hard drive and hard drive controller card, it is recommended that you do the following:

1. To open the Device Manager, press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter**. Check the **IDE ATA/ATAPI controllers** (for IDE) section, or the **Storage controllers** (for SATA) section.
2. Do one of the following:
 - If you do not see the hard drive controller card in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows>.
 - If the device is listed with an error, reinstall the drivers by completing the instructions on the website.
 - If the hard drive is listed with **unallocated** space, the hard drive needs to be formatted. Right-click **unallocated** and click **New Simple Volume**. Follow the on-screen instructions to complete the reformatting.

Note: Formatting a hard drive erases all of the data on it. Make sure that you back up all of your data before you reformat the hard drive.

3. To check **Disk Management**, press the **Windows** key + **R**, type **diskmgmt.msc**, and press **Enter**. Check to see if your hard drive is listed.
4. If the hard drive is listed as **healthy** but does not have a drive letter, for example, C:, right-click **healthy** and click **Change Drive Letter and Paths**. Click **Add**, assign a drive letter, and click **OK**.
 - **Note:** A formatted hard drive does not show up in **Computer** or **My Computer** until it has a drive letter assigned to it.