

IDE Adapter Card FAQs

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

1. [My hard drive accessory is not detecting my IDE hard drive.](#)
2. [General Troubleshooting](#)

My hard drive accessory is not detecting my IDE hard drive.

FAQ

Note: If you are using an IDE hard drive 1 Gigabyte in size or smaller, refer to the following FAQ: http://www.startech.com/faq/hard_drive_accessories_minimum_ide_hard_drive_size

If you are unable to detect your IDE (PATA) drive using a StarTech.com product, you may need to change the jumper settings on your drive. The jumpers switch the drive between Master, Slave, and Cable Select for most drives. A jumper is a small plastic piece that slides on top of two pins to electrically short them together.

When it does not mention what IDE drive configuration is required or if there is only one drive in the setup, the drive should be configured as **Master**. If Master is not working, try using the drive in **Cable Select**.

There is no standard position for the jumpers on IDE drives. On some drives, the jumper diagram is on the label that is on the top of the drive. On other drives, there are markings on the circuit board for **CS**, **MA**, and **SL**, which means a jumper shorts the pins vertically in that position. For more information, refer to the documentation provided by the manufacturer.

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.