

# [Sil3x32] eSATA Controller FAQs

---

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

1. [How do I confirm that Windows detects my expansion card?](#)
2. [I want to move the hard drive with my OS installed to my StarTech.com card. What do I do?](#)
3. [General Troubleshooting](#)

# How do I confirm that Windows detects my expansion card?

FAQ

To confirm that Windows detects your expansion card, complete the following:

1. Press the **Windows** key+**R**, type **devmgmt.msc**, and press **Enter**.
2. In **Device Manager**, under the appropriate heading, confirm that your expansion card is listed and that there isn't an exclamation mark next to it. For example, a USB controller card would be under **Universal Serial Bus controllers**.

Your expansion card is listed according to the name of the chipset. To determine the name of the chipset of your expansion card, navigate to [www.StarTech.com](http://www.StarTech.com) and look on the **Technical Specifications** tab for your product.

# I want to move the hard drive with my OS to my StarTech.com card.

## FAQ

In order to use a hard drive plugged into a hard drive controller card as your operating system, you need to install the operating system onto the hard drive while it is plugged into the expansion card. To do this, complete the following:

**Note:** Not all hard drive controller cards have drivers that allow you to install the operating system onto the hard drive. All of the hard drive controllers that display this FAQ include this capability.

Before you begin, consult the documentation that came with the motherboard to make sure that the motherboard or BIOS supports booting from an expansion card.

1. Back up any data on the hard drive.
2. Make a copy of the drivers from the website onto a floppy disc, CD, DVD, or USB flash drive. The drivers that you download depends on the operating system that you want to install.
3. Install the hard drive controller card onto your motherboard.
4. Plug the hard drive into the controller card.
5. Turn on your computer and open the operating system install wizard.
6. Before you select the hard drive that you want to install the operating system onto, select the option to install third-party drivers.
7. Point the driver installer to the floppy disc, CD, DVD, or USB flash drive.
8. Install the drivers.
9. Select the hard drive on the hard drive controller card as the location where you want to install the operating system.
10. Complete the on-screen instructions to finish installing the operating system.

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.