addlink Internal SSD FAQ SSD Can't be detected



<u>Troubleshooting –</u> <u>Connector/ System</u>

Check SSD in BIOS

Check SSD in Windows

Partition and Format

Troubleshooting – Connector/System

- 1. Remove, re-plug, reset and double check the connector and power on to see if the drive is there?
- 2. Try to plug SSD to another M.2 NVMe or SATA connector?
- 3. Try SSD in a different system if possible.
- 4. If you have another same type SSD, you can install it to dig out if the issue is coming from system or SSD
- 5. Check that your system has the latest BIOS (PC) installed.



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Check SSD in BIOS

Check if the SSD can be detected in PC (BIOS)

Power on the computer and press **"Delete" in your keyboard** and enter to BIOS to see If the SSD is there?





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Check SSD in Windows

- 1. Right-click on Start, the windows icon on the bottom-left of the screen
- 2. Find [Task Manager] and open it





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1. In Task Manager, Choose [Performance]

🙀 Task Manager					_	
File Options View						
Processes Performance App history	Startup	Users Deta	ils Services			
^			5%	10%	0%	0%
Name	Status		CPU	Memory	Disk	Network
Apps (3)						
> 🞻 Paint			0%	7.9 MB	0 MB/s	0 Mbps
🕨 🙀 Task Manager			0.1%	22.9 MB	0.1 MB/s	0 Mbps
🕨 肩 Windows Explorer			0%	55.5 MB	0 MB/s	0 Mbps

2. You can see if you SSD can be detected in Windows

rocesses	Performance	App history	Startup Users	Details Services			
	CPU 3% 4.01 GH	iz	Disk 0	ac	ddlink M.2 PC	le G3x4 NVN	Vie RGB
	Memory 2.7/31.9 GB	(8%)					
	Disk 0 ^{SSD} 0%						
	Disk 1 (C SSD 1%	::)	60 seconds Disk transfer rat	e			0 100 KB/s
	Disk 2 (D Removable 0%):)					
	Ethernet 乙太網路 S: 0 R: 0 Kb	ops	60 seconds Active time 0%	Average response 0 ms	time Capacity: Formatter System d	954 GB d: 0 MB	0
	GPU 0	Force GTX	Read speed 0 KB/s	Write speed 0 KB/s	Page file: Type:	No SSD	



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If just purchase a new SSD, you probably need to do the partition and format in advanced.



The Instructions are designed to help repartition and format an SSD. This process is data destructive and cannot be undone. After this procedure all the data on drive will be lost!!!

addlink is not guarantee the data stored on your SSD under any circumstances.



SSD Enclosure FAQ

Compatibility Speed Operating File System Format

On Windows 8.1/10

Q1. How to Partition and Format on Windows (8.1/10)

Answer:

1. **Right-click on Start,** the windows icon on the bottom-left of the screen. And Click [**Disk Management**].





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2. The Disk Management Panel will display a list of available drives. Identify the drive that needs to be partitioned and formatted, and make sure that all critical data on this drive has been backed up elsewhere.

Volume	Layout	Туре	File System	Status	Capacity	Free Sp	% Free		
	Simple	Basic	NTFS	Healthy (B	930.41 GB	868.29 GB	93 %		
— (D:)	Simple	Basic	FAT32	Healthy (P	14.91 GB	12.60 GB	85 %		
(Disk 1 partition 3)	Simple	Basic		Healthy (R	574 MB	574 MB	100 %		
➡ 系統保留	Simple	Basic	NTFS	Healthy (S	549 MB	516 MB	94 %		
Tisk 0									
Basic									-1
953.87 GB	953.87 GB								
Online	Unallocated								
Basic	多統保密		(C)						-1
931.51 GB	549 MB NTFS		930.41 GB NTFS			5	74 MB		
Online	Healthy (System	, Active,	Healthy (Boot, Pa	ige File, Crash I	Dump, Primary F	Partition) H	lealthy (Reco	overy Parti	tic
Unallocated Pr	mary partition								
			_	_		_	_	_	
	_								



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- 3. Right-click the [unallocated space].
- 4. Click [New Simple Volume]

	A ENCLASSION - AD	Contraction of the	ARR STRA	a state						
📅 Disk Management							-	-	>	<
File Action View	Help									
	j 🗩 🖌 🖾									
Volume	Layout Ty	pe	File System	Status	Capacity	Free Sp	% Free	9		
💻 (C:)	Simple Ba	sic	NTFS	Healthy (B	930.41 GB	868.29 GB	93 %			
(D:)	Simple Ba	sic	FAT32	Healthy (P	14.91 GB	12.60 GB	85 %			
(Disk 1 partition 3)	Simple Ba	isic		Healthy (R	574 MB	574 MB	100 %			
	Simple Ba	isic	NTFS	Healthy (S	549 MB	516 MB	94 %			
2										
1										· ^
Disk 0								,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Basic										
955.07 GD 9	IS3.87 GB									
of the local sector of the	manocated				Now Simple Vol	umo				
					New Simple Vol	ume				
📼 Disk 1		1		_	New Spanned V	oiume				
Basic	6.統保留		(·)		New Striped Vo	lume				
931.51 GB 5	49 MB NTFS	93	0.41 GB NTFS		New Mirrored \	/olume				
Online	lealthy (System, Act	tive, He	ealthy (Boot, Pag	ge File, Cras	New RAID-5 Vo	lume	(1	Recovery	Partitic	
		P			Properties		-		_	v
Unallocated Prin	nary partition				Help					
					. icip					
						and the second				



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- 5. The [New Simple Volume Wizard] will open.
- 6. Click [Next] to process.





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7. Enter the Volume size and Click [Next]

/olume							
-	Layout	Type File System	Status	Capacity	Free Sp	% Free	
New Simple	Volume Wizard			×	868.29 GB	93 %	
					12.60 GB	85 %	
Choos	olume Size	between the maximum and mi	nimum sizes		574 MB	100 %	
			innann oizoo.		510 1010	34 70	
Maxim	um disk space in MB:	976760					
Minim	um disk snace in MB:	8					
IVIII III III	in disk space in MD.	o					
Simple	volume size in MB:	300000					
-							
-							
Ba							
95							
Dn							
On							
Dn							
		< Back	Next >	Cancel			
Dr Ja:	11549 MB NITES	< Back	Next >	Cancel	5	74 MB	
Dr Ba Ba Di top Dnline	549 MB NTFS Healthy (System,	< Back 930.41 GB NTFS Active, Healthy (Boot, P.	Next >	Cancel	artition) 5	74 MB ealthy (Recover	ry Partitic



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📅 Disk Management				_		\times
File Action View Help						
🔶 🗊 🛛 🖬 🗩 🗹 🖾						
Volume Layout Type File Sys	em Status	Capacity	Free Sp	% Free		
 New Simple Volume Wizard 		×	868.29 GB	93 %		
			12.60 GB	85 %		
 Assign Drive Letter or Path For opping arrange you can assign a drive letter or drive 	noth to your partition		574 MB	100 %		
 Por easier access, you can assign a drive letter or drive 	patri to your partition.		210 IVIB	94 %		
Assign the following drive letter:	E ~					
() Mount in the following empty NUES folder:						
	Rrowce					
	blowse					
O Do not assign a drive letter or drive path						
_			-			
Ba						
95						
On						
-	k Nort >	Canaal				
Ba:	Next >	Carloel				
93'1.51 GB 549 MB NTFS 930.41 GB	NTFS		5	74 MB		
Unline Healthy (System, Active, Healthy (E	oot, Page File, Crash	Dump, Primary P	artition)	lealthy (Reco	overy Par	titic
Unallocated Primary partition						



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9. Set the **file system** and click **[Next]**.

Volume	Lavout	Type	File System	Status	Capacity		Free Sp	% Free		
New Simple	New Simple Volume Wizard X Format Partition To store data on this partition, you must format it first.							93 % 85 % 100 % 94 %		
Choos	e whether you want to	o format this vo	lume, and if so, wh	at settings you v	want to use.					
0	Do not format this volu	ume								
۲	Format this volume wi	th the following	settinas:							
	File svstem:	NTES	s	~						
	Allocation unit size:	exFA	- ЛТ З							
-	Volume label:	New	Volume							
Ba	🖂 Perform a quick	format								
On	Enable file and	older compres	sion							
_										
Bat			< Back	Next >	Cancel					_
931.51 GB Online	549 MB NTFS Healthy (Systen	n, Active, H	930.41 GB NTFS Healthy (Boot, Pa	ge File, Crash	Dump, Prim	ary Pa	rtition) H	74 MB ealthy (Recc	overy Pa	rtitic



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10. Click [Finish] to begin formatting the Drive.





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On Macbook

Q1. How to Format on Mackbook

Answer:

Macbook have different OS version. You can go the link below to format a storage device on Macbook.

https://support.apple.com/en-ca/guide/disk-utility/dskutl14079/20.0/mac/11.0

HEADQUARTER

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