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Backup
Station

MIDAS Backup System Troubleshooting

What to do when your backup station fails

MIDAS Backup System Troubleshooting

### *Failure to recognize SSD's*

Several possibilities to get your system back up and running are detailed below. If none of these solve your issue, first send an email to support@trackair.com describing in detail what is not working on your system. We will respond with additional information to either diagnose or request that you return the system to us for repair by filling out an RMA on our website at :
http://trackair.com/index.php/support/

Troubleshooting #1

Let's first check the station to see if it is recognizing the drive from the SSD Disk unit. Use disk management to proceed.

Step 1: Press Windows logo + R (this will open the RUN window command)

Step 2: In the RUN windows type **diskmgmt.msc**
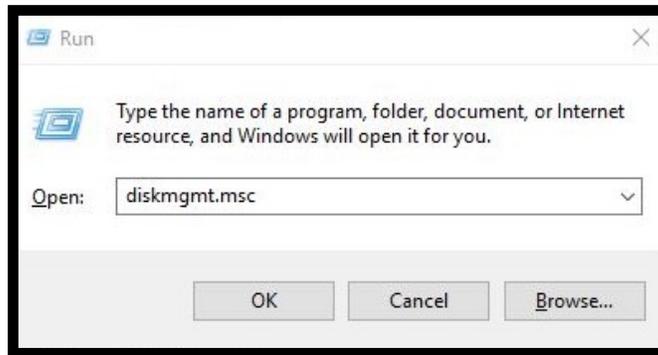
Step 3: if you see an "Unknown disk", as shown on the following image, then your SSD has lost it's partition. Put the SSD Disk unit back in the MIDAS and see if it recognizes all of the SSD's in the disk array. If it does, continue to Troubleshooting #2. if not, please click this email link:

support@trackair.com and see page 7 for instructions on getting Remote support **from our team.**

A disk management display showing Disk 3, Unknown, 238.48 GB, Not Initialized, 238.48 GB Unallocated.

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Troubleshooting #2

If you see the SSDs on the MIDAS but not on the backup station, the following procedure may correct the problem. Sometimes the SSD Disk Unit and the SSD bay unit do not align properly. This can be quickly corrected by loosening some screws in the SSD Bay Unit in the Backup station.

Requirements:

2mm hex key

Step 1: Turn off the PC

Step 2: Remove the SSD Disk Array from the SSD bay unit

Step 3: Use your 2mm hex key and loosen the screws on the circuit board in the back of the SSD bay by a half turn at a time until the board moves slightly behind the screws. Depending on your system you may have 6 or 8 screws as shown in the images below.

Step 4: Once you have loosened the screws slightly make sure that you can wiggle the electronic board around. If the board doesn't move at all, loosen the screws a little bit more.

Step 5: Reinsert the SSD Disk Array and turn on the system to determine if the disks are now recognized.
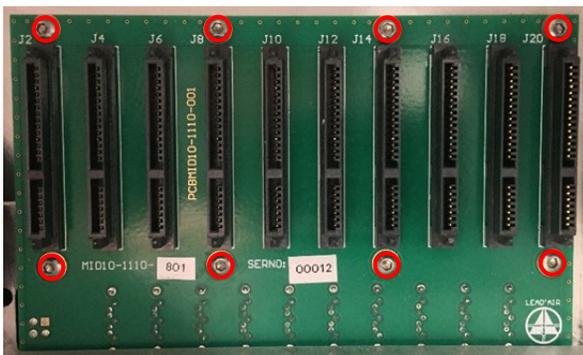
10 Disk Array

6 Disk Array

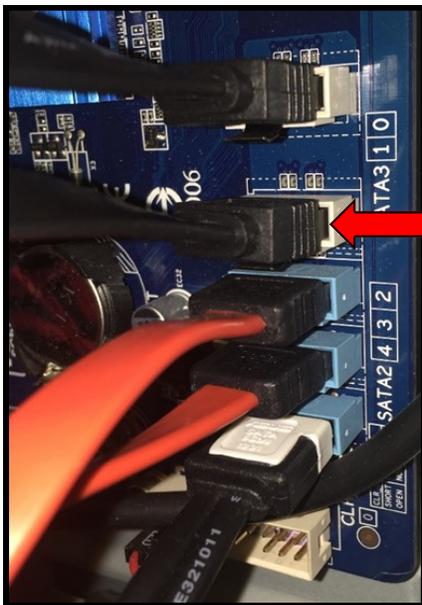Backup Station
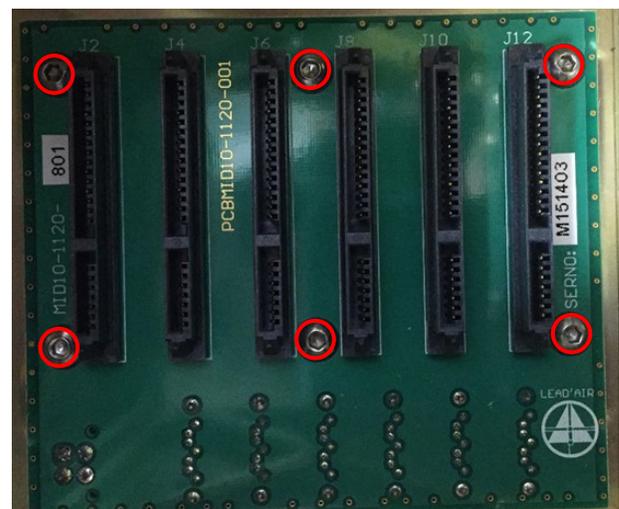
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Troubleshooting #3

Reseating the SATA cables is sometimes necessary. The cables can become lose over time due to movement of the computer, so the SATA cable would tend to loosen.

Step 1: Disconnect one of the SATA cables. (Warning! Some cables may have a locking mechanism; press down on the tab lock and pull to remove SATA cable)

Step 2: Re-connect the SATA cable

Step 3: Repeat Steps 1 and 2 for all the other SATA cables. Close the computer and restart the Station.

SATA (typ)

Older Model

Newer Model
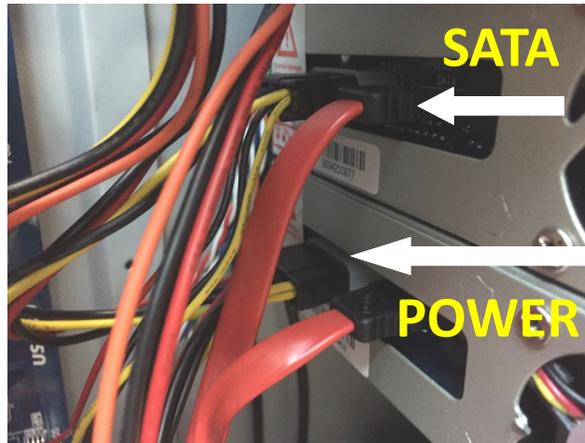

Older Model

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Troubleshooting #4

Testing individual SSD drives.

Step 1: Open the Computer Case

Step 2: Remove one of the SATA Cables and the power cable from the back of the HDD Bay.

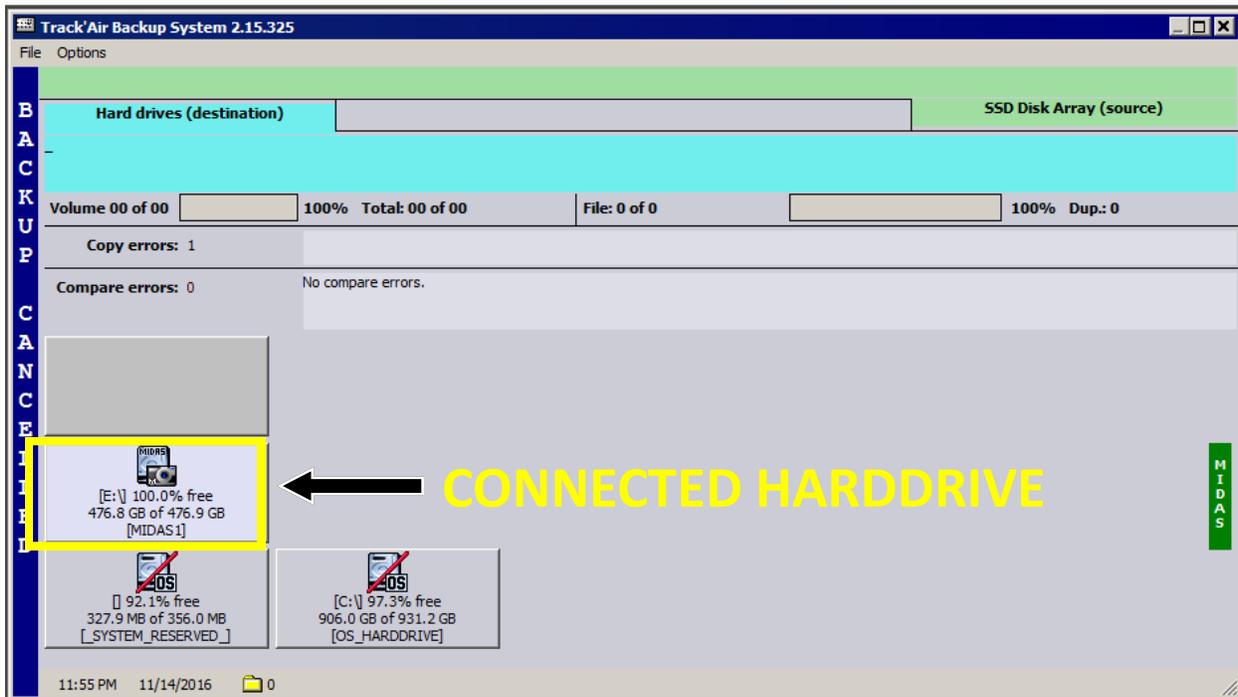**Step 3:** Connect the SATA and power cables to one of the SS drives in the Array.

Turn on the backup station and let the software run.

You should see the SSD display in the main window (see next page) by itself. If it does, turn off the system, and connect the cables to the next drive and continue the process until all drives have been tested.

If all drives test properly turn off the Backup System, verify Troublshooting #2 is properly performed and reinsert the SSD Array into the unit. Turn on the station and check for all drives showing in the main window.
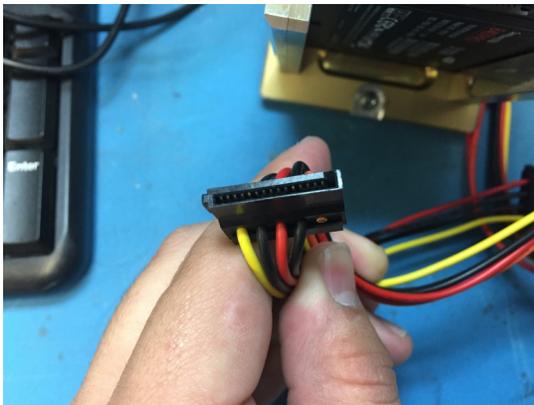
If this fails, send an email to support@trackair.com for further assistance.

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Track'Air Backup System 2.15.325

File   Options

B A C K U P   C A N C E L L E D

Hard drives (destination)   SSD Disk Array (source)

Volume 00 of 00 [ ] 100% Total: 00 of 00   File: 0 of 0 [ ] 100% Dup.: 0

Copy errors: 1

Compare errors: 0   No compare errors.

MIDAS
[E:\] 100.0% free
476.8 GB of 476.9 GB
[MIDAS1]

← **CONNECTED HARDDRIVE**

MIDAS

[] 92.1% free
327.9 MB of 356.0 MB
[_SYSTEM_RESERVED_]

[C:\] 97.3% free
906.0 GB of 931.2 GB
[OS_HARDDRIVE]

11:55 PM   11/14/2016   📁 0

SATA Power

Molex Power

SATA DATA Cable

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To obtain remote help from our Support team:

1. Connect the backup station to the internet
2. Go to http://trackair.com/index.php/support and on the bottom under the Quick Support heading click on **Remote Support;** this will begin downloading it.

3. Once it is done, open the executable. You might get a security warning, this is okay just click run if presented. The Quick Support software will run. Type your name, and a description if you wish.
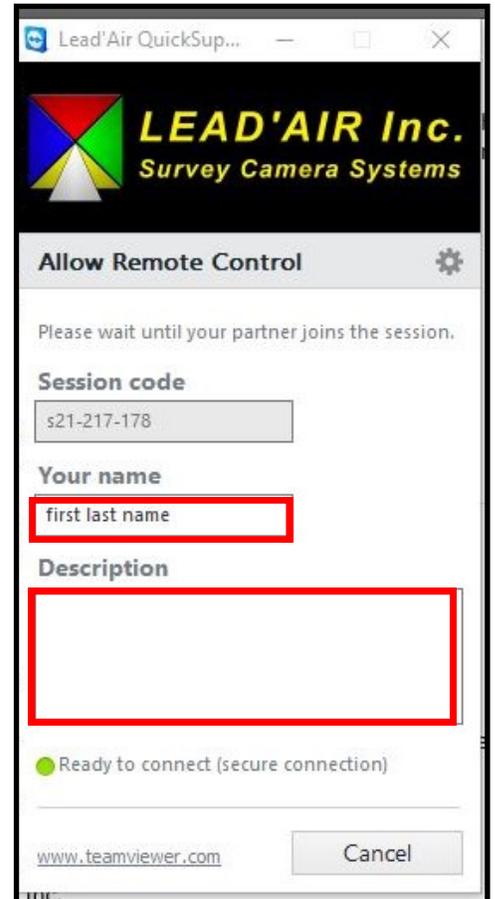
4. You will be asked to allow **Track'Air Support** to remote into this session.

5. Allow the remote session and we can then work to resolve you problem.

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