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Technology



CopyWriter Hard Drive Duplicator

User's Manual

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Any unauthorized modification to this equipment may result in the revocation by the FCC of the user's authority to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and antenna
- Connect the equipment into an outlet on a circuit different than that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help



This product is in conformity with the EMC Directive (89/336/EEC) through compliance with the following European standards: EN 55022, EN 55024. The CE mark has been affixed in accordance with the CE Marking Directive 93/68/EEC.

Canadian Department of Communications (DOC) Statement

This Class B digital apparatus complies with the Canadian ICES-003 Issue 4:2004. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Introduction

The Copywriter Hard Drive Duplicator Series consists of the Standard and Turbo lines, each with models containing 3, 6, and 9 hard drive bays to allow simultaneous duplication onto two, five, and eight target drives, respectively.

The Turbo models have an increased maximum data transfer rate of 150 MB/second, compared to 75 MB/second with the Standard models.

Unpacking your system

When unpacking your duplicator, confirm the following items are included:

- Copywriter Hard Drive Duplicator
- 3, 6, or 9 Hard Drive trays for 3.5" drives (number included is based on model)
- 3, 6, or 9 Hard Drive trays for 2.5" drives (number included is based on model)
- Power cable
- Manual

If any of these items are missing, please contact Microboards Technology Technical Support.

IMPORTANT: Please keep all the packing for your Copywriter Hard Drive Duplicator. If your unit ever needs to be sent in for service, it must be returned in the original packing or the warranty will be voided.

Installation

- Connect the supplied power cable to the Copywriter Hard Drive Duplicator and plug in to a protected power outlet strip or UPS power supply.
Note for Installation:
 - 1) The socket outlet should be installed near the equipment and be easily accessible.
 - 2) Do not block cooling fans.
- Turn on power to the duplicator.
- The system will go through initialization and then display: *1. Copy.*
- The system is now ready to use.

See pages 9-10 for instructions on loading the hard drives into the drive bays

The LCD Control Panel



The LCD Control Panel shown above has a two-line, 20 character LCD display to provide user feedback. Eight push buttons control the operation of the Microboards CopyWriter Hard Drive and CopyWriter Hard Drive Turbo Series duplicators. The functions for these buttons are shown in Table 1-1.

Control	Name	Function
▲	Up	Scroll up through the menu or list.
▼	Down	Scroll down through the menu or list.
ENT	ENT or OK	Execute the function. Also called OK in the Menus.
ESC	ESC	Go back to the previous function.
F1	Smart Copy	Quick key to make a copy in Smart mode. Pressing this key begins the copying process.
F2	Raw Copy	Quick key to make a copy in Raw mode. Pressing this key begins the copying process.
F3	Device Scan	Quick key to start a scan of any installed hard drives.
F4	Shutdown	Quick key to begin the Shutdown process. This process should always be followed when turning off the Hard Drive Duplicator.

Table 1-1: Front Panel Controls

Hard Drive Bay Status LED Reference

Every Hard Drive bay has a corresponding Status LED next to it with Bay number labeled on top. The color of the LED indicates the statue of each bay, as shown in Table 1-2.

LED Color	DESCRIPTION
Green	Hard Drive bay has power.
Orange	Hard Drive in bay has Read/Write activity.

Table 1-2: Hard Drive Bay Status by LED Color

Hardware Description



The Copywriter Hard Drive Duplicator system consists of a Controller module, Hard Drive trays, power switches for each bay, and a Duplicator power switch. The Copywriter Hard Drive Duplicator also includes an internal Hard Drive for Master Image Storage.

The USB Connection is located on the back of the Copywriter Hard Drive Duplicator.

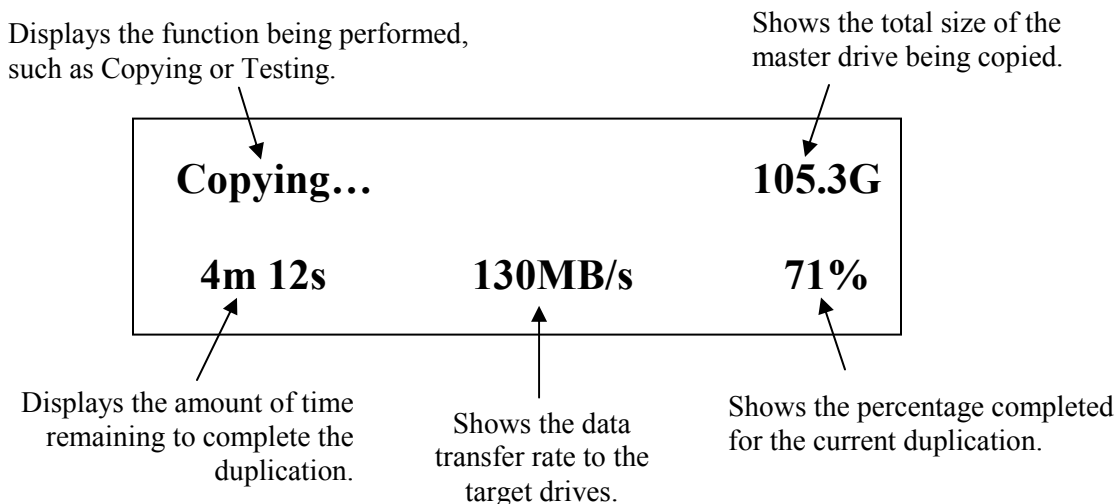
The master drive always goes into the top Hard Drive bay.

The target drives will always go into the remaining bays.

The power switch and power LED are also located on the front of the Copywriter Hard Drive Duplicator.

Each Drive Bay has a power button that will power on or off that drive bay only.

The LCD display will show the different menu selections and also information pertaining to the recording process. Here is a typical example of what is displayed during the COPY process:



Main Menu

This section provides an overview of the menu options. These menu options are explained in detail in the Using the Hard Drive Duplicator section starting on page 12.

Copy

Use the *Copy* menu to duplicate the master hard drive to the target drives.

Copy + Compare

Use the *Copy + Compare* menu option to make 100% reliable copies. After the copy process is done, the duplicator automatically compares the copies from the content of your original master drive.

Erase

Use the *Erase* menu to erase the drives loaded into the Target Drive bays.

Copy Mode

Use the *Copy Mode* menu to specify duplication in **Smart**, **Raw**, or **Partition** mode.

Setup

Use the Setup menu options to control how the Duplicator operates. You can scroll between the various options using the **▲ Up** or **▼ Down** button.

1. **Language**
2. **Buzzer**
3. **Screen Saver**
4. **Read Error Skip**
5. **Write Error Skip**
6. **Partition Layout**
7. **Size Tolerance**

Utilities

The Utilities menu includes a number of functions that are not related to the actual duplication process.

1. **Compare**
2. **Verify Disc**
3. **Measure Speed**
4. **Device Info**
5. **System Info**
6. **Load Default**
7. **Update Firmware**
8. **Save**

Manage Accounts

The Manage Accounts menu includes optional User functions that allow you to limit access to the duplicator.

1. **View User**
2. **Create User**
4. **Delete User**
5. **Password on Bootup**

Shutdown

Use this menu option to save any setting changes you may have made and turn off your system. Once you see the "Ready to Power Off" message, you can safely turn off the machine using the power switch.

Turning off your duplicator without performing this function increases the risk of damaging it. Additionally, if you made any setting changes, those changes may not be saved if you simply turn off the power to the duplicator.

Loading the Drive Trays

To correctly load the drive trays and insert the loaded trays into the Hard Drive Duplicator, follow these steps:

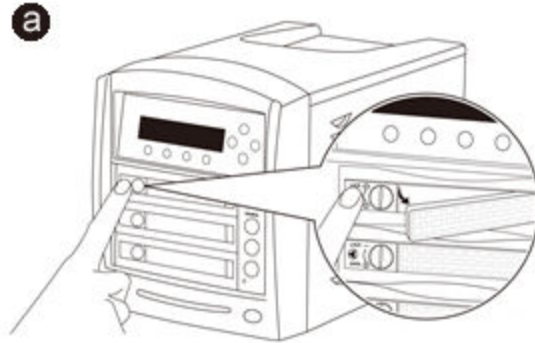
1. With power on to the duplicator, verify that the individual Drive Bays are not powered on. The LEDs on the hard drive power buttons will be off for each unpowered drive bay.

You should never remove or insert a drive into a drive bay with that bay powered on!

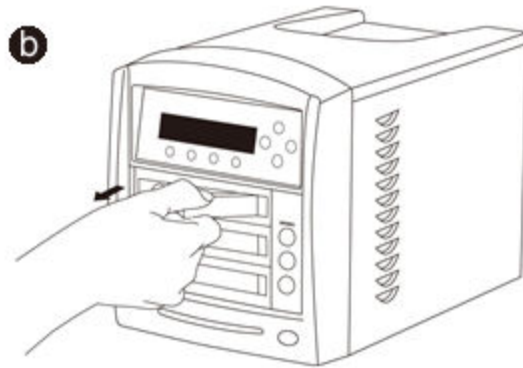
2. Remove the Hard Drive Tray from the system by performing the following steps:

- a. Press the Tray Button to release the latch.

If you cannot release the latch by press the Tray Button, check the lock knob and move it to the unlocked position if necessary.

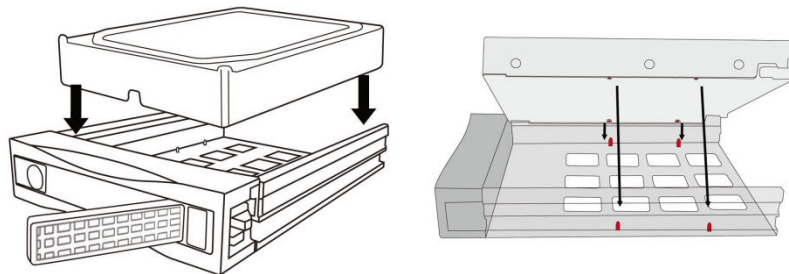


- b. Pull the tray straight out using the released latch only.

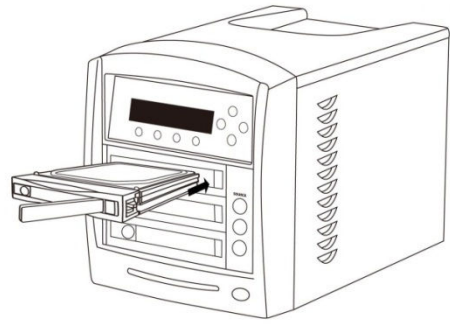


3. Insert your hard drives (both source and target) into the Hard Drive Trays.

Make sure the mounting points on the trays are inserted into the Hard Drive's bottom screw mounts.



4. Insert the hard drive tray with your source hard drives into the Source Bay (top bay) and the hard drive tray with your target hard drives into the remaining bays.



a

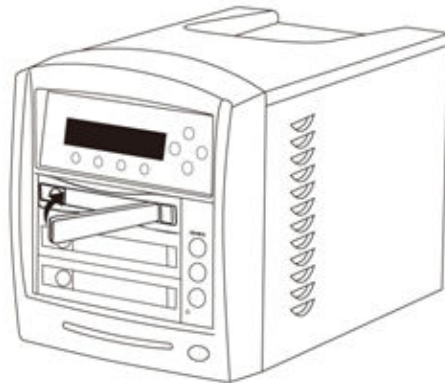
- a. Securely lock the trays into each bay by sliding the tray into the bay firmly and completely.



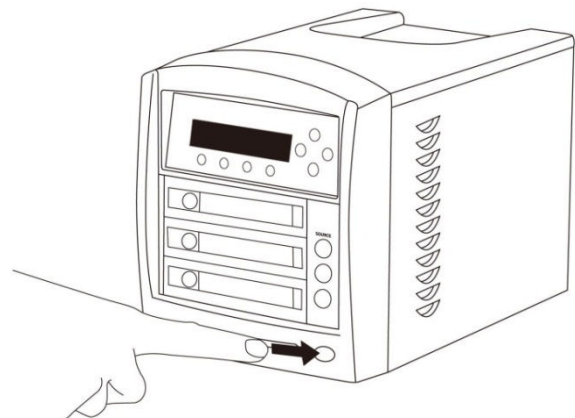
b

- b. Close the latch to secure the tray.

You can lock the hard drive tray by turning the lock knob to the locking position as an added precaution against accidental drive removal during duplication.



5. Press the hard drive power buttons to turn on each loaded bay. The LED on each button will turn on to indicate the bay is ready.



Removing the Drive Trays

To correctly remove the drive trays from the Hard Drive Duplicator, follow these steps:

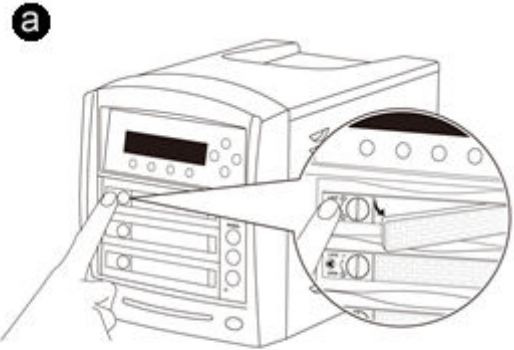
1. With power on to the duplicator, verify that the individual Drive Bays are not powered on. The LEDs on the hard drive power buttons will be off for each unpowered drive bay.

You should never remove or insert a drive into a drive bay with that bay powered on!

2. Remove the Hard Drive Tray from the system by performing the following steps:

- a. Press the Tray Button to release the latch.

If you cannot release the latch by press the Tray Button, check the lock knob and move it to the unlocked position if necessary.



- b. Pull the tray latch out.



- c. Pull the tray straight out of the drive bay.
3. Remove the drives from the trays by lifting them straight up.



Using the CopyWriter Series Hard Drive Duplicator

Each of the duplication function instructions assume that the drive bays are loaded and turned on.

Copy

This process will copy your master drive on to several target drives simultaneously.

```
Microboards H.01
1. Copy          (Smart)
```

Power on all Drive Bays populated with a loaded drive tray.

Use the ▼▲ buttons to navigate to the 1. Copy Menu.

As the target drives are recognized, the number detected will increase. Press the **ENT** button to start the duplication.

After a few seconds of *Copy Progress* screens will

```
Copying...      105.3G
4m 12s  130MB/s  71%
```

processing time, the following appear.

- “105.3G” indicates the size of the master drive being duplicated.
- “4m 12s” gives an estimate of the amount of time remaining.
- “130MB/s” indicates the current data transfer rate.
- “71%” indicates the current progress of the duplication.

```
Turn off Target Bay
Press ENT to Cont.
```

Once the duplication run is completed, you will be prompted to turn the power off to all target bays by pressing the LED button for each bay. Once the buttons indicate the bays are powered off by the LED going dark, press the **ENT** button to continue.

```
OK:2  NG:0  [13m49s]
Press ENT to Cont.
```

A report of the completed duplication will appear. This shows that the master drive was successfully duplicated to two target drives and how long the duplication took. If there were any failures, the number of failures would be reported after the **NG** caption.

```
S 1 2
o o o
```

Press the **ENT** button to view the next page of the report. The total number of bays will be shown in the top row, with the results for each bay displayed in the second row.

- indicates a successful duplication in the bay above the symbol
- ✗ indicates a failure occurred during duplication in the bay above the symbol
- indicates the target bay above the symbol was empty during duplication

Copy + Compare

The Copy and Compare function first copies the master driver to the target drives and then runs a comparison of the duplicates to the master drive.

```
Microboards H.01
2. Copy+Compare
```

Once complete, a duplication report like that shown in the Copy process will be displayed.

Any duplicate that either experiences a failure during the duplication process or during the compare process will appear in the report as a failed duplication.

Erase

This menu option is used to erase any hard drive placed in the target bays. The Erase function has 3 options:

- **Quick Erase:** This option erases the index (TOC) of the target drives, not the data section. It is much faster than Full Erase. However, the data section is still recoverable. If you prefer the old content not to be recovered for security purpose, please perform Full Erase.
- **Full Erase:** This option erases the entire drive by writing 0s throughout the disc, destroying all previously written data in the process. The time needed will depend on the capacity of the hard drives.
- **DOD Erase:** This option will erase the hard drive in a series of operations to avoid data recovery. You will be prompted to enter the number of erasure passes you want to use; the higher the number of passes selected, the lower the risk of data recovery. Similarly, the higher the number of passes, the longer the process will be.

Microboards H.01
3. Erase

Copy Mode

Use this setting to change the Copy Mode of the Duplicator. There are 3 options:

Microboards H.01
4. Copy Mode

SMART

This is the recommended and fastest of the three modes. SMART mode will duplicate by analyzing the master hard drive for the file system and copy only the data from the source provided the file system format is supported for this mode (supported formats include FAT16 or 32, NTFS, exFAT, ext2 or 3 or 4).

If the file system is not supported for SMART mode, the Duplicator will automatically copy using RAW mode.

Copying in SMART mode requires that the capacity of the target drives is at least as large as the amount of data on the master drive.

RAW

RAW mode will copy the entire master hard drive bit by bit to the target drives. This is the slowest mode, and also requires that the full capacity of the target drives are at least as large as the full capacity of the master drive

Partition

Partition mode is similar to RAW mode in that it will perform a bit by bit copy, but it will only copy valid partitions from the master drive to the targets.

This mode requires that the full capacity of the target drives is at least as large as the sizes of the partitions on the master drive.

Setup

The Setup menu includes many functions that affect the operation of the Copywriter Hard Drive Duplicator. Please see page 15 for more information on the Setup menu options.

Microboards H.01
5. Setup

Utilities

The Utilities menu provides you with hardware information and a few maintenance functions. Please see page 16 for more information on the Utilities menu.

Microboards H.01
6. Utilities

Manage Accounts

The Manage Accounts menu includes optional User functions that allow you to limit access to the duplicator.

Microboards H.01
7. Manage Accounts

You must either log in as the Admin user or have the Password on Bootup setting as **NO** if you want to access the Manage Accounts menu.

You will be asked for the password when you enter the Manage Accounts menu. The default password is 0000, which should be changed if you plan on using the user account security features. Keep a record of the Admin account password.

1. View User

This function allows you to see the list of available user accounts. Use the ▼▲ buttons to scroll through the user list.

2. Create User

Use the Create User function to add a new user account.

You will first be asked to enter in the new user name. Use the ▼▲ buttons to select the first character, then press **ENT** to move to the next, or **ESC** to move to the prior character. You can enter in up to 14 characters. After the 14th character is entered, press **ENT** when the cursor is on **OK**.

Next, enter the user's password. The password is limited to numerals, and will be 4 digits long. Again, use the ▼▲ buttons to change the number of the current digit, pressing **ENT** when the number is correct. After the 4th digit is entered, press **ENT** when the cursor is on **OK**. The display will briefly show that the user has been added.

3. Delete User

The Delete User is used to remove users account from the list. The Admin user account cannot be deleted.

Use the ▼▲ buttons to scroll through the list of existing users. When the display is showing the user you want to remove, press the ENT button. You will be asked to verify that you want to remove the user; press ENT if you do, or ESC if it is not the correct user to delete. The display will briefly show that the selected user has been deleted.

4. Password on Bootup

To use the Managed Accounts Users to limit access to the duplicator, you must turn the Password on Bootup setting to **YES**. This will take effect the next time the duplicator is turned on.

You must use either the Save function in the Utilities menu or the Shutdown function prior to turning the duplicator off, or changes you have made to the accounts may not be saved!

Shutdown

When turning off your Copywriter Hard Drive Duplicator, it is highly recommended that you do so using the Shutdown menu option.

Microboards H.01
8. Shutdown

This function ensures that the Duplicator will save any system settings that you may have changed in the Setup menu, and shuts down the duplicator components in a safe way.

When the display reads **Ready to Power OFF** after selecting the Shutdown function, you can use the power switch on the front.

The Setup Menu

The Setup menu includes many settings the user can select to customize the use of the Copywriter Hard Drive Duplicator. A description of the options in the setup menu follows.

Note: You must use either the Shutdown menu or manually run the Save function from the Utilities menu, or changes you make to the Setup Menu settings may be lost when you turn off your duplicator.

Language

The Copywriter Hard Drive Duplicator has multiple language options, with English being the default setting.

Buzzer

The Buzzer function will turn the beeper on the controller **ON** or **OFF**. Using the default of **ON**, a beep is heard when a button is pressed or when any job completes.

Screen Saver

This setting will turn the Screen Saver **ON** or **OFF**. When **ON**, the display will switch over to a screen saver when it has been idle for an extended period.

Read Error Skip

With Read Error Skip **OFF**, the duplicator will halt any job when the reader encounters an error on your master drive. By changing this setting to **ON**, duplication will continue after finding a read error on the master.

Please note that this does not fix the error, and may result in unusable discs. It is strongly recommended that you do not change this setting from the default value of **OFF**.

Write Error Skip

With Write Error Skip **OFF**, the duplicator will halt any job when the Duplicator encounters an error when writing to your target drives.

You can also set the number of times the Duplicator will skip ahead when it detects a write failure on any of the target drives; duplication will continue until the write error limit is reached.

Please note that this does not fix the error, and may result in unusable discs. It is strongly recommended that you do not change this setting from the default value of **OFF**.

Partition Layout

This setting allows you to modify the partition layouts of the copies. This setting only applies to the **SMART** and **Partition** copy modes.

Auto Ratio

The Duplicator will create partitions on the target drives using the same ratio of the sizes of the partitions on the master drive.

For instance, you are copying a 500GB master split into a 200GB partition and a 300GB partition. If your target drives are 1TB in capacity, the resulting partitions will be 400GB and 600GB in size.

As Is

The Duplicator will create partitions on the target drives using the same layout of the sizes of the partitions on the master drive, regardless of the capacity differences.

In the above example, the partitions will be 200GB and 300GB in size with 500GB unpartitioned.

Size Tolerance

By default, the capacity of the target drive is required to be greater than the source drive to ensure that all data can be copied without loss.

However, the stated storage capacity of any one drive may not be exactly the same as another drive labeled with the same capacity. Enabling the size tolerance will allow the target hard drive capacity to be less than the original by the percentage selected.

Note that data loss or data corruption can occur, which will result in a failed copy.

The Utilities Menu

A description of the options in the Utilities menu follows. Use the ▼▲ buttons to scroll through the menu, pressing the **ENT** button when the display shows the function you want to perform.

Compare

The Compare utility performs the same data comparison between drives loaded into the drive bays as is done during the Copy + Compare duplication.

Verify Disc

The Verify Disc utility will scan all loaded hard drives for readability and report the results. This function applies to both source drive and the target drives.

Measure Speed

The Measure Speed utility performs read and write tests to report the read speed of the source drive and the write speed of the target drives.

Device Info

The Device Info function will display the information regarding the hard drives you have loaded in the drive bays.

Load your hard drives into the drive bays before pressing **ENT** when the display shows **Device Info**. Each drive will be checked to see if media is present. If all drive bays are not filled, you will be shown the number of hard drives detected and be prompted to press the **ENT** again.

Use the ▼▲ buttons to scroll through the drive bays in which a drive has been detected.

System Info

The System Info menu selection displays the model and firmware versions of the installed controller. Use the ▼▲ buttons to scroll through the system information.

Load Default

This option restores all Setup options to the default settings. You must perform the Shutdown operation and restart the Duplicator for the changes to take effect.

Update Firmware

Use the Update Firmware menu option to update the programming on your Duplicator. To update the firmware, you will need to have the correct firmware file transferred to a hard drive pre-formatted with the Fat32 file system.

There are two options in this utility:

Format Update HDD

Use this function to pre-format a hard drive to the correct file system for use in updating the Duplicator firmware.

Update

This function will perform the firmware update provided that the hard drive in the master hard drive bay has been formatted as FAT32 and has the correct firmware file on the root of the drive.

Performing the Firmware Update

Follow these steps to perform the firmware update:

1. Pre-format a SATA hard drive using the **Format Update HDD** function.
2. Copy the manufacturer-certified firmware file onto the root of the hard drive. **Do not copy the file into a directory on the drive.** This must be done by connecting the drive to a PC or Mac.
3. Insert the prepared hard drive into the master drive bay of the duplicator.
4. Perform the **Update** function.
5. Restart the Duplicator when prompted to do so.

Firmware Updates should only be performed after contacting Technical Support to ensure that you are attempting to install the correct firmware for your duplicator.

Save

This function will save any system settings that you have changed since the last time the duplicator was booted. This function is part of the process that occurs when you run the Shutdown process from the Shutdown menu.

Specifications: CopyWriter Hard Drive Duplicator Series

Model	Target Drive Bays*	Dimensions, inches (H x W x D)	Weight (lbs)	Buffer (MB)	Power Rating
CW-HDD-02 CW-HDD-T02	2	8.5 x 7 x 12	8.4 lbs	128	Rated: 100/240V~, 1.1A, 60/50Hz Output: 5Vdc, 3A; 12Vdc, 2A 40W Max
CW-HDD-05 CW-HDD-T05	5	13.5 x 7 x 12	14 lbs	128	Rated: 100/230V~, 5A/2A, 60/50Hz Output: 5Vdc, 7A; 12Vdc, 12A 160W Max
CW-HDD-08 CW-HDD-T08	8	21 x 7 x 12	17.5 lbs	128	Rated: 100/240V~, 8A, 60/50Hz Output: 3.3Vdc, 20A; 5Vdc, 18A; 12Vdc, 18A, 350W Max

* Each duplicator has one Master Drive Bay in addition to the Target Drive Bays listed

CAUTION: Disconnect AC Power Cord Before Servicing. High Voltages Present with Unit Powered Off and Line Cord Connected.

Technical Support

For technical questions or support issues, contact Microboards Technology technical support:

United States

PH: 952-556-1639

FAX: 952-556-1628

support@microboards.com

www.microboards.com

Europe

PH: +44 (0) 845 230 7800

www.microboards.co.uk

Japan

PH: 03-3561-2266

www.microboards.co.jp

Please have the Model and Serial Number of your Copywriter Hard Drive Duplicator available when contacting Technical Support.

Appendix 1: Menu List

1. **Copy**
2. **Copy + Compare**
3. **Erase**
 1. Quick Erase
 2. Full Erase
 3. DOD Erase
4. **Copy Mode**
 1. SMART
 2. RAW
 3. Partition
5. **Setup**
 1. Language
 2. Buzzer
 3. Screen Saver
 4. Read Error Skip
 5. Write Error Skip
 6. Partition Layout
 - a. Auto Ratio
 - b. As Is
 7. Size Tolerance
6. **Utilities**
 1. Compare
 2. Verify Disc
 3. Measure Speed
 4. Device Info
 5. System Info
 6. Load Default
 7. Update Firmware
 - a. Format Update HDD
 - b. Update
 8. Save
7. **Manage Accounts**
 1. View User
 2. Create User
 3. Delete User
 4. Password on Bootup
8. **Shutdown**

Appendix 2: Troubleshooting

- 1. No display on the LCD or the unit does not operate when the power is on.**
 - ✓ Check the power cable connection and that the environment for the power outlet is normal.
 - ✓ Make sure the power voltage on the duplicator matches the voltage of the power outlet.
 - ✓ If the system was stored in a location where the temperature dropped below 32°F (0°C) within the past 24 hours, leave the system in a warm room with temperatures at least 65°F (19°C) for 4 hours prior to powering it on.
- 2. The system cannot recognize the hard drive**
 - ✓ Check to make sure the hard drive tray (with the hard drive installed) is firmly loaded into the drive bay
 - ✓ Verify that the hard drive bay is powered. The “green” LED on the hard drive status indicator will be on if the bay is powered.
- 3. Buttons do not function.**
 - ✓ The system may be busy on a task; wait a few minutes and try again. If it still does not work, turn off the machine, and then restart the machine after a minute.
- 4. Copy process completed but the copied hard drives are not readable / executable?**
 - ✓ Change the “Copy Mode” to “RAW”; this will likely solve any data related issue.
 - ✓ Use the “Compare” function to check that the target hard drive(s) are identical to the source hard drive.
 - ✓ The Read Error Skip or Write Error Skip settings under the “Setup” menu may be on. It is possible the skipped data (due to read/write error) may be causing this issue.
- 5. The failure rate is high.**
 - ✓ Make sure each hard drive is properly seated prior to powering on the individual drive bays
 - ✓ Quality of the hard drive may be poor. Please try some other name-branded hard drives.
- 6. Do I need to upgrade the system’s firmware?**
 - ✓ Unless the system is becoming unstable, it is strongly suggested that you do not upgrade the firmware on the system. If you are updating the firmware, please contact Tech Support for assistance.
- 7. Cannot boot-up or fails to upgrade firmware.**
 - ✓ Contact Tech Support for assistance.

Appendix 3: Error Messages

If an error situation occurs during duplication, the display will show both an error code and an error message.

Error Code	Error Message	Description and Recommended Solutions
162	Bad Master	The copy process failed with a read error. <ul style="list-style-type: none"> • Check the master drive power and status.
206	Not Enough Space!	The content of the source drive exceeds the capacity of the target drives. <ul style="list-style-type: none"> • If copying in RAW mode, try copying in SMART or Partition mode. • Check the actual sizes of the source and target drives using the <i>Device Info</i> utility. Variations in actual capacity may exist between manufacturers for drives labeled as the same size. • If copying in SMART mode, try defragmenting the source drive (on PC).
240	Wrong Password	The password was entered incorrectly. <ul style="list-style-type: none"> • Verify that the password is correct.
241	Login Failed	The password was entered incorrectly 3 consecutive times. <ul style="list-style-type: none"> • Wait 5 minutes and verify that the password is correct. Contact Technical Support if the problem persists
260	No Update File	The firmware update file cannot be found on the drive. <ul style="list-style-type: none"> • Confirm the hard drive is formatted as FAT32. • Confirm that the file is not a ZIP file. If it is, extract the contents. • Confirm that the update file is on the root of the drive, not within any folder.
261	Wrong Update File	The firmware file is not compatible with the Duplicator or the file is corrupted <ul style="list-style-type: none"> • Try to redownload the firmware file.
262	Unknown Flash Model	The firmware file is not for the Duplicator model you have <ul style="list-style-type: none"> • Contact Technical Support for the correct file.