

2014

Q10101012 - The Areca ARC-1680ix-12 has detected problem on the WDC WD6000HLHX 6Gb/s SATA HDD, do you have any solution?

ARC-1680ix series has compatibility issue between WD 6Gb/s SATA drives and LSI 3G SAS expander chip. This compatibility issue may result hard drive detection problem. We had contacted with WD to confirm this issue, and the only solution for this issue is to modify the SATA mode of this drive to 3Gb/s. WD has a software utility which allows you to modify the hard drive SATA mode. Please contact with WD for the utility to avoid this compatible issue.

Unique solution ID: #1472

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