



Frequently Asked Questions - Firebox

Q I have my firewire cable plugged in, and the drive isn't mounting?

Confirm the firewire cable is connected to the same side of the firebox as the drive (i.e. if you are previewing an ATA drive, the firewire cable should be connected to the firewire connection on the ATA side of the firebox) with the other end connected to your acquisition / analysis system.

Q I have the drive connected as you say, but I can't see the drive in "my computer"?

Make sure you have the latest drivers from the firewire card manufacturer installed. If you don't, although your card may work with other devices, an incorrect driver will not allow you to view physical partitions via the FireBox.

Q I've connected everything as you suggest. When I preview a drive, I accidentally dragged a folder to my evidence drive, and it appeared to make a copy. Given that the FireBox is a read only device, how is this possible?

As a multiplatform read only device, you will not see an error message when dragging a file to the window of an attached device. This is caused by disk caching within the operating system. You can confirm this by either hashing the drive, or removing the device from the task bar, then powering off the FireBox. Once the drive spins down, power it back on and the file that appeared to be there, will now be gone.

Q Can I image two drives at the same time (one on the ATA side, and the other on the SCSI)?

Do not attempt to image two drives at once, because the power draw may exceed the unit's limit and could damage the FireBox.

Q Everything is connected as you suggest, but the drive won't power up?

Confirm that all the power connections are tight. Start with the power cable to the drive, then to the FireBox, then check the power supply connection to the Firebox, then check the cable connecting to the external power supply, and finally check the plug in the wall. If you've checked them all, and they are tight, check to see if there is a green light illuminated on the black power brick (between the "wall plug" and the FireBox) - if it is not on, first make sure the "wall plug" has power, and if it does, the power supply may have an internal malfunction - contact us for repair. If the black power brick has a green light, then check the FireBox, and confirm that green light is illuminated.

If you have questions not answered here, please contact us at support@blackbagtech.com