

Technology Tip #4: Using USB Thumb/Flash Drives at SNHU

Have one of those new USB thumb drives or flash drives for storing your information and presentations?

You use it at home and everything is fine.

You use it at SNHU and the PC won't recognize it.

There's a simple solution!

SNHU's computer resources are comprised of many varied and diverse computer systems integrated together to provide a computer experience that is as seamless as possible.

However the system is not without its quirks.

Problem:

When you connect a USB thumb drive to an SNHU computer system, under certain circumstances it may not show up under **My Computer**.

Why Did This Happen?

When you plug in a USB thumb drive, Microsoft Windows XP/2000 simply adds the USB thumb drive to it's last local/non-network drive, which is usually the CD-ROM or the letter D:. This would make the USB thumb drive letter E:. However, in some instances, the Novell configuration used by SNHU computer systems has the letter E: mapped to a Novell network drive. This results in both the USB thumb drive and the Novell drive map both being assigned the same letter, in this case E:.

Solution:

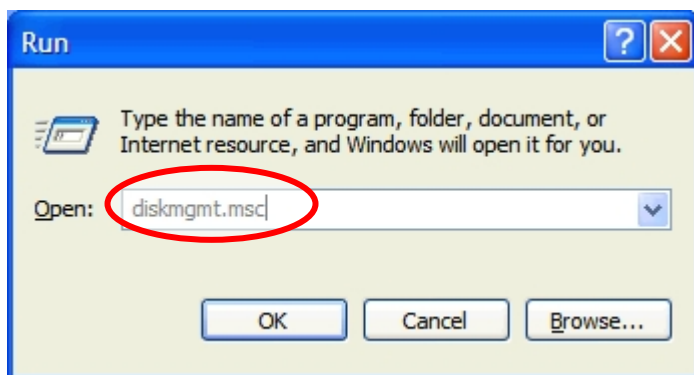
Manually rename the USB thumb drive to another letter that is not currently in use. The steps for doing this are outlined below. Read all of the steps below before proceeding with this action.

Forewarning:

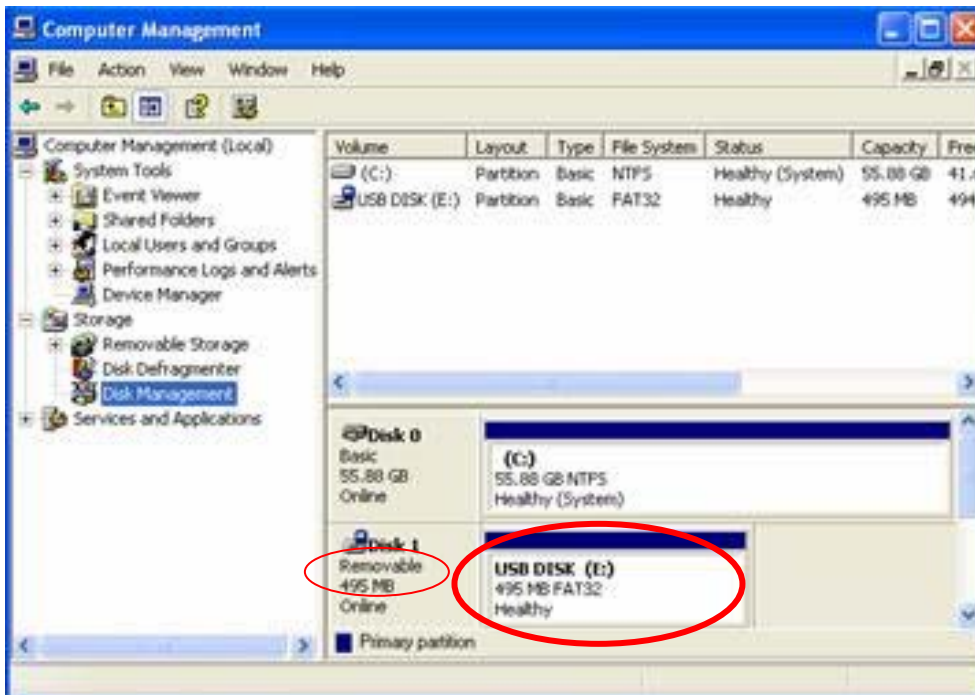
Only perform the steps outlined below. Failure to follow may result in lost data, or potentially render your PC inoperable.

Step 1: With the USB key plugged in, run the Microsoft Disk Management utility

Start -> Run -> then type **diskmgmt.msc**

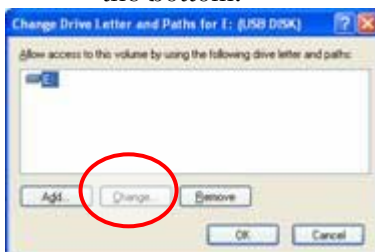


This will open the Disk Management utility as shown:

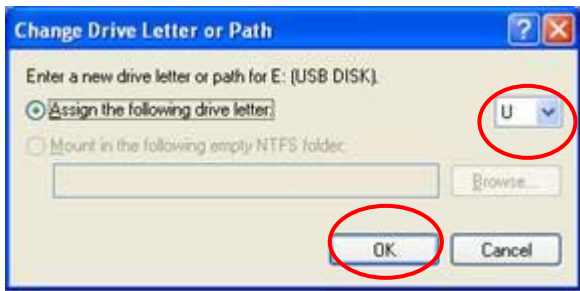


Step 2: Change the USB thumb drive letter

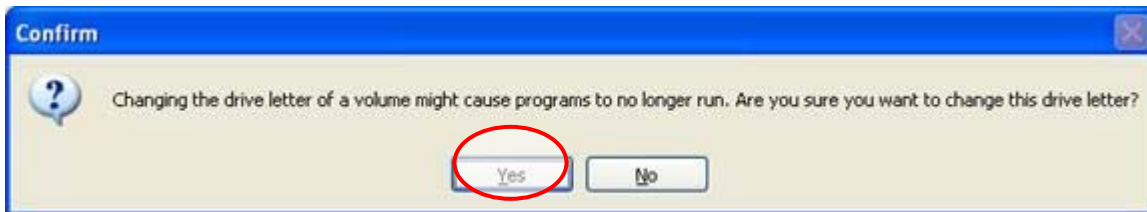
- **Right click** on the drive letter E: (which incidentally should be listed as removable)
- Choose **“Change driver letter and Paths...”**.
- In the **“Change Drive Letter and Paths for E: (:)”** dialog box, click on the **“Change...”** button near the bottom.



- In the next window, **click on the drop-down box** to the right of the statement **“Assign the following drive letter:”**, and **select a drive letter which is not already in use** (Note: you can check which drive letters are in use by opening My Computer).



- Click **OK**
- Click **Yes** to confirm the drive change.



The drive letter has now been changed.

Step 3: Confirm the Drive Change

Open **My Computer** and look for the new drive letter you created. If all worked as expected, the new drive letter with the name Removable Disk should be visible and you should be able to access it normally.

Caution: Do not make any other changes inside the Disk Management Utility. Making any unauthorized changes may result in lost data and potentially render your PC inoperable.

Thanks go out to Colin Roach for contributing this idea to the Technology Tips series!

If you have computer questions that we might turn into a tips sheet or you have a suggestion to share with colleagues, please submit your ideas to training@snhu.edu.

This information is brought to you by the Office of Computing Resources and the Office of Training & Organizational Development as part of an ongoing Technology Tips.