USB flash drive troubles

1. The USB flash drive is prompting for a password when a user tries to access it
   Answer
   a. Click the Cancel button. The PC should be able to access the drive anyway.
   b. If that doesn’t work, try the flash drive on another machine and see if the problem is resolved
2. The flash drive is not recognized by the PC; can’t locate the flashdrive on the PC
   a. Some flash drives and external harddrives come with encryption software. Usually the user has the option to split the drive into an unencrypted and an encrypted part. The unencrypted part appears on all computers but the encrypted part becomes visible and/or accessible after a password is entered when the encryption software asks for it, which will only happen on a PC where the encryption software is installed—the user’s home PC but not the College’s PCs. Remove the flashdrive and then re-install it.
   b. Some flashdrives can be set to be protected. Check the flashdrive for a small slide switch. If you find one, slide it to the opposite direction and then insert the flashdrive in the USB slot again to see if it is operational now.
   c. Flashdrives only last so long. The drive could be corrupted. Try the flash drive on another machine and see if the problem is resolved.
3. Check out these sites as resources for handling problems with USB flash drives;
   • http://www.troublefixers.com/solutions-to-top-10-usb-pen-drive-problems/
   • http://www.computer-adviser.com/usb-flash-drive-not-working.html

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