USB Drives and Compuguard

There is an issue with USB Drives and Cornerstone (Compuguard) that may result in the USB Drive not being seen in the "My Computer" portion of explorer. This appears to occur because the USB Drive maps to next available drive letter when the computer is booted. On most of our systems we have a C: drive (hard drive), a D: drive (CDROM drive), and an E: drive (Compuguard Persistent Storage Partition). Thus, the USB or Jump drive seems to want to map to the F: drive. Then when the network loads, our main network drive maps over the top of the USB Drive. So you can no longer see the USB drive.

First, make sure that USB blocking is turned off in Compuguard Cornerstone.

To correct the problem try the following:

Right click on the My Computer icon
Select Manage
Under Storage, click on Disk Management (this brings up a listing of the local drives on the system)
You should see the USB drive listed by name. If it has been assigned a drive letter of F: (or another drive letter used by the network) you will need to change it.

To change the drive letter of the USB drive:
Toward the lower right side of the disk management window you will see a white box that has the drive letter, the drive parameters, probably the words "Healthy (system)". Right click in that white area.
The area should go cross hatched and a menu should pop up. One of the options on the menu should be "Change Drive Letter and Paths". Select that option and change the drive letter to Drive K: Then work your way back either clicking ok or the appropriate option. (I can't actually do that right now so you may need to add to these instructions).

The USB drive should use letter K: from that point forward. I am not sure what happens when a different brand of USB drive is used. You may have to go through this procedure for each brand.

(This has been added to the Knowledge Base on our Helpdesk as of 8/24/06)