

SanDisk device NOT detected by Windows PC

Why did my Windows computer stop detecting my SanDisk device?

## **Advanced Troubleshooting**

**Note:** This article is advanced troubleshooting for a rare condition wherein a flash drive stops getting recognized on a Windows computer, but is still working on other computers. Please reference the following articles first before attempting the instructions in this article.

Cruzer flash drive NOT detected by Windows PC

Cruzer flash drive could not be detected due to drive letter conflict

Computer cannot detect SDHC (4GB-32GB) memory card

A corrupt registry entry could cause your SanDisk product to not be detected by the computer. Removing the registry keys created on installation of your SanDisk product will allow the computer to fully reinstall the device and may resolve the issue.

### **STEP 1 - Backup the registry**

1. Unplug the device from the USB port.

2. Run **regedit**.

Windows XP: Go to **Start > Run**, type in **regedit and** then click **OK**.

Windows 7, 8 and Vista: Click the **Start** button, type **regedit** in the search box, and then press **Enter**.

Window 10: Type **regedit**, in the 'Search the web and Windows' field (lower-right) and then select 'Regedit - Run Command'.

3. From the registry menu, choose **File > Export**.

4. Name the file **SNDK.reg** and **save it to your desktop**.

### **STEP 2 - Remove SanDisk info from the registry**

**WARNING:** DO NOT delete any registry key other than keys that include VID\_0781. Deleting registry keys other than keys that include

VID\_0781 MAY cause your computer to not boot properly.

1. From the registry menu, click **Edit** and choose **Find**.
2. Type in **VID\_0781** and click **Find Next**.
3. Once the search finishes, right-click the highlighted registry key and select delete.
4. Press the **F3** key to find the next registry key that includes VID\_0781.
5. Right-click the highlighted registry key and select delete.
6. Repeat this process until the search returns with No results Found.

NOTE: Under Windows 7, 8 and Vista, some registry keys may be protected and cannot be deleted. Simply skip over these keys if you receive a message that the key cannot be deleted.

7. Once all registry keys containing VID\_0781 have been deleted, reboot your computer.
8. Plug the device into the computer after it's finished rebooting.