

Cruzer flash drive NOT detected by Windows PC  
My Cruzer flash drive is NOT detected when plugged in to my PC. What do I do?

**SOLUTION 1** - Verify if minimum operating system requirements are met.

**Operating Systems supported by Cruzer drives:**

Windows Vista and higher, Windows XP SP2, Windows 2000 SP4.

**Mac users**, see [USB Flash Drive / Memory card not detected on Mac USB port](#).

**NOTE:** We have a few reports that applications for mobile devices such as Samsung KIES and HTC Sync may prevent the USB flash drives being recognized correctly. You may need to turn the application off for the USB drive to be recognized by your PC. Should this not resolve the issue you might need to close the background process of the application or uninstall the application for the drive to be recognized.

**SOLUTION 2** - Try other USB ports. If the Cruzer is not receiving ample amount of power from the USB port, it will not function properly. Some desktop computers may need to use the USB ports in back of the computer.

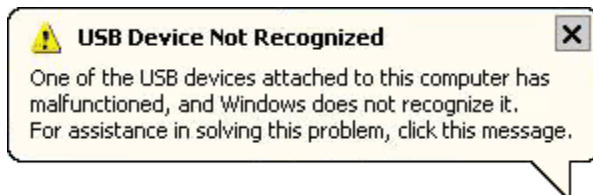
**NOTE:** For flash drives with an LED, the LED will also not turn on if there is not enough power.

If the Flash Drive does not function on multiple computers, contact [SanDisk Support](#) to check warranty status.

**SOLUTION 3** -Check status of the Cruzer under Device Manager.

**STEP 1 - Connect the Cruzer to the PC**

If you receive a "USB Device Not Recognized" error on the computer, the flash drive is most likely failed. Additional troubleshooting is unlikely to correct the problem.



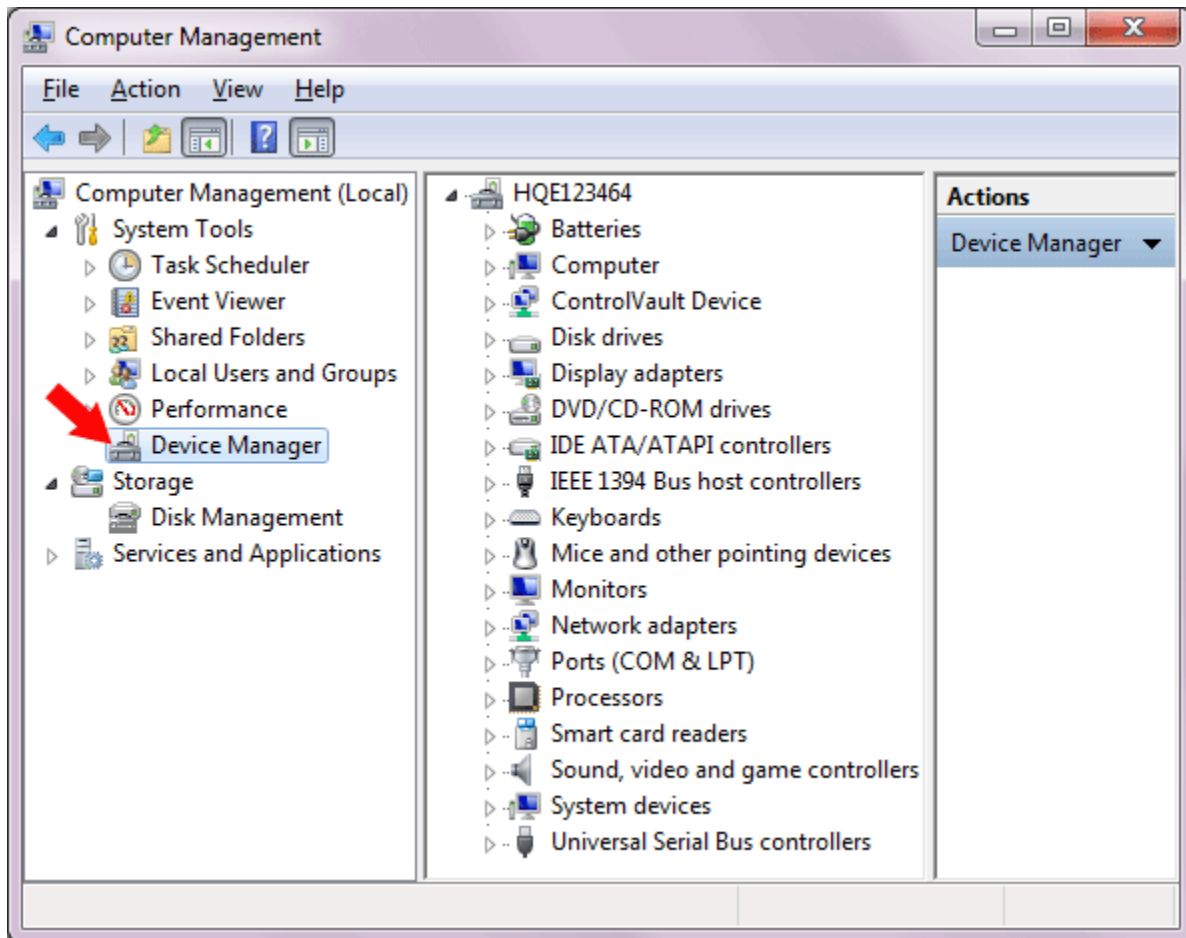
**STEP 2 - Check under Device Manager**

**NOTE:** An administrator right to your computer may be required to perform below steps.

1. Open the Computer Management Console

## [Accessing the Computer Management Console](#)

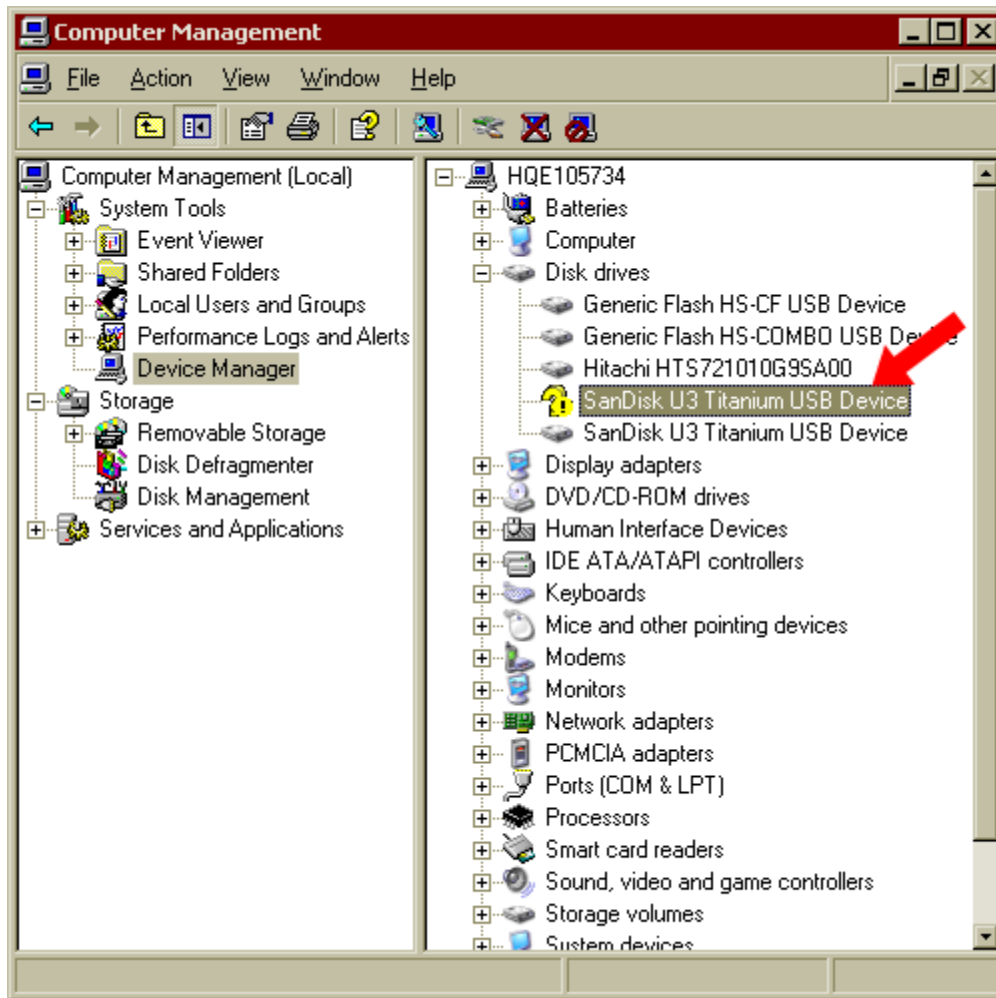
2. Click **Device Manager** on the left pane.



NOTE: The Cruiser might show up under several places under Device Manager such as:

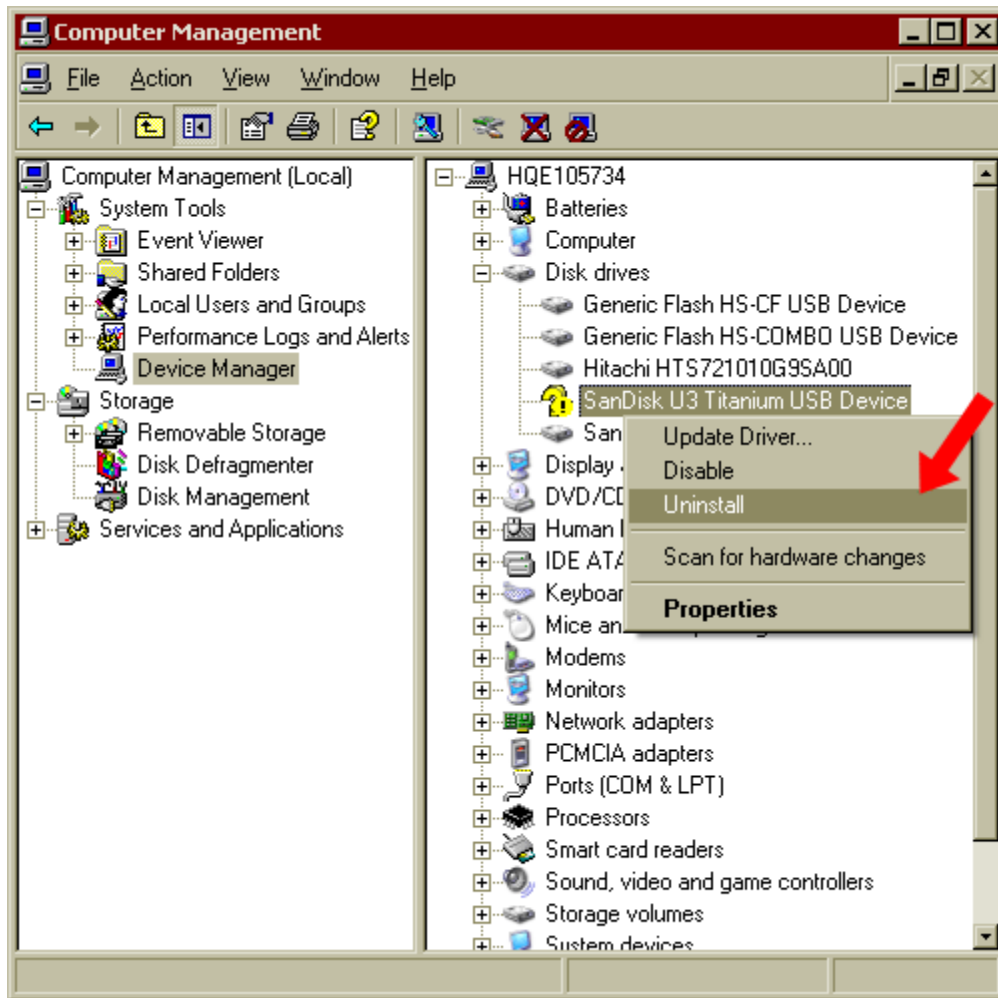
1. Disk Drives
2. DVD/CD-ROM drives
3. Universal Serial Bus controls as USB Mass Storage.

If there is a yellow exclamation point (!) or question mark (?) beside the device, try to refresh the drivers.

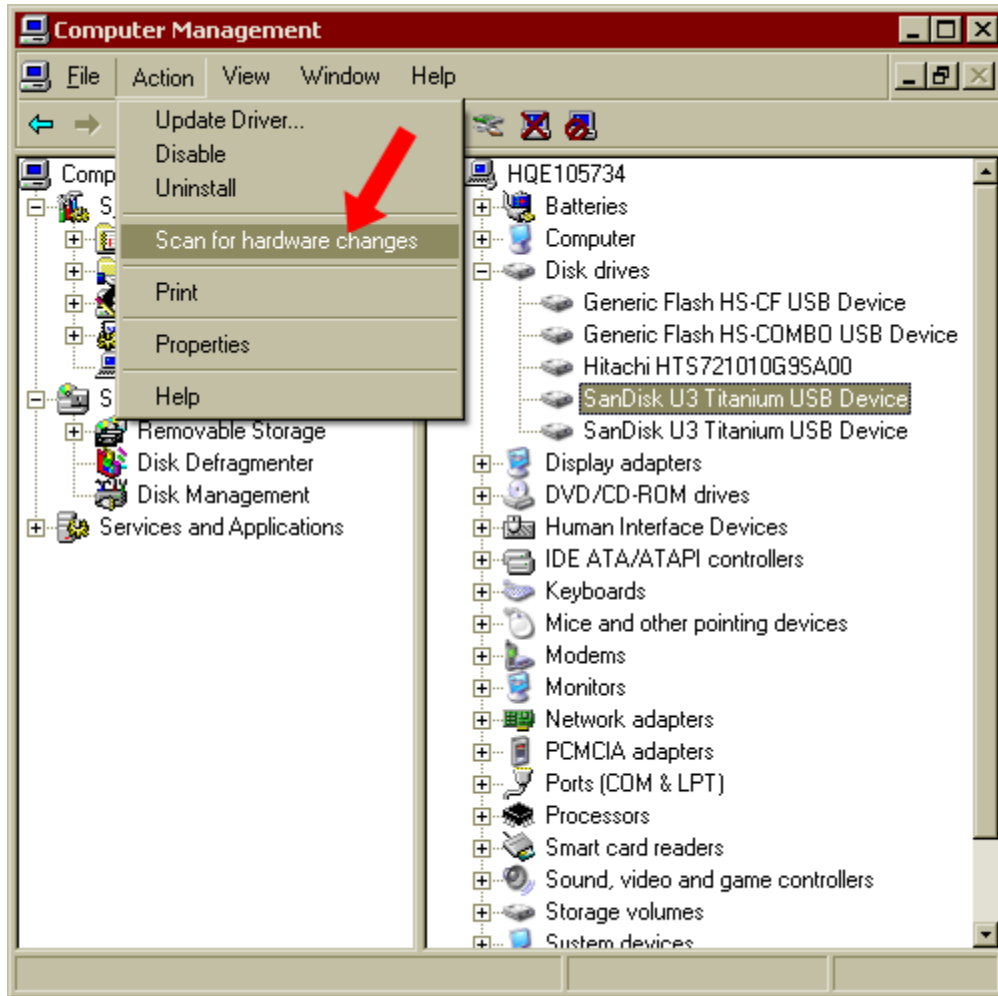


### STEP 3 - Refresh the drivers

1. Right-click on the entry with the error mark, select **Uninstall**.



2. On the top menu, click **Action** then select **Scan for hardware changes**.



#### STEP 4 - Verify if the flash drive is detected

1. Double-click **My Computer**.
2. Look for the **Cruzer** under devices with removable storage.

**SOLUTION 4** - There might be a conflict in drive letters, see [Resolving drive letter conflict](#).

**NOTE:** If the above steps do NOT resolve the problem please back up your data and [request a replacement using our online web form](#).

Transferring a 4GB or larger file to a USB flash drive or memory card  
Why can't I transfer a 4GB or larger file to my USB flash drive or memory card?

This is due to FAT32 limitation. Files larger than 4GB can NOT be stored on a FAT32 volume.  
**Formatting the flash drive as exFAT or NTFS will resolve this issue.**

**WARNING: Backup your data. Formatting will delete all the data in your device.**

### **SOLUTION 1 - Format in exFAT**

exFAT file system that allows a single file larger than 4GB to be stored on the device. This file system is also compatible with Mac.

Windows 7 and Mac OS 10.6.6 and higher are compatible with exFAT out of the box. Older operating systems may need a patch installed for [exFAT compatibility](#).

**NOTE:** exFAT file system is **NOT** compatible with some host devices such as TV, game systems, older operating systems, car stereos etc.

### **Formatting a drive in exFAT**

1. Double-click on **My Computer**.
2. Right-click on the flash drive or memory card, then select **Format**.
3. In the **File System** list, click **exFAT**.
4. Click **Start**.
5. Click **OK** to start formatting.

[Click Here for Instructions to format with Mac](#)

### **SOLUTION 2 - Format in NTFS**

#### **WARNING:**

- Formatting the device as NTFS will make it unwriteable on a Mac computer. Most Mac computers can read NTFS, but not write.
- NTFS is a journaled file system, this creates more read/write activities. Therefore, it **MAY** decrease life expectancy of your device.
- Once the device is formatted as NTFS, you **MUST** use "Safely Remove Hardware" to remove your device.

### **STEP 1 - Optimize the flash drive for performance**

1. Plug in the device to the PC.
2. Open The Computer **Management Console**
  - a) [Windows 8](#)
  - b) [Windows XP, Windows Vista, Windows 7](#)
3. On the Left side select **Device Manager**
4. On the right side expand **Disk Drives**
5. Right-click on the flash drive, then select **Properties**.
6. Click the **Policy** tab.
7. Select **Optimize for performance**, then click **OK**.

## **STEP 2 - Format the flash drive**

1. Double-click **My Computer**.
2. Right-click on the flash drive, then select **Format**.
3. In the **File system** list, click **NTFS**.
4. Click **Start**.
5. Click **OK** to start formatting.

Format by using Disk Management

How do I format my drive or device using Disk Management?

NOTE:

For legacy U3 smart Cruzers - Formatting after uninstall U3. You should first uninstall U3.

MP3 players - The user must change in MSC mode before connecting to the PC.

For miniSD / microSD - cards must be used with a compatible player before it can be read on the computer.

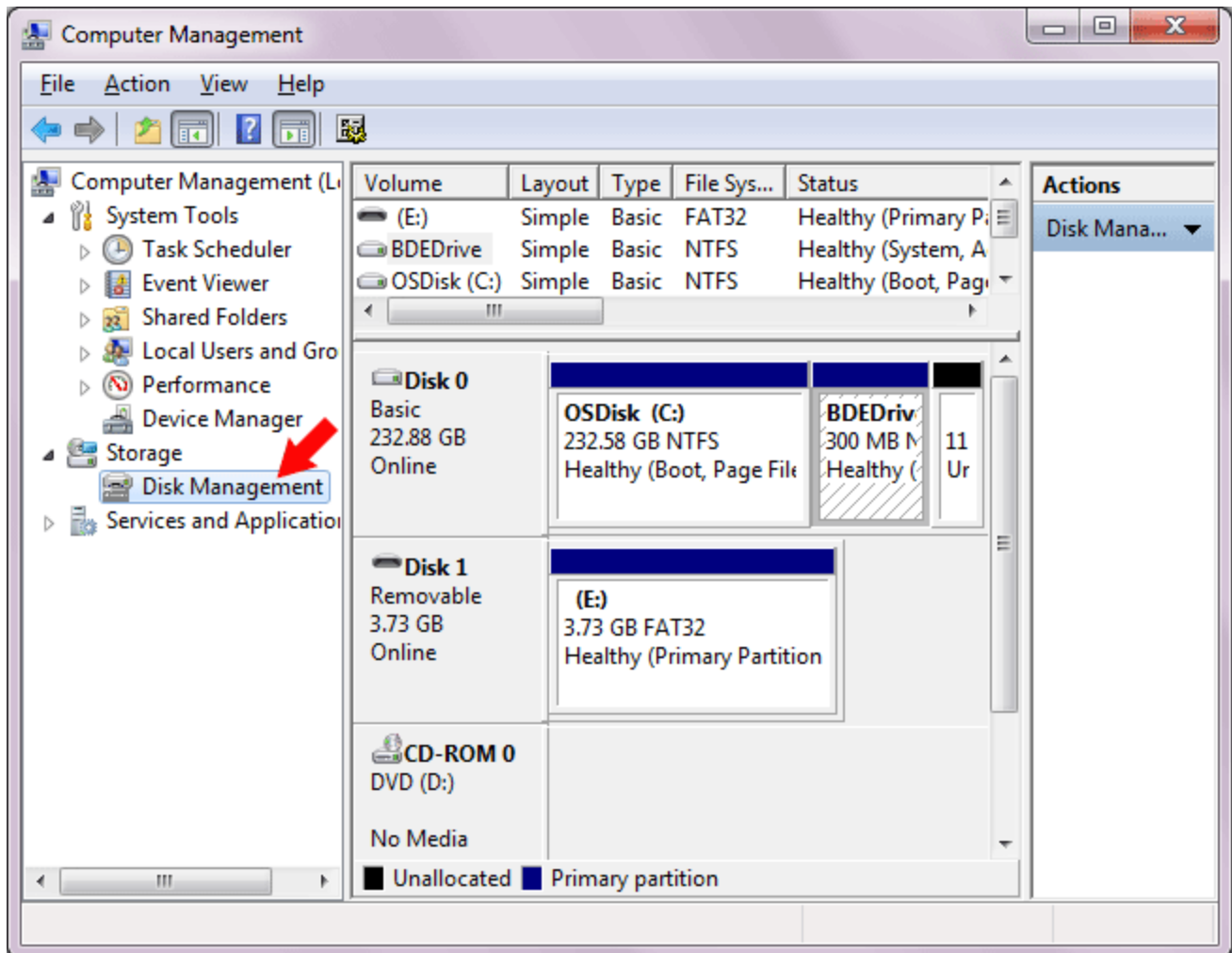
**STEP 1 - Connect the flash drive, MP3 player (in [MSC mode](#)), **memory card or card reader to PC****

**FASE 2 - Open the computer management console**

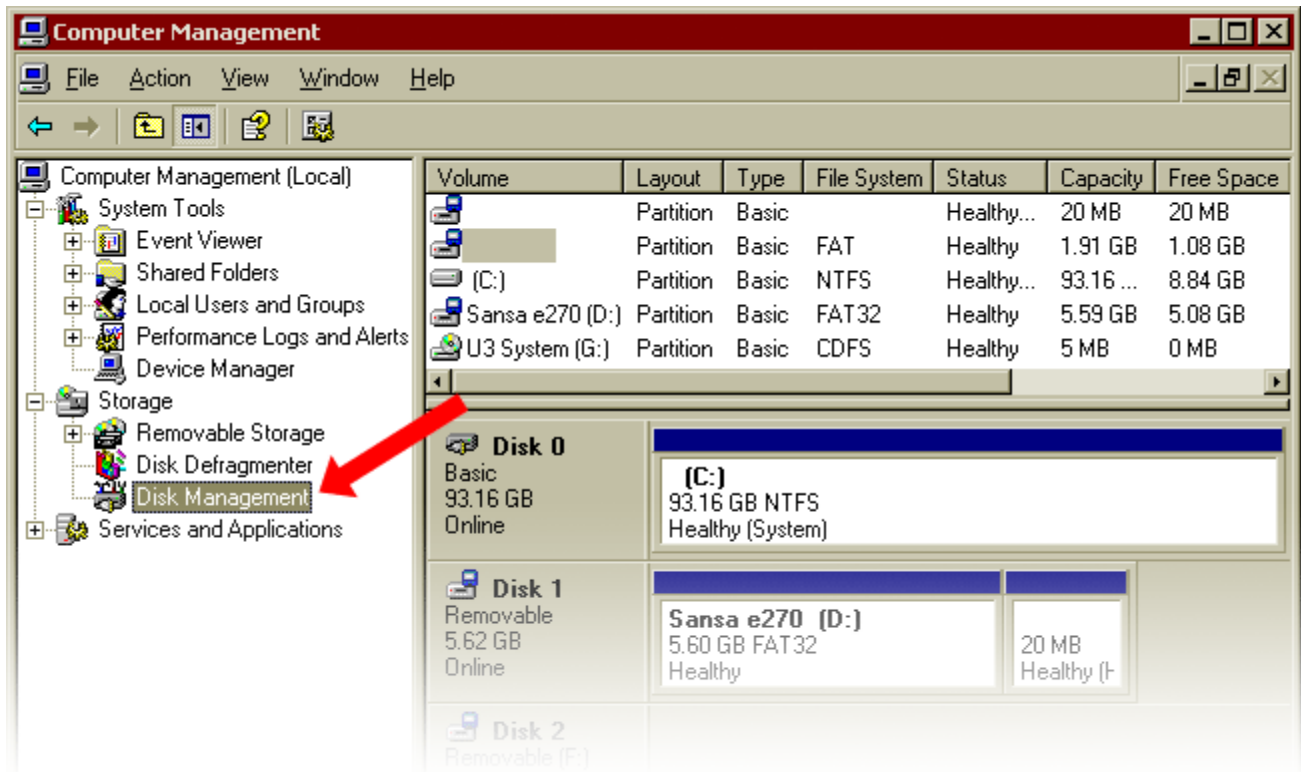
1. Open the computer management console

[Accessing the Computer Management Console](#)

2. Under **Storage**, click **Disk Management** on the left pane.  
[Windows 7 or Vista](#)

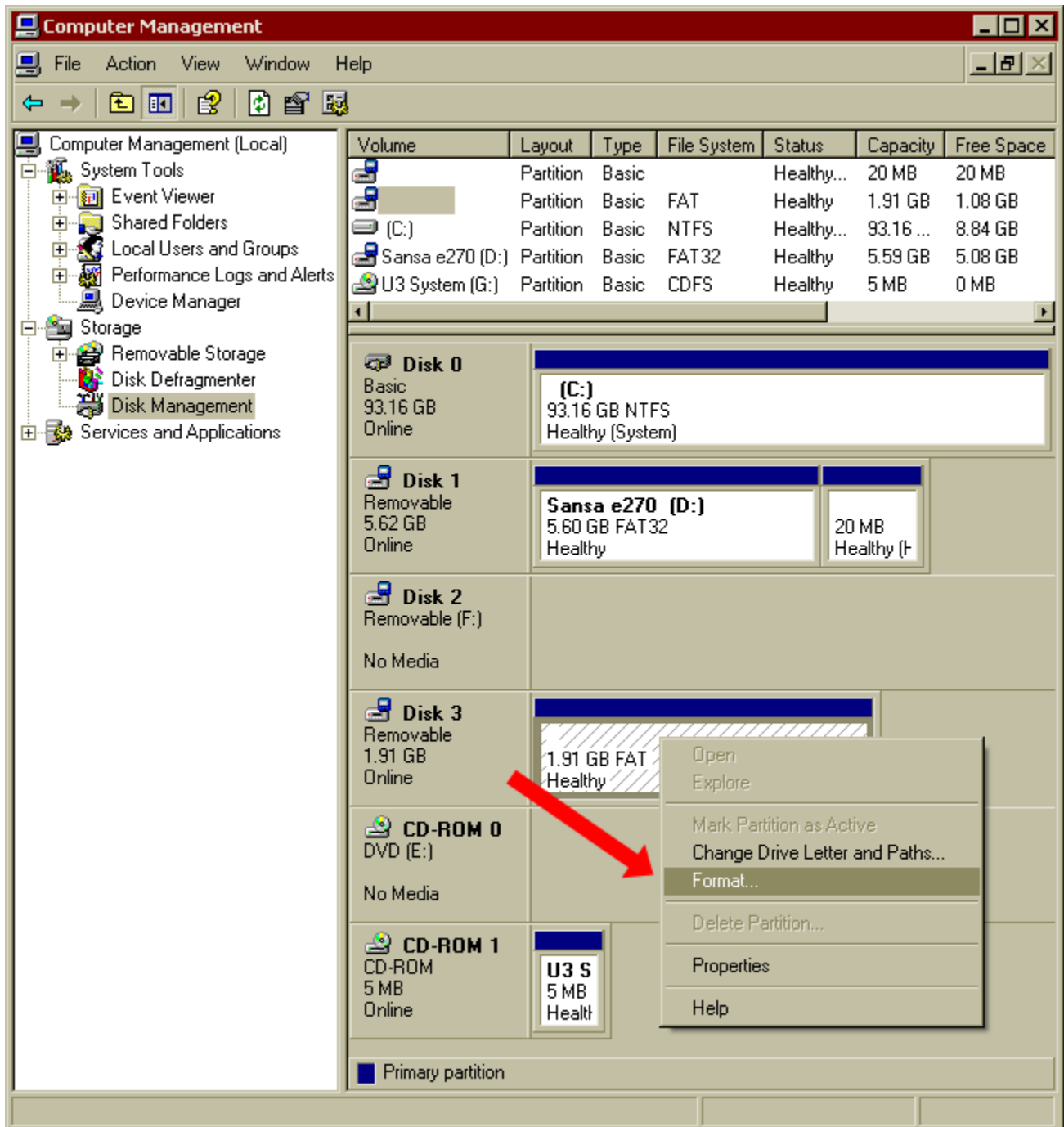


Windows XP

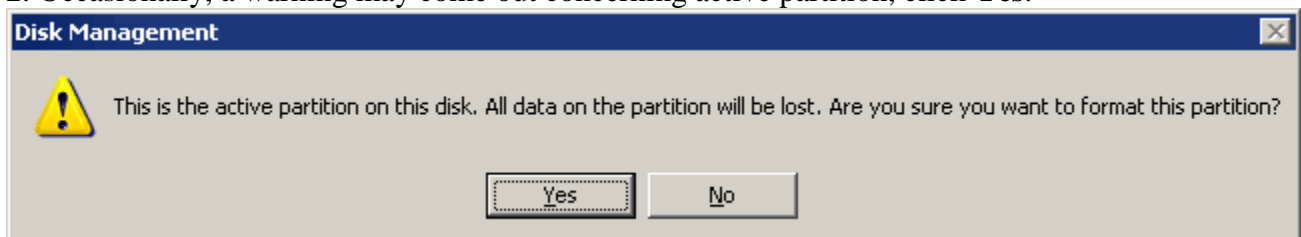


### STEP 3 - Format the device / MP3 player

1. Right-click on the drive / device you want to format then select **Format**.



2. Occasionally, a warning may come out concerning active partition, click **Yes**.



3. You can leave the formatting options such as the Volume label and File system to default.
4. Click **OK** to format.

**NOTE:** If the above steps do NOT resolve the problem or if the lock switch is missing or broken, please back up your data and [request a replacement using our online web form](#).

## Data recovery for memory cards and flash drives

How do I recover missing files or accidentally deleted files? What if my camera showed an error and all my pictures are missing? Also, can I recover my data if my memory card or flash drive stopped working? Can I 'undelete' files?

How can I recover pictures from a memory card that has become unreadable?

**SanDisk warranty does NOT provide reimbursement for data recovery services. This is specifically stated in our warranty. The SanDisk warranty covers the product itself, but does NOT cover any damages due to data loss. It is recommended to make regular backups of all your data and pictures.**

### [Disclaimer Notice: Use of Third-Party Software or Websites](#)

#### **For functional memory cards and flash drives**

If your memory card or flash drive is still functional, you can try using a data recovery program. There is a high probability that your data can be recovered after you get an error while using the card, accidentally format it or delete files.

SanDisk recommends using RescuePro and RescuePro Deluxe. You can download a demo version of RescuePro and RescuePro Deluxe. These demo versions will show you what files can be recovered and provide a preview of the files for some common picture file types. The demo versions will require purchase of a license key to enable the feature to save the files. This is an excellent way to see if the program will work before you purchase.

[RescuePro/RescuePro Deluxe for PC](#)  
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After you recover your data, you can reformat your memory card or flash drive and use it again.

#### **For Non-functional memory cards and flash drives**

If your memory card or flash drive is no longer functional or cannot be accessed by your computer, then you will need to send it to a data recovery company. They will attempt to recover data on your memory card or flash drive. SanDisk recommends LC Technologies for this. LC Technologies specializes in SanDisk products.

For customers in [US, Canada and Europe](#), please refer to [LC Technology Data Recovery](#) for service description and current pricing.

For customers in [Asia and Japan](#), please refer to [Kroll Ontrack](#) or [DriveSavers](#) for service description and current pricing.

Deleting files on a Cruzer USB flash drive using a Mac

How do I delete files on my Cruzer USB flash drive using a Mac?

, 1. Plug your Cruzer USB drive into the USB port. A USB drive icon will appear on the desktop.

2. In the sample image below (as a representation, yours may vary), our USB drive is named **Cruzer Drive**.

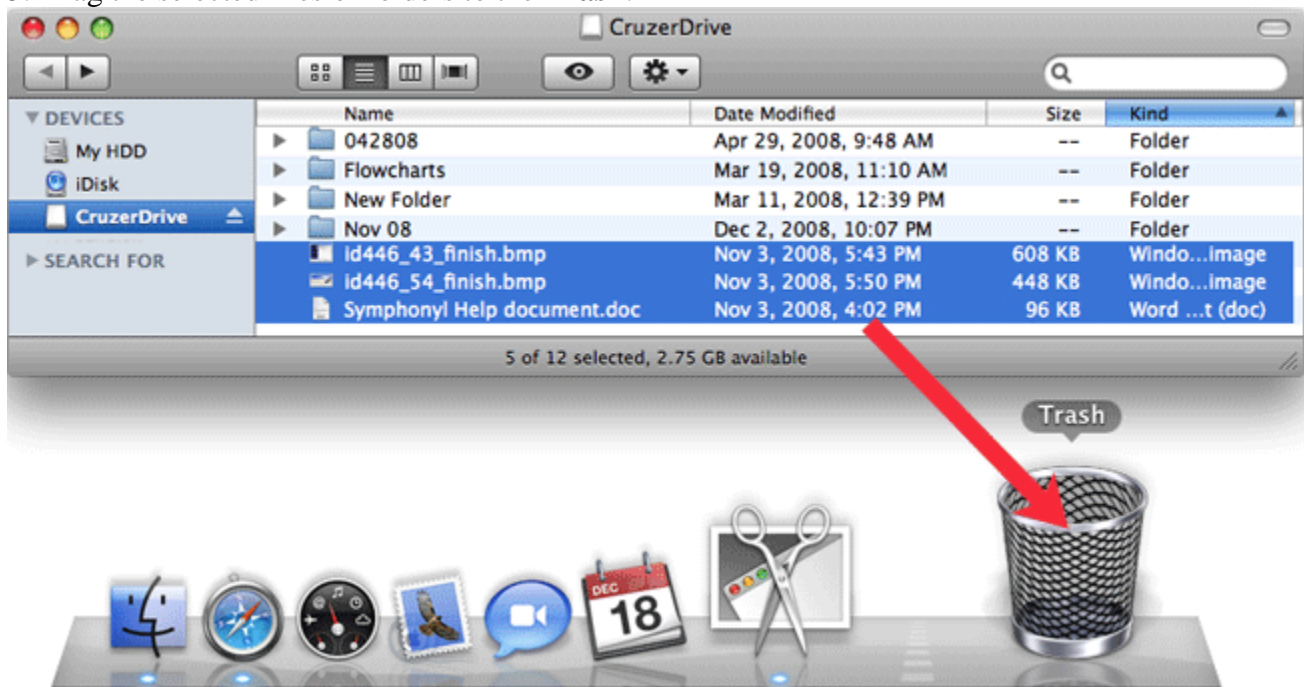


3. Double-click on **Cruzer Drive**.

4. Select the files or folders you want to delete by clicking on them.

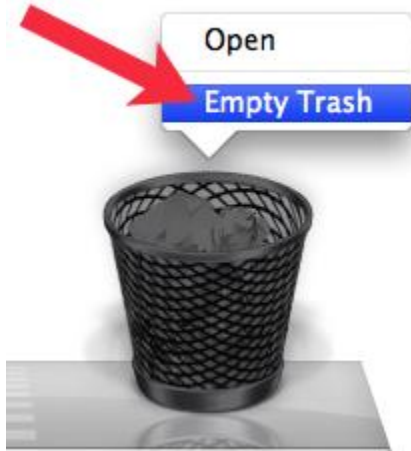
**NOTE:** To select multiple files or folders, hold down the **APPLE** key while you click and select the files or folders you want.

5. Drag the selected files or folders to the **Trash**.



NOTE: You MUST empty the trash bin after you deleted files on your USB flash drives in order to re-gain the capacity.

6. Hold down the **Ctrl** key while you click on **Trash**, and then select **Empty Trash**.



7. Click **OK**.



Note: If the amount of free space remains the same after you emptied the trash bin, [re-format your device](#)

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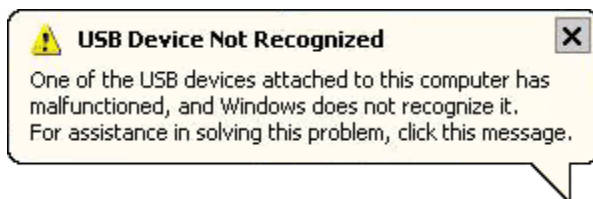
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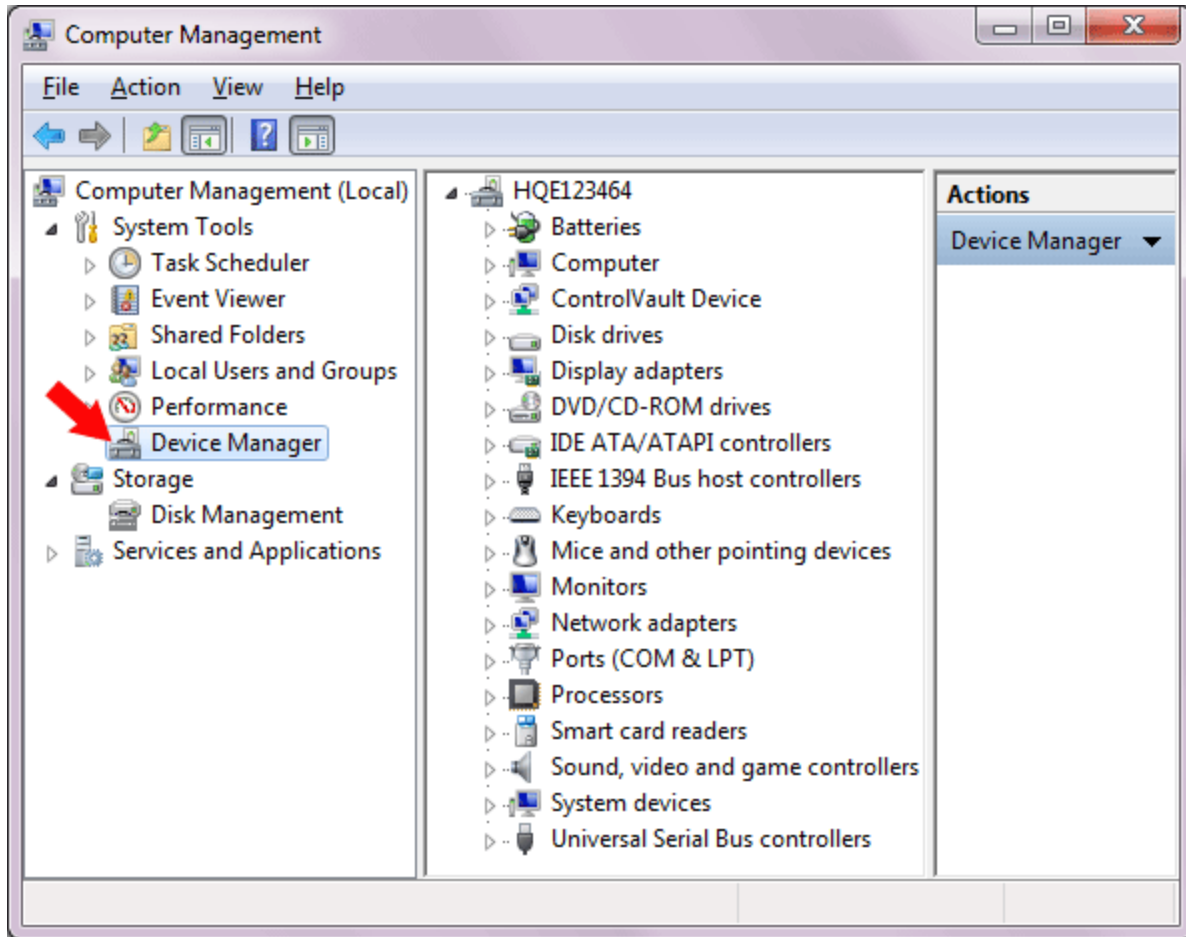


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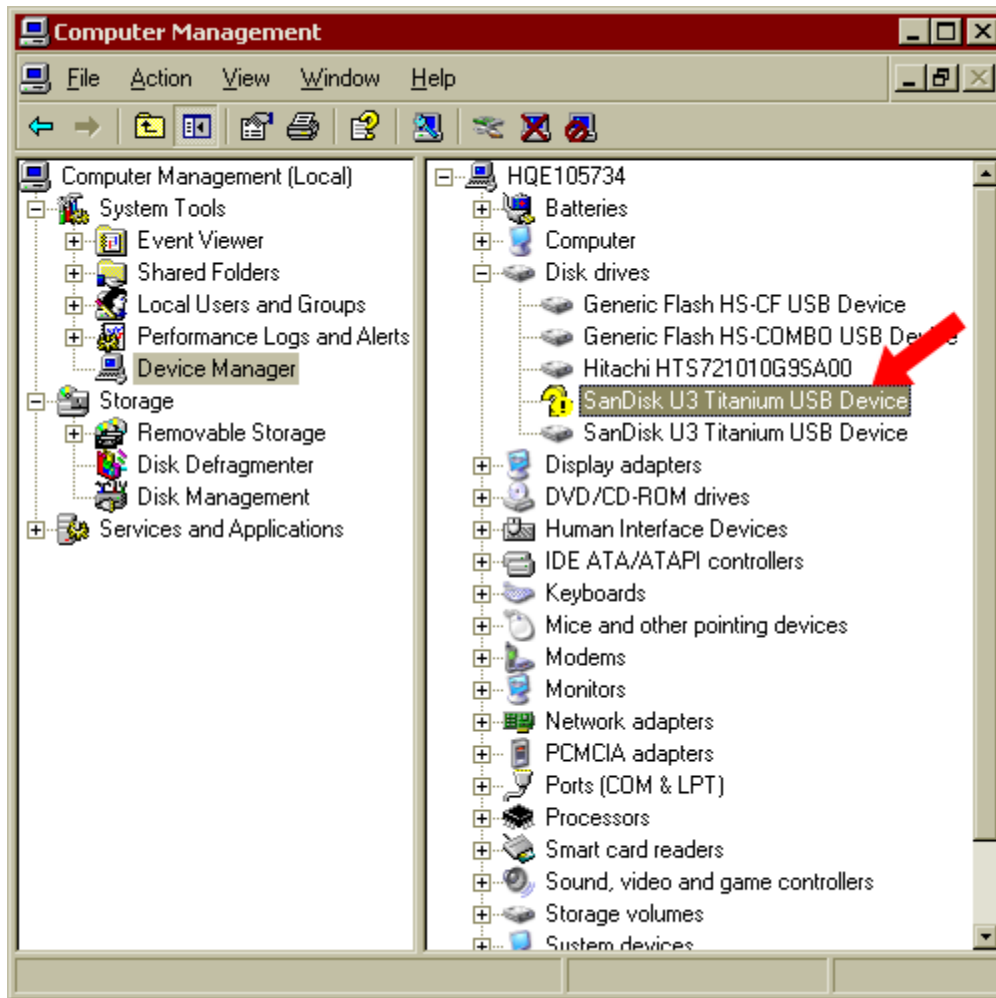
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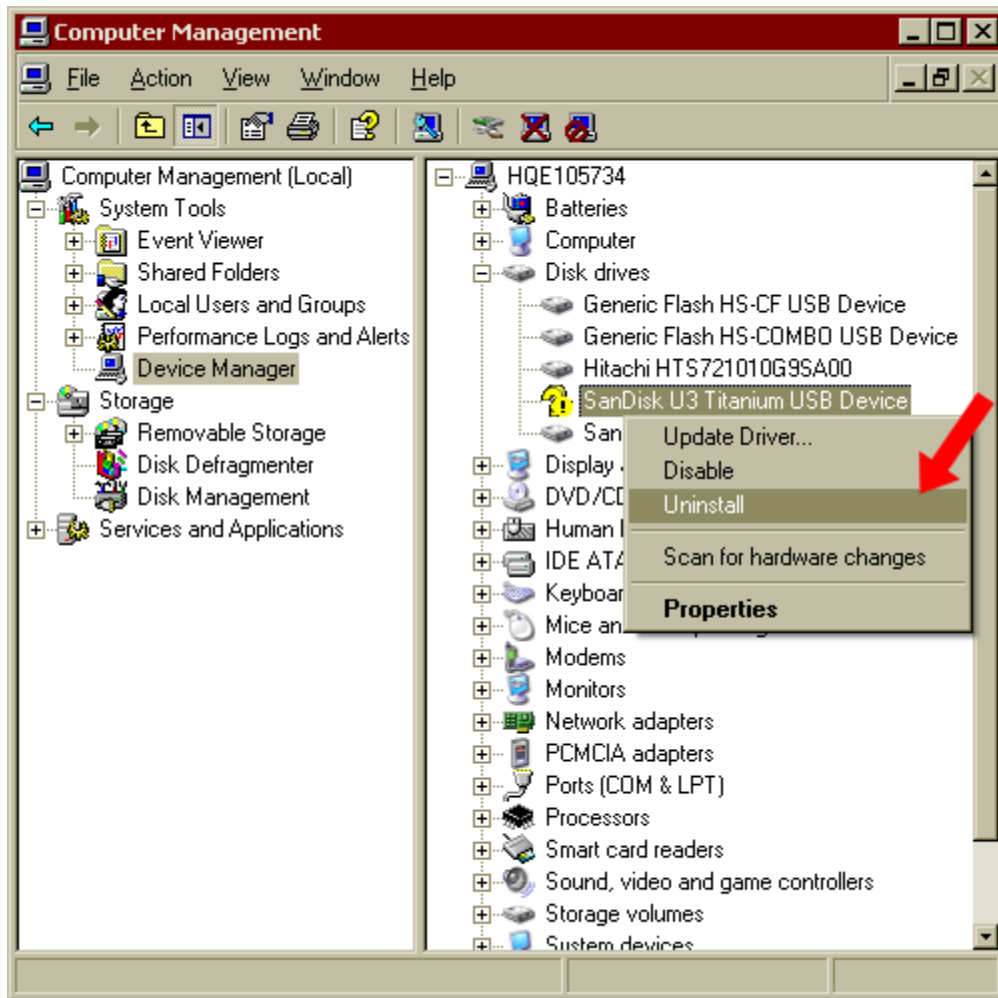
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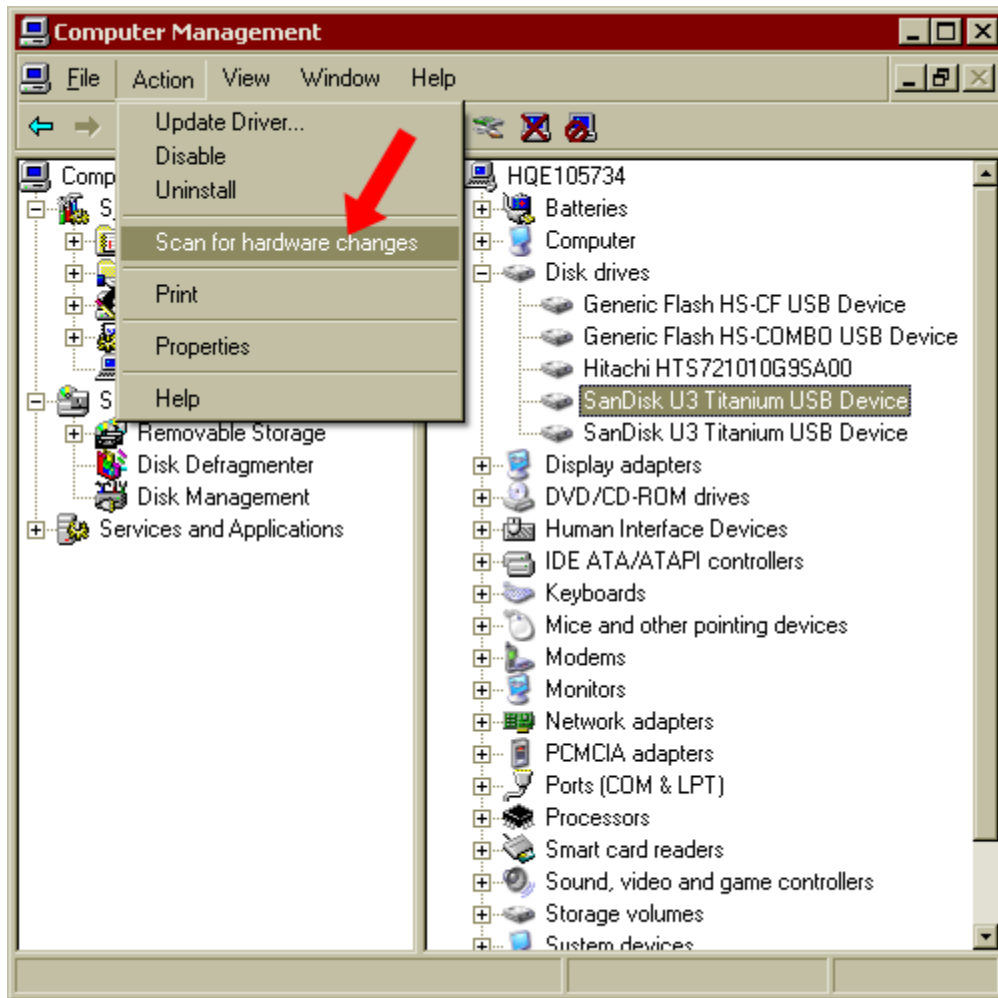


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