

USB Flash Drive or Memory Card Not Detected in Windows

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

Operating Systems supported by USB flash drive drives:

Windows 7 and higher.

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 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 USB flash drive 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.

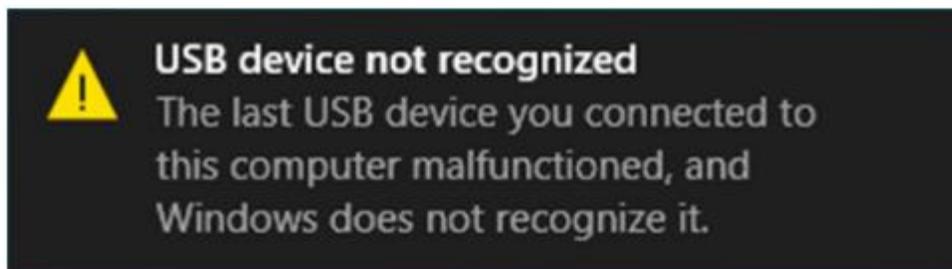
NOTE: For flash drives with an LED, the LED will also not turn on if there is not enough power.

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

SOLUTION 3 -Check status of the USB flash drive under Device Manager.

STEP 1 - Connect the USB flash drive 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.



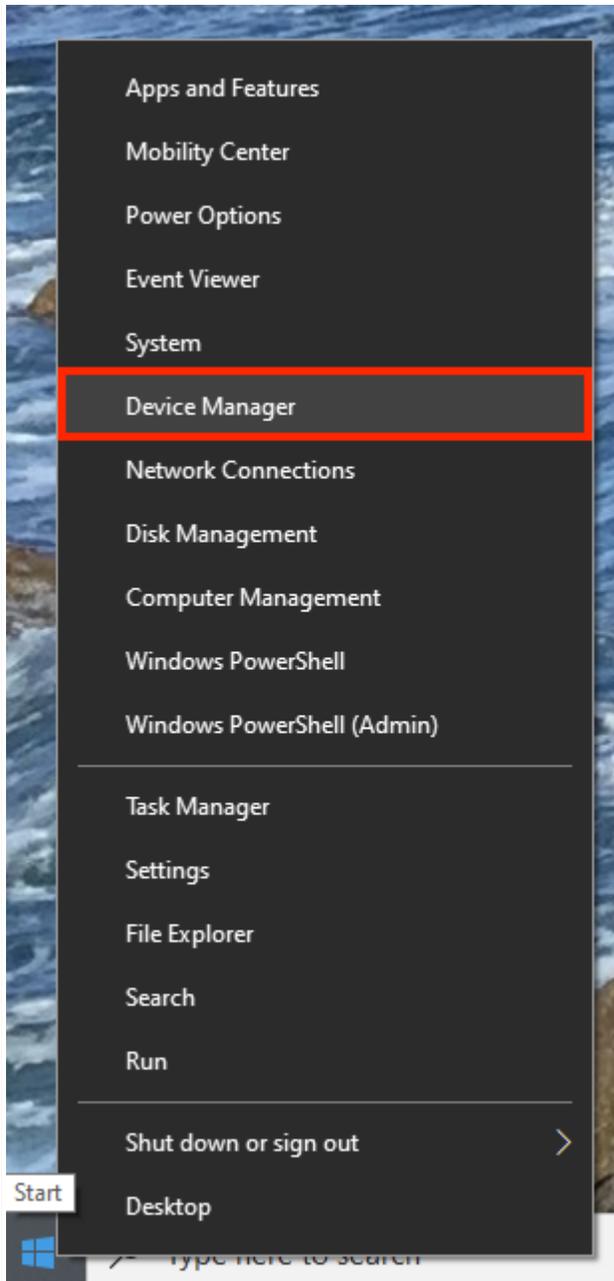
STEP 2 - Check under Device Manager

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

1. Open the Computer Management Console for Windows 7/8/XP
[Accessing the Computer Management Console](#)

1.a - For Windows 10 right-click on start menu icon.

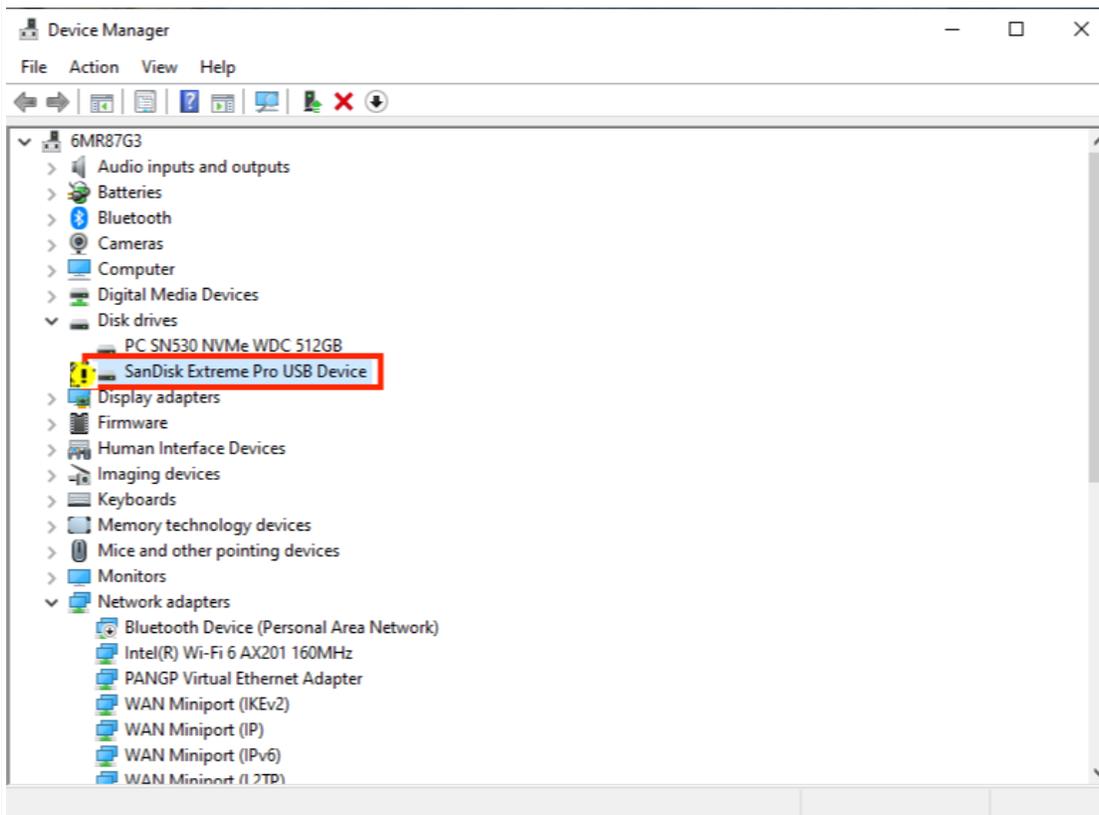
2. Click **Device Manager** on the menu.



NOTE: The USB flash drive might show up under several places under Device Manager such as:

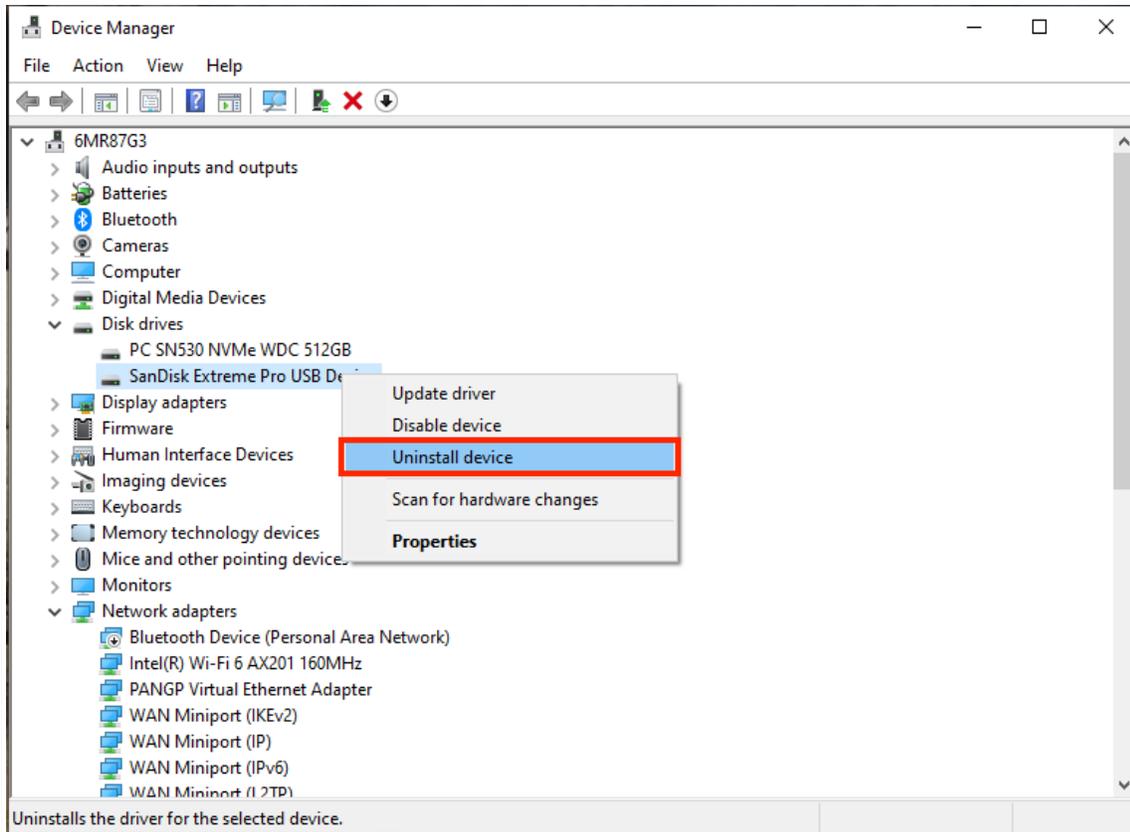
1. Disk Drives
2. DVD/CD-ROM drives
3. Universal Serial Bus controls as USB Mass Storage.

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

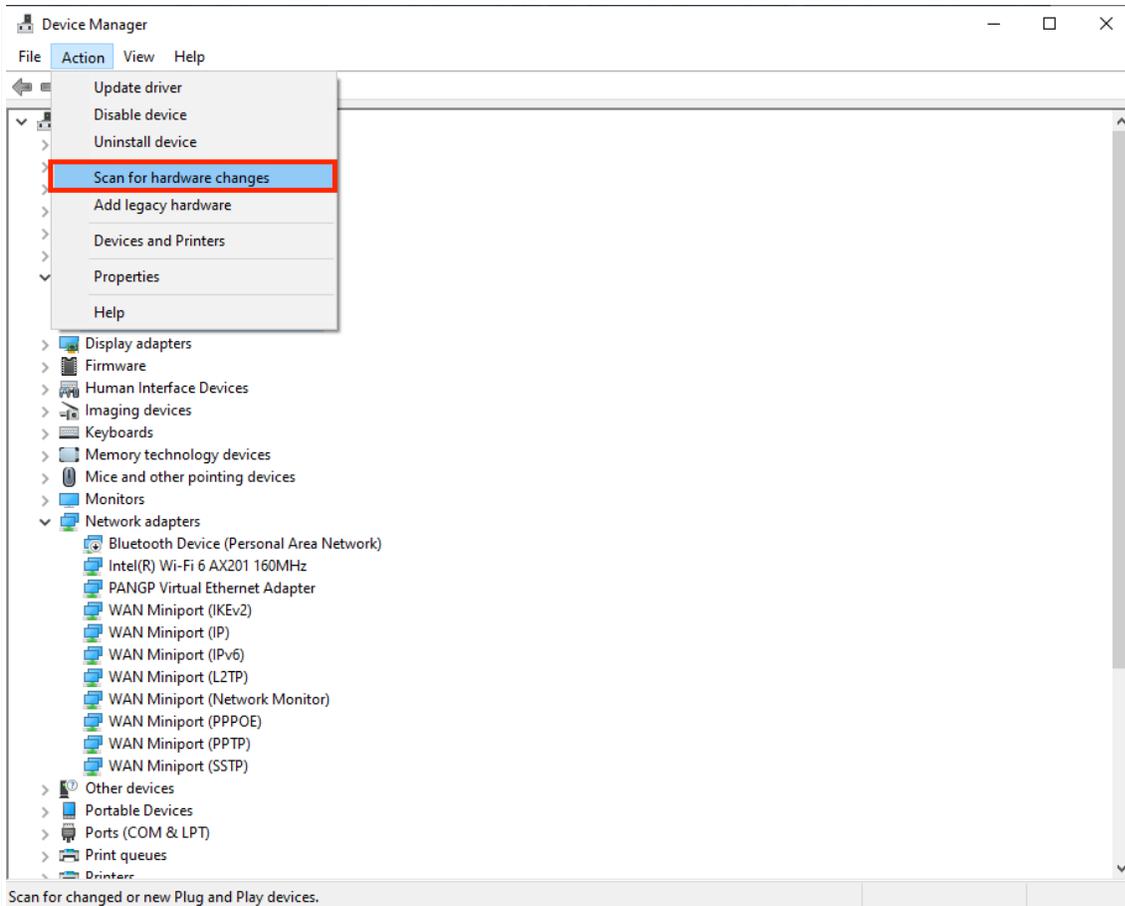


STEP 3 - Refresh the drivers

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



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 USB flash drive 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](#).