

FAQ

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.

SanDisk SSD Dashboard Support Information

The SanDisk SSD Dashboard helps users maintain peak performance of the SanDisk SSD in Windows® operating systems with a user-friendly graphical interface for the user. The SanDisk SSD Dashboard includes tools for analysis of the disk (including the disk model, capacity, firmware version, and SMART attributes) and firmware updates.

Note: The SSD Dashboard is for use on *internal SSD drives only*. Please do not use on portable or external SSD drives.



SD/SDHC/SDXC Specifications and Compatibility

What SD (or microSD) cards are compatible with my host device? How do I choose the best card for my host device?

There are three main types in the SD memory card family. **SD**, **SD High Capacity** (SDHC™), and **SD Extended Capacity** (SDXC™). This article details the different specifications of all three types of SD memory cards and the speed class ratings and compatibilities that are different with each type.

SanDisk microSD memory card is write protected or locked

Why do I get a "The disk is write-protected" message when I transfer files to my microSD card?

SOLUTION 1 - Unlock the memory card

If you are using a microSD to SD adapter, make sure the **Lock** switch on the left side of the adapter card is slid up (unlock position).

You will NOT be able to modify or delete the contents on the memory card if it is locked.



SOLUTION 2 - Toggle the lock switch.

If the lock switch is loose and moves easily It is likely the switch is sliding to the locked position as the card is placed in your host device. In this case the card will need to be replaced.

Please contact SanDisk support to check warranty status.

SOLUTION 3 - Check the mobile device settings

Some mobile devices have a feature to lock the card. Please check with your mobile device manufacturer for instructions to unlock it.

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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](#).



Formatting SanDisk USB drives with third-party Windows applications

How do I format my 64GB (or larger capacity) USB flash drive with the FAT32 file system in Windows?

NOTE: Formatting deletes all data on your SanDisk USB flash drive. Please be sure to back up all data on your SanDisk product prior to formatting.

Disclaimer Notice: Use of Third-Party Software or Web Sites

There are various free third-party Windows applications that can be used to format SanDisk USB flash drives in the FAT32 file system for use in devices that do not support the exFAT file system.

We recommend using the [HP USB Disk Storage Format Tool](#). Formatting with the HP USB Disk Storage Format Tool will restore your SanDisk USB flash drive to its original capacity, and provide full storage support for use in exFAT-incompatible devices.

NOTE: If an error prompt appears upon launching the HP USB Disk Storage Format Tool, please click *OK* to close the prompt. Right-click on the application file and select *Run as administrator* to launch the application.