



## Computing Help Desk @ Buffalo State College

Butler Library Reference Room | Phone: (716) 878-4357



### Problems using Lexar JumpDrives



Lexar JumpDrive Secure

Some students have experienced problems using USB Lexar JumpDrives on the lab computers in Chase B15. The JumpDrive Secure model includes security features which allow you to password protect the files stored on the drive. This is the model that students are having trouble with. When you plug the drive into a lab computer you might receive an “access is denied” error, or a message stating that you need to be an administrator to use the drive. There are a couple of workarounds for this problem.

#### WORKAROUND #1: Connect the JumpDrive **BEFORE** logging into the computer

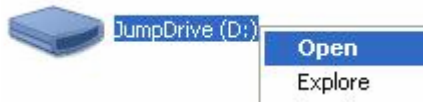
##### How?

1. If you are logged into a computer, click **Start**, and **Log Off**.
2. Before logging back in make sure the JumpDrive is plugged into the computer.
3. Log back into the computer.
4. The drive should now be accessible.

#### WORKAROUND #2: Cancel error message and open the JumpDrive drive from My Computer

##### How?

1. If you receive the “access is denied” error click **OK** to cancel the message.
2. Double-click the **My Computer** icon on the desktop.
3. Right-click the JumpDrive and click **Open** from the menu (see picture).



4. The drive should now be accessible.

#### IMPORTANT!!!

It is very important that you remove your USB drive safely to avoid data loss. Before disconnecting your USB drive, use the Safely Remove Hardware tool in Windows. Follow these steps:

1. Close all programs and files that you are working on.
2. Left-click once on the Safely Remove Icon in the System Tray (next to the clock).
3. Left-click on the “Safely remove USB Mass Storage Device” message that appears (see picture).



4. You should receive a message that it is now safe to remove your USB drive.

**NOTE:** If you don't see the Safely Remove Icon next to the clock, Windows is probably configured to hide inactive icons. If this is the case, you should see a small white arrow appearing near the clock . Click on this arrow to display all icons in the System Tray.

**Note** There may be other brands of USB drives which have similar security features and may experience similar issues. If you experience the same problem with a different brand, try these workarounds to correct the problem.

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