

Accessing USB drives on public computers

Over the years USB thumb drives have become very popular among patrons. Unfortunately given the nature of the security lockdown on the public PCs, some of the USB thumb drives may not work as expected. Here are the steps on how to access a USB thumb drive and some tips/tricks to try if the USB thumb drive does not Auto Play.

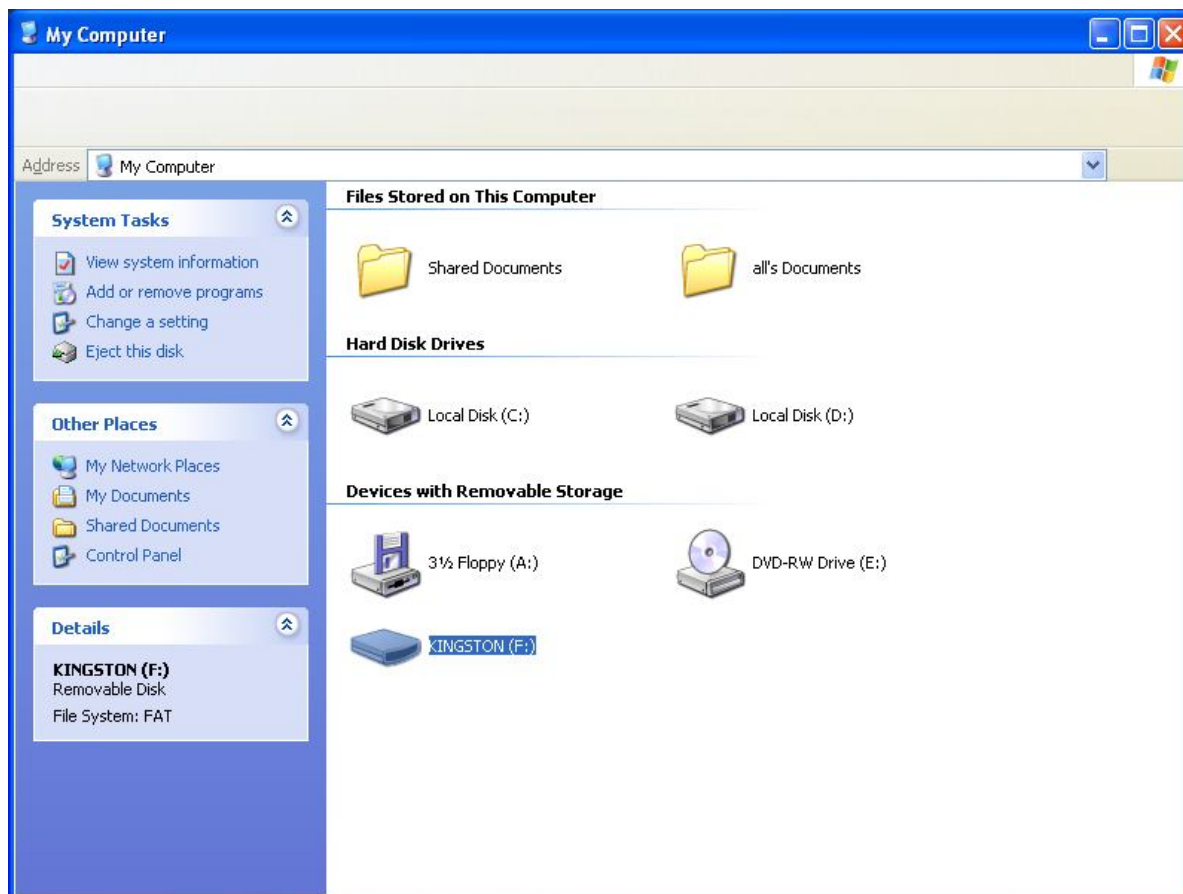
1. Plug in the USB thumb drive, most times the device will auto play and prompt you with:



2. Select "Open folder to view files", this will give you access to the thumb drive and all the files on it.

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3. If the drive does not Auto Play, try browsing My Computer. In My Computer the USB drive will normally show up as the brand name of the device. The drive letter will not always be the same from computer to computer.



4. If it does not show up in My Computer, the computer may not recognize the USB thumb drive. You can try the USB thumb drive on another computer to see if it works.
5. If you are unable to get a particular USB drive working in the "All" account, you can try the "Staff" account. **(Be advised that the "Staff" account should not be used by patrons.)** Sometimes the security software on the "All" account will prevent the USB devices from working.
 - a. If the device does work in the "Staff" account but not in the "All" account, it is because the drivers for the USB device do not exist on the machine, and security on the "All" account is preventing them from being installed. In order for the PC to install the drivers and retain the changes you will have to (please call computer support if you need assistance with this):
 - 1) Disable the hard drive locking mechanism(Centurion guard or Steady State)

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- 2) Try the USB device in the "Staff" account
 - 3) Log out of the "Staff" account
 - 4) Log back into the "All" account
 - 5) Try the USB device in the "All" account. Do not make any changes while in the "All" account.
 - 6) Reboot and turn your disc locking mechanism back on
6. If you are unable to get it working on any of the computers, please contact Computer Support with the model of the PC and the model/brand/size of the USB thumb drive.