

Issue:
KDT-031606-2

While trying to copy files from Mac OS X Snow Leopard 10.6.2 to the USB Flash drive, I receive an "Error code-36" message. What could be the problem?

Resolution:

This is a problem related to copying directories (created with Finder) from and then back to a USB storage device configured with an MS-DOS/FAT file system. Until Apple releases an update addressing this issue, the following is a safe solution.

1. Launch Terminal via Applications > Utilities and type the following command, making sure to include a space at the end:

`dot_clean`
2. Select the folder generating "Error code-36." Drag and drop the folder directly into the Terminal window.
3. The path to the folder in question should appear at the end of the Terminal command. For example, it may look like:

`dot_clean /Users/UserName/Desktop/Test_Folder`

4. Press Enter/Return to run the command. It may appear as if nothing happened, however, you should now be able to transfer the folder to the USB storage device without error.
5. Repeat the process as needed for additional folders.

Issue:
KDT-031503-1

How do I use (e.g., transfer data, delete files from, etc.) my Kingston DataTraveler drive?

Resolution:

For assistance using the DataTraveler drive, [CLICK HERE](#) to view the DataTraveler "How To" videos.

Issue:
KDT-031605-1

My DataTraveler will not install on Windows Vista.

Resolution:

There are several possible reasons why your DataTraveler is not installing on Windows Vista.

1. If the "Add New Hardware" wizard is searching for device driver, point to Windows\System32\DriverStore\FileRepository and enable "Include subfolders" in the Browse window. If this fails, point to one of the subfolders within FileRepository:

`FileRepository\usbstor.inf_...`
`FileRepository\disk.inf_...`
`FileRepository\volume.inf_...`
`FileRepository\wpdfs.inf_...`

2. If the FileRepository location does not work, point to the following location: Windows\System32\Spool\Drivers and enable "Include subfolders" in the Browse window.
3. Microsoft has released a hotfix for USB devices that Vista is unable to automatically detect. Click on the following link or copy and paste to your web browser for details: <http://support.microsoft.com/kb/940199/en-us>.
4. If the hotfix does not work, the usbstor.inf and usbstor.pnf files may be

missing or corrupted.

- a. Insert the DataTraveler, if you receive a "Found New Hardware" dialog box, click Cancel and unplug the DataTraveler.
- b. Go to (C:)>Windows>inf to confirm that the usbstor.inf and usbstor.pnf files are present. If missing, they may have been corrupt or deleted during Vista installation/ upgrade and therefore will not load. If the usbstor.inf and usbstor.pnf files are missing, do the following:
 1. Locate the latest usbstor.inf and usbstor.pnf files from Windows\System32\DriverStore\FileRepository\usbstor.inf
Note: There may be multiple usbstor.inf and usbstor.pnf files. Choose the most recently created file. To do this, sort the files by date.
 2. Copy the usbstor.inf and usbstor.pnf files to Windows>inf.
 3. Reinsert the DataTraveler.

If the above instructions did not work, and/or the usbstor.inf and usbstor.pnf exist in Windows\Inf. Remove the drive and reinsert it and wait for the Found New Hardware dialog box. Select "Locate and install driver software (recommended)." Click on the continue button for permission. Select "Don't search online." Select "I don't have disc, show me other instructions." Select "my computer for driver software (advanced)." Browse the following locations for driver search (enable "Include subfolders" in the Browse window):

- a) Windows\Inf
- c) Windows\System32\DriverStore\FileRepository\
- d) Windows\System32\DriverStore\FileRepository\usbstor.inf_...
- e) Windows\System32\DriverStore\FileRepository\disk.inf_...
- f) Windows\System32\DriverStore\FileRepository\volume.inf_...
- g) Windows\System32\DriverStore\FileRepository\wpdfs.inf_...
- h) Windows\System32\Spool\Drivers

Issue:
KDT-031606-1

When I try to format a drive that is larger than 32GB in Windows, I am unable to select a file system. No file system options are displayed.

Resolution:	<p>Follow the steps below to format the DataTraveler with an NTFS File system using Windows PC.</p> <p>Note: Admin rights are required.</p> <ol style="list-style-type: none">1. Remove all other external flash devices from your computer.2. Right-click My Computer (Computer in Vista) and select Manage. <p>Note: If User Account Control is enabled in Windows Vista, an alert will display. Click Continue to proceed.</p> <ol style="list-style-type: none">1. From the right side window, double-click Storage and then double-click Disk Management.2. From the right side window, right-click the Kingston (Removable) drive and select Format. <p>Note: You may receive a warning: "This is the active partition on this disk. All data on the partition will be lost. Are you sure you want to format this partition?" Click Yes to proceed.</p> <ol style="list-style-type: none">1. In the Format window, select "NTFS" file system and check the box next to "Perform a quick format." Click OK.2. Click OK on the Format warning window.
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Issue: KDT-031504-9	My DataTraveler is not full, but when I try to transfer data to the drive I receive an error message stating, "The Directory or File cannot be created".
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Resolution:	This is a limitation of Microsoft. In order to transfer more data to this unit, you will need to create a new folder on the drive. Once this is done, you should be able to transfer more data to the new folder
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Issue: KDT-031605-0	My DataTraveler shows up in Disk Manager but not My Computer (Computer in Windows Vista) or Explore.
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Resolution:	<p>If you have TweakUI installed, it may modify the registry to make drives hidden.</p> <p>To resolve, go to "TweakUI Properties" and configure it to display drives.</p>
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Issue: KDT-031604-4	During the installation of the KUSB on my Win98 system, there was a generic "USB Drive" installed instead of the "Kingston Data Traveler". Now the KSUB drive is listed under " Other Devices" in Device Manager as "USB Drive" and the computer will not assign a drive letter to the unit. Even if I try to update the driver and install the proper drivers for the unit, the computer will say " There were no device drivers found for this device" or it will say " The best driver is already installed for this Device".
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Resolution:	In order to resolve you will need to completely remove all device lines listed under Universal Serial Bus Controllers from within Device Manager. This will release all USB
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device drivers which have been installed.

Restart the computer so that the computer can reinstall the Universal Serial Bus Controllers. Once this is done you can then insert the KUSB into the USB port and install the proper "Kingston Data Traveler" driver.