



DiskAppear Requirements February, 2017

Important – See DiskAppear Introduction on a separate sheet

Requirements and Best Practices: Enveloc’s DiskAppear feature has several requirements and best practices to help assure routine success.

1. Each drive added to the DiskAppear inventory must be dedicated to Enveloc purposes only and not used as incidental storage.
2. The USB drive may have only 1 partition.
3. Windows 7, Windows 2008 and Windows 2008/R2 can only write Images to 2TB drives or smaller.
4. The drive must be NTFS formatted.
5. USB-3 or higher is preferred
6. We have found that 2-1/2 Inch drives powered by the USB port are more reliable for DiskAppear
7. After adding the drive to the DiskAppear inventory, we recommend Hiding and UnHiding it two or three times to verify operation.
8. All DiskAppear drives other than a single LocalRemote drive, are named “Enveloc_Swap” and can be swapped as desired. If you have multiple USB drives attached simultaneously, we suggest trying to return them to the same port when reconnecting them.

Manually Re-enabling a drive: Should you need to UnHide a drive and the Enveloc Drive Maintenance system cannot find it, follow these steps:

1. Touch the Start button and type Device Manager or using the Run dialog enter devmgmt.msc. Leave Device Manager open until step 6.
2. In Device Manager, under Universal Serial Bus Controllers find the USB Mass Storage Device with a small “!” over the icon and Delete the device.
3. Unplug the USB drive and plug it back in.
4. Still in Device Manager, locate under Disk Drives the drive with a small “!” over the icon and Delete the device (doing this will not affect the data on the drive)
5. Unplug the USB drive and plug it back in.
6. Using the Run dialog, Start Disk Management by entering diskmgmt.msc, or start it through the Computer Management dialog.
7. Locate the drive without a drive letter and assign it one by right clicking it.
8. Verify the drive is visible through Windows Explorer and close the Disk Management utility.

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