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## Why doesn't my computer recognize my IronKey device?

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When your device does not mount, a problem might exist with that computer's "mounted device list" in the Windows registry. You can modify the registry to have Windows re-populate the "mounted devices" list (assuming the entry for the IronKey device is corrupted). However, use extreme caution when modifying the registry to avoid causing other problems.

1. Click the Start button on your Windows taskbar, and then select "Run".
2. Type in "regedit", and click "OK".
3. Open HKEY\_LOCAL\_MACHINE\SYSTEM\MountedDevices to view the list of devices (at the bottom). Other than your local fixed drives (e.g., C:, D:), you can delete all of the "\DosDevices\" items, which will re-populate the next time they are mounted.

NOTE: To be thorough, you can delete the corresponding entries above the list. You can identify the associated entry by matching the Data values (see attached; the red boxes contain the matched entries).

To display the list of mounted devices in the registry, enter the following code in a text file, name it GetMountedDevices.bat, and run it from a command line (see attached).

```
:: GET_MOUNTED_DEVICES
```

```
@echo off
```

```
for /f "tokens=1 delims=:" %%j in ('reg query hklm\system\mounteddevices ^| findstr  
\DosDevices\') do echo %%j
```