

Troubleshooting for Pen drives/Flash Drives:

1. Not showing the right capacity

Common programs, including Windows, system BIOS and some old versions of MacOS, use the binary number system, where 1 GB amounts to 1024 MBs, rather than 1000 MBs, which leads to this anomaly in storage devices.

The best way to check the true capacity of your drive is to check the number of 'bytes', rather than MBs and GBs, as the latter could be somewhat confusing. For manufacturers, 1 MB is 1000 kB, but for Windows, 1 MB is 1024 KB (which is actually 1024 kibibytes). This is why, when you plug a storage device into a Windows computer, the total available space appears slightly less than what's advertised.

2. If your USB Flash drive is not working as expected, below steps will help you to determine what the nature of the problem might be and how to remedy the unwanted behavior.

- Unplug the USB device and then plug it back in. Make sure that the connection is snug and installed in the proper direction. Note that USB plugs fit one way only. If you try to plug them in upside-down, it will not insert.

If this does not solve your issue:

- Update Operating System: The first thing to do is make sure that you've got the latest software updates installed on your computer. Sometimes a device may have trouble if the software doesn't have the latest components to handle it
- Download the latest drivers: If you've updated your operating system software but the issue still persists, check for system chipset/USB drivers available from your computer manufacturer's support website. While there, confirm whether there is a newer revision BIOS available for your system. A newer revision BIOS may address certain USB related issues.

If this does not solve your issue:

- Unplug all USB devices from the computer. Then start plugging in USB devices one at a time, testing each one to make sure they all work before adding the next. Sometimes two devices will conflict and will work together.

If this does not solve your issue:

- Is this a new device that never worked, or is it a device that you've had for a while that suddenly stopped working? If it used to work, think about what changed just before the device stopped working. Did you recently add another new device? Install a new program? Try reverting the computer to the way it was before the device stopped working. If it works again, there is an incompatibility with the device and whatever you added.

If this does not solve your issue:

- Unplug all but suspected USB devices. Open System Devices menu:
 - Windows: Right click "My Computer" > Properties > Hardware > Device Manager > USB Serial Bus Controllers
 - Mac: Applications > Utilities > System Profiler
 - Linux: Due to the differences in Linux flavors, you should refer to your Linux guide to find this control panel.
 - Under the USB information, you should see the USB devices connected to your system. (Disregard any Host controllers) The name may not be identical to your device (it may say "USB Mass storage device"), but it should have the right number of devices listed.

If this does not solve your issue:

- If you have the device plugged into a USB hub or into your keyboard, plug it directly into one of the USB ports on the computer. If it works there, the issue is with the device to which it had been previously connected. The device may need more power than the port provides.

If this does not solve your issue:

- Does the affected device have a power cord? If it does, try unplugging and re-plugging it. Make sure it's plugged into a working power outlet (you can test the outlet by plugging in a lamp or clock)