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## B. COMPUTER DOESN'T RECOGNIZE DRIVE

The drive does not appear in file explorer and may or may not appear under Devices and Printers.

**External drive not powering on.** Check if the drive's activity light is lit. If dealing with an older mechanical hard drive (as opposed to SSD-based drives), listen for a whirling sound. If there is no light or sound, check the power switch (if one is present) and cable connections.

**Malfunctioning or incompatible port.** If Tableau does not recognize the external drive, try plugging the drive directly into different ports on your computer. If that doesn't work, try plugging it into different ports on different computers.

**Bad cable.** Switch out the USB or FireWire cable. Repeat step 1.

**External drive appears under an existing letter or was not assigned a letter.** Open Control Panel → Administrative Tools → Computer Management. If the external drive is listed, you may need to assign the drive a drive letter or change the drive letter. Right click the drive and click Change Drive Letter and Paths.

**Bad driver.** You may need to install or reinstall the driver for the external drive. External drives usually come with the driver and install automatically when connected. If there is a problem with the driver, try searching the model number of the external drive online for an updated version of the driver.

**Problem with internal connectors.** The drive may need to be removed from its casing and placed in a new casing. This requires the assistance of Alan Berta.

SAA Museum Archives Section Working Group Example