

## EHP Flash Drive with 256-bit AES Encryption FAQ's

### **1. Why does my EHP Drive appear as two different drives in Windows Explorer?**

*The EHP drive has separate secured (encrypted) and unsecured partitions. These two partitions will appear as two different drive letters in Windows Explorer. You can set the size of each partition when you format the EHP.*

### **2. I forgot my password. Can I still access my encrypted files?**

*If you know the answer to your security question hint you can still access your encrypted files. If you forgot both your password and your security hint, there is no way to access your encrypted files.*

### **3. Will encrypted files be automatically erased after a number of unsuccessful password attempts?**

*Yes. After five consecutive incorrect password attempts the EHP Drive will automatically reformat itself and all data on the EHP Drive will be lost. This feature helps protect your data should your EHP Drive be lost or stolen.*

### **4. Why does my EHP Drive drive show up as only a 10MB drive in Windows Explorer?**

*Most of the capacity of your EHP Drive is probably assigned to the secure (encrypted) drive partition. The EHP Drive is normally partitioned as two separate drives, and you can control the size of the secured (encrypted) and unsecured partitions. To access the rest of the storage capacity find the secure EHP Drive in Windows Explorer and login by entering your password.*

### **5. Can I change the partition sizes without logging in?**

*No. You must first disable the password before you can change the partition sizes. When you change the partition sizes the EHP Drive will be reformatted and all data on it will be lost. Backup any important data before formatting or changing partition sizes.*

### **6. I reformatted my EHP Drive, but now it doesn't show up at all in Windows Explorer. Why not?**

*Close, and then reopen Windows Explorer. If the EHP Drive still does not appear then eject the EHP Drive from the USB port then reinsert it.*

### **7. Why can't I copy large 5GB+ files onto my EHP Drive?**

*The EHP Drive is preformatted with a FAT32 file system, which only supports files up to 4GB. To save files larger than 4GB you will need to reformat your EHP Drive using the NTFS file system.*

### **8. How do I change File Format to NTFS or FAT32?**

*First, be sure to back up all data onto another drive. Open a My Computer window. Right-click on the drive letter for the EHP Drive. Click Properties. In the Properties window click the Hardware tab. In the list of all disk drives click on the EHP Drive, then click the Properties button. In the Device Properties window click the Policies tab. Select Optimize for performance and click OK twice to close both windows. Now open a My Computer window. Right-click the drive letter for the EHP Drive, then click Format. In the Format window you can select either NTFS or FAT32 file format, then click Start to format the EHP Drive.*

### **9. Does the EHP Drive work in a Mac or LINUX system?**

*Yes, the EHP Drive works in both Mac and LINUX systems. However, the encryption software only works in Windows. So you will not be able to access the encrypted partition when using the EHP Drive in a Mac or LINUX system.*

### **10. What happens if I format my EHP Drive in Windows, then plug it into a Mac or Linux system?**

*You will still be able to access the public partition as normal. But you won't be able to access the encrypted partition of the EHP Drive until you plug it back into a Windows system.*

### **11. Does the EHP Drive support Vista ReadyBoost?**

*Yes. ReadyBoost will run in the public partition, so it has no affect on the encrypted portion of the drive.*