

Accessing U3 USB Drives on the APM

Some USB Devices, such as the U3 models by Sandisk, use more than one drive letter when connecting to a machine. If the APM does not recognize the images on the drive, it may mean that a few modifications may need to be made to the kiosk configuration to get it to recognize the images on the drive.

1. Close the APM software and double-click on the My Computer icon on the desktop.
2. If you have a U3 drive, connect it to the system to see which drive letters it occupies. (The images will normally be accessible on the 2nd drive letter that appears). If you don't have a U3 jump drive, connect a standard USB jump drive into the system.
3. Make a note of which letters mapped for the drive.

Next, you'll need to make the necessary drive letter assignment changes for the USB drives. To start, do the following:

1. Close all running software by hitting 'Quit' in the Hardware Attendant window, or right-click the Hardware Attendant icon at the bottom, right-hand side of the screen and select "Quit Hardware Attendant".
2. Go to **C:\APM**
3. Find the file apmconfig_devices.xml, right-click on it, and open it with Notepad.

You should have a section that looks like the following 4 lines once it opens:

```
<device media_type="USB Device" ejectable="false" class="1" alert_if_missing="false" system_id="X" type="0" name="USB Device 1" enabled="true"/>
<device media_type="USB Device" ejectable="true" class="1" alert_if_missing="false" system_id="M" type="0" name="USB Device 2" enabled="true"/>
<device media_type="USB Device" ejectable="true" class="1" alert_if_missing="false" system_id="N" type="0" name="USB Device 3" enabled="true"/>
<device media_type="Harddrive" ejectable="false" class="1" alert_if_missing="false" system_id="X" type="0" name="Hard drive 1" enabled="false"/>
```

In this example, if you insert a the USB drive and Windows assigns letters L and M, set USB Device 1 to "L" and USB Device 2 to "M". In all cases, USB Device 1 should also be the same drive letter assigned if you insert a non-U3 USB drive (since Windows assigns the next available letter in the sequence).

Also make sure enabled is set to "true" for both of them. Set enabled for Hard drive 1 to "false".