

Technical Bulletin

RDX USB Drive Letter Changes when Rebooted with Media Inserted (Windows)

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Problem

Due to a Windows OS restriction, when a Windows server is rebooted, the drive letter for a USB RDX drive reverts back to the earliest letter among un-used letters or the last letter which the GUID Partition Table (GPT) media was assigned on the system.

Description

With a USB RDX drive (Removable Disk Mode) connected to a Windows server, change the drive letter to one that is different than the default drive letter with either no media or MBR-formatted media inserted (without GPT-formatted media inserted). Then insert GPT-formatted media into the drive and reboot the server with the GPT-formatted media still in the drive. The drive letter reverts back to the default.

Alternately, insert the GPT-formatted media *before* you change the drive letter and change the drive letter with the media still inserted. If you eject the media and reboot the server with either no media inserted or any MBR-formatted media inserted (per your media rotation), the drive letter reverts back to the default. If you reboot the server with a different GPT-formatted media inserted, the drive letter will be changed to the new one which is different than the default or the one you assigned to the first GPT media.

NOTE: RDX 3TB/4TB/5TB media is shipped with GPT format as their default. All 2TB or smaller) media has MBR format as their default, but can be configured by you to a GPT format based on your planned usage.

Parameters

The occurrence of this issue depends on the RDX mode and Windows operating system used:

- **Removable Disk Mode** - Windows10, Windows Server 2016, or Windows Server 2019 operating systems. Only GPT-formatted media cause this problem.
- **Fixed Disk Mode** - Windows 7/8/8.1/10 or Windows Server 2008R2/2012/2012R2/2016/2019 operating systems. Both MBR-formatted media and GPT-formatted media cause this problem.

Solutions

One of the following workarounds can be used to address this issue:

- Eject the RDX cartridge before rebooting/shutting down system or changing drive letter and do not allow a cartridge to be in the drive during booting the Windows system.
- Removable Disk Mode: If you want to leave media in the dock during either rebooting/shutting down the system or changing the drive letter, do one of the following:
 - Ensure that it is an MBR-formatted media (any MBR-formatted media is OK).
 - Ensure that it is the same specific GPT-formatted media every time.



- **Fixed Disk Mode:** If you want to leave media in the dock during either rebooting/shutting down the system or changing the drive letter, ensure that it is the same specific media every time (in fixed disk mode, specify the media even if it is MBR-formatted media).