

# Mapped drive disappears in the Backup What file tree when switching tabs

## Symptoms

- You have one or more mapped drives.
- One or more mapped drives disappear from the file tree on the Backup What tab when you switch to another tab.

## What's going on?

ZCB calls on the Windows registry to populate the file tree on the Backup page. Sometimes, when a mapped drive is disconnected and reconnected, a user will re-map it under a different drive letter. The incorrect mapping must be removed in order for ZCB to properly display the mapped drive.

## Resolution

1. Open the Windows Registry Editor.
2. Navigate to **HKEY\_CURRENT\_USER\Network**
3. All drives available to the currently logged-in user will be displayed.
4. Locate and remove the incorrect mapping.