

Files and folders located on a mapped drive become unselected

Symptoms

This article applies if:

- You are performing a File System backup
- Files and folders located on a mapped drive become unselected.
 - The checkmarks may vanish after saving, after re-opening ZCB, or when switching backup sets

What's going on?

ZCB gets its list of files and folders from the Windows registry.

Mapped drives are assigned a drive letter in the registry, under HKEY_CURRENT_USER\Network. Drive letters are usually listed in upper case. However, in some circumstances, the drive letter may be placed into the registry in lower case.

ZCB expects the upper-case entry. This conflict leads to the checkmarks vanishing from the chosen files/folders on the mapped network drive.

Resolution

Change the drive letter entry in the registry from lower case to upper case.

1. Open the Start Menu.
2. Enter **regedit** in the search box and press enter.
 - a. In Windows XP and Server 2003, you must enter **regedit** in the Run... box.
3. The registry editor will appear.
4. Browse to **HKEY_CURRENT_USER\Network**
5. In the tree on the left side, locate the lower case drive letter that corresponds to your network drive.
6. The drive letter must be changed to upper case. However, it cannot be changed from lower case to upper case directly.
 - a. For example, you change directly from x to X. You must first change the drive letter to another letter that is not in use.
 - b. For example, change from x to Z.
 - c. Then you can change from Z to X.
7. Repeat these steps for any other lower-case drive letters.