# FAQ - Frequently Asked Questions

**What is a *Qik*DRIVE?**

A *Qik*DRIVE is a storage device, which has no moving mechanical parts, it is in essence a solid state drive.

**How do I get maximum benefit from my *Qik*DRIVE?**

This would depend on the application. For instance if you were a power user requiring fast applications you may want to install the application to the *Qik*DRIVE and or also set the *Qik*DRIVE as Virtual memory. If you were using the *Qik*DRIVE in a server, perhaps setting up the *Qik*DRIVE as Virtual memory would be of greatest benefit.

**What do I need to do if I need support?**

First you need to record the details of your support issue. This should include the application that you have used the *Qik*DRIVE; Operating System and the Service Pack or Version number used; The Operating System and System setup; Other applications installed; Is the issue repeatable and if so record all steps required to reproduce the issue; the *Qik*DRIVE serial number will be required to log a support issue. If you are running Windows NT or Windows 2000 a copy of the qiklog.txt file will also be required.

**How do I speed up a database file?**

A file can be added to the *Qik*DRIVE, by doing this the opening and loading of the file will be fast. In a Database the links or hooks to the file will need to point to the *Qik*DRIVE drive and the file that you have added.

**I need a 16Gigabyte solution can this be done with the *Qik*DRIVE?**

Your operating system needs to have support for creating volume sets, such as Windows NT. Then you can use two *Qik*DRIVE8 8 Gigabyte *Qik*DRIVE's and place them in a volume set to give a 16Gigabyte solution.

**I installed the *Qik*DRIVE in Windows 2000 and my system failed to boot.**

Reboot your system and enter the BIOS setup. In there look for the **Plug and Play OS** and **Reset Plug and Play Data**. Set these to no and save the changes.

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**How do I change / set up a swap file from it's current location on the C:\ drive to the *Qik*DRIVE?**

Incorrectly setting Virtual Memory size can cause problems with running applications.

For <u>Windows 95</u> – go to the control panel and click open the system icon. This will open a window titled System Properties.
In the System Properties window there are tabs up along the top of the window, select the tab called Performance.
Your display should now show the Performance Status and the Advanced Settings options. In the Advanced Settings area select the Virtual Memory button. The Virtual Memory window will open and now be displayed.
Note the warning, as incorrectly setting Virtual Memory can cause problems. Now to change from C: to the *Qik*DRIVE you will need to select the option called 'let <u>me</u> specify my own virtual memory settings.' In selecting this option the grayed out area will become accessible.
Your options are to select the Hard Disk, Minimum and maximum amount of virtual memory and an option to disable the virtual memory. To change the hard disk from the C: to the *Qik*DRIVE, use the down arrow in this field and select the appropriate drive. Set your minimum and maximum size that is desired of the *Qik*DRIVE.

For <u>Windows NT</u> – go to the control panel and click open the system icon. This will open a window titled System Properties.
In the System Properties window there are tabs up along the top of the window, select the tab called Performance.
There will be an area called Virtual Memory with a Change button. Select this button and this will then display options to select the Drive, initial size and maximum size for virtual memory.

For <u>Windows 2000</u> - go to the control panel and click open the system icon. This will open a window titled System Properties.
In the System Properties window there are tabs up along the top of the window, select the tab called Advanced.
Click the button called Performance Options and you will see the Virtual Memory section. Select the Change button.
A new window will open with the options to change the Drive, Initial Size and Maximum Size. Set the appropriate details for your *Qik*DRIVE and use the Set button to confirm the changes.