

Attention Sandisk Sansa Player Owners

(And anyone have trouble finding duplicate music files)

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Finding and resolving duplicate songs is a very common problem with many MP3 and iPod players. Many people simply give up in frustration thinking they are not doing something correctly. Well you'll be happy to know – it's not your fault!

Recently we heard from many Sandisk Sansa owners that they have not been able to manage duplicate files between their devices and their computer. The problem typically is that when they plug their player into their computer, the songs on their player simply do not show up at all in the application – in this case [Easy Duplicate Finder](#).

To understand why this is happening will require a little bit of technical knowledge, which you'll probably wish you never knew. But here you go – and who knows you may be able to use it at your next cocktail party... Several years ago Microsoft working in coordination with the Music industry introduced a data transfer service called 'MTP' (Media Transport Protocol). They produced this technology so that in addition to other things to add security measures for transferring and sharing music files – using a standard called 'DRM' – which stands for Digital Rights Management. This standard was adopted to help reduce the amount of music piracy that was allegedly running rampant. It also did some other neat things that made for a better music listening experience, but for the purpose of this discussion – it was to keep people from abusing digital music rights and ownership.

The parallel to MTP mode is 'MSC' mode – which means Mass Storage Class (standard USB device). If you plug in and use a thumb-drive, you are using MSC mode most likely. Both MTP and MSC transfer data, they both support Plug and Play, and they both work well. Trouble is they don't talk to each other. In fact music files that are copied over to your device in MTP mode aren't even seen by other applications that only recognize files stored with the MSC protocol. Most Windows applications do not recognize files saved in MTP mode – only specialized audio applications do. These applications are those like Windows Media Player, iTunes, WinAmp, Rhapsody, and the like and are purposefully included with a player when purchased. Applications that deal primarily in standard data formats just don't see these files.

So with this knowledge in mind we can now explain why Sansa users (and anyone else with a player that stores music in MTP mode) can't find duplicates. When the Sansa is in MTP mode (the default setting), the application it comes with (probably Rhapsody) will find all the music on your computer then copy it over to the Sansa player in MTP mode. There is now a direct relationship between the application and your Sansa player – each knows about the other. But now let's say you run the application [Easy Duplicate Finder](#), and you select the area on your computer where all of your music resides and you attempt to select your Sansa player to verify duplicates. But the Sansa player does not show up at all as being available. Why? Well open Windows Explorer next (short cut: hold down the Windows key and click the letter 'E'). Even here you will not see a drive letter that would represent your Sansa device – but you will see an

icon for it. The reason is – MTP mode. Windows doesn't assign a drive letter to a storage device in MTP mode, so it will not recognize it.

Sandisk, and other manufacturer's decided that MTP mode is too limiting for their customers – so they built in the option to switch to standard USB mode (MSC mode). For example, on the Sansa Clip go into 'Settings', and switch the mode from Auto, or MTP to 'MSC'. Plug the Sansa Clip back into a USB port on your computer and you'll get a drive letter assigned! Perfect! Well, almost... You now can see the storage on your device, but where did all your music go? Actually it is still there... But it is stored in MTP mode, and when you are in MSC mode you can't see music stored in MTP mode – and vice/versa. It's an either / or situation, you can't have them both unfortunately. So this still won't solve the problem of finding duplicates if those on your device are in MTP mode, when Windows sees only files in MSC mode.

So what to do? We can't advise you on how to handle your property, including your music. However what many people ultimately do is to reformat their music devices and start over – but this time they store all of their music in MSC mode. This is a personal preference and we can by no means advocate this, but the option is there for you. The benefit is that once you have copied all of your music onto your device in MSC mode – any Windows application will be able to see the files because they will be in a compatible format and be assigned a drive letter.

[Easy Duplicate Finder](#) will be able to fully read all files on the Sansa (or like device) that are stored in standard MSC mode and will be able to run a full duplicate scan between it and your computer and resolve all duplicates beautifully.

There are tons of articles on the Internet that discuss this very subject, what you've read here is simply the author's own opinion on it and I hope it helps you out.

For Sandisk Sansa users they've provided us links to give you to help you out in these situations:

http://kb.sandisk.com/app/answers/detail/a_id/207/kw/mtp/r_id/101834

http://kb.sandisk.com/app/answers/detail/a_id/61/kw/clip%2B%20msc/r_id/101834

<http://www.anythingbutipod.com/forum/showthread.php?t=38049>

http://kb.sandisk.com/app/answers/detail/a_id/447

http://mp3support.sandisk.com/sansa/UserManual/CLIP/CLIP_UM_English

http://kb.sandisk.com/app/answers/detail/a_id/162

<http://www.sandisk.com/sandisk-support/forums.pdf>