

Add device/Add device (advanced) wizard does not see volumes (partitions).

2025

StarWind Documents



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Technical Support and Services

If you have questions about installing or using this software, check this and other documents first - you will find answers to most of your questions on the [Technical Papers](#) webpage or in [StarWind Forum](#). If you need further assistance, please [contact us](#).

About StarWind

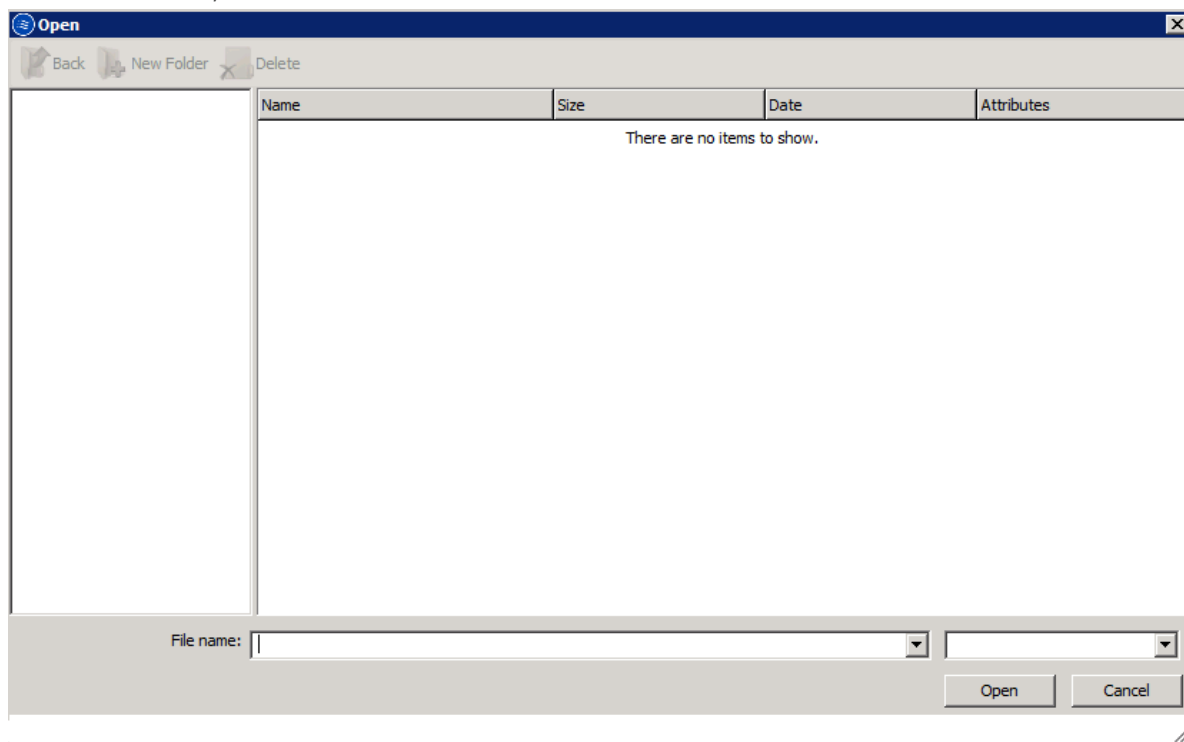
StarWind is a pioneer in virtualization and a company that participated in the development of this technology from its earliest days. Now the company is among the leading vendors of software and hardware hyper-converged solutions. The company's core product is the years-proven StarWind Virtual SAN, which allows SMB and ROBO to benefit from cost-efficient hyperconverged IT infrastructure. Having earned a reputation of reliability, StarWind created a hardware product line and is actively tapping into hyperconverged and storage appliances market. In 2016, Gartner named StarWind “Cool Vendor for Compute Platforms” following the success and popularity of StarWind HyperConverged Appliance. StarWind partners with world-known companies: Microsoft, VMware, Veeam, Intel, Dell, Mellanox, Citrix, Western Digital, etc.

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Description

When specifying path for StarWind .img file, you will see an empty file explorer or browse window, as shown on screenshot below



Confirmation

To confirm this issue, please follow next steps:

1. Open StarWind installation folder. Default path is C:\Program Files\StarWind Software\StarWind
2. Search for StarWind.cfg file and open it (preferably using WordPad opened with administrator rights).
3. Search for <filebrowser> section in StarWind.cfg file.
4. Between <filebrowser> and </filebrowser> tags, search for <imagedir alias "My Computer"> where "flags" attribute is set to "v".

Workaround

1. Stop StarWind service on problematic SAN box.
2. Please open C:\Program Files\StarWind Software\StarWind (in case when StarWind is installed on another drive, "C" letter may change).
3. Search for StarWind.cfg file and open it (preferably using WordPad).
4. Search for <filebrowser> section.

5. Between <filebrowser> and </filebrowser> tags, please search for <imagedir alias "My Computer"> where "flags" attribute is set to "v".
6. Change "flags" attribute value to "cdmfv"
7. Save StarWind.cfg file.
8. Start StarWind service.

In case if this workaround did not help, please submit a support ticket, using web form:

<https://www.starwindsoftware.com/support-form>








Affected Builds

StarWind Virtual SAN v8 up to 7929 build

Request A Product Feature

To request a new product feature or to provide feedback on a StarWind product, please email to our support at support@starwind.com and put "Request a Product Feature" as the subject.

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Customer Support Portal: <https://www.starwind.com/support>

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