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## Duodisk Problem/Cure: Won't Format-Says Volume Not On Line

This article last reviewed: 10 March 1988

**PROBLEM DESCRIPTION:** When trying to format a brand new disk, i.e. one that has never been formatted, the system returns a "Volume Not On Line" error prompt. Other error prompts may occur depending on the application you are using to format the disk.

**CAUSE:** The revision of the Format Utility that is being used may be incompatible with the Analog PCB in the DuoDisk.

**CURE:** Use revision 2.1 or newer of the System Utilities. If the format attempt fails again, swap the analog PCB and retry.

If the above cure doesn't fix the problem, search on GTS and the product's name to obtain a general troubleshooting procedure.  
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Keywords: hts

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19960215 11:05:19.00

Tech Info Library Article Number: 1882