



# Tech Info Library

## ProFile Formatting Error #21

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**PROBLEM DESCRIPTION:** Error #21 is generated when the ProFile is formatted using the Apple III System Utilities.

**BEFORE YOU START:** Familiarize yourself with the Apple III Owners Guide and ProFile Owners Manual.

**CAUSE:** Software damage has occurred.

**CURE:** Use the following procedure:

1. Format the ProFile using the Apple III Systems Utilities and define the volume name as HVRMHGL. Another volume name can be defined once the ProFile has been formatted.

Proceed to Step 2 if you again receive the error #21.

2. Format the ProFile using an Apple II/IIfx with the ProDos utilities. Reconnect the ProFile to the Apple III once the ProFile has been successfully formatted and perform Step 1.

Use the ProFile troubleshooting procedure (documented in ProFile Technical Procedures) if both Steps 1 and 2 fail to produce satisfactory results.

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