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Internal HD Format: Fails To Recognize Hard Drive (7/95)

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Security: Everyone

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TOPIC -----

Non-Apple utilities, such as Drive 7, can be used to reformat the internal IDE drive installed on some Macintosh computers. However, when you subsequently attempt to reformat the drive with Apple's Internal HD Format, you get an error message stating that no drive was found, and to use Apple HD SC Setup instead.

What is causing Internal Hard Drive Format to fail in this situation? Is there a work around?

DISCUSSION -----

The Drive 7 software replaces the original driver with its own ATA driver, and thus prevents any other hard drive utility, such as Apple's Internal HD Format, from modifying or deleting its driver. Internal Hard Drive Format recognizes that it is unable to modify the driver and therefore states that it cannot see a valid drive.

Drive 7 users can remove the partition code from their IDE drive by selecting "Unpartition ATA disk" from the Functions menu in the Drive 7 application. This information is documented in Drive 7's Read Me file as well as the user manual. However, Drive 7's error message should not be telling users to use Apple HD SC Setup. Apple has contacted Casa Blanca Works and recommended that they change this message in future versions.

For additional assistance with this issue, you should contact Casa Blanca Works. The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

Support Information Services

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