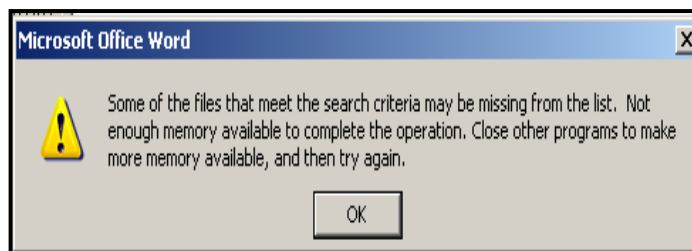
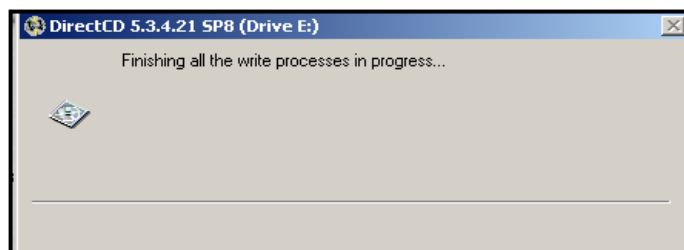


# Troubleshooting Drive Problems



The system is informing you that your disc may contain files that are unreadable. This is a standard message. If you don't see files:

- **The files may not be supported by programs currently installed on the computer.**
- **Files on the disc are saved in a non-supported format.**



Files you are saving to your disc have not been completely written. Please allow the system more time to completely write your files to the CD.

**Failure to allow the disc to completely process will render your files unusable.**



The files on your disc are unreadable by the system. Common causes of this problem are listed below.

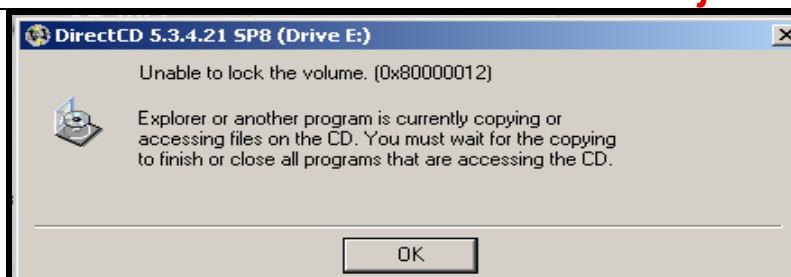
- Non-supported formatting:
  - **Files written using other software (other than Direct CD)**
- Non-supported disc media:
  - **CD-R or unformatted disc types.**



**Disc Will Not Eject**

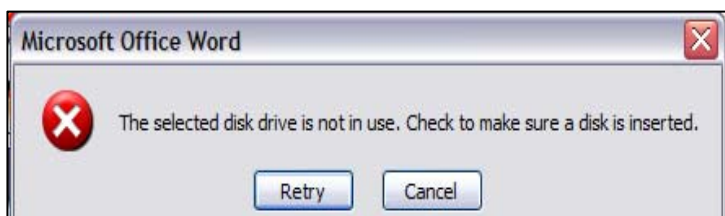
If your disc will not eject from the drive, try logging back onto your CybraryN session and using the "Direct CD Format/Eject" utility to eject your disc.

**If you disc still will not eject, please contact the service desk.**



"Unable to lock the volume"

- **Files are still being written to the disc.**
- **Files saved to the disc are still open. Close all open files.**
- **The data on the disc has become corrupted.**
- **The disc surface is damaged.**



You are unable to access your disc:

- **Allow the drive more time to read the disc.**
- **Reinsert the disc.**
- **Check the disc surface for damage.**
- **Try your disc on another computer.**