



Nice chatting with you.

Case ID: [101075919862](#)

Here's the transcript of your chat with Apple Support:

4/28/2020, 12:13:33 PM

Duration 50 minutes 18 seconds

Jonathan

Thanks for contacting Apple Support. My name is Jonathan. Please give me a moment to look over your information.

Jonathan

Hello John , I hope you're doing well! How may I be of assistance today?

John Adams

My boot manager is not showing my usb disk

John Adams

by boot manager I mean when I hold down option when starting up

Jonathan

Oh man! We definitely don't want you dealing with that. I'd be more than happy to look into this with you today.

And this is happening on your iMac (20-inch Mid 2007 model), correct?

John Adams

Yes

John Adams

that is correct

Jonathan

... Gotcha. Thanks for confirming that for me. If it's alright with you, I'd like to start out by asking a few questions so we can determine if we can get this taken care of via chat. If we cannot, you and I will work on a plan together to agree on what the best next steps look like, or get you to our phone support team for some additional assistance if needed. Either way, we're going to work together from here to make sure we get this taken care of. Sound like a plan?

John Adams

Sounds Great!

Jonathan

Awesome! So to start, would you mind letting me know what macOS software version you have running on the computer? This lets us determine exactly what tools we have to work with on the computer.

You can find that by going to Apple () menu > About this Mac, and checking your version there. It should show it in a 10.x.x format.

John Adams

My iMac is currently running El Captain, I have tried to update it but got a message that said that the next upgrade was incompatible

John Adams

I bought it refurbished on eBay

Jonathan

Gotcha, thanks for letting me know that.

Jonathan

So this particular model of iMac actually cannot be updated any further past macOS 10.11.6, since it is such an older model, it physically cannot support a higher macOS version. So that is not entirely unexpected.

Now whenever it comes to your USB hard drive, do you know if you had already formatted it correctly to work with the macOS software?

John Adams

It has a "live" version of Linux on it

John Adams

which one can use to try out Linux

Luke

Thanks for contacting Apple Support. My name is Luke. Please give me a moment to look over your information.

John Adams

Ok

Luke

Hi, I hope that your day is going well today! Is this John I'm chatting with today?

John Adams

Yes

Luke

Thanks for confirming that for me. I understand that you're having some concerns with your iMac. Can you tell me a bit more about what seems to be going on today?

John Adams

The Boot Manager (starting up while holding down alt) is not showing my USB disk, which I am using to try a "live" version of Linux

Luke

I see. Thanks for that information. So the Startup Manager doesn't recognize an external disk to boot from. Is this correct?

John Adams

Yes

Luke

Thanks for confirming that for me. So based on the status of the device this is an obsolete model that we no longer provide support for. I'd be glad to look into this and see if we have some self help resources that may help with this concern. Beyond that though if still unable to resolve using the self help resources, then we would recommend to bring your device into a local Apple Authorized Service Provider to see if they may be able to provide you with some advanced support on the matter. Sound good?

John Adams

Sounds good!

Luke

Okay great. So the first thing is you'll want to determine if the Mac recognizes that device at all. If you were to boot into Recovery Mode and launch Disk Utility does it recognize the device?

John Adams

I can see the device in Disk Utility, Yes

John Adams

I can not see it in Finder,however

Luke

Okay. So the hardware on the Mac is working to detect the device. Startup Manager will only show devices that are configured as bootable disks. I'm not sure about linux and if you can boot Linux operating system on the Mac though.

Luke

Have you done that in the past?

John Adams

Yes, with a "live" disk, you can run Linux just to try it, and the next time you boot up, you can boot back in to Mac OSX

Luke

Okay. I would check to see if you can boot from that disk on another machine to isolate it to your Mac or not. Otherwise if you can't boot from this disk on multiple machines, then it's probably with the formatting and operating system that is installed on the disk making it not eligible to boot from.

John Adams

Ok, I will try that

Luke

Great. Do you know what existing macOS version that you're running on the Mac?

John Adams

Which Mac?

Luke

The Mac that you're trying to use to boot from

John Adams

It is running El Capitan, and unable to upgrade any higher

Luke

Okay thanks. So yeah that's what I would personally do to isolate and test. If it's the disk you may want to reformat that startup disk again

John Adams

Ok, I will try that

John Adams

If it works on something else, what should I do?

Luke

That's a good question as well. You could try resetting the SMC. But I honestly would imagine it to be with the formatting of the disk itself as it's recognized by the Mac in Disk Utility. However the Mac will only allow you to boot from disks that are formatted properly as a startup disk. So if the formatting is off, it's not expected to appear in the startup manager.

John Adams

Ohh ok

John Adams

I noticed that when I start up, it makes a whoosh sound

John Adams

it only does that when I have the disk in though

Luke

[How to select a different startup disk](#)

John Adams

I might one to try this "Check for Option ROM firmwareIf you're in Startup Manager and can't see a third-party startup disk, the startup disk could be using Option ROM firmware. To enhance system security, Mac computers with up-to-date software don't show devices that use Option ROM firmware until you load their firmware. To do that, press Option-Shift-Command-Period while in Startup Manager. If your startup disk appears, do that each time you want to start up from it or from another disk connected to it."

Luke

Yeah. The only thing is your Mac isn't on the latest software. But definitely something you could check. Beyond that though we don't really have any other troubleshooting or steps you could try for troubleshooting the external disk.

John Adams

Ok, Thanks for your time

John Adams

I will check with the website for the live os too

Luke

You're most welcome! Glad to help out today. Thank you for contacting Apple. If there is nothing further, I will go ahead and end the chat. Take Care and stay safe!

John Adams

Stay Healthy

Sincerely,
Apple Support

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