Macintosh 6360,6400,5400: SCSI Devices Aren't Recognized (2/97)

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TOPIC ---

We are trying to use SCSI devices with our Macintosh Performa and Power
Macintosh 6360, 6400, and 5400 series computers, but some of the devices are not
being recognized.

* Is this a known issue with these computers?
* If so, what is the solution?

DISCUSSION --

Yes, Apple is aware of some timing issues with SCSI on these computers. However,
many SCSI problems can be attributed to termination, cable or SCSI ID issues. Be
sure to follow standard SCSI troubleshooting before assuming this is a SCSI
timing problem. Also, verify that any software required for your particular SCSI
device is properly installed. For more information, check the manuals that came
with the computer and SCSI device. Or, use the search strings "connecting and
SCSI" or "0009387" in the Tech Info Library to locate the article, "Macintosh:
Connecting SCSI Devices".

Apple has developed an update for the Macintosh Performa and Power Macintosh
6360, 6400, and 5400 series computers to correct a SCSI timing issue that can
occur when using some SCSI devices. Apple developed this update based on reports
from users who are having difficulty using some UMAX and Agfa scanners and some
SCSI-based printers such as the Apple LaserWriter II SC, Personal LaserWriter
SC, and some GCC SCSI-based printers. The 6360/64xx/54xx Update is available
from the Apple Software Updates sites. Apple plans on including this update in
future versions of the Mac OS.

The 6360/64xx/54xx Update fixes have been rolled into Mac OS 7.6. If you have
installed Mac OS 7.6, you do not need the 6360/64xx/54xx Update.

The 6360/64xx/54xx Update disk will do the following:

* Fix issues with using some external SCSI devices, such as external hard disks,
scanners, or removable storage devices.

* Fix issues with printing to a Personal LaserWriter SC or LaserWriter II SC
printer.

Apple recommends using the LaserWriter IISC GX printer driver under QuickDraw GX, as there are known line layout problems with the non-GX Personal LaserWriter SC printer driver. QuickDraw GX can be installed from your System Software CD that came with your computer. Or, if you do not have QuickDraw GX, it is available from Apple's Software Update sites.

* Add support for additional Ethernet network protocols. If your computer uses the optional Ethernet CS II card to provide Ethernet networking, the 6360/64xx/54xx Update installs files that provide support for the MacIPX and Local Area Transport (LAT) network protocols.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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Article Change History:
28 Feb 1997 - Added third party printer information.
25 Feb 1997 - Added Mac OS 7.6 information.
19 Nov 1996 - Added info about where to obtain update.

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