Power Macintosh Upgrade Card: General Troubleshooting (8/94)

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TOPIC --

This article describes some procedures to follow when troubleshooting problems
after installing a Power Macintosh Upgrade Card. Try these procedures if your
Macintosh freezes or crashes when starting up in either 680x0 or PowerPC
processor mode.

DISCUSSION --

To troubleshoot or identify problems related to the installation of a Power
Macintosh Upgrade Card, try the following:

• Perform a clean install of the system software from the disks supplied
  with the Power Macintosh Upgrade Card.

• Check to see if the computer's DRAM SIMMs are composite. Composite SIMMs
  are not supported in a Macintosh and can cause problems in Macintosh
  computers using the upgrade card.

• Test with all external SCSI devices disconnected. Devices with older
  device drivers may cause the system to crash when starting up in PowerPC
  processor mode.

• Remove NuBus cards, especially third-party video cards, and test using
  the computer's built-in video. Drivers loaded for the cards may be
  incompatible.

• Remove any extra RAM and test. Maybe there is a SIMM installed that is
  not within specifications.

• Try the Power Macintosh Upgrade Card in another Macintosh computer, if
  one is available.

The goal of the troubleshooting procedure is to determine whether the card is
good. You can do this by making sure the Macintosh it is installed in is as
close to factory specifications as possible (for example, no extra RAM, NuBus
devices, and so on). If the tests still fail, it is possible that the card is
failing. You can test the card by trying it with another Macintosh computers.

Support Information Services

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