



# Tech Info Library

## Installer & Problem With Disk Error Message (7/96)

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TOPIC -----

When I try to install the Apple Internet Connection Kit (AICK) on my Macintosh Performa computer, the message "There is a problem with the disk you are installing onto" appears.

I have reinitialized my hard drive and restored a new System Folder, but get the same failure. What might be causing this? I have no other SCSI devices attached.

DISCUSSION -----

Here are a couple troubleshooting procedures which should resolve this issue:

First

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A new System Folder on a Macintosh Performa computer has Folder Protection enabled in the General Controls control panel by default. This setting causes this installer, and possibly others like a StyleWriter or Color StyleWriter installer programs to fail.

Disable Folder Protection in the General Controls control panel and then install AICK or other software.

Second

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Remove the Launcher from the control panels folder and restart.

Article Change History:

31 Jul 1996 - Added second procedure.

09 May 1996 - Changed title and made article more generic.

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