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Empower: Modifies SCSI Drivers

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TOPIC -----

Does Empower substitute its own hard disk driver for the installed driver (Apple or PLI)? Sometimes when starting up, the system gets confused.

Does Apple recommend not using products like Empower that substitute hard disk drivers?

DISCUSSION -----

Empower does indeed modify the SCSI driver on the startup disk of systems where it's installed.

Apple doesn't have any specific recommendations to make in this area. If a customer requires the features provided by a product such as Empower, it's up to the customer to decide what product to purchase, if any. The use of such a product doesn't void any warranties nor relieve Apple of support responsibilities for the Apple hard disk.

If a customer is having problems with an Apple hard disk, Apple will ask the customer to install only Apple drivers on the hard disk. If the problem is resolved by this, Apple will tell the customer that the problem isn't related to the Apple equipment and to contact the manufacturer of the problem product.

If the third party can't solve the problem, Apple recommends not using the product, at least in that particular case.

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