System 7: System Software Using Excessive RAM (7/94)

Article Created: 18 July 1994

TOPIC --

Sometimes my Macintosh shows an unusual amount of RAM (20mb or more) is being
used by the system software in the "About this Macintosh" window.

I tried turning on 32 bit addressing in the Memory Control Panel, zapping the
PRAM, troubleshooting incompatible extensions, removing all fonts, and even
performing a clean install of System Software, but the problem remains. Could
there be a problem with the Macintosh hardware?

DISCUSSION ---

If the problem you stated persists even after a clean install, the next step
would be to remove all internal or external devices that use non-Apple device
drivers from your computer system. These items might include: internal or
external hard drives formatted with 3rd party utilities, NuBus cards (for
example, accelerator or video cards), or any other non-Apple hardware.

The reason that you should physically remove these items is that all device
drivers are ALWAYS loaded at system startup regardless of the designated startup
disk. In other words, booting from a Startup Diskette or CD (like Disk Tools)
does not eliminate all third party software from the startup sequence if there
are still non-Apple items in or attached to the computer. Those devices will
continue to load their driver software at startup from any startup disk.

If the problem continues even with all third party devices removed, the next
thing to try would be to remove any extra RAM that has been added to your
Macintosh. If removing all extra RAM still doesn't resolve the problem, you may
have a computer hardware problem that needs service.

For information about how to perform the "clean install" procedure search with
the string, "clean install".

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Keywords: ksts

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19960215 11:05:19.00

Tech Info Library Article Number: 15867