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Hard Disk 20: Boot From HD20 Locks Up HD20 and Macintosh

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Security: Everyone

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PROBLEM DESCRIPTION: When trying to boot from a non-SCSI Hard Disk 20, the system fails to complete its boot. The Macintosh ejects the Sony disk, and both the hard disk and Macintosh locks-up.

CAUSE: The Finder file on the hard disk may be corrupted.

CURE: Try each of the following until the problem is fixed.

1. Replace the HD-20's Finder File:
 - a) Turn on the HD 20. Switch off Macintosh, insert Hard Disk 20 Startup Disk in the internal disk drive, and switch the Macintosh on again.
 - b) When you see the "Welcome to Macintosh" prompt, hold down the mouse button until the Finder is completely displayed (the wristwatch turns into a pointer).
 - c) The Hard Disk 20 Startup disk is now the current startup disk. Display the contents of the System Folder on the HD Start-Up disk. Select the Finder file and go to the "File" option on the menu bar to "Get Info" for revision information on the Finder file. It should be revision 5.0 or better
 - d) Display the contents of the System Folder on the Hard Disk 20 to ensure that the HD 20's Finder and System files are located there. If they aren't, find them on the HD 20 and move them into the HD 20's System Folder.
 - e) If the HD 20 Start-Up disk's Finder file was an acceptable revision, drag it over to the System Folder on the Hard Disk 20, replacing the old HD 20 Finder file.
 - f) Reboot the HD 20 Start-Up disk and recheck for the problem.

If it still exists, go to step 2.

2. Rebuild the HD-20's Desktop:

- a) Simultaneously press the COMMAND, OPTION and TAB keys while you reboot the HD 20 Start-Up disk.
- b) The Finder should ask if you want to initialize the HD-20. Make sure you select "Cancel" for this operation or you will lose all of the data stored on the HD 20.
- c) The Finder will then ask you if you want to rebuild the DeskTop file. Select OK. After the finder rebuilds its desktop, recheck for the problem. If it still exists, go to step 3.

WARNING: If you perform step 3 below, all data will be erased from the Hard Disk 20. This solution should be used as a last ditch effort, for a truly mangled hard disk.

3. Initialize the Hard Disk 20

- a) Press the COMMAND, OPTION and TAB keys while you reboot the HD 20 Start-Up disk.
- b) The Finder should ask if you want to initialize the HD-20. Select "OK". This operation erases all of the data stored on the HD 20.

Note that these methods will cure failures due to software Finder problems and will not get at hardware problems that may be the original cause of the problem. When finished with the above procedure, run the HD 20 Test located on the Startup disk on the hard disk.

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