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## Apple IIe: If Built-in Diagnostics Run on Power-Up

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This article describes what to do if an Apple IIe's built-in diagnostics run when the system is powered on.

PROBLEM DESCRIPTION: When the Apple IIe is turned on, the system's built-in diagnostic program starts. (This program is normally initiated by pressing Control, Reset, Open Apple, and Closed Apple -- or by holding down Open Apple and Closed Apple at power on.) This is repeated until the system is powered off.

CAUSE: Keyboard or Keyboard Cable

BEFORE YOU START: Remove all peripheral cards from the Apple IIe to eliminate them as a possible problem.

CURE:

- 1) Remove any attached Joystick. The five buttons correspond to the Open Apple keys.
- 2) Verify that the keyboard cable is securely attached to the logic board and to the keyboard.
- 3) If the problem persists, replace the keyboard cable.
- 4) If the problem persists, replace the keyboard.
- 5) If the problem persists, refer to the Level I Technical Procedures.

To see a General Troubleshooting procedure, search on the product's name and HTS and GTS.

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