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400K Drive Problem/Cure: Fails to Read/Write or MacTest

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Security: Everyone

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PROBLEM DESCRIPTION: When running MacTest with a 400K drive the test says that the drive has failed.

CAUSE: Possible incompatibility between the drive and the boot ROM on the Macintosh. There are two revisions of stepper motors for the Macintosh 400K drive.

One of them, is compatible with any rev of ROM on the Macintosh.

The other is not compatible with revision A. It is only compatible with revisions B or later.

CURE:

1. Remove the drive case and examine the drive mechanism. Locate the label on the drive's stepper motor. If the label is circular and on the flat end of the stepper motor facing the rear of the drive, then the stepper motor is compatible with any rev of Macintosh boot ROM and if the drive fails MacTest, it should be replaced .
2. If the label is square and on the curved part of the stepper motor, then you need to check the ROM in the Macintosh to make sure it they are revision B or later. A square labelled stepper motor is not compatible with revision A ROM in the Macintosh. If the customer's Macintosh has revision A ROM installed, install revision B ROM to make it compatible with the disk drive.

If this cure does not solve the problem, go to the Technical Procedures to obtain a general troubleshooting procedure for this product.

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