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Macintosh IICx: Troubleshooting Startup Freezes (4/94)

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Security: Everyone

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TOPIC -----

I have an intermittent problem with my Macintosh IICx. It freezes when I start it up.

The system does not have any INITs in the System Folder. I re-installed System software 6.0.5 using the Installer. The system has a Mac286 card and an Irma Link card in it with 5MB of memory. The system board, memory, and power supply have been replaced.

DISCUSSION -----

To troubleshoot this problem follow these steps:

- 1) Remove the Mac286 and the Irma Link cards to isolate the problem to either the cards or the CPU.
- 2) Completely throw away the System Folder.
- 3) Re-install the System Folder from known-good, locked System diskettes.
- 4) If the problem persists, try swapping the keyboard, cable, and mouse.
- 5) Have a service provider run diagnostics to determine if there is a hardware problem.

Article Change History:
5 April 1994 - Added additional troubleshooting step, Reviewed for technical accuracy.

Support Information Services

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