



# Tech Info Library

## Apple Installer: Right Name, But Wrong Disk Message (3/94)

Revised: 3/9/94  
Security: Everyone

Apple Installer: "Right Name, But Wrong Disk" Message (3/94)

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TOPIC -----

The Apple Installer application is used for most software that Apple distributes, including System 7. Sometimes installation halts on a specific disk, and it gives an error message saying the disk "has the right name, but it is the wrong disk."

DISCUSSION -----

Check the hard drive to be sure that there is not a folder or file with the same name as one of the disks that you are trying to install. You should check the root level of the hard drive and the desktop for items with identical names to those of the disks the installer will be using.

Inspect the disk for a file moved from its proper location or renamed. Once you move the file back to its correct location and/or properly rename it, installation should run successfully.

This will require verification of file locations using another set of the installation disks, or a file or directory description for each disk. Any installation using the Apple Installer could be an applicable situation, assuming there aren't other factors affecting the suspect disk.

For non-Apple software, you should check with the appropriate vendor. To locate a vendor's address and phone numbers, use the vendor name as a search string.

Article Change History:  
8 March 1994 - Added information on checking names of folders and hard drives

Support Information Services

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