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System 7.1: Clean Installation for 660AV or 840AV (7/96)

Revised: 7/3/96
Security: Everyone

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Article Created: 9 December 1993
Article Reviewed/Updated: 02 July 1996

TOPIC -----

This article gives instructions for performing a clean installation on a Macintosh Centris 660AV, and Quadra 660AV or 840AV computers from the Install Me First CD.

DISCUSSION -----

Purpose of a Clean Installation

A normal installation modifies and updates the existing System Folder. A clean installation disables the existing System Folder, leaving most files in place, and forcing the Installer to create a new System Folder.

A clean system installation brings the system software back to the standard configuration. This is necessary when system software has been damaged or modified, preventing a normal installation. It's also useful in troubleshooting.

FOLLOW THESE INSTRUCTIONS IN THE ORDER PRESENTED.

Restart with Install Me First CD

- 1) Shut down your Macintosh computer.
- 2) Be sure the Caps Lock key is up.
- 3) Restart the computer while holding down the Command-Option-Shift-Delete keys.
- 4) When you see the blinking question mark, continue holding down the four keys, and insert the CD into the drive.

The computer should start from the CD. At the desktop, the Install Me First CD should be in the upper-right corner of your screen with your hard disk below it. If the CD icon isn't above the hard drive icon, repeat these four steps.

Run Disk First Aid

Disk First Aid can detect and repair problems that a hard disk might have.

- 1) Double-click on Disk First Aid, and make sure the main hard drive is selected. If it isn't, click the Drive button to select the main hard drive.
- 2) Click on Open and then on Start. Disk First Aid will check your hard drive for any potential problems. If it finds problems, you should repair them.
- 3) Repeat this procedure for each hard drive attached to the system.
- 4) When you're finished verifying the hard drives, choose Quit from the File menu to return to the desktop.

If Disk First Aid can't repair a hard drive, you should back up the hard drive and reinitialize it using the appropriate formatting utility for that drive. For Apple drives, use Apple HD SC Setup.

Update Hard Disk Drivers

If you don't have an Apple hard drive or use third-party software to format your drive, don't use the Apple HD SC Setup Utility. However, you should contact your hard drive vendor to verify that your formatting software is compatible with SCSI Manager 4.3, preferably using an asynchronous SCSI driver.

If you have an Apple hard drive, you should update the drivers with the version of Apple HD SC Setup that's on the Disk Tools disk, following these steps:

- 1) Open HD SC Setup.
- 2) Click on the Update button.
- 3) When you're finished, click Quit to return to the desktop.

Sometimes HD SC Setup can't update the hard disk driver (indicated by a "dimmed" Update button). If a third-party utility previously formatted the hard disk, you should obtain the latest version of the utility to update your hard drive.

Check Available Hard Drive Space

Be sure you have at least 11MB available on the drive where you plan to install the system software.

- 1) Choose Control Panels from the Apple menu.
- 2) Double-click the Views control panel to open it.

- 3) In the Views control panel, check "Show disk info in header".
- 4) Open your hard disk's window.

The amount of available space appears in the upper-right corner of any open window.

If there's less than 11MB available, you'll need to delete some unnecessary files by dragging them to the Trash. Empty the Trash from the Special menu and you'll have more disk space available.

Disable the System Folder

You disable the System Folder by moving the System and renaming the System Folder.

- 1) Open your hard disk's icon and locate the System Folder.
- 2) Open the System Folder and locate the System file.
- 3) Move the System file into the Preferences folder.
- 4) Close the System Folder's window and rename the System Folder "Storage."
- 5) Close all windows that are open on your desktop.

Install System 7.1

Install system software version 7.1 following these steps:

- 1) Double-click on the Install System Software icon located on the Install Me First CD.
- 2) When the "Welcome to the Apple Installer" message appears, click on OK and then on Install.

The Installer determines the required software and reads it from the CD.

Verify Problem Resolution

After performing a clean installation, verify that you resolved the problem before adding ANYTHING to the new System Folder. Adding items to the System Folder before resolving your problem defeats the purpose of this procedure.

Install Non-Standard Items

You can now reinstall the non-standard items from the old System Folder (now named "Storage") such as fonts, screen savers, device drivers, and so on. If possible, you should reinstall these items from their original disks.

If the original disks aren't available, you may move the non-standard items from the Storage folder to the new System Folder. Be aware that reinstalling items from the old Storage folder into the new System Folder may reintroduce damaged or corrupt files. Be careful not to replace anything that's already in the new System Folder. Only move items that aren't already in the new System Folder.

- 1) Open each corresponding folder within the System Folder and the Storage folder and then compare the contents.
- 2) Move anything that isn't already in the new System Folder and its subfolders from the Storage folder and its subfolders.
- 3) Restart your Macintosh.

Troubleshooting Extension Conflicts

If you've installed any system extensions or control panels, you'll probably see their icons line up across the bottom of the screen when you restart. They load at startup time and modify the standard behavior of the operating system.

If the Macintosh fails to restart or behaves erratically, you probably have an incompatible, or conflicting INIT (also known as a system extension or control panel). To verify this problem, follow these steps:

- 1) Be sure the Caps Lock key is off.
- 2) Restart, and after you see the "Happy Mac" icon, hold down the Shift key.
- 3) Release the Shift key when the "Welcome to Macintosh, Extensions Off" message appears.
- 4) When the Macintosh is ready, try to recreate the erratic behavior.

If the problem no longer occurs, then you have a conflicting extension or control panel. Continue with these steps:

- 1) Create a new folder on the desktop.
- 2) Move all items of Kind "system extension" or "control panel" from the System Folder, Extensions folder, and Control Panels folder to this new folder.
- 3) Close the System Folder, and restart the Macintosh.
- 4) Attempt to recreate the problem.
- 5) Move one item from the new folder on the desktop to the closed System Folder and restart the Macintosh.
- 6) Attempt to recreate the original problem.

Repeat steps 5 and 6 for each item in the new folder on the desktop until the

problem recurs. The last item returned to the System Folder is the cause of the problem.

Final Steps

Verify that your applications are performing normally. If not, refer to the application manual or contact the vendor.

When the Macintosh behaves as expected, drag the Storage folder to the Trash.

Article Change History:

02 Jul 1994 - Removed Fax Information

01 Nov 1994 - Modified process for disabling old system folder.

29 Aug 1994 - Updated for FAX/TIL/QRG maintenance.

Support Information Services

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Tech Info Library Article Number:14193