



Tech Info Library

Apple Restore:Doesn't Run Properly on Macintosh Performa (7/94)

Revised: 7/22/94
Security: Everyone

Apple Restore:Doesn't Run Properly on Macintosh Performa (7/94)

=====

Article Created: 22 July 1994

TOPIC -----

I cannot run the Apple Restore program on my Macintosh Performa computer. I started up the computer from Utilities Disk. Then I launched Apple Restore from the disk. I got a message on the screen which asked me to click Continue. I clicked it. At this point the Utilities disk ejected, and a message came on the screen which said, "Please insert Utilities disk." After I inserted the Utilities disk, I got another message which said, "Please insert Hard Disk Copy 1", but the Utilities Disk is STILL IN THE DRIVE. What should I do now?

DISCUSSION -----

This situation is known to occur with versions of Apple Restore prior to 7.1P3. This software came with the following Macintosh Performa models: 200, 400, 405, 430, 450, and 600/600CD.

With the Utilities Disk still in the drive and the message to insert , do the following:

- 1) Click Quit in the message area.
- 2) A message will appear stating that Apple Restore is finished. Select QUIT again.
- 3) Upon return to the Finder, select Shutdown from the Special menu.
- 4) Re-insert the Utilities disk.
- 5) Restart the computer and reset the Parameter RAM (PRAM). To reset the PRAM Hold down the Option, Command, P, and R keys on the keyboard immediately after you hear the startup chime. Keep holding down all four keys until you have heard the startup chime three or four times. Release all four keys and the machine will startup from the Utilities Disk.
- 6) Click twice on the Apple Restore program icon on the Utilities Disk to launch the program. After resetting the PRAM, Apple Restore should run correctly.

Support Information Services

Copyright 1994, Apple Computer, Inc

Tech Info Library Article Number:15876