Tech Info Library

System 7.5: Corrupt Fonts Cause Installation problems (5/95)

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Security:       Everyone


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TOPIC -------------------------------------------------------------


When installing new printer software on my Macintosh with System 7.5 installed,
I get one of the following error messages:

"there is a problem with the disk you are trying to install onto"
"An error occurred while installing onto the active startup disk..."


Why am I getting these messages?


DISCUSSION --------------------------------------------------------


These error messages can occur if there is an extension conflict, or a corrupt
font suitcase. To install your printer software follow these steps:


Step 1
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Restart your Macintosh and hold down the shift key. This turns off all your
extensions


Step 2
------
Run the installation program.


Step 3
------
If you still get the error message, quit the installation, then repeat Step 1,
and skip Step 2.

Open your System folder and drag the Fonts folder to your desktop, then repeat
Steps 1 and 2. If you still have problems after following these steps, you
should call (800) SOS-APPL for additional assistance.
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After the installation of the printer software, open the Fonts folder on your desktop and move the suitcases and any PostScript printer fonts you may have installed into the new Font folder inside your System folder.

Support Information Services

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