



Tech Info Library

CD-ROM: This disk is unreadable Message (9/95)

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Security: Everyone

CD-ROM: "This disk is unreadable" Message (9/95)

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TOPIC -----

When I put a CD into my CD-ROM drive I get the message "This disk is unreadable by this Macintosh. Do you want to initialize the disk?" What does this message mean?

DISCUSSION -----

When the CD-ROM drive will not recognize a particular type of CD, this usually indicates the CD-ROM software is not properly installed or is missing certain files. In some cases, the one or several of the CD-ROM "Access" files may be damaged or a third-party extension or control panel may be conflicting with the CD-ROM software. Try the following suggestions to resolve this issue:

- Make sure you have not started your Macintosh with the Shift key held down to turn off extensions, or you are not using any extension manager software that prevents the CD-ROM extensions from loading.
- Make sure that these files are in the Extensions folder of your System Folder:
 - Apple CD-ROM
 - Apple Photo Access (if you plan to use Kodak Photo CDs)
 - Foreign File Access
 - High Sierra File Access
 - ISO 9660 File Access
 - Audio CD Access

If any or all of these files are missing, search your hard disk to see if they have been moved to a different location, then move the files back into the Extensions folder. You will need to restart the computer after moving the files to the Extensions folder for the files to work properly.

- If these files have been deleted, reinstall your system software from your

Macintosh CD or system disk. You need to startup from the CD in order to reinstall the resources properly.

- If these files are damaged, throw the CD-ROM files mentioned above into the Trash, empty the Trash, restart while holding down the Shift key until the message "Welcome to Macintosh, Extensions off" appears. Reinstall the CD-ROM software from your Macintosh CD or system disks. Restart and test to see if the CD mounts on the desktop.
- If the preceding steps fail to resolve your issue, then an extension may be conflicting with the CD-ROM software. If you are running System 7.5 (see Note), open the Extensions Manager control panel and select "System 7.5 Only" from the Sets pull-down menu. When you restart your Macintosh, only the extensions installed with System 7.5 load. Test your CD-ROM disks to see if they work, then add extensions and control panels back one at a time, restarting after adding each one to isolate which extension is causing the conflict.

NOTE: If you are using an earlier version of System 7, you have to manually drag extensions and control panels out of the System Folder and restart each time to isolate the offending file.

Once you isolate the conflicting extension, contact the software manufacturer or vendor for compatibility information, or disable the extension to resolve the symptom.

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