# Tech Info Library

## Installer & Problem With Disk Error Message (7/96)

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Revised:        7/31/96
Security:       Everyone
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Installer & "Problem With Disk" Error Message (7/96)

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Article Created: 15 January 1996
Article Reviewed/Updated: 31 July 1996

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

When I try to install the Apple Internet Connection Kit (AICK) on my Macintosh
Performa computer, the message "There is a problem with the disk you are
installing onto" appears.

I have reinitialized my hard drive and restored a new System Folder, but get the
same failure. What might be causing this? I have no other SCSI devices
attached.

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

Here are a couple troubleshooting procedures which should resolve this issue:

First
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A new System Folder on a Macintosh Performa computer has Folder Protection
enabled in the General Controls control panel by default. This setting causes
this installer, and possibly others like a StyleWriter or Color StyleWriter
installer programs to fail.

Disable Folder Protection in the General Controls control panel and then install
AICK or other software.

Second
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Remove the Launcher from the control panels folder and restart.


Article Change History:
31 Jul 1996 - Added second procedure.
09 May 1996 - Changed title and made article more generic.

Tech Info Library Article Number:19211