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LC 580: CD-ROM Disc Not Mounting, Will Boot Off CD (2/97)

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Security: Everyone

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TOPIC -----

The Macintosh LC 580 will boot off the backup CD-ROM but will not mount CD-ROM discs after restarting. If booting up with the backup CD-ROM, it mounts but will not eject and gives a -50 error.

DISCUSSION -----

The Macintosh LC 580 shipped with two different CD-ROM drives. Here is how this happened, the original LC 580 shipped with a double speed AppleCD 300i plus; later the LC 580 was revised and shipped with a quad spin AppleCD 600i. The faster CD-ROM drive requires a newer version of the AppleCD driver. The backup compact discs shipped with the revised LC 580 computer has this updated driver software.

Users may have many LC 580 computers, some with double speed drives and others with quad speed drives. If this happens the user will have two kinds of backup compact discs. Neither the computer, nor the backup CD-ROM disc indicate on their exteriors what version they are for. The user may have a backup CD-ROM disc and a computer that says LC 580 but the CD-ROM software on the backup disc may not work.

The AppleCD 300i drive's product code is CR-8004x. The AppleCD 600i drive's product code is CR-8005x.

If you have System 7.5.x or PC Exchange, you can use the PC Exchange control panel to determine which version of the CD-ROM drive you have in your computer. Follow the steps below:

Step 1

Open the PC Exchange control panel.

Step 2

Click Options in the lower right corner.

Step 3

If no compact disc is mounted, the drive make and CD-ROM product code will be listed under the Device Name section of the PC Exchange Options Window. As noted above, the AppleCD 300i drive will have a product code of CR-8004x. The AppleCD 600i drive will have a product code of CR-8005x.

A user will be able to boot a computer with a quad speed CD drive with a double speed backup compact disc to install system software, however, this compact discs will not mount once booted off the hard disk. The user needs to use the updated version of the drivers which are on the quad speed backup compact disc, which will install the newer CD-ROM Setup application. The newer version of the driver will NOT be installed if only the System 7.5 installer is run from this newer compact disc. The CD-ROM setup program must be installed as well.

The versions of the backup compact disc can be distinguished by their part numbers. The older, double speed versions of the compact disc are:

Version 1.0.1 part number 691-0462-B

Version 1.1 part number 691-3305-A

The newer, quad speed version of the compact disc is:

Version 1.1 part number 691-0793-A (has CD-ROM Setup v5.1.1)

If the customer cannot find the newer version, then the CD-ROM setup for the 600i can be fulfilled to them via SRF:

690-2961-A Disk CD-ROM Set from SRF 600i AAC-0010660

or sent via AAC Fulfillment:

D225 CD ROM Setup 5.1.1 (800K)

During the startup process, the computer checks all available SCSI volumes, including the CD-ROM drive. If the CD-ROM disc contains the ".AppleCD" driver, it will be loaded and used by the computer to access the CD-ROM drive in lieu of the CD-ROM software that would have loaded off the hard disk. If the CD-ROM disc has the drivers for a double speed drive it will load those drivers even if there is a quad speed drive. The boot process will force the drive to mount the CD-ROM disc even with the wrong version of the driver.

This causes the -50 error, which indicates that the internal parameters being used to eject the compact disc are incorrect. You should be able to eject the CD-ROM disc if you restart the computer again, and press the eject button on the CD-ROM drive before the computer displays "Welcome to Macintosh".

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