12 Inch PC Compat Card: Freezes With 32 MB & 64 MB DIMMs (3/97)

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TOPIC ---

I have a 12 Inch PC Compatibility card installed into my PCI Macintosh. If I
install either a 32 MB or 64 MB Dual Inline Memory Module (DIMM) into this card
my card will lock up when it runs the HIMEM.SYS extended memory testing. Should
I replace my DIMMs?

DISCUSSION ---

Issue

Apple is aware of an issue that affects the 12 Inch PC Compatibility card that
may prevent certain 32 MB and 64 MB DIMMs from working properly when installed
into this card. Generally the symptoms associated with this issue are as
follows:

1) Card locks up during the HIMEM.SYS extended memory tests only after
   installing a 32 MB or 64 MB DIMM.

2) Frequent crashes while running under Windows 95 only after installing
   a 32 MB or 64 MB DIMM.

If your 32 MB and 64 MB DIMMs meet the memory specifications for the 12 Inch PC
Compatibility card and you are experiencing either of the symptoms listed above
then you probably need to update your "PC Setup" control panel.

Resolution

Use the "PC Setup DIMM patch" software to update your "PC Setup" control panel.
The patch file can be found in several different locations including the "Apple
Support and Information Web" (www.info.Apple.com) or one of its mirror sites,
AOL, or Compuserve in the Apple Software Updates folder.

Apple Software Updates
 Macintosh ƒ
   Unsupported ƒ
      "PC Setup DIMM Patch"

Follow the instructions in the "Read Me" file included with the PC Setup DIMM
Patch software.

How To Tell If the Patch Has Already Been Installed

There is a way to tell if the patch(version 4.0.4) has been applied over an
existing PC Setup 1.5 control panel.

Check the version number of the PC Setup 1.5 control panel by clicking on the
Control Panel icon and then choosing Get Info from the File menu. The version
number should say Version: 1.5, w/12" Card large DIMM patch.

Also, you cannot to patch the control panel a second time. If a second attempt
is made, you will get a halt message which says,

"An unrecoverable error occurred while verifying resource vers 1 in the file PC
Setup on Hard Drive. This resource needs to be patched, but its attributes
aren't what was expected. Please make sure that you are patching the correct
file and version."

Additional Information

Please see the following Technical Information Library articles for related 12
Inch PC Compatibility card memory and Software Update information:

"PC Compatibility Card (12-inch): Adding Memory"

"Apple ftp Sites Frequently Asked Questions"

"Where To Find Apple Software Updates" - Lists locations on online services
where you can find free Apple software updates.

"Obtaining Apple Product Support in the USA" - Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
Apple Tech Info Library.

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