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TokenTalk NB Card: How the Confidence Test Works

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TOPIC -----

After installing the SMB File Transfer software, I tried to run the TokenTalk NB Card Confidence Test. The card failed the test. (It passed the test before installing SMB.)

Following the failure, I was unable to access the AFE/SMB software. The message given was specific, and indicated that access to the Token Ring software was not available.

Restarting the Macintosh and accessing the AFE/SMB software resulted in immediate access to the SMB server (Normal operation).

I tried the confidence test again and it failed. Another attempt to access the AFE/SMB software was also unsuccessful.

It appears that there is an incompatibility between the SMB software and the confidence test -- or am I doing something wrong?

DISCUSSION -----

In our quick test, a TokenTalk NB Card also failed the Confidence Test when the test was launched from a hard disk. N&C QA provided us with the following information:

Such results may occur if the Confidence Test launching instructions are not strictly followed because of two inherent characteristics of the diagnostic:

- 1) The Confidence Test is destructive by nature; therefore, the Macintosh must be restarted after running the test.
- 2) The Confidence Test expects the TokenTalk NB Card to be in an idle state; therefore, the test must be run before the TokenTalk NB Card is used. Any software using the TokenTalk NB Card will interfere with the Confidence Test and cause the test to indicate that the card is bad. (Once installed, Token Ring software may start using the TokenTalk NB Card at startup. So, if one runs the Confidence Test after starting up from a Token Ring software installed disk, the Confidence Test may indicate that the card is bad.)

The trick is to restart from a disk that has no Token Ring software installed, like the User Confidence Test disk, and to restart the Macintosh after running the test.

For more information, refer to the TokenTalk NB Confidence Test's initial dialog and the Apple TokenTalk NB User's Guide (page 18).

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