



# Tech Info Library

## Ethernet: Could Not Switch to EtherTalk Error (1/96)

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TOPIC -----

When I go to the Network control panel and click on EtherTalk, I get the message "Could not switch to EtherTalk due to an error. Your connection will be reset to LocalTalk." What causes this problem?

DISCUSSION -----

The error can be caused by hardware or software. If the error message is immediate, the problem is likely with the EtherTalk software on your computer. Missing or corrupted software is the likely culprit, reinstalling the Ethernet software or system software should cure the problem.

If the error message comes back 3 to 8 seconds later, the problem is with the Ethernet network. During this time, the computer is trying to verify the network connection.

The switch to Ethernet can fail for several reasons:

- An inactive Ethernet connection (inactive network).
- AppleTalk is not activated through the Chooser (may require zapping PRAM).
- Network cabling problems such as a loose or malfunctioning transceiver, improper hub port configuration (10BaseT only), or a bad cable.
- The appropriate resources and/or drivers may not be present. Run either Network Software Installer or a custom install of EtherTalk software from the System Software installer.
- The System file may be corrupt. Delete the System file only and reinstall.
- You may have an incompatible 3rd party hard disk driver.

Try zapping PRAM first to resolve the problem. Disconnect and then reconnect the transceiver or network cable from the computer. Also check if network maintenance was performed, it is possible for Ethernet connections to be disturbed in a wiring closet which could impact your connection.

Apple Ethernet CS Thin Coax Card

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If you have the Apple Ethernet CS Thin Coax Card (M2708Z/A) installed in your

computers communications slot, you must use Network Software Installer (NSI) 1.5.1 or later for the latest EtherTalk drivers.

NOTE: Keep a copy of the latest NSI present in case you need to re-install system software. NSI 1.5.1 or later must also be re-installed after a clean system softer installation.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" -- Lists online services for 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.

Article Change History:

- 04 Jan 1996 - Added other possible corrective measures.
- 14 Nov 1995 - Added Apple Ethernet CS Thin Coax Card and NSI 1.5.1.
- 11 Oct 1994 - Documented additional causes for problem.

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