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Macintosh: Troubleshooting Multiple Hard Drive Icons (12/95)

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TOPIC -----

When I start up my Macintosh, multiple icons of my hard drive mysteriously appear on my Desktop.

DISCUSSION -----

There are several causes of this symptom, including SCSI ID conflicts, damaged system software, or corrupted PRAM.

The most common cause is having a SCSI device with a SCSI ID 7, which is the same address reserved for the computer. To resolve this, check to see if either the internal or external hard drive or other SCSI device has a SCSI ID 7. If so, change it to a unique number; all devices on the SCSI bus must have different SCSI ID numbers.

Next, try starting up from the system software CD or Disk Tools floppy disk. If you do not see multiple hard disk icons when starting up this way, then you likely need to reinstall your system software. If you still see multiple hard disk icons, use HD SC Setup or Drive Setup to update the hard disk driver.

If the multiple SCSI disk icons persist, then reset the PRAM. To do this, hold down the Command-Option-P-R keys simultaneously as you start up the computer. Do not release the keys until you hear two startup chimes.

Article Change History:

05 Dec 1995 - Updated with additional causes.

24 Oct 1994 - Revised to show that any SCSI device can cause the problem.

Support Information Services

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