



# Tech Info Library

## MacTest Pro: RAM Test is Greyed Out (9/94)

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TOPIC -----

A technician is having problems checking the RAM in a Power Macintosh 7100/70 using MacTest Pro.

The RAM memory test is greyed out. The tech has tried three machines with memory configs as follows:

16 MB  
32 MB  
72 MB

The tech did not try to run the tests with Apple memory. Is there an issue here?

DISCUSSION -----

Working with information from the Diagnostics group, we were able to duplicate the problem and solve the greyed out RAM test problem. We found that if AppleTalk is ON, the RAM test will be greyed out - turning off AppleTalk allows the test to be selected.

If this does not help the service provider please let us know. Below is the information provided by the Diagnostics group:

(1) Copy the MacTest Pro application and desired test modules to the unit-under-test's hard drive. Check carefully that AppleTalk is OFF and that Virtual Memory is OFF. Launch MacTest Pro from the hard drive, then try again to run the memory diagnostic tests. (See MacTest Pro Ref. Guide 073-0368-B, pages 29-30 and 41-42 for more details.)

(2) If the buttons are still greyed out, please ask the technician to document as thoroughly as possible what s/he's doing, so that we can reproduce the problem ourselves. Every detail helps - eg. boot from floppy vs. launch from hard disk, sw version #'s, memory config's, any other sw running at the time...

Having the buttons greyed out tends to indicate that the problem is with MacTest Pro, not with the unit-under-test. I'm including "not knowing how to use MacTest Pro" in this category, since that indicates a possible ease-of-use, training or documentation issue.

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