



Tech Info Library

Macintosh: Please Insert the Disk:... Error (11/95)

Article Created: 22 September 1994

Article Reviewed/Updated: 20 November 1995

TOPIC -----

This article discusses possible causes for receiving the error message "Please Insert the Disk: <Hard Disk>" when shutting down.

This problem can occur on computers with either SCSI or IDE hard drives. The following computers use IDE hard disks:

- Macintosh 630 Family computers•
- Macintosh LC 580
- Macintosh Performa 5200 series computers
- Macintosh Performa 5300 series computers
- Macintosh Performa 6200 series computers
- Macintosh Performa 6300 series computers
- Macintosh PowerBook 150 series computers
- Macintosh PowerBook 190 series computers
- Macintosh PowerBook 2300 series computers
- Macintosh PowerBook 5300 series computers
- Power Macintosh 5200/75 LC
- Power Macintosh 5300/100 LC

- The following computers are in the Macintosh 630 family: Performa 630, Performa 635, Performa 636, Performa 637, Performa 638, LC 630, and Quadra 630.

DISCUSSION -----

Application Specific
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The combination of QuickTime 2.x, an IDE or SCSI hard drive, and various application programs can cause the error message "Please Insert the Disk: <Hard Disk>" to appear when shutting down.

This problem occurs with versions of Virex before 5.06.

Workarounds

There are several workarounds to the problem.

- 1) Upgrade Virex to version 5.06 or later.
- 2) Switch from QuickTime 2.x to 1.6.2. However, this negates the advantages of using the advanced features of QuickTime 2.x.
- 3) Place a floppy disk in the drive or mount a server before shutting down. This is the simplest solution to the problem.

Hard Drive Driver Related

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You may also receive this error message if you are using an incompatible driver with System 7.5.1.

Workarounds

- 1) Use Apple Drive Setup 1.0.2 or Apple HD SC Setup 7.3.2, available from online services, to update to the latest version of the Apple's drivers.
- 2) If you are using a third-party driver, contact the driver vendor for compatibility information.

These articles can help you locate Apple Drive Setup, and Apple HD SC Setup 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.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

Article Change History:

- 20 Nov 1995 - Added System 7.5.1 and driver information.
- 10 Jan 1995 - Noted that SCSI based computers can also have the problem.
- 02 Nov 1994 - Added additional Virex information and reclassified.

Support Information Services

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 16351