PCI-Based Macintosh Computers: Won't Mount CD-ROM (1/97)

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TOPIC --

After performing a "clean install" of the system software on my Power Macintosh
8500 computer with version 3.0 of the 7.5.3 System Software CD, I cannot get the
computer to mount any compact discs. However, I can startup the comuter using
the System Software CD. I have tried troubleshooting both the software and
hardware, but have not been able to correct this.

DISCUSSION ---

You may have the incorrect version of the System software CD for your computer.

Note:
This issue may occur on any of the newer PCI-based Power Macintosh computers
including the Power Macintosh 7600, 8500, and 9500.

Verification
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Here is how you can verify you were shipped the incorrect System Software CD.

1) Check the version number of the 7.5.3 System Software CD. Is it version
   3.0?
2) Check the version number of the Apple CD-ROM extension in the
   Extensions folder. Is it version 5.1.2?
3) Can you startup your Power Macintosh computer from the System Software
   CD?
4) When you startup from your hard disk and have version 3.0 of the 7.5.3
   System Software CD in the CD-ROM drive, do you get a -50 error dialog
   when ejecting the CD? (Either using the Put Away command or dragging
   the icon to the Trash).

If you answered yes to these questions, then you were shipped the wrong System
Software CD.

Background
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The 3.0 version of the 7.5.3 System Software CD installs version 5.1.2 of CD-ROM

Setup software, which does not support the 8x-speed CD-ROM drive in the newer
PCI-Based Power Macintosh computers. When the computer starts-up from the hard
drive with the incorrect CD in the CD-ROM drive, the older driver loads causing
the -50 error when trying to eject the disk. The Tech Info Library article
titled "PCI-Based Power Macintosh: -50 Error When Ejecting CD"
(TECHINFO-0019271) contains additional information on this issue.

Correcting this Issue
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In order to use your CD-ROM drive, you need CD-ROM Setup v5.1.7. This version of
the CD-ROM Setup supports 8x-speed CD-ROM drives and it is available through
online services. If you do not have access to Apple's online software update
libraries, check with your local Apple service provider, or call the Apple
support line.

Keywords: kpci,kppc

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