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System SW Clean Restore:Macintosh Performa Computers w/CD (7/96)

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TOPIC ---

This article describes the procedure for a Clean Restore (Install) for CD-ROM
based Macintosh Performa computers including the: Macintosh Performa 500, 630,
5200, 6100, or 6200 series.

DISCUSSION --

You may wish to perform a "clean install" when normal extensions troubleshooting
fails or when the troubleshooting process becomes too complex.

The process essentially allows you to "start over" with a new System Folder. You
will not lose any data, but any software or fonts or configuration information
which was stored in the old System Folder will become inactive.

This clean install procedure provides you with a stable foundation from which
you can proceed to troubleshoot an abnormal situation.

A regular system software installation modifies and updates the existing System
Folder. A clean installation disables the existing System Folder, leaving most
files in place, and forces the restoration software to create a new System
Folder.

A clean system installation brings the system software back to the standard
configuration. This is necessary when system software has been damaged or
modified, preventing a normal installation. It is also useful in
troubleshooting.

Restart From the Apple Performa CD

Step 1
Start your computer and insert the Macintosh Performa CD. Once the system has
finished starting up, "shut down" or turn off the computer. If the computer
does not start completely, do not worry. We mainly wish to make sure the CD is
in place.

Step 2
Next, make sure your Caps Lock key is in the UP position, so that the Caps Lock
function is turned off. If you have an AppleDesign Keyboard, the position of

this key does not matter.

Start the computer, then immediately hold down the Option, Apple (Command),
Shift, and Delete keys. Hold them down until you see "Welcome to Macintosh."

The desktop pattern will change. This is normal, and is a consequence of having
started the system with a different startup volume. In this case, we are
starting from the Macintosh Performa CD.

When the system finishes starting up, you will see a different Launcher at the
bottom of the screen.

If you do not see your hard disk icon (normally called "Hard Disk"), try the
above procedure again, this time releasing the Option, Apple, Shift and Delete
keys sooner than you did before. If you still do not see the hard disk, try the
above, but this time holding down the "c" key (lower-case "C") instead of
Option, Apple, Shift, and Delete.

If you cannot start with the CD-ROM (that is, you do not see your Performa CD
icon on the top right hand side of the screen, above the hard disk; and you do
not a different Launcher window at the bottom of the screen), do not proceed.
Call 800-SOS-APPL for further assistance.

Run Disk First Aid

Disk First Aid can detect and repair problems with a hard disk's directory
sturcture. Before proceeding with further troubleshooting, it is important to
verify that the underlying directory structure is functioning satisfactorily.

Step 1
Click once on the Disk First Aid icon in the Launcher.

Step 2
When Disk First Aid opens, click on the hard disk icon within the Disk First Aid
window. Click on the Verify button.

Step 3
If the system finds a problem, click on the Repair button.

If you receive a note stating that Disk First Aid cannot repair the hard disk,
you should back up any irreplaceable data or application software on the hard
disk and re-initialize it using the appropriate formatting utility for that
drive. For Apple drives, use Apple HD SC Setup, which is also in the Launcher.
If you have a Performa 580 or a Performa 630 or 5200 series computer, use
Internal Drive Format.

Step 4
Select "Quit" from the File menu.

Update Hard Disk Driver

You should update the drivers with the version of Apple HD SC Setup that is on

the Performa CD, following these steps:

Note:
If you have a Performa 580 or a Performa 630, 5200, or 6200 series computer,
ignore this step. Because you have an IDE drive instead of a SCSI drive, you do
not have any drivers to update.

Step 1
Click on the HD SC Setup icon in the Launcher.

Step 2
Click on the Update button. If the Update button is not hilited, or you see a
message that "Drive Selection Failed," you should verify whether your hard disk
has been reformatted with a third-party driver or uses driver-level compression
or security software.

Step 3
When you are finished, click Quit to return to the desktop.

Step 4
Select "Restart" from your Special menu. If the CD fails to eject, right after
you hear the startup chime, press the Eject button to remove the CD.

Check Available Hard Disk Space

Be sure you have at least 25MB available on the hard disk where you plan to
install the system software. If there's less than 25MB available, you'll need to
identify and delete some unnecessary files by moving them to the Trash.

Make sure you do not delete anything you do not have a back-up for. If
necessary, copy the files onto individual diskettes or other media before moving
them to the Trash.

You can identify the amount of hard disk space available by double-clicking on
your hard disk icon on the right hand side of the screen. At the top of the hard
disk window, you should see a legend which indicates how much space is
available. If you do not, select "by Icon" from your View menu.

Once you identify and remove redundant items, choose Empty Trash from the
Special menu, and you'll have more disk space available.

Disable the System Folder

You disable the System Folder by moving the Finder and renaming the System
Folder to something else.

Step 1
Open your hard disk's icon and locate the System Folder.

Step 2
Open the System Folder and locate the Finder.

Step 3

Move the Finder to the Trash. (If you get an error message saying that items cannot be moved to the desktop because it is locked, try again: you probably missed the Trash. This time be sure that the cursor (arrow) is on top of the Trashcan and that the Trashcan turns black before you release the mouse button. The Trash should get fat.)

Step 4
Move your System suitcase (the icon with a small suitcase) to the Preferences folder. We keep the System suitcase in case there are sounds inside it you may wish to recover later on.

Step 5
Close the System Folder's window and rename the System Folder to "Storage." Do this by first clicking on the closed System Folder icon, then pressing the Return key. This should hilite the words "System Folder," surrounding them with a white rectangle. Whatever you type will replace what is there. You can also hilite "System Folder" by clicking ONCE in the middle of those words, then waiting for the words to hilite.

Step 6
Close any open windows on your desktop.

Restart Your Computer

Choose Restart from the Special menu. Right after you hear the startup chime, if the CD has not automatically ejected, press the eject button, if you have one. After a few seconds you should see a picture of a disk with a flashing question mark.

If your Macintosh starts up from the hard drive, you have an extra System Folder on the hard disk. You need to locate it (use the "Find" option from the File menu in the Finder) and delete it or disable it as described in the previous section, then restart.

When you get the disk with the flashing question mark on your screen, you can continue.

Restoring The System

Step 1
When you see the disk with a flashing question mark, insert the Performa CD. The computer should start up with the system software on the CD. If the system doesn't start up, turn off the computer, then use the Option-Apple-Shift-Delete method, described above.

Step 2
Locate the "Restore System Software" and "Restore All Software" icons in the Launcher.

"Restore System Software" restores ONLY the Apple software which was bundled with the computer. This will build a new System Folder, but it will not have any third-party software in it, nor will it have any third-party Launcher aliases.

"Restore All Software" restores ALL software. It will not delete anything: but it will end up creating a brand new System Folder, which will include all bundled Launcher aliases and bundled third-party software. This is ordinarily the option you wish to select.

Step 3
Click on the appropriate "Restore" icon.

Step 4
Click the Continue button, or press the Return key on your keyboard.

Step 5
Respond to any messages you see on the screen.

Step 6
When the system is finished, click the Restart button or press the Return key on your keyboard. You will have then successfully restored your files.

If the CD-ROM does not automatically eject, you will need to press the eject button on the CD-ROM drive right after you hear the startup chime.

Step 7
Select Empty Trash. The old Finder will be in there.

Verify Problem Resolution

After performing a clean installation, verify that you resolved the problem before adding anything to the new System Folder. Adding items to the System Folder before resolving your problem defeats the purpose of the clean restore procedure. You may wish to use your computer for a few days before re-introducing any other extensions or fonts.

Install Non-Standard Items

You can now reinstall the non-standard items from the old System Folder (now named "Storage") such as fonts, screen savers, device drivers, and so on. If at all possible, we strongly recommend that you reinstall these items from their original disks, just in case one of the items had become corrupted and contributed to the problem.

If the original disks aren't available, you may move the non-standard items from the Storage folder to the equivalent place in the new System Folder. Be careful not to replace anything that's already in the new System Folder. Only move items that aren't already in the new System Folder.

Step 1
Open each corresponding folder within the System Folder and the Storage folder and then compare the contents.

Step 2
Move an item that isn't already in the new System Folder and its subfolders from the Storage folder and its subfolders.

Step 3
Restart your Macintosh.

It is recommended you proceed slowly when doing this. This is part of the
troubleshooting process, so you do not want to move everything back at once:
instead, move a few at a time, restart, and test to make sure the original
problem has gone away.

If you move the items back and the problem should recur, you probably have an
extensions conflict. Done properly, you will know which set of extensions cause
the problem, but sometimes intermittent extensions conflicts will require more
troubleshooting.

Final Steps

Verify that your applications are performing normally. If not, refer to the
application manual or contact the vendor.

We normally recommend you keep the Storage folder around for a couple of months,
or until you're *completely* certain that you do not need any files from it.

When the Macintosh behaves as expected, move the Storage folder to the Trash,
and choose Empty Trash from the Special menu.

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