System 7.5: Please Insert the Hard Drive Problem (2/95)

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TOPIC ---

There is an issue involving third-party SCSI drivers and the new Color Picker in
System 7.5. This issue affects APS (Allied Peripheral Systems) drivers prior to
v3.0, SCSI Director, CMS Enhancements, and drivers made by Transoft (they used
to make APS drivers and they make SCSI Director and also OEM their driver).

DISCUSSION --

The problem is as follows:

At startup, Color Picker makes an alias to itself. The alias information will be
incorrect because this particular driver marks the startup volume as ejectable.

After loading Finder, the driver then marks the volume as not ejectable. The
Color Picker alias information is now wrong. Under System 7.5, if the hard disk
driver is not compatible, you will get a message stating "Please Insert the hard
drive" or a system crash when accessing either the color control panel or color
picker. This occurs because the alias cannot be resolved, it is pointing to a
hard drive that does not exist.

Some applications are dependent on the Color Picker. Third-party application
vendors are concerned for their customers because of this issue.

This is a third-party problem and the drivers will need to be updated. Customers
should contact APS (800-334-7550). Upgrade cost vary, depending on when the
drive was purchased.

The number for CMS (Ameritech) is (714) 222-6000. The number for Transoft is
(800) 949-6463.

A workaround is to turn off 'Finder Eject' in the driver software. You can run
the formatting utility and choose the option. The option is only needed for
Syquest/Removable Media.

Article Change History:
15 Feb 1995 - Reviewed for technical accuracy, revised System 7.5 keyword.
24 Jan 1995 - Change title and wording for better searchability.

28 Nov 1994 - Added CMS to the article.

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