Mac OS 7.6: Blinking Question Mark After Install (3/97)

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TOPIC ---

I just finished running the Mac OS 7.6 Installer. Upon restart, the system
displays a blinking question mark on the screen. It appears the hard drive will
not mount. What's happening? What can I do?

DISCUSSION --

This behavior occurs only with hard drives formatted that were formatted with an
older version of Apple HDSC Setup (7.1.2 or older). Although there is nothing
physically wrong with the hard drive, and no information has been lost, there is
currently no utility that would allow access to the data. A drive recovery
service may be able to recover the information on the drive.

This behavior will not occur with volumes that have been formatted with newer
versions of Apple HDSC Setup, Drive Setup or Internal HD Format. Apple is
working on resolving this issue.

To reclaim the use of the affected hard drive, reinitialize it with Apple HDSC
Setup 7.3.5. Apple HDSC Setup 7.3.5 is located on the Mac OS 7.6 CD in the
Utilities folder. Note that reinitializing will result in the loss of all data
on the hard drive.

The proper utility (and version) to use for formatting hard drives is:

Drive Setup 1.2.2

- all PowerPC-based computers
- all computers with IDE drives

Apple HDSC Setup 7.3.5

- all 68K-based computers with SCSI hard drives

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