CD-ROM: This disk is unreadable Message (9/95)

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TOPIC ---

When I put a CD into my CD-ROM drive I get the message "This disk is unreadable
by this Macintosh. Do you want to initialize the disk?" What does this message
mean?

DISCUSSION --

When the CD-ROM drive will not recognize a particular type of CD, this usually
indicates the CD-ROM software is not properly installed or is missing certain
files. In some cases, the one or several of the CD-ROM "Access" files may be
damaged or a third-party extension or control panel may be conflicting with the
CD-ROM software. Try the following suggestions to resolve this issue:

• Make sure you have not started your Macintosh with the Shift key held down to
turn off extensions, or you are not using any extension manager software that
prevents the CD-ROM extensions from loading.

• Make sure that these files are in the Extensions folder of your System
Folder:
  - Apple CD-ROM
  - Apple Photo Access (if you plan to use Kodak Photo CDs)
  - Foreign File Access
  - High Sierra File Access
  - ISO 9660 File Access
  - Audio CD Access

If any or all of these files are missing, search your hard disk to see if they
have been moved to a different location, then move the files back into the
Extensions folder. You will need to restart the computer after moving the files
to the Extensions folder for the files to work properly.

• If these files have been deleted, reinstall your system software from your
Macintosh CD or system disk. You need to startup from the CD in order to
reinstall the resources properly.

• If these files are damaged, throw the CD-ROM files mentioned above into the
Trash, empty the Trash, restart while holding down the Shift key until the
message "Welcome to Macintosh, Extensions off" appears. Reinstall the CD-ROM

software from your Macintosh CD or system disks. Restart and test to see if the CD mounts on the desktop.

• If the preceding steps fail to resolve your issue, then an extension may be conflicting with the CD-ROM software. If you are running System 7.5 (see Note), open the Extensions Manager control panel and select "System 7.5 Only" from the Sets pull-down menu. When you restart your Macintosh, only the extensions installed with System 7.5 load. Test your CD-ROM disks to see if they work, then add extensions and control panels back one at a time, restarting after adding each one to isolate which extension is causing the conflict.

NOTE: If you are using an earlier version of System 7, you have to manually drag extensions and control panels out of the System Folder and restart each time to isolate the offending file.

Once you isolate the conflicting extension, contact the software manufacturer or vendor for compatibility information, or disable the extension to resolve the symptom.

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