AppleCD: When Replacing Mechanism, Install New Software (3/93)

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TOPIC ---

I have a Macintosh IIvx that required a CD-ROM drive replacement. When I
installed the new Service Module, the drive would not mount. I reinstalled
CD Software version 4.01, but the problem still occurred.

DISCUSSION ---

In December 1992, Apple released version 4.0.2 of the Macintosh CD-ROM
Setup software, which resolves anomalies with the drive and certain
Macintosh computers.

In all cases we have heard of, the computer systems that would not mount
the CD-ROM drive were not running version 4.0.2 as required. Once
the CD-ROM Setup Software version 4.0.2 was installed, all systems worked
fine.

When a Service Provider replaces any internal or external CD-ROM drive,
make sure the system is under 4.0.2 and the customer is provided
with this latest version of the software. Using this software will prevent
the customer from experiencing problems that occurred with earlier software
versions. Advise the customer that this software must be installed using
the Apple Installer program.

Download Macintosh CD-ROM Setup Software 4.0.2 from the AppleLink path:
   Software Sampler icon
      Apple SW Updates bulletin board
         Macintosh folder
            Peripheral Software folder
               Macintosh CD-ROM Setup 4.0.2
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