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Macintosh IICx: Troubleshooting Noisy Freeze Up (4/94)

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TOPIC -----

Once or twice a day my Macintosh IICx makes a surging noise and then the system freezes. This has been happening for about a month. Sometimes, it works okay for a week or so. Recently, the top half of the monitor is white and the bottom is black with what appears to be an image like a snowflake in the middle. When I reset, the strange screen goes away.

DISCUSSION -----

Make sure that the software is not causing the system to crash. Remove any add-on INITs (screen dimmers, mail, sounds, and the like), until you track down the problem. The fact that it makes a noise tends to point toward hardware, but we have seen bombs or locks where noise was also generated.

When a problem is this intermittent, you have to swap a part and test that for a week. If you hold on to the part, and it doesn't end up being the problem, you can re-install it. Once you have ruled out software, investigate hardware in this order:

- 1) Make sure the RAM SIMMs are the correct versions for the machine (120ns or faster).
- 2) Run diagnostics.
- 3) Check the hard drive.
- 4) Test the memory.
- 5) Check the logic board.

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