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Macintosh IIci: SuperMac/TPI Incompatibility & Workaround (1/95)

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TOPIC -----

When I installed the SuperMac 8/PDQ card, SuperMac 9750 monitor, and TPI 105MB drive in a Macintosh IIci, the system froze or gave a system error. I did this using system software version 6.0.7 and version 7.0.

I replaced the TPI drive with Apple 40MB and 80MB drives, and the system worked. I replaced the SuperMac Equipment with the Macintosh Display Card 8•24, and Hi-Resolution RGB, and the system worked fine.

I even replaced the SuperMac equipment with other SuperMac products (that is, the Series III card and Monochrome monitor), and this failed.

Any suggestions?

DISCUSSION -----

Apple contacted both SuperMac and Total Peripherals (TPI) regarding this problem. Both SuperMac and TPI were aware of the problem, and informed Apple Service that they are investigating the issue. We passed on your hardware configuration, software configuration, and the troubleshooting information.

In addition, both SuperMac and TPI provided an interim solution. Use system software version 6.0.7 and TPI driver version 1.01e.

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