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Macintosh: Troubleshooting an Intermittent Startup Problem

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TOPIC -----

I need help troubleshooting a customer's Macintosh IIci intermittent startup problem.

Description of Problem

When the customer first started having intermittent startup problems, he found that, if he unplugged the system from the wall outlet and then plugged it back in, the Macintosh IIci would start up normally.

Corrective Measures Taken/Results

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- I ran the MacTest IICx/IIci 2.0 diagnostics. No problems were reported.
 - I replaced the power cord, keyboard, and keyboard cable. The Macintosh was returned the next day with the same problem.
 - I replaced the logic board. The Macintosh still had startup problems.
 - I replaced the power supply. The Macintosh still had startup problems.

DISCUSSION -----

The description you provided usually indicates a power supply problem. However, before you replace the power supply again, check the monitor as a possible source. Does the Macintosh start up normally if the monitor is disconnected? If yes, connect a different monitor to the Macintosh, and restart. If the Macintosh starts up normally with this monitor attached, troubleshoot the original monitor for the problem.

If the monitor is eliminated as the source, try another known-good power supply to rule out the possibility that the first replacement was a defective unit.

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