Multiple Scan Displays: Problem With EEPROM Settings (1/96)

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TOPIC ---

When I was uploading the EEPROM settings using MacTest Pro to a Multiple Scan 17
Display, the Macintosh I was using crashed. The EEPROM settings were corrupted
when this happened. Can I adjust this display with the corrupted EEPROM
settings?

DISCUSSION --

There may be a way to do this depending on what actually happened. On some
Macintosh computers, MacTest Pro may crash as the EEPROM settings are being
uploaded. If the utility crashes, you usually have to do a whole unit exchange
on the display. All workarounds and solutions apply to All Apple displays using
EEPROM settings. This includes the Multiple Scan 17, Multiple Scan 20,
AppleVision 1710, and AppleVision 1710AV displays.

• The Display Service Utility (version 1.0) has been released as the replacement
for the display module used with MacTest Pro. It is a stand-alone application
and not a MacTest Pro Test Module.

The Display Service Utility should be used by all service providers. The Display
Service Utility is available on AppleLink. The AppleLink path is:

```
    AppleLink:
       /Apple Service Training
           /Service & Support
               /Apple Service Diagnostics
                   /Display Service Utility - New Posting (dated 12/21/95)
```

Download and decompress the package. The file contains the application and a
Read Me instruction file.

• If you do not have access to AppleLink, have a method to obtain the utility,
or choose to continue using MacTest Pro, the following workarounds are
recommended when using the display module:

Workarounds

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• MacTest Pro crashes with a few systems and configurations. Known conditions are listed in the documentation that comes with MacTest Pro. You should use the Monitors control panel to set the display resolution to 640x480 and reduce the number of on screen colors to sixteen (16) or less.

• If you did have a system crash, you may be able to recover the settings originally downloaded from the Multiple Scan 17 Display. During the download, MacTest Pro creates a files containing the EEPROM parameters. Once the parameter settings are uploaded, the settings are deleted. If a computer crashes and the settings were corrupted during the transfer, it means that the file still exists. If the file has been deleted, it means that the software has previously successfully uploaded the parameters.

The parameter settings file, which is named "DisplayUtility", is located in the root directory on the default hard drive. If the file still exists, you can restart MacTest Pro and you should be able to upload the parameters to the display. When MacTest Pro is launched and the file exists, MacTest Pro makes the "Write File" button active. You can rename this file for storage and can use it again if it is again renamed to "DisplayUtility" and placed in the root directory.

As a second step, the settings from display to display (same type) may be similar and it is possible to make a copy of the file that can be successfully used on other (same type) displays. If the parameter settings from one display are used on another display, every scan rate should be checked to make sure the user controls can be adjusted to get an acceptable image. This method is generally not recommended and it is not guaranteed to always work. It can sometimes be used successfully if you are trying to save the cost of a whole unit exchange.

Summary:
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• Upgrade from the display module in MacTest Pro to the stand alone application called Display Service Utility. The Display Service utility is available on AppleLink.

• Check/change the computer configuration for scan rate and video bit depth to reduce the probability of MacTest Pro crashing. If MacTest Pro continues to crash, escalate with information about the system configuration to SVC.TECH on AppleLink.

• You may be able to recover from a software crash by first running MacTest Pro again with the changed video set-up: you should be able to upload the parameters again. The next step would be to download the parameters from another display (same type), make a copy of the parameter file, and then upload the file to the display being serviced.

Support Information Services

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