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## Snooper: Macintosh Classic Clock Speed Anomaly (9/94)

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TOPIC -----

Using a diagnostic product called Snooper on a Macintosh Classic, I am getting a clock speed of 4 Mhz, while all other Classics in the office report approximately 8 Mhz.

DISCUSSION -----

We discussed this issue with the people from Maxa software. They indicated that newer Classics, some PowerBooks, and possibly other systems cause this anomaly in Snooper. Maxa intends to correct this in the next release of Snooper, due out soon.

While there are many applications available for Macintosh computers, Apple does not generally make any representations of how our products will perform with third- party software. Therefore, if a system behaves strangely when running an application, and that application behaves differently on another system, that may be a basis for further troubleshooting, but is not in and of itself a cause for exchange of parts. In addition, just because a system passes diagnostics does not mean that it is healthy. In some cases, problems are not identified by our diagnostics but can be identified only by a technician who is familiar with the system in comparison to other, identical, machines.

Even so, identifying the system as a 4 MHz system does not mean that the problem is solved. The software may be confused by bad RAM (remember, the application loads and executes on a potentially sick machine, so who knows what it might do), by a hard disk drive generating scads of interrupts and errors, by a confused clock chip, and so on. The technician will still need to test modules in a logical order to be sure that the problem has been isolated and resolved. The sequence that comes to mind is: software, logic board, and RAM. The technician may also want to isolate the machine, disconnect the hard drive, and load the test from a floppy disk to eliminate any misleading symptoms.

It is reported that Maxa Corporation is out of business and can no longer be reached.

Article Change History:

22 Sep 1994 - Added that Maxa Corp. is out of business.

Support Information Services

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