



CompTIA Module Symptom Codes





Introduction

Apple adopted the CompTIA Module Symptom Codes (MSC) in July 1994 to replace company-specific codes used previously. The industry association, CompTIA, is sponsoring the use of these codes by all personal computer service providers.

The following codes reflect the most recent changes and additions approved by CompTIA in June 1997.

Important: When returning a defective module to Apple, always enter the symptom code that best describes the problem.





CompTIA Form

If you are using the CompTIA form, enter the six-digit CompTIA code in the CODE field on the form.

Sample CompTIA Form

P A R T S	VENDOR PART #	QTY	DESCRIPTION	1	2	3	4	5	6	PO #	
	1.						CODE				
	2.										
	3.										





Information to Enter on the CompTIA Form

Field

- | | |
|-----|--|
| 1 | <u>Operating System Code</u> |
| 2 | <u>Modifier Code</u> (the mode of failure, e.g., intermittent, continuous) |
| 3-5 | <u>Observed Condition Code</u> (three digits) |
| 6 | <u>Action Code</u> |





AppleOrder Form

AppleOrder, the electronic order management tool, implements the CompTIA failure codes in a four-digit format. Select an Observed Condition Code and a Modifier Code by pointing and clicking the mouse on the symptom that best describes the problem. These codes will be displayed in the “Observed Condition” field on the AppleOrder 3.0 form.

Sample AppleOrder Form

SELECT PART	DESCRIPTION	EXCH PRICE	QTY	OBSERVED CONDITION
1. 661-0733	LGC BD, 16MHZ, MAC COLOR CLASSIC	238.500	1	501-C
2. 661-0763	MOUSE II, DESKTOP BUS	56.700	1	406-C
3.				
4.				





SRO Form

The Apple SRO form also implements the codes in a four-digit format. If you are using the SRO form, write the three-digit Observed Condition Code followed by a one-digit Modifier Code in the “Repair Confirmation Code/Symptom Code” section on the form.





Operating System Codes

Description for Operating System Codes	Code
Not applicable	A
DOS	B
Windows	C
Windows NT	D
OS/2	E
UNIX	F
Apple II	G
Macintosh	H
Novell	I
Banyan	J





Modifier Codes

Description for Modifier Codes	Code
Not applicable	A
Continuous	B
Intermittent	C
Fails after warm-up	D
Environmental	E
Configuration — peripheral	F
Damaged	G





Action Codes

Description for Action Codes	Code
Return	A
Adjust	B
Reseat	C
No action	D
Reload	E
Configure	F





Observed Condition Codes: Generic

Generic Description	Code
Good part	101
No power/power light	102
Does not boot from hard drive	103
Mechanical	104
Damaged	105
System hangs up	106
Intermittent	107
Cosmetic	108





Generic Description	Code
Screen bright, no Mac face	109
Reset problem	110
Hibernation/sleep problem	111





Observed Condition Codes: Displays

Description for Displays	Code
No video	201
Unstable video (jitter/flicker)	202
Focus/convergence	203
No back light	205
Color(s) missing or excessive	206
Pin cushioning	207
Bright lines	208
Rolls vertically	209
Distorted sound	212
Cannot adjust contrast	213





Description for Displays	Code
Dim or low intensity	215
Incorrect size/alignment	216
Does not show second monitor	217
No video; Power LED On	288
No video; Power LED Off	289
Audible squeal	290
Color or brightness non-uniform	291
Screen affected by sound	292
Can't change resolution	293
ADB ports not working	294
Microphone not working	295





Description for Displays	Code
No sound	296
Controls/buttons not working	297
Mechanical - connector/cable	298
Mechanical - case	299





Observed Condition Codes: Drives

Description for Internal or External Drives	Code
Noisy	301
Does not spin	302
Read/write error	303
Format problem	304
ID problem	305
Lost records	306
Bad sectors	307
Drive will not mount	308
Not recognized with utility or formatter	309
Does not accept disk	310





Description for Internal or External Drives	Code
Will not boot - no other codes apply	397
Can't eject	398
Mechanical	399





Observed Condition Codes: Input Devices

Description for Input Devices	Code
Keyboard locks up	401
Sticky key	402
Inoperative key	403
Incorrect key code	404
Foreign substance spilled on unit	405
Not tracking	406
Mechanical failure	408





Description for Input Devices	Code
Bad cord/cable	409
Locks up system	410
No response	411





Observed Condition Codes: Boards

Description for Boards	Code
Memory problem	501
Video port problem	505
Communications problem	508
Configuration problem	509
Parallel port problem	510
Serial port problem	511
Wrong startup tone	513
Bad expansion slots	515
Audio input problem	516
Audio output problem	517





Description for Boards	Code
Battery failure	518
Inoperative control panel	519
Dark screen with startup tone	520
Sad Macintosh	521
Cannot shut down	522
ADB port issue	523
Bad or no color	524
Will not run off AC power	525
Button/control problem	590
System freeze	591
SCSI port problem	592





Description for Boards	Code
No power/power light	593
Will not boot from HDD	594
System hangs up	595
No Mac face	596
Restart problem	597
Sleep problem	598
Mechanical problem	599





Observed Condition Codes: Power Supplies

Description for Power Supplies	Code
Overheating	601
Random reset	602
Voltage missing	603
Noise/hum	604
Crowbar/chirping	605
Blows fuses	606
System failures	607
UPS battery replacement indicated	608





Description for Power Supplies	Code
UPS power-on indicator not lit	609
Fan not working	698
Mechanical	699





Observed Condition Codes: Printers/Fax

Description for Printers/Fax	Code
Print quality (include sample)	701
Paper handling	702
Accessories	703
Overheating	704
PCB	705
Scanner	706
Communications	707
Software	708
No ready light	709
Improper print head movement	710





Description for Printers/Fax	Code
Select button inoperable	711
Fails self test	712
Printer not seen by CPU	714
Self test OK; won't print from host	715
Prints blanks	716
Mechanical	799





Observed Condition Codes: Multifunction Devices

Description for Multifunction Devices	Code
Accessories	801
Configuration	802
Consumables	803
Engine error/fault	804
Facsimile	805
Other applications	806
Paper handling (print scan)	807
PCB	808
Print/scan/image quality (include sample)	809





Description for Multifunction Devices	Code
Software	810
System environment	811
Docking problem	812
Mechanical	899





Observed Condition Codes: Modems

Description for Modems	Code
Self test fails	901
Communications failures	902
Will not dial	903
Will not answer	904
Stuck off hook	905
Locks up	906
Buzzes	997
Drops line	998
Mechanical	999

