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Macintosh IIfx: Xerox 7650 Scanner Termination (11/94)

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Security: Everyone

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TOPIC -----

I have a Macintosh IIfx with HD80 SC and 4MB RAM (Quantum) running System software 6.0.5.

The Macintosh alone is functioning perfectly, but as soon I put on a Rank Xerox scanner 7650 and terminate with the black terminator, I am not able to start my system. The same scanner connected to a Macintosh IIcx, terminated with the old terminator, is functioning perfectly.

Do you have any suggestions?

DISCUSSION -----

From your description, it sounds as if either the SCSI cables and terminators or the SCSI port on that Macintosh IIfx are bad -- or, much more likely, that there is an incompatibility between the Macintosh IIfx and Xerox 7650 scanner.

We contacted Xerox and found that this version of the scanner (having Macintosh and PC support) is distributed only by their VARs, and that Xerox will only support their VARs on this product. Because we were unable to get any assistance for you, we recommend the user contact the company that sold the scanner to see if there are new drivers or workarounds, and if not to escalate the problem through that organization and eventually to Xerox.

You also might try connecting another SCSI device or two on the same chain -- try in the middle or at the end.

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Support Information Services

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