



Tech Info Library

OneScanner: Not Recognized at Startup (2/95)

Revised: 2/27/95
Security: Everyone

OneScanner: Not Recognized at Startup (2/95)

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TOPIC -----

I've had an ongoing problem with a Macintosh Quadra 700 and the Apple OneScanner. The OneScanner worked once, then failed. I checked the Macintosh Quadra for proper drive termination, and reseated/replaced the SCSI cable.

I've used both gray and black terminators on the scanner, no terminators, terminators on both ports, and replaced the scanner cable. The order in which I turn devices on doesn't seem to matter. I can't get any configuration to work consistently. What do you suggest?

DISCUSSION -----

All Apple OneScanners with ROM version 2.02 could have a SCSI ID recognition problem when connected to any Macintosh Quadra or Power Macintosh computer. The Apple OneScanner is not recognized on the SCSI bus if the OneScanner is powered on before the Macintosh.

There is a workaround to this recognition problem:

Using the OneScanner with a Quadra or Power Macintosh

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- 1) Power on the Macintosh, and let it start up to the Finder.
 - 2) Power on the Apple OneScanner.

The OneScanner has, approximately, a 12 to 13 second power-on sequence. This power-on sequence consists of a variety of audible motor calibrations. The sequence is complete when you hear the last sound -- about 12 seconds after switching on the power.

Using the OneScanner With a Quadra Running A/UX

1) Power on the Apple OneScanner.

The OneScanner has, approximately, a 12 to 13 second power-on sequence. This power-on sequence consists of a variety of audible motor calibrations. The sequence is complete when you hear the last sound -- about 12 seconds after switching on the power.

2) Power on the Quadra.

3) Start up A/UX, and wait for the Log-in screen. DO NOT log in.

4) Turn off the Apple OneScanner, wait a few seconds, and turn the Apple OneScanner back on.

5) Log in to A/UX.

The Apple OneScanner should be recognized now. If not, try the process again.

Notes

- Use the standard gray terminator with the OneScanner and the Quadra or Power Macintosh.
- Apple has tested these workarounds, and they seem to work in most instances. However, Apple makes no guarantee that these workarounds are successful 100% of the time.
- This Apple OneScanner recognition problem applies only to the Macintosh Quadra and Power Macintosh series. No other Macintosh models are affected.
- The Apple OneScanner ROM version 2.03 corrects the recognition problem, and Apple Service inventory consists of the upgraded boards.

If you are unsure which ROM revision your Apple OneScanner (or any other SCSI device) has, connect the SCSI device to a Macintosh computer and launch a product called SCSI Probe 3.4 or later. SCSI Probe provides the SCSI ID, device type, vendor info, product name, and version information.

- Apple OneScanner owners with Macintosh Quadra computers who want to upgrade to ROM version 2.03, instead of using the workaround, should contact their authorized service providers for a replacement board.

These articles can help you locate software updates mentioned here:

- Where To Find Apple Software Updates
Lists online services for "free" Apple software updates
- Obtaining Apple Product Support in the USA
Lists 800 numbers and online services for software updates, Apple

support information, and a subset of the Apple Tech Info Library

Article Change History:

27 Feb 1995 - Slight change to formatting.

26 Sep 1994 - Reviewed article and included information on getting software online.

18 May 1994 - Included Power Macintosh computers.

Support Information Services

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