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Quadra 660AV & 840AV: Floppy Drive Rejects 800K Disks (2/95)

Revised: 2/7/95
Security: Everyone

Quadra 660AV & 840AV: Floppy Drive Rejects 800K Disks (2/95)

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TOPIC -----

The floppy disk drive on the Macintosh Centris/Quadra 660AV and Quadra 840AV may occasionally reject some of your 800K floppy disks.

DISCUSSION -----

Both the Macintosh Centris 660AV and Quadra 840AV use a new floppy disk controller that reads and writes data more precisely than the one used in most other Macintosh computers. For this reason, the computer may not be able to read some 800K floppy disks that were created by mass-duplication equipment, or other non-AV Macintosh computers. If you experience this problem, check with the software vendor for another copy of the disk.

Some versions of copy protection for 800K floppy disks are not compatible with your computer. If you have a problem with a copy-protected disk, check with the software vendor for an upgraded or unprotected copy of the disk.

ProDOS 800K Disks Created on an AV Series Macintosh

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This problem can also appear when formatting a disk on an AV series Macintosh as a ProDOS 800K disk, inserting it into an Apple IIgs, saving an AppleWorks file onto it, and re-inserting it into the AV Macintosh. This often results in the AV Macintosh reporting that disk was unreadable.

Troubleshooting and Workarounds

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Zap the parameter RAM

Restart your Macintosh, holding down the Command-Option-P-R keys. The smiling Macintosh icon appears and shortly after, the computer restarts once again. Release the keys and insert your 800K floppy disk once the Finder appears.

Restart your Macintosh with extensions off

Restart your Macintosh and hold down the Shift until the Welcome to Macintosh dialog box appears with the additional message Extensions Off. Release the Shift key and insert your 800K floppy disk once the Finder appears.

Turn off Speech Recognition

Open the Speech Setup control panel and click the OFF button. Restart your Macintosh and insert your 800K floppy disk once the Finder appears.

Make sure you do not have composite SIMMs (RAM) installed

Apple does not recommend using composite SIMMs for RAM expansion in any Macintosh computer. For further information, search by COMPOSITE in the Technical Information Library.

Regenerate Macintosh-generated disks on another Macintosh

If Macintosh-generated 800K disks are unreadable on your Macintosh AV, copy the contents to a 1.4MB floppy disk using another Macintosh and its internal hard disk.

Copy a mass-duplicated disk to 1.4MB disk

If mass duplicated 800K disks are unreadable on your Macintosh AV, copy the contents to a 1.4MB floppy disk using another Macintosh and its internal hard disk OR call the software vendor to see if they can send you another copy on 1.4 MB floppy disk.

Perform a network install

Perform a network install or copy the software from another Macintosh over an AppleTalk network onto the Macintosh AV.

Contact the supplier of copy-protected disks

If 800K copy protected floppy disks are not readable, contact the supplier to obtain either a more stringently written floppy, or see if they will provide a non copy protected version.

Article Change History:

07 Feb 1995 - Added keyword; made several technical updates.
04 Oct 1994 - Combined other similar article with this one.
21 Jul 1994 - Problem is with Macintosh 800K or ProDOS 800K floppy disks.

Support Information Services

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