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Compatibility Checker & At Ease: Macintosh Won't Boot (8/95)

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Security: Everyone

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TOPIC -----

I have At Ease on my Macintosh, and after running the Compatibility Checker for System 7 Pro, my machine will no longer startup.

DISCUSSION -----

At Ease is not compatible with System 7 Pro, and therefore the Compatibility Checker will attempt to "move" At Ease out of the System Folder.

Compatibility Checker v7.1.1, which ships with System 7 Pro, attempts to move At Ease 2.0 (Work Group version) from the System Folder of the active startup disk, even if At Ease is turned on. It gives an error that there were problems moving At Ease, but doesn't explain how to fix it, and doesn't remove ANY other items from System Folder.

With At Ease 1.0, it DOES move At Ease Setup, along with all other incompatible items. The result is that the Macintosh cannot start up again, because At Ease is still the startup application designated in the boot blocks, but it is not present after the Compatibility Checker has moved it.

If At Ease 1.0 was removed from the System folder while it was 'ON' then startup with Disk Tools, drag Finder from within your System Folder (on your hard disk) to the root level of the hard disk, then drag Finder back to System Folder. This resets the boot blocks back to normal. The Macintosh should now startup to the Finder, but At Ease will not be active. If you intend to run System 7 Pro, then you cannot run At Ease.

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Support Information Services

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