



# Tech Info Library

## Power Macintosh Upgrade Card: General Troubleshooting (8/94)

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TOPIC -----

This article describes some procedures to follow when troubleshooting problems after installing a Power Macintosh Upgrade Card. Try these procedures if your Macintosh freezes or crashes when starting up in either 680x0 or PowerPC processor mode.

DISCUSSION -----

To troubleshoot or identify problems related to the installation of a Power Macintosh Upgrade Card, try the following:

- Perform a clean install of the system software from the disks supplied with the Power Macintosh Upgrade Card.
- Check to see if the computer's DRAM SIMMs are composite. Composite SIMMs are not supported in a Macintosh and can cause problems in Macintosh computers using the upgrade card.
- Test with all external SCSI devices disconnected. Devices with older device drivers may cause the system to crash when starting up in PowerPC processor mode.
- Remove NuBus cards, especially third-party video cards, and test using the computer's built-in video. Drivers loaded for the cards may be incompatible.
- Remove any extra RAM and test. Maybe there is a SIMM installed that is not within specifications.
- Try the Power Macintosh Upgrade Card in another Macintosh computer, if one is available.

The goal of the troubleshooting procedure is to determine whether the card is

good. You can do this by making sure the Macintosh it is installed in is as close to factory specifications as possible (for example, no extra RAM, NuBus devices, and so on). If the tests still fail, it is possible that the card is failing. You can test the card by trying it with another Macintosh computers.

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