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Power Macintosh: No Video w/ SCSI External Devices Attached 9/94

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TOPIC -----

There have been reports that Power Macintosh computers sometimes fail to display video via the High Performance Video Card (HPV) or the AV video card when external SCSI devices are powered on.

This article discusses a possible cause for this problem.

DISCUSSION -----

Reference the following configuration:

- Power Macintosh 8100/80 with CD-ROM and 500 megabyte HD
- Apple 16" Color Display attached to the HPV card
- Ehman Video Card and monochrome display
- MicroTek Scanner (ID 6)
- APS Syquest (ID 2)
- Bernoulli (ID 4)

The computer would not produce video on the monitor attached to the HPV card if any one of the external SCSI devices were powered on before starting the computer. The display attached to the Ehman card would work fine. The same SCSI chain worked fine on another Power Macintosh 8100.

To troubleshoot, we checked SCSI ID's, cable lengths, and termination. We also zapped the PRAM and booted from the Power Macintosh System Software CD. The problems persisted.

As a last resort, we reseated the HPV card and the problem went away. The Macintosh would display video on the 16" display with all SCSI devices attached and the devices worked properly.

Reseating the HPV card on a Power Macintosh should only be performed by an Apple Authorized Service Provider as damage to the computer's logic board can result

if not done properly.

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