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SAM 4.0: Installer Problem and Workaround (12/94)

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TOPIC -----

I experienced a problem when installing SAM 4.0 on a Macintosh II. The first diskette would not eject so the install process stalled there.

Is there a workaround?

DISCUSSION -----

Symantec Technical Support states that they are aware of some instances on older Macs where the Installer does not eject the Install 1 disk of SAM 4.0 (Symantec Antivirus for Macintosh). They informed me they have a new version of the Installer that prevents this problem from occurring.

For customers who already own SAM 4.0, there are two ways to bypass this problem:

Method #1

1. Quit the Installer.
2. Insert disk 2 of SAM.
3. Select Eject from the Special menu or press Command-E. A grayed image of disk 2 should remain on the Macintosh desktop.
4. Insert disk 1 of SAM and open the Installer. Install SAM as you normally would.

Symantec states that this has resolved the problem in nearly all instances. However, if it does not, customers can install it manually, as listed below.

Method #2 (Manual Install)

1. Print the Read Me document from disk 1.
2. The section entitled "Installed File Location" contains a list of SAM-related files and where they belong. Use this as a checklist for copying each file from the SAM Install Disks to their recommended location.

Support Information Services

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