



Tech Info Library

System 7.5: Failure After Partial Installation (4/95)

Revised: 4/7/95
Security: Everyone

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TOPIC -----

While installing System 7.5 from CD or floppy disks, I get part way through the install, usually to Disk 2, then an error message asks me to insert Disk 1. Next an error message says the installation could not be completed.

What can be causing this problem?

DISCUSSION -----

The Installer always asks for Disk 1 to be inserted if it finds a problem during the installation process, this behavior is normal. The error message is actually contained in the Installer code on Disk 1.

Possible Causes

There are two possible causes of the problem:

- A bad diskette, or a dirty or damaged CD
- A corruption in the internal PRAM of the computer

If the CD is dirty, clean it with a soft cloth and water. Be careful to wipe directly from the center out towards the edge; never in a circular path around the CD.

To determine if the problem is related to the diskette itself, first make sure all network, printer, third party Apple Desktop Bus (ADB), and external SCSI devices are disconnected. Clear PRAM by holding down the Command-Option-P-R keys at startup. You will hear the computer chime normally when it restarts. Continue holding the keys down until you hear three more chimes, then release the keys.

Retry the installation process, if it fails again at the same point, the floppy disk or CD you are using is probably damaged and should be replaced. Call

1-800-SOS-APPL or your local dealer for help.

Article Change History:

07 Apr 1995 - Made minor technical updates.

Support Information Services

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