



Tech Info Library

Power Macintosh 7500 & 8500: Frequently Asked Questions (5/96)

Revised: 5/17/96
Security: Everyone

Power Macintosh 7500 & 8500: Frequently Asked Questions (5/96)

=====
Article Created: 8 January 1996
Article Reviewed/Updated: 16 May 1996

TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about Power Macintosh 7500 and 8500 series computers.

Questions answered in this FAQ:

- 1) Does my Power Macintosh have an FPU (Floating Point Unit/Math coprocessor)? I see errors that an FPU is not installed.
- 2) What causes Type 10 and 11 errors?
- 3) I need to run DOS software on my Power Macintosh 7500 or 8500 series computer. What are my options?
- 4) I have an old program which tells me to turn off 32-bit addressing. But I do not see this as an option in my Memory control panel. Why?
- 5) How can I get the built-in Ethernet address for my computer?
- 6) Can I add level-2 processor cache to my computer? Is it a SIMM or DIMM?
- 7) Can I add Video RAM (VRAM) to my computer?
- 8) I have an old program that requires less than 256 colors to be on. But the Monitors control panel settings don't show anything less than 256. What can I do?
- 9) At startup time, my monitor flashes off and back on again. Why?
- 10) I have a GeoPort Telecom Adapter. What version of the Apple Telecom software should I use?

11) I can't see a restart button on the computer. What do I use to restart my Power Macintosh 7500 or 8500 if the screen is frozen?

12) I am trying to connect to my internet service provider (ISP) using SLIP/PPP software. What do I need to know?

13) I am trying to get the Video Player software that comes with my Power Macintosh 8500 to work. When I launch it, a message appears:

"Apple Video Player could not find the necessary video hardware. Make sure that your computer has video input capabilities and that you are not running any other video applications."

14) Can NuBus cards be used with these Power Macintosh computers?

DISCUSSION -----

1) Question: Does my Power Macintosh have an FPU (Floating Point Unit/Math coprocessor)? I see errors that an FPU is not installed.

Answer: All PowerPC processor chips, which all Power Macintosh computers use, have an integrated FPU. You may be seeing the "FPU not installed" error for two reasons:

- You are running "conventional" software in 68K emulation. This operating mode does not provide access to the computer's floating point unit. Thus, the program does not work. See if there is an upgrade to a PowerPC native version of the program. Certain software "bridges" exist to allow conventional software access to the PowerPC microprocessor's FPU. See the Redgate Communications area to search for such products.
- You are using software, in either emulation or native mode, which is simply failing. Since the PowerPC supports pipelining instructions, a number of errors are occurring simultaneously. They eventually percolate out as an "FPU not installed" error. An error did occur, but it has nothing whatsoever to do with the need for a floating point unit. You should apply standard troubleshooting steps to resolve this issue. Standard troubleshooting information can be found in the online Apple Tech Info Library.

2) Question: What causes Type 10 and 11 errors?

Answer: Answer: A Type 10 error seen on a Power Macintosh 7500 or 8500 series computer is going to occur under the same circumstances as an FPU error. Due to the changes and enhancements in the 680x0 emulator, there are instances where an FPU error will be returned as a type 10 error. Follow the same troubleshooting steps you would when troubleshooting an FPU error.

Type 11 errors are typically due to one of a variety of factors:

- Font problems: you are using a bad font.
- Incompatible software running in emulation.

- SCSI chain problems: bad driver or cable.
- Cache SIMM problems (if you have installed one on your Power Macintosh computer).
- RAM problems: bad RAM has been installed.

For steps on how to troubleshoot such problems, see the referenced article in the online Apple Technical Info Library (on Compuserve and the World Wide Web)

- Use the search string "type 11 power" to locate the article "Power Macintosh: Meaning of Error Type 11."
- Use the search string "sys7 extension troubleshoot" to locate the article "Troubleshooting Macintosh System 7 INIT Conflicts"

3) Question: I need to run DOS software on my Power Macintosh 7500 or 8500 series computer. What are my options?

Answer: With a Power Macintosh 7500 or 8500 series computer, there are several ways to accomplish this.

- Apple offers two PC Compatibility cards featuring either a Pentium 100-megahertz processor on a 12-inch card (M4092LL/A) or a 586 100-megahertz processor on a 7-inch card (M4091LL/A). These PC Compatibility Cards let you run MS-DOS and Windows applications directly on your Power Macintosh computer. You can switch instantly between Mac OS, Windows, and MS-DOS environments with a single keystroke.

- Orange Micro has announced a version of their Orange PC card for PCI based Power Macintosh computers. The Orange PC cards use an expansion slot inside of your Power Macintosh 7500 or 8500 series computer. You can get more information by contacting Orange Micro directly. Their phone number is 714-779-2772.

- Reply, Inc. has also announced a version of their DOS on Mac card for PCI based Power Macintosh computers. The Reply cards use an expansion slot inside of your Power Macintosh 7500 or 8500 series computer. You can get more information by contacting Reply directly. Their phone number is 800-801-6898.

- You can use Insignia Solutions' SoftWindows emulator. This is a Macintosh application which emulates a PC DOS/Windows environment. You can get more information, such as pricing, performance, system requirements, and compatibility information from Insignia by calling them at 800-848-7677.

4) Question: I have an old program which tells me to turn off 32-bit addressing. But I do not see this as an option in my Memory control panel. Why?

Answer: All Power Macintosh computers run only in 32-bit memory addressing mode. There is no way to turn this off. Check with the vendor for a 32-bit compatible version of the software.

5) Question: How can I get the built-in Ethernet address for my computer?

Answer: The Apple LAN Utility version 1.0b4e1 can obtain the built-in Ethernet address for the Power Macintosh 7500 and 8500 series computers. While this utility is not supported by Apple, it is available in the Apple Software Updates area of the online services we post to (pathname: Macintosh -> Unsupported -> Apple LAN Utility 1.0b4e1)

6) Question: Can I add level-2 processor cache to my computer? Is it a SIMM or DIMM?

Answer: You can add a level-2 processor cache to the Power Macintosh 7500 or 8500 series computers. The cache is a 160 pin DIMM (dual in-line memory module), 11ns. Apple currently sells a 256K level-2 cache card for use in the Power Macintosh 7500 series computer (The Power Macintosh 8500 series computer features a standard 256K cache):
M3808LL/A 256K L2 cache (for Power Mac 7200 and 7500 series).
Check with third-party vendors for compatible cache cards that they may offer.

7) Question: Can I add Video RAM (VRAM) to my computer?

Answer: You can increase your VRAM to 2 MB or 4 MB from the 2 MB it originally shipped with. The VRAM DIMMs must be 1 MB, 112-pin fast-paged mode, with 70ns RAM access time or faster. Do not use 256K VRAM SIMMs.

8) Question: I have an old program that requires less than 256 colors to be on. But the Monitors control panel settings don't show anything less than 256. What can I do?

Answer: The built in video will not support less than 256 colors or greys. If you have a program that requires black and white, 4, or 16 colors to run, then you will not be able to run these programs. Check with the software vendor for availability of a compatible version. You could also check with video card vendors to see if any offer support for less than 256 colors.

9) Question: At startup time, my monitor flashes off and back on again. Why?

Answer: The software video driver for the monitor is loading up. This is normal and is answered in the Power Macintosh 7500/8500 Read Me file.

10) Question: I have a GeoPort Telecom Adapter. What version of the Apple Telecom software should I use?

Answer: You should use at least the Apple Telecom 2.1 that is in the Apple Telecom folder inside of the Apple Extras folder on your hard drive (and on your backup CD if you have removed it). Megaphone 1.0.2 is also provided in this folder. The current Apple Telecom 2.3 is compatible, but adds no additional functionality for the Power Macintosh 7500 or 8500 series computers.

11) Question: I cannot see a restart button on the computer. What do I use to restart my Power Macintosh 7500 or 8500 if the screen is frozen?

Answer: The reset command is a keyboard shortcut identical to the Macintosh Quadra 605 and Macintosh LC computers. The key combination is Command-Control-Power. In addition to the keyboard power button, the Power Macintosh 7500 and 8500 series computers also have a power button on the bottom front left panel (below the speaker panel).

If these do not restart or shut down the computer, it may be necessary to disconnect the power from your Macintosh computer. This can be done by turning off the power strip or by disconnecting the cable from the outlet or the back of the computer.

12) Question: I am trying to connect to my internet service provider (ISP) using SLIP/PPP software. What do I need to know?

Answer: Check the Open Transport FAQ for more detailed information. Make sure you have at least Open Transport 1.0.7 (1.0.6 is what originally came with your Power Macintosh 7500 or 8500 series computer). Version 1.0.8 is the current version. Both are available in the Apple Software Updates area on the online services to which Apple posts its software.

Also make sure you are using the TCP/IP control panel and not trying to get MacTCP to work. MacTCP is not compatible with the Power Macintosh 7500 or 8500 series computers.

13) Question: I am trying to get the Video Player software that comes with my Power Macintosh 8500 to work. When I launch it, a message appears:

"Apple Video Player could not find the necessary video hardware. Make sure that your computer has video input capabilities and that you are not running any other video applications."

Everything is correctly connected. I just installed Adobe Premiere and I am having problems with it also. This is the first time I have tried the Video Player application. I even made sure that QuickTime and QuickTime PowerPlug were turned on in the Extensions Manager.

What steps do I need to take to use my Apple Video Player software?

Answer: Apple Video Player 1.3 comes preinstalled on the Power Macintosh 7500 and 8500 series computers. There are two things that may cause this error message to appear on a Power Macintosh 7500, or 8500.

QuickTime 2.0.9 Not Installed

Apple Video Player requires QuickTime 2.0.9 or later and QuickTime PowerPlug 2.0.9 or later to run.

During the installation of a multimedia application, such as Adobe Premiere, the preinstalled versions of the QuickTime extensions may have been replaced with earlier versions. Many games and multimedia CD-ROM discs will install QuickTime software into your System Folder. Make sure your extension folder contains version 2.0.9 or later of the QuickTime extensions by following these steps:

Step 1

Open the Extensions folder in your System Folder on your hard drive.

Step 2

Locate QuickTime and QuickTime PowerPlug in your Extensions folder and click once on each while holding the down the shift key on your keyboard.

Step 3

Under the File menu, choose Get Info. Confirm that the version number is 2.0.9 or 2.1. If it is not, drag the two extensions to the trash and reinstall your multimedia software using the Custom install feature of the Macintosh CD that came with your computer.

QuickTime 2.1 and MoviePlayer 2.1 are available from online services.

Plaintalk Speech Recognition Turned On

If you have recently installed Plaintalk Speech Recognition software on your computer, this error will appear if you have Speakable Items turned on and then launch Apple Video Player.

Conversely, if you have Apple Video Player running and you try to turn Speakable Items on in the Speech Setup Control Panel, a message appears stating "Speakable items could not run because an unexpected error occurred. Restarting your computer or reinstalling the Speech Recognition software may correct this problem."

Because both applications need to access the digitizing hardware, you cannot use Apple Video Player and Speech Recognition simultaneously on the Power Macintosh 7500 or 8500. Engineering is aware of this issue and plans to update the error message to be more descriptive in subsequent releases of the Apple Video Player.

These articles can help you locate the QuickTime software update mentioned here:

14) Question: Can NuBus cards be used with these Power Macintosh computers?

Answer: NuBus cards cannot be used in this Power Macintosh. However, to preserve your investment in NuBus technology, a NuBus expansion chassis for PCI will be available from Second Wave, Inc. This chassis will enable you to continue to use your existing NuBus cards in Power Macintosh systems with PCI slots.

- "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

Article Change History:

- 16 May 1996 - Updated DOS compatibility information
- 09 Apr 1996 - Removed keyword.
- 01 Apr 1996 - Added keyword.

Copyright 1996, Apple Computer, Inc.

Tech Info Library Article Number:19176