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PowerBook 500 & 200 Series: PPC Upgrade Issues (1/97)

Revised: 1/10/97
Security: Everyone

PowerBook 500 & 200 Series: PPC Upgrade Issues (1/97)

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TOPIC -----

I have been experiencing some difficulties when upgrading customers' Macintosh PowerBook 500 or 200 series computers with the PowerPC (PPC) Upgrade:

- 1) Why does the internal Global Village PowerPort Mercury no longer function after the PPC daughter board or logic board upgrade is installed?
- 2) My PowerBook 500 series computer freezes up when the PCMCIA card cage is installed in the left expansion bay. Why?
- 3) I recently upgraded my PowerBook computer to PowerPC. Since the upgrade, the hard drive will not spin down, even though the icon in the Control Strip indicates that it has spun down. The only time the hard drive will spin down is when the PowerBook is shutdown or sleeping. What's wrong?

DISCUSSION -----

1) Question: Why does the internal Global Village PowerPort Mercury no longer function after the PPC daughter board or logic board upgrade is installed?

Answer: The Global Village PowerPort Mercury modem will not function without the latest software update from Global Village Communications, Inc. Global Village has now released the software. Version 2.5.5 is needed for the internal modem in the PowerBook 500 series to work. Customers will need to contact Global Village for more information.

2) Question: My PowerBook 500 series computer freezes up when the PCMCIA card cage is installed in the left expansion bay. Why?

Answer: The PowerBook 500 series PPC upgrade card requires the Revision C PCMCIA card cage. After the PPC upgrade card has been installed, the computer will not

startup if either of the prior revisions of the PCMCIA expansion card cage is inserted in the expansion bay. The Revision C cage is not yet available. It is expected it to be available from Apple by the end of May 1996

3) Question: I recently upgraded my PowerBook computer to PowerPC. Since the upgrade, the hard drive will not spin down, even though the icon in the Control Strip indicates that it has spun down. The only time the hard drive will spin down is when the PowerBook is shutdown or sleeping. What's wrong?

Answer: To alleviate this symptom, you need to update the hard drive driver with Drive Setup 1.0.3 or later. Since the default hard disk driver for all PowerBook 200 and 500 series computers comes from Apple HD SC Setup, any such PowerBook upgraded to PowerPC will have this symptom unless the hard drive has been previously updated with Drive Setup 1.0.3 or later.

Article Change History:

10 Jan 1997 - Added info about hard disk spinning resolution.

24 Jun 1996 - Correct typographical error.

10 May 1996 - Updated first two items and added third.

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