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Apple Telecom Won't install After Clean System Install (4/96)

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Revised:        4/3/96
Security:       Everyone
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TOPIC ---

When I try to install the Apple Telecom software (from either the Apple Extras
folder, or the disks that came with my GeoPort) after preforming a clean system
software installation on my Power Macintosh 8500/120 computer, I get an error
message indicating the installation could not be completed. I have reset PRAM
which did not help. I have also tried starting up from either the hard disk, or
the CD-ROM -- this made no difference. What do I need to do to install Apple
Telecom software.

DISCUSSION --

These are the known cases were Apple Telecom software will not install.

• All Extensions off
• A minimal or reduced System Software
• When started from a CD-ROM disc

The Apple Telecom software should install properly after you install System
Software with the Easy Install option to get the full system software on your
hard disk. Also, you need to start the computer with all Apple extensions turned
on.

Testing we have done while started from a CD-ROM disc or by dragging the minimal
System Software from a CD-ROM disc to your hard disk does not work.

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