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Power Macintosh 7500: Cache Issue (11/96)

Revised: 2/17/97
Security: Everyone

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Article Created: 20 August 1996
Article Reviewed/Updated: 12 November 1996

TOPIC -----

I have a Power Macintosh 7500/100 computer, and I recently installed an L2 Cache DIMM into it. However, now the computer will not start up. What could be causing this?

DISCUSSION -----

Apple has become aware of an issue affecting some (but not all) customers who install the Power Macintosh 256K L2 Cache DIMM (M3808LL/A or 661-1035)* in their Power Macintosh 7500 computers. Some customers report that their computer will not start up as long as the Cache DIMM is installed. Other customers have also reported similar symptoms when using third-party cache DIMMs.

Apple has determined that a limited number of Power Macintosh 256K L2 cache DIMMs sold by Apple may not be compatible when installed into a Power Macintosh 7500/100 computer. To resolve this issue, Apple has established a Repair Program to replace the Apple-branded cache in affected Power Macintosh 7500/100 computers.

If your Power Macintosh 7500/100 computer does not start up after installing the Power Macintosh 256K L2 Cache DIMM, contact an Apple-authorized service provider or (800) SOS-APPL to set up the repair.

If your Power Macintosh 7500/100 computer experiences similar symptoms with L2 cache from a third-party company, contact the vendor for assistance. Apple has contacted developers regarding this potential issue and has recommended a solution.

The Repair Program is effective immediately and is scheduled to run for approximately six months, ending on May 31, 1997.

* Note: There are two part numbers associated with the Power Macintosh 256K L2 Cache DIMM. M3808LL/A is the part number for the L2 Cache DIMM that customers have purchased. 661-1035 is the service part number for the L2 Cache DIMM that Apple-authorized service providers can order. Both part numbers refer to the same product.

Article Change History:

12 Nov 1996 - Updated information.

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Tech Info Library Article Number:20302