



Tech Info Library

PCI-Based Macintosh Computers: Won't Mount CD-ROM (4/97)

Revised: 4/14/97
Security: Everyone

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TOPIC -----

After performing a "clean install" of the system software on my Power Macintosh 8500 computer with version 3.0 of the 7.5.3 System Software CD, I cannot get the computer to mount any compact discs. However, I can startup the computer using the System Software CD. I have tried troubleshooting both the software and hardware, but have not been able to correct this.

DISCUSSION -----

You may have the incorrect version of the System software CD for your computer.

Note:

This issue may occur on any of the newer PCI-based Power Macintosh computers including the Power Macintosh 7600, 8500, and 9500.

Verification

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Here is how you can verify you were shipped the incorrect System Software CD.

- 1) Check the version number of the 7.5.3 System Software CD. Is it version 3.0?
- 2) Check the version number of the Apple CD-ROM extension in the Extensions folder. Is it version 5.1.2?
- 3) Can you startup your Power Macintosh computer from the System Software CD?
- 4) When you startup from your hard disk and have version 3.0 of the 7.5.3 System Software CD in the CD-ROM drive, do you get a -50 error dialog when ejecting the CD? (Either using the Put Away command or dragging the icon to the Trash).

If you answered yes to these questions, then you were shipped the wrong System

Software CD.

Background

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The 3.0 version of the 7.5.3 System Software CD installs version 5.1.2 of CD-ROM Setup software, which does not support the 8x-speed CD-ROM drive in the newer PCI-Based Power Macintosh computers. When the computer starts-up from the hard drive with the incorrect CD in the CD-ROM drive, the older driver loads causing the -50 error when trying to eject the disk. The Tech Info Library article titled "PCI-Based Power Macintosh: -50 Error When Ejecting CD" (TECHINFO-0019271) contains additional information on this issue.

Correcting this Issue

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In order to use your CD-ROM drive, you need CD-ROM Setup v5.1.7. This version of the CD-ROM Setup supports 8x-speed CD-ROM drives and it is available through online services. If you do not have access to Apple's online software update libraries, check with your local Apple service provider, or call the Apple support line.

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14 Apr 1997 - Added Information Alley statement.

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