Apple Service - Troubleshoot and Repair

Tech Info Library

TITLE

Troubleshooting Handbook: Reinstalling Individual Applications & All Original Software

Article ID: 43036
Created: 8/5/98
Modified: 3/18/99

TOPIC

Reinstalling Individual Applications & All Original Software is part of Chapter 4: Reinstalling Your Computer's Software, of the Troubleshooting Handbook.

DISCUSSION

Reinstalling Individual Applications

If you're having problems with an application or it was damaged or inadvertently erased, try reinstalling that application. If an application came with its own CD, see the software documentation or the Read Me document on that CD for instructions on how to reinstall that software. If not, see the Read Me document on the software install CD for instructions on how to reinstall that software.

Important If you have preferences or settings for individual applications, make a note of them so you can easily reset them if necessary, after you install system software. If you are having problems with your computer, you may not be able to open any files with preferences or customized settings.

Restoring All Original Software

Some computers come with a software restore CD, which contains the Apple Software Restore application. This application lets you restore all your original software, including the system software, factory settings, and applications that came with your computer. You have the option of erasing your hard disk before restoring the original software, or just replacing the original software (Restore In Place).

Before Restoring Your Software

Before you begin the restore process, do the following:

- Customized preferences and settings: If you have preferences or settings in control panels and individual applications, make a note of them so you can easily reset them if necessary, after you install system software.
- Software that runs in the background: If you are using software that runs in the background, such as virus protection software or access control software, you may need to turn it off before you reinstall system software. For instructions, see the documentation that came with the software.
- If you are restoring software on a PowerBook: Plug the PowerBook in, open the Energy Saver control panel, and set the PowerBook so it doesn't go to sleep. Turn off password protection in the Password Security control panel.

Important It is highly recommended that you back up the data on your hard disk before restoring software. Apple is not responsible for any lost data.

Restoring In Place

This procedure replaces only your original software (original system software, factory settings, and applications that came with your computer) with new copies from the CD, leaving everything else on your disk untouched.

1. Start up your computer from the software restore CD and open the Apple Software Restore application.

2. Click the OK button on the introductory screen.

3. If necessary, click Switch Disk to choose the disk on which you want to restore your software.

4. Click the checkbox next to "Restore In Place."

5. Click Restore.

6. An onscreen message shows the status of the restore process.

7. Click Quit when the process is complete.

Important It is highly recommended that you back up the data on your hard disk on an external storage device or network file server before restoring your system.

Important Your preferences may be reset to their original factory defaults, and if you've already registered software, this procedure may modify that data.

7. Click Quit when the process is complete.

Erasing Your Hard Disk

This procedure completely erases the contents of your hard disk before restoring the original contents (original system software, factory settings, and applications that came with your computer).

1. Start up your computer from the software restore CD and open the Apple Software Restore application.

2. Click the OK button on the introductory screen.

3. If necessary, click Switch Disk to choose the disk on which you want to restore your software.

4. Click the checkbox next to "Erase your hard disk before restoring."

5. If necessary, change the disk format you want from the Volume Format pop-up menu. The recommended option is "Same as selected configuration" because it restores your hard disk to the Mac OS Extended format. This format provides more efficient storage, especially on large disks.

6. Click Restore.

7. Click OK.

8. An onscreen message shows the status of the erase and restore process.

9. Click Quit when the process is complete.

EXTENDED Information - Apple Internal Use - Service Providers and Support Professional

---

Document Information
Product Area: iMac
Category: iMac Support
Sub Category: Online-Internet