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Hard Disk 20: Applications Launch Slowly

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PROBLEM DESCRIPTION: Customer complains that it takes an unusually long time to launch an application or boot from the Hard Disk 20.

BEFORE YOU START: Make sure that you are using Finder version 4.1 or greater.

CAUSE: The "Desktop" has been rebuilt or the media is becoming full. Performing the following steps will cause the files to be written to the drive in a sequential fashion, allowing faster access to data on that drive.

CURE: Perform the following procedure:

- 1. Make certain that the Hard Disk 20 and the computer are turned off.
- 2. Connect a newly formatted Hard Disk 20 to the disk drive port of the problem drive. If a Hard Disk 20 is not available, a floppy drive will suffice.

(Note: Some files might be too large to copy to a floppy.)

- 3. Power on the computer and both hard disks if you have not yet done so.
- 4. Select all Icons on the problem drive by using the "Select All" function from the "Edit" menu and move those files to the backup Hard Disk. If a floppy drive is being used as the backup drive, the files must be transferred individually.
- 5. Verify that ALL data has been transferred to the backup disk drive after the file transfer is finished.
- 6. If all data has been transferred properly, continue to s8-7. Otherwise retry steps 1-5.
- 7. Open the System folder on the backup drive and double-click on the "Finder" icon.
- 8. Close all windows so that only the two drive Icons show on the screen.
- 9. Highlight the icon of the problem drive and select "Erase" from the "Special" menu.
- 10. Open the backup drive icon and choose "Select All" from the "Edit" menu.
- 11. Move all files from the backup drive to the original "problem drive".
- 12. Select "Shut Down" from the "Special" menu and reboot the computer. Your applications should launch much faster. When booting from the Hard Disk 20 and using a Macintosh Plus or Enhanced Macintosh 512k, there should be a noticable improvement in booting speed.

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