



Tech Info Library

Power Macintosh 5200/75 LC: Flashing Question Mark (12/95)

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TOPIC -----

I have a Power Macintosh 5200/75 LC computer, and I am getting a flashing question mark at startup. What could be causing this?

DISCUSSION -----

There are a number of possible causes to the flashing question mark symptom that you are experiencing. Follow these steps to resolve this issue:

Step 1

Rule out causes such as: damaged or missing system software, SCSI configuration problems, third-party software conflict, or corrupted PRAM. If you need assistance with this, see Tech Info Library article, "Flashing Question Mark on the Screen: Causes and Cures."

If the symptom persists, perform step 2.

Step 2

Download the latest version of Drive Setup, which is available on the online services. Make sure you are using at least version 1.0.3. Copy it to a floppy disk or external volume.

Step 3

Start up from the system software CD-ROM disc and use Disk First Aid to check the hard disk. If Disk First Aid reports problems and can repair them, repair them and continue to step 4.

If Disk First Aid reports problems that it is unable to repair, take necessary recovery steps and reformat hard drive with Drive Setup 1.0.3.

IMPORTANT: If you reformat the hard drive, you will lose all the data on the disk. Be sure to make a complete backup of any data you wish to keep before reformatting.

Step 4

Quit Disk First Aid. Open Drive Setup 1.0.3 from a floppy disk or external volume.

Step 5

Select the internal IDE drive and select Update driver from the Functions menu.

Step 6

Perform a clean installation of the system software. If you need assistance with this, see Tech Info Library article, "System 7.5: Clean Install Procedure".

Step 7

If you continue to experience the flashing question mark at startup, contact an Apple-authorized service provider for additional assistance.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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Support Information Services

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