



# Tech Info Library

## Quantum 80MB HD: When HD Setup Doesn't Recognize It (5/96)

Article Created: 19 March 1991

Article Reviewed/Updated: 27 May 1996

\* RESTRICTED: Apple Internal and Support Providers Only \*  
Not For General Public Release

TOPIC -----

I have an 80 MB (Quantum) SCSI HD in my Macintosh SE. (I think it's an Apple drive, but there is no Apple logo near the SCSI connector.) The problem is that "HD SC Setup" does not recognize the drive at all. I get the message:

Unable to locate a suitable drive connected to the SCSI port

The drive just stopped working and will not start.

I tried a copy of the CMS Utilities. My version of CMS Utilities does recognize the drive as a 3.5 inch 80 MB drive. I have not done it, but it would appear that I could format the drive. It would seem that if CMS sees it, and HD SC Setup does not, then it must be a CMS drive. What is the difference between an Apple 80 MB Quantum and a CMS 80 MB Quantum? Is there a hardware difference or a PROM difference?

DISCUSSION -----

As a rule of thumb, the type and brand of hard drive should be the same regardless of what case it is in, it should act and think the same way. You may actually be seeing a failure, as there is probably a difference between the "identifier" methods used by Apple HD SC Setup and the CMS Utilities.

We do not know how CMS's utilities are written, but we know that HD SC Setup demands not only a physical drive but a specific type before it can format. This drive may be able to say, "Hi," but cannot tell the computer what it is. The CMS utilities may not even be asking the question, and, therefore, it will not fail.

The drive probably needs to be replaced, because the circuitry is failing to respond correctly. If that is true, the CMS utility will either fail the format or will not format the drive to the correct size. Before replacing the drive, make sure it does not qualify for the Quantum PROM replacement, because this may be a symptom of that type of failure.

As far as whether it is an Apple drive, we do not specifically say that it must have an Apple sticker. Apple shipped non-stickered 20 MB drive assemblies at one time.

#### Article Change History:

27 May 1996 - Updated for technical accuracy.

08 Nov 1994 - Reviewed for technical accuracy, revised formatting.

Copyright 1991-96 Apple Computer, Inc.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960528 07:25:21.00

Tech Info Library Article Number: 7583