Section 7
SOLVING PROBLEMS

Use the information in this section to diagnose and solve problems that may occur while installing the Iomega Driver or while using   Iomega Tools or your Zip drive.

The problems covered in this section are listed below:

1. Crossed-out Iomega Driver icon appears during startup.

2. Zip disk icon does not appear on the Desktop.

3. Disk icon with flashing "?" appears at startup.

4. Startup fails after installing the Iomega Driver.

5.   Zip Tools software does not install correctly.

6. Zip Tools disk still locked after software installation.

7. Zip disk is ejected immediately when inserted.

8. Zip disk fails to erase or format.

9. Problems with File Sharing or Virtual Memory.

10. Software does not work correctly with the Zip drive.

11. Zip disk does not eject when the disk icon is dragged to the Trash.

12. Zip drive has intermittent read/write errors.

13. Other problems.

_____
Section 7.1
Crossed-out Iomega Driver icon appears during startup.

After the Iomega Driver is installed on your startup disk, the Driver normally

loads automatically during startup.   If the Driver is installed in the startup disk System Extensions folder but is unable to load successfully, you will see the following icon:

he Driver will not load if:

• It cannot find a supported drive (Zip, Floptical, or LaserSafe Plus) due to some hardware problem.

• A different version of the Iomega Driver higher than 4.0 is already loaded.

• A non-Iomega driver is trying to control the Zip drive.

You may see an error message that explains why the Driver is unable to load. If you do not see an error message, the Driver is probably not loading because of a hardware problem.   Check the solutions listed in Section 7.1.1.

THIRD PARTY SCSI CARDS: The Iomega Driver works with the standard, built-in SCSI port on the Macintosh.   It does not support third party SCSI cards and will not load if the Zip drive is connected to a SCSI card.   Contact the manufacturer of the card for driver and utility software to support the Zip drive.

Section 7.1.1
The Driver cannot load due to a hardware problem.

One of the following suggestions should solve the problem:

• Make sure power to the Zip drive is connected before starting the Macintosh.   (The green power light will be ON.)   Always turn on power to all connected SCSI devices (including the Zip drive) before starting the Macintosh.   Power to all SCSI devices should remain on until the Macintosh is shut down.

• Make sure the Zip drive is correctly and securely connected to your Macintosh.   Shut down the Macintosh, disconnect power to the drive, and try disconnecting and reconnecting the cable.   Tighten the connector screws evenly and firmly.   Refer to the Installation Guide for Macintosh that came with the drive for detailed instructions on connecting the Zip data cable.

• Make sure that each device in the SCSI chain (including the Macintosh and

any internal drive) has a unique SCSI ID.   The Macintosh uses SCSI ID 7.   An internal hard drive normally uses SCSI ID 0; an internal CD-ROM may use SCSI ID 3.   To change a SCSI ID setting, shut down and power off the Macintosh, power down all connected devices, change the conflicting SCSI ID, and then power up again.

• Make sure that termination is supplied at both ends of the SCSI chain and that termination is OFF (removed) for other devices in the chain. Termination at the beginning of the chain is usually provided by the internal hard drive.   If the Mac doesn't have a hard drive or built-in termination, the first device connected to the Mac must be terminated.   Refer to your Macintosh Owner's Manual if you are not sure about termination on your Macintosh.

• Make sure you are using an Iomega Zip power supply with your Zip drive. Other power supplies may damage your Zip drive.

Section 7.1.2
A different version of the Iomega Driver is already loaded.

If you have a LaserSafe Plus or Floptical drive installed on your Macintosh and the 4.2 Driver is unable to locate the Zip drive, you will see the following dialog box:

his indicates that a different version of the Iomega Driver is present either in the System Extensions folder or on a Zip, Floptical, or LaserSafe Plus disk which was inserted at startup.   Note that this error message does not apply to versions of the Iomega Driver between 3.0 and 4.0.   (See Section 3.2, Other Versions of the Iomega Driver, for more information.)

If you see the error message illustrated above, one of the following suggestions should solve the problem:

• Remove all Iomega disks (other than a startup disk) and restart the

Macintosh.   Whenever you start your Macintosh, make sure any disks which were formatted with an earlier version of the Driver are removed from their drives.

• If a previous version of the Driver loads when all Iomega disks are removed from the system, run the Zip Install program as described in Section 2.2. The Zip installer will automatically locate any old versions of the Driver in the System Extensions folder and remove them.

Section 7.1.3
A non-Iomega driver is trying to control the Zip drive.

If the 4.2 Driver cannot load during startup, but you are still able to access your Zip drive, a non-Iomega driver may be loading before the Iomega Driver and taking over control of the Zip drive.   Examples of non-Iomega drivers that may try to take over control of the Zip drive include DRIVE7 by Casablanca, HDT by FWB, MultiDriver by Insignia, and Redline by Spin.

If a non-Iomega driver is controlling the Zip drive, try the following to eliminate the conflict:

• Make sure no disks other than the startup disk are inserted during startup. A disk that was formatted using a non-Iomega driver could be loading that driver onto the system.

• Try renaming the Iomega Driver so that it loads earlier during startup.

If you intend to use a non-Iomega driver to control the Zip drive, you should remove the 4.2 Iomega Driver from the system.

NOTE: Non-Iomega drivers may not provide full support for your Zip drive.

_____
Section 7.2
Zip disk icon does not appear on the Desktop.

One of the following suggestions should solve the problem:

• Try running the Iomega Guest program.   If Guest informs you that it cannot locate the Zip drive, try the hardware solutions listed in Section 7.1.1.

• Make sure a Zip disk is fully inserted in the drive.   A Zip disk icon will only appear on the Desktop when a disk is inserted.   For detailed information on inserting Zip disks, refer to Section 5.1.2.

• If the 4.2 Driver is installed on your startup disk, make sure it is loading successfully.   When the Driver is correctly in the startup disk System Extension folder, you will see the following icon at the bottom of the screen each time the Driver loads successfully during startup:

f the Driver is correctly installed but does not load during startup, refer to Section 7.1 for problem-solving help.

• A non-Iomega driver may be trying to control the Zip drive.   Refer to Section 7.1.3 for problem-solving help.

_____
Section 7.3
Disk with flashing "?" appears at startup.

his indicates that the Macintosh cannot find a startup disk and is often due to a hardware problem.   Try the hardware solutions listed in Section 7.1.1.   If the problem persists, try the following:

• If you are using the Zip drive to start the Mac, make sure a Zip startup disk is fully inserted in the drive before starting the Mac.   Also make sure there are no disks in the computer's floppy drive. For information on creating a Zip startup disk, refer to Section 5.3.   For detailed information on inserting Zip disks, refer to Section 5.1.2.

• If none of the above suggestions solve the problem, test the computer by disconnecting all external SCSI devices and restarting from the hard drive or from a floppy startup disk.   If the computer does not start, it is not functioning correctly.   Contact Apple for assistance.

_____

Section 7.4
Startup fails after the Iomega Driver is installed.

This problem can be caused by hardware conflicts or by conflicts with non-Apple or third party control panels or system extensions.

• Check the Release Notes for information on known incompatibilities.   If you identify a conflicting system extension, remove it from the system.   (For information on getting the system started when there is a conflict, refer to the first step in Section 7.4.1.)

• Make sure the Iomega Driver is correctly installed on your startup disk. Conflicts are less likely if the Driver is installed as described in Section 2.2.

If you cannot identify a source of conflict from the Release Notes and the Driver is correctly installed on your startup disk, you will need to test for the source of conflict.

Section 7.4.1
Testing for Conflicts

Use the following steps to determine the source of a conflict which prevents successful startup:

1. Turn off System Extensions by holding down the Shift key while starting the system.   (Hold down the Shift key until you see the message indicating extensions are disabled.)   If the system completes startup with extensions off, go to step 2a.   If the system does not start, go to step 2b.

2a. Try loading the Iomega Driver manually by double-clicking on the Iomega Guest icon (located on the Zip Install floppy for Macintosh).   If the Guest program installs the Driver successfully, the problem is probably due to a conflict with a non-Apple or third party control panel or extension.   Try the procedures in Section 7.4.2 to resolve or eliminate the conflict.   If the Driver does not load, the problem is probably due to a hardware conflict.   Try the hardware solutions listed in Section 7.1.1.

2b. Power down the computer, disconnect the Zip drive, and try starting again.   If the system starts when the Zip drive is not connected to the Macintosh, the problem is probably due to a hardware conflict.   Try the hardware solutions listed in Section 7.1.1.   If startup still fails, the computer is not functioning correctly.   Contact Apple for assistance.

ection 7.4.2
Resolving Startup Conflicts

Use the following procedure to resolve or eliminate conflicts between the Iomega Driver and non-Apple or third party control panels or system extensions:

• Try to identify the control panel or extension that is causing the conflict. First remove all non-Apple or third party control panels or system extensions from the startup disk System Folder, then restart the Macintosh.   If the system starts successfully, try adding the control panels or extensions back into the System Folder one at a time.   Test each one for conflicts by restarting the system after it is added to the System Folder.   Remove any control panels or extensions that prevent startup from the system.

_____
Section 7.5
Zip Tools software does not install correctly.

If your Zip Tools software does not install correctly, the problem is probably caused by conflicts with another extension during the installation process. Try starting your Macintosh with extensions off and reinstalling your Zip Tools software package.   To start your Mac with extensions off, hold down the Shift key while starting.   Hold down the Shift key until you see the message indicating that extensions are disabled.

After the Zip Tools installation is complete, restart your Macintosh following your normal startup procedure.

_____
Section 7.6
Zip Tools disk still locked after software installation

This happens if the Zip Install program is run from the Zip Tools disk.   To unlock the disk, you must run Zip installer from a disk other than the Zip Tools disk.   The Zip Install program will then be able to automatically unlock the Zip Tools disk during the installation process.   If you do not have a Zip Install floppy, you can copy the Zip Install program from the Zip Tools disk to any other disk or volume.

Section 7.7
Zip disk is ejected immediately when inserted.

If Virtual Memory is running and the disk is read/write-protected, the Iomega driver is unable to prompt for the password to unprotect the disk.   You must use Iomega Tools to unprotect the disk in this situation.   If a read/write protected disk is inserted without Iomega Tools running, the disk will be immediately ejected.

A Zip disk will also be immediately ejected if the format on the disk is bad and PC Exchange is running on the Macintosh, or if you are using an uninitialized LaserSafe disk and PC Exchange is running.   You may or may not see a dialog box indicating that disk initialization failed.   Whether you see the dialog box or not, press the Return key and your system will return to normal.

To fix the format on the Zip disk, turn off PC Exchange and reformat the disk using Erase Disk with Surface Verify in Iomega Tools.   You can also perform an Erase Disk with Surface Verify from the Finder by holding down the Option key where you start the format.   Make sure you hold down the Option key until the format begins.

To initialize a LaserSafe disk, turn off PC Exchange and perform an Erase Disk with Surface Verify from the Finder as described in the previous paragraph.

Section 7.8
Zip disk fails to erase or format.

Problems formatting Zip disks are usually due to a conflict caused by a non-Apple or third party control panel or system extension.   Check the Release Notes for information on known incompatibilities.

If you cannot identify or resolve the conflict, try turning off System Extensions while formatting Zip disks.   Use the following procedure:

Step 1
Hold down the Shift key and restart your Macintosh.   Make sure you hold down the Shift key until you see the message saying extensions are disabled.

Step 2

Run Iomega Guest to load the Iomega Driver.

Run Iomega Tools by double clicking on its icon.

Insert a Zip disk and click on the Erase Disk button.   Select the options you want to use and click on OK.

If this procedure works, you should use it whenever you erase or format Zip disks.   If the disk still does not format, try the following:

• Try formatting a different disk.   If you are able to format the second disk, it indicates that the first disk may be bad.   If the disk is still under warranty, contact Iomega Customer Service for a replacement disk.   (Refer to Section 10 for information on contacting Iomega.)

• If you are unable to format two different disks, try cleaning the heads on your Zip drive.   You can obtain a Zip head cleaning kit from your computer dealer or from Iomega.   To order a cleaning kit from Iomega, call 1-800-MY-STUFF.

_____
Section 7.9
File sharing or virtual memory will not work with a Zip disk.

For information on using these features with Zip drives, refer to Section 6.

_____
Section 7.10
Software does not work correctly with the Zip drive.

The Zip drive should work like a hard drive or other storage device on the Macintosh.   If you have problems using some software with your Zip drive, check the Release Notes for information on known incompatibilities.   If your software application is not mentioned in the Release Notes, call the software manufacturer for support.

_____

Section 7.11
Zip disk does not eject when the disk icon is dragged to the Trash.

Try the following suggestions:

• If the disk icon is still on the Desktop, drag it to the Trash again.

• Try restarting the system.   The disk may lock in the drive if the system has locked up or crashed.

• If you are not using the Iomega Driver as the driver for your Zip drive, you may have to manually push the disk release button on the drive to eject the disk.

_____
Section 7.12
Zip drive has intermittent read/write errors.

• The problem may be due to hardware conflicts.   Try the solutions listed in Section 7.1.1.

• If read/write errors occur only with specific Zip disks, reformat the disk using Erase Disk with Surface Verify.   Refer to Section 4.3.2 for detailed instructions.

• Try cleaning the heads on your Zip drive.   You can obtain a Zip head cleaning kit from your computer dealer or from Iomega Customer Service.

_____
Section 7.13
Other problems.

If you have a problem with your Zip drive that is not covered in this manual, call Iomega Customer Service.   Complete support numbers are listed in Section 10.