

Advanced Hardware Troubleshooting: When A Good Mac Goes Bad

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Who Am I

- Doug Hanley
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- ACTC 10.1 - 10.3
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What we are covering

- Safety & Tools
- Eliminate Software Issues
- USB / FW
- Video
- Networking
- RAM/Logic Board

A Word About Safety

- Don't Be Stupid
- Static is Bad
- Smoke & Ozone are Bad
- High Voltage Is Very Bad

Tools

- Cable Tester
- Magnetic Screw Driver/Probe
- Power Outlet Checker
- CDs/FW HD Disk Warrior/Techtool Pro/
Drive Genius
- Best Tools - Five Senses and Your Brain

Eliminate Software Issue

- Apple System Profiler
- Prefs / Alternate User
- Boot from External HD
- Target Disk Boot HD

10 Top Quick Checks

- Check The Connections
- Eliminate Software Causes
- Check The Connections
- Log out - Log In
- Restart

10 Top Quick Checks

- Remove External Devices - be systematic
- Remove 3rd Party RAM
- Try a different user account
- Boot off a good clean FW Drive or OS X CD
- Did you Check the Connections? - No really?

RAM

- Use only Apple purchased memory or Crucial memory.
- Use a RAM test app like Tech Tool Pro
- experienced 50% or more hardware related problems in Panther and Tiger to be memory related.
- Memory that used to work fine in OS 9 and Jaguar is not good enough for Panther and Tiger.

USB

- Just because the specification says you can
127 devices per bus
- Powered Hubs
- Test by removing devices
- System Profiler

FW

- Have an 800 to 400 adapter
- Powered FW Hub
- iSight conflicts with certain devices

Networking

- Eliminate The Easy Stuff First
 - Cable
 - Bad Port On A Switch
 - Link Lights Are Your Friend
- Routers Can go bad
 - Odds are its bad configuration or the ISP

Power Supplies

- Dirty Power is Bad
- Brown Outs Are Bad
- UPS from Reliable Manufacturers

Kernel Panics

- RAM
- HD / SW
- Motherboard or Processor