

**Adaptec Flash Utility**  
**Version 1.0**  
**User's Guide**

# Getting Started

Welcome to Adaptec®, and congratulations on your purchase of an Adaptec Macintosh SCSI accelerator card. The Adaptec Flash Utility will help you maintain your SCSI accelerator card with the latest version of the Macintosh Driver.

## System Requirements

You must have the following hardware and software to use the Adaptec Flash Utility.

### Hardware

- MacOS PCI-based (peripheral component interconnect) computer
- At least one free PCI expansion slot
- Adaptec SCSI accelerator card

### Software

- MacOS 7.6 or later and Appearance Manager
- MacOS 8.0 or later

The Adaptec Flash Utility allows you to update the Macintosh Driver on your SCSI accelerator card.

This chapter provides instructions for opening and using the Adaptec Flash Utility.

### To open the Adaptec Flash Utility

- 1 If you see a Read Me icon, double-click it and follow the instructions in the document that appears. Unless instructed otherwise, go to the next step.
- 2 Find the “Adaptec Flash Utility” application.

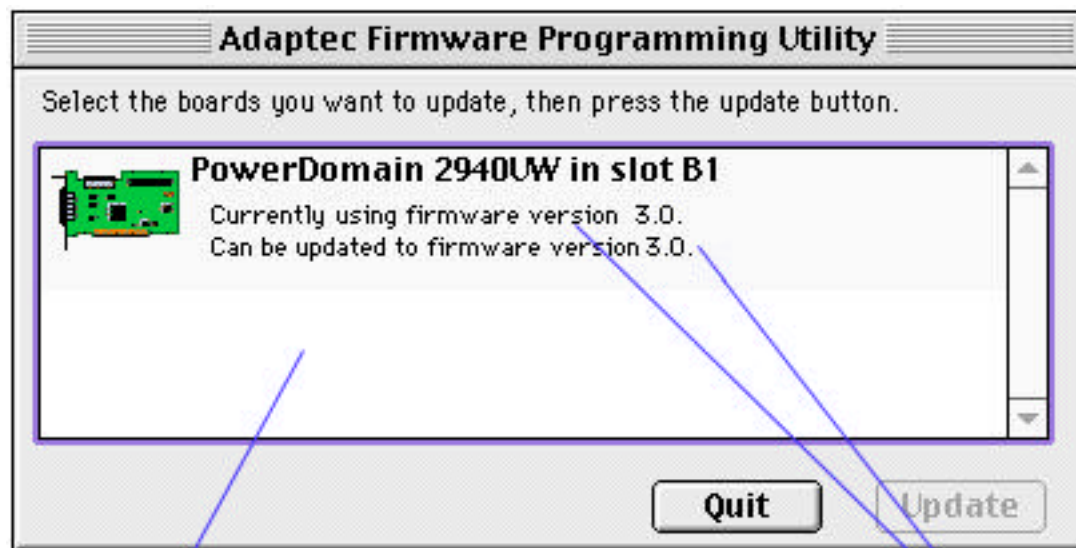


- 3 Double-click the Adaptec Flash Utility icon.

If the Flash utility cannot find an Adaptec board installed on the PCI bus, you will receive the following dialog box. Please see Troubleshooting Tips below for more information.



- 4 Select the board you want to flash by clicking on the appropriate line. Then click on the Update button. If no firmware is installed, the Flasher Utility will indicate that in the Board list.



Board list

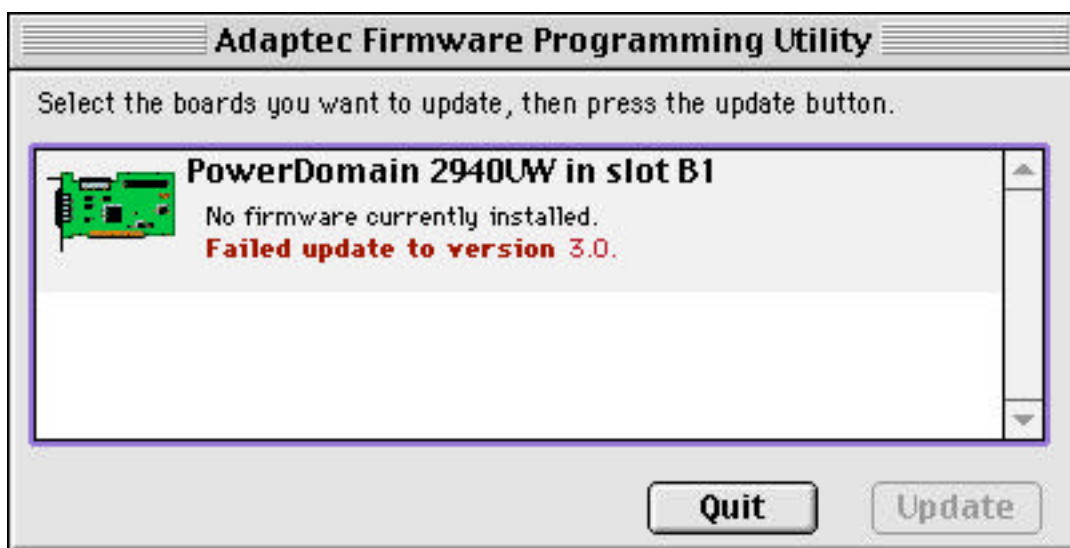
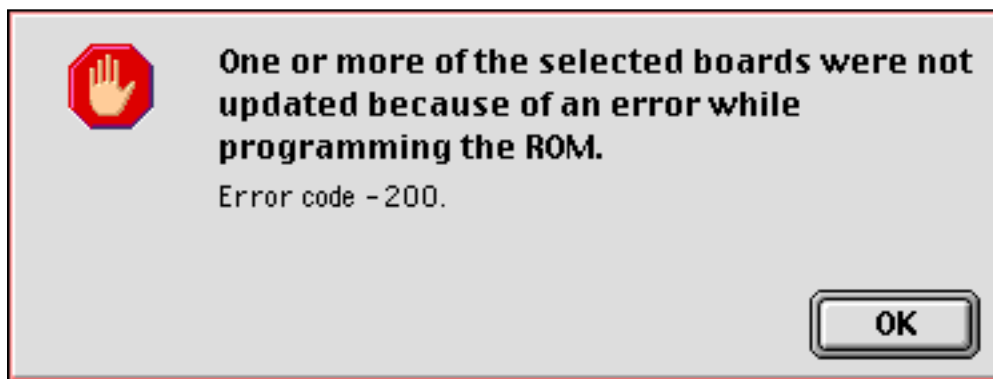
Description lines



- 5 The board has been flashed successfully when the following dialog box is displayed. Click the OK button to continue.



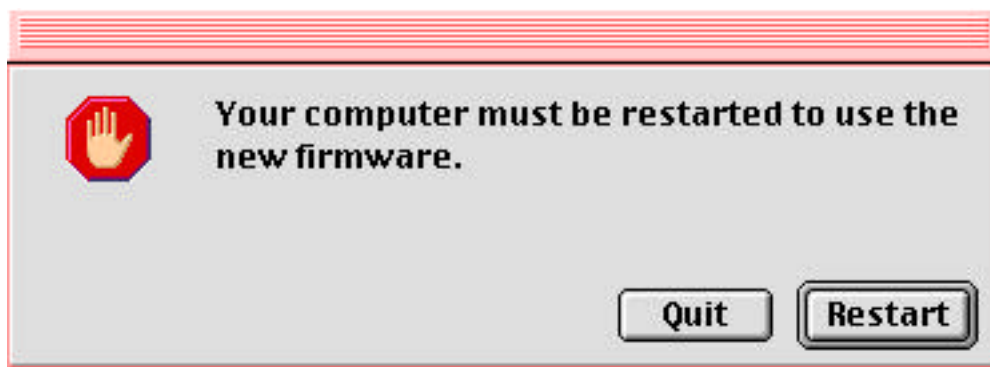
If there is a problem with the board being flashed, the following dialog box and board list window will be displayed. Please see Troubleshooting Tips below for more information.



- 6 Quit the application by clicking on the Quit button or use the Command-Q key combination.

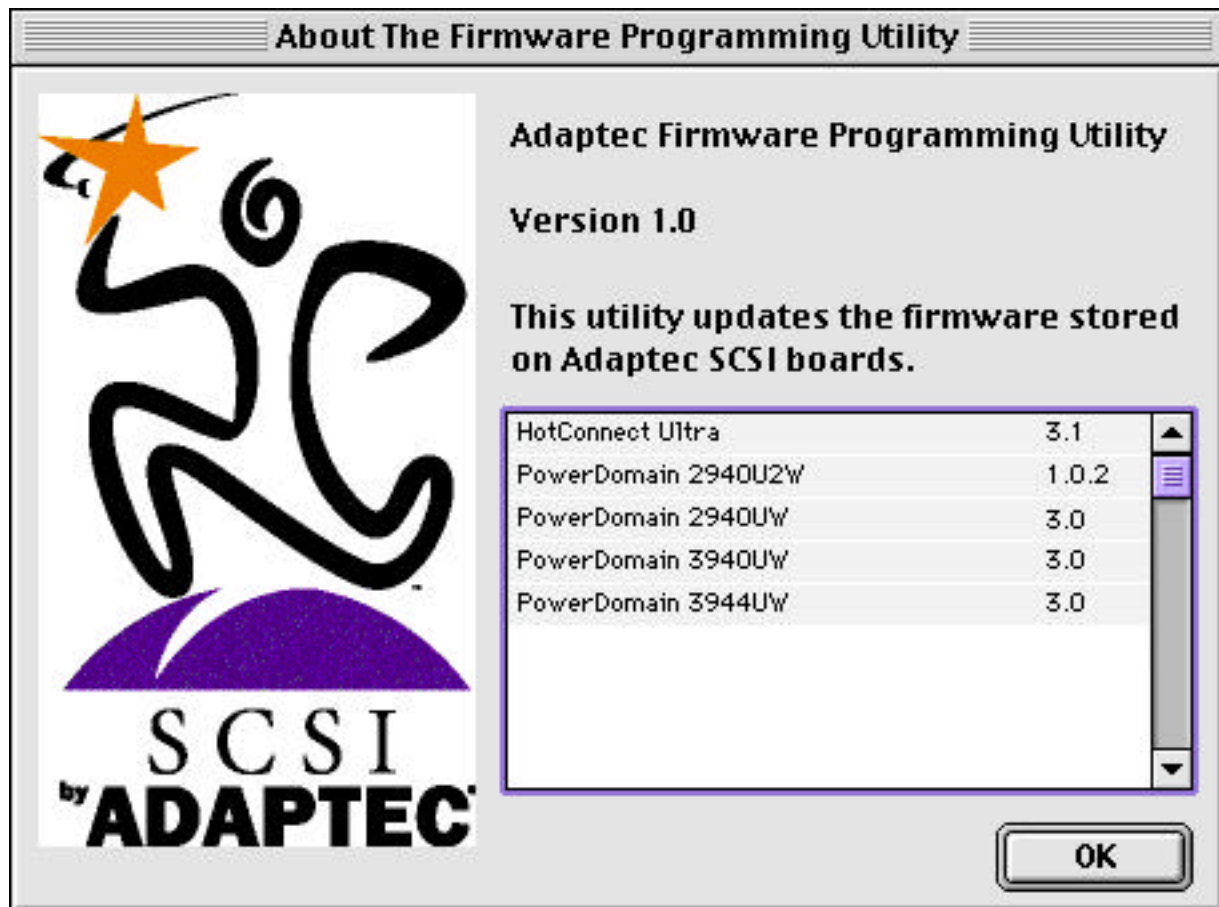


- 7 To activate the new firmware, click the Restart button to restart your system.



## Troubleshooting Tips

- 1 If no boards can be found by the flasher, please try one or more of the following:
  - Shutdown the computer and make sure the board is fully seated in the PCI slot.
  - Move the board to another PCI slot.
  - Check the About Box to see which Adaptec boards are supported by the Flash Utility.



- If the board still cannot be found, please contact Adaptec Technical Support.
- 2 If the flash to the board fails, please try one or more of the following:
    - Attempt to reflash the board after a restart. Note: You must restart before attempting to flash the board again.
    - Shutdown the computer and install the board in a different PCI slot.

- Restart the computer and try to reflash the board.
  - If the board still fails to flash, please contact Adaptec Technical Support.
- 3 If a dialog box appears with the message: “Not enough memory available; application terminated.”
- Try allocating additional memory to the application within the ‘Get Info’ window.
  - Try Quitting other open applications and relaunching the Adaptec Flash Utility.

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### **Adaptec Technical Support and Services**

If you have questions about installing or using the Adaptec Flash Utility, check this document first – you will find answers to most of your questions here. If you need further assistance, please contact us. We offer the following support and information services:

- For technical support, for information about the Adaptec World Wide Web (WWW) and File Transfer Protocol (FTP) Servers and the Adaptec USA Bulletin Board Service (BBS), and for access to the Interactive Fax system, call 800-959-SCSI (7274) or 408-945-2550, 24 hours a day, 7 days a week. To speak with a product support representative, call 408-957-SCSI (7274), Monday through Friday, 6:00 A.M. To 5:00 P.M., Pacific Time; after these hours, on weekends, and on holidays, product support is also available for a fee at 800-416-8066. To submit your electronic mail message to Adaptec Technical

Support please use the Webmail form at  
<<http://www.adaptec.com/support/webmail.html>>.

- The Adaptec WWW and FTP Servers provide product literature, answers to commonly asked questions, and information on software upgrades and other topics. The WWW and FTP Services are available from the Internet 24 hours a day, 7 days a week, at <<http://www.adaptec.com/mac/>> and [ftp.adaptec.com](http://ftp.adaptec.com).
  - The Adaptec BBS provides answers to commonly asked questions and information on software upgrades and other topics. The BBS is available 24 hours a day, 7 days a week, at 408-945-7727; 1200/2400/9600/14,400/28,800 bps, 8 data bits, 1 stop bit, no parity.
  - The Adaptec Interactive Fax system provides product literature, answers to commonly asked questions, and current information about Adaptec products and services. The Adaptec Interactive Fax system is available 23 hours a day, 7 days a week. The Fax system is out of service 1 hour each day. You can call this service directly at 408-957-7150.
- For Sales information, call 800-959-SCSI (7274) or 408-945-2550, Monday through Friday, 6:00 A.M. To 5:00 P.M., Pacific Time.
  - To order Adaptec software and cables, call 800-442-SCSI (7274) or 408-957-SCSI (7274), Monday through Friday, 6:00 A.M. To 5:00 P.M., Pacific Time.
  - To request additional documentation for Adaptec products, call 800-934-2766 or 510-732-3829, Monday through Friday, 6:00 A.M. To 5:00 P.M., Pacific Time.