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About Apple Service Diagnostic Dual Boot-able CD

Apple Service Diagnostic CD is designed to run both Open Firmware and Mac OS X tests from a single CD. ASD (OF) Diags performs low-level tests of hardware directly and does not require an operating system to run. ASD (OS X) Diags uses the Mac operating system to perform tests.

Booting and using the Apple Service Diagnostic Dual Boot-able CD

With the CD inserted restart the machine and hold down the C key as the computer starts up. After 20-30 seconds the computer will boot to the main screen of Apple Service Diagnostic for Open Firmware testing. ASD Open Firmware testing does not require an operating system to run. After running ASD (OF) Diags press the Restart button to restart the Mac. Press and hold down the 'option' key while booting to get to system picker. Once system picker has finished looking for other Mac OS's, select ASD (OS) Diags and press the right arrow key. After 3-4 minutes the computer will boot to the main screen of Apple Service Diagnostic for Mac OS X testing. Once finished press the Shutdown or Restart button to quit.

Before using Apple Service Diagnostic disconnect any Ethernet network and USB cables.

Apple Service Diagnostic is distributed to Apple Service Providers only for use with PowerBook G4 (12-inch), PowerBook G4 (17-inch), iMac (17-inch 1GHz), Power Mac G4 (FW 800), Xserve (slot load), eMac (ATI Graphics), and Power Mac G4 (Mirrored Drive Doors 2003), iMac (USB 2.0), PowerBook G4 (15-inch FW800), PowerBook G4 (17-inch 1.33GHz) and PowerBook G4 (12-inch DVD).

If you suspect your computer has a hardware problem, the information provided by Apple Service Diagnostic can help identify the problem. If Apple Service Diagnostic detects a problem, an error will be displayed. Please make a note of the error before proceeding further. If no hardware failure is detected, the problem may be software related.

Known issues

While testing the Video RAM, ASD (OF) only, the screen display may appear blank or appear to be turned off for extended periods of time depending on how much Video RAM is installed. This is normal.

Recommendations

Apple Service Diagnostic is one of several tools and procedures you can use when your Macintosh is having trouble. Here are some steps you can follow to help resolve problems. Please back up your data before performing any of these steps.

1. Turn the computer off and on.
You can often eliminate problems by selecting the "Shut Down" option from the Apple (🍎) menu to fully shut down the CPU, then restart your system.

2. Check cables, peripherals, and user controls.
Shut down your computer. Then disconnect and reconnect all cables. Disconnect all peripherals (such as printers, scanners, cameras and external mass storage devices) to see if they are causing conflicts with your system. Adjust user controls on your monitors and other peripherals to see if this helps.