



# Tech Info Library

## AppleTalk: Troubleshooting The Network

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Even with a network as easy to use as AppleTalk, problems can still be tricky (especially as networks grow larger). Here are a few things you can do to isolate, and deal with, most of the problems that occur before calling your local Technical Support Engineer.

AppleTalk problems usually have one of three causes:

- 1) Incompatible System and Finder versions
- 2) Loose connections
- 3) Circular or other improper connection of the network

Making sure your Macintosh users are running from the most current versions of the System and Finder is always important, but when they are networked, it's critical. Go to each Macintosh and use the Get Info command to check the version numbers of both. People who don't use hard disks must update all of their disks containing System Folders. The next thing to check is the integrity of the network connections. If the network includes a LaserWriter or AppleTalk ImageWriter printer, a simple way to isolate the problem is to open the Chooser desk accessory on each Macintosh. If the networked printer shows up in the Chooser, the connection between that Macintosh and the printer is good. By checking systems as you move away from the networked printer, you can discover where the connection is broken and isolate the problem. Remember, AppleTalk must be connected to the printer port.

Diagramming the network is a good idea even before you have problems, but it's also an excellent way of discovering circular or other improper connections. AppleTalk is a "bus" topology network, which simply means that the network should have only two end points and no circular connections. An end point (or terminator) is the last AppleTalk connector on either end of the network. The two terminators should be the only

connections on the network that have only one cable attached.

Because most problems with AppleTalk are related to the three causes mentioned, these troubleshooting tips should help you most of the time. When they don't, it's time to call your local Technical Support Engineer.

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