Tech Info Library

Macintosh IIfx: Hangs with Macintosh IIci AppleShare Server

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TOPIC ---

I'm having a problem keeping a new Macintosh IIfx logged on to an
AppleShare 2.0 File Server running on a Macintosh IIci over LocalTalk.

Apparently, whenever the Macintosh IIfx logs on to the server it freezes
and locks up. When it isn't logged on to AppleShare, the Macintosh IIfx
is fine. Also, the Macintosh IIfx can log on to other non-Macintosh IIci
servers without freezing.

I'm running system software 6.0.5 on the Macintosh IIfx and version 2.0 of
AppleShare on the Macintosh IIci. Other Macintosh II and Macintosh SE
systems run fine. I haven't tried the Macintosh IIfx serial INIT yet, nor
have I tried server connections over EtherTalk or TokenTalk.

Do you have any ideas on what I might do to isolate this problem?
All non-Apple INITs have been removed from the Macintosh IIfx, and there
are no known viruses.

DISCUSSION --

We haven't encountered any problems during our testing of a Macintosh IIfx
client on a Macintosh IIci AppleShare File Server over LocalTalk.

We tested the Macintosh IIfx both in the "compatibility" and "faster" modes.
We wrote a program to run on the client Macintosh IIfx to write 512 bytes at a
time to a file until it grew to 3MB, then erase the file and repeat the
process. These specific tests ran over 24 hours. We also ran other tests over
EtherTalk while investigating another unrelated issue, and the Macintosh IIfx
client didn't hang during any of these tests.

Troubleshooting

- Have you tried running the Macintosh IIfx with the IOPs turned off/on?

- Do other Macintosh IIfx systems have the same problem?

- Are you using a clean system? (Did you trash the System Folder and reinstall?)

- Have you tried connecting other Macintoshes to the network connector that the Macintosh IIfx was connected to?

- Does the Macintosh IIfx in question have problems when connected to other physical networks?

- Are the other Macintosh systems used similarly; that is, are they connected to AppleShare for the same length of time, are they running the same software?

Another line of inquiry:

Is your Macintosh IIfx attached to a Farallon "Black Beauty" Star Controller or a Nuvotech TurboStar? Farallon and Nuvotech have acknowledged severe performance problems with the Macintosh IIfx over LocalTalk on their star repeaters.

Both Farallon and Nuvotech are shipping upgrades to fix compatibility problems with the Macintosh IIfx and the Apple IIGS. These systems exhibit extremely slow network response, sometimes to the point that they seem to hang, when using those network products. This may explain your problem.

Nuvotech's upgrade to their TurboStar involves exchanging the old connector for a new one. Arrange an upgrade by contacting Nuvotech. All new TurboStars shipped since approximately the middle of June 1990 have the upgraded components and can be identified by the rev number ECO #4 on the circuit board. This newer connector also fixes previous compatibility problems with ImageWriters having and using the LocalTalk Expansion Cards and with PCs using LocalTalk PC Cards.

Farallon's upgrade involves installing a new chip in the "Black Beauty" Star Controller (part #207--easily identified since the case is black). The new platinum-colored Star Controller (part number 307) contains the fix.

To locate a vendor's address and phone numbers, use the vendor name as a search string.

Article Change History:
27 July 1993 - Company title updated from Focus Enhancements to Focus
               Enhancements, Inc.
19 June 1992 - Focus Enhancement, Inc. has acquired the Macintosh connectivity
               product family from Nuvotech.

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