



Tech Info Library

At Ease: Support Issues (8/95)

Revised: 8/4/95
Security: Everyone

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TOPIC -----

This article describes some support issues relative to the original At Ease software.

DISCUSSION -----

- At Ease requires System Software version 7.0 or later. It does not run under System 6.x
- A 'back door' to At Ease allows the system to be started up from a System Disk, giving the user access to the entire system. Users cannot, however access the system by holding down the Shift key after a restart, or by doing a force quit.
- Once mounted, file servers cannot be unmounted without restarting the system, or launching the Finder.
- If the option to create a button in At Ease is selected, then a button will be created for every document -- even those saved to a floppy for transfer.
- Users cannot delete unwanted files from a floppy disk from At Ease -- they must go to the Finder.
- AppleTalk Remote Access Administration (accessing users and groups) cannot be done from At Ease. Again, users must launch the Finder.
- Clicking "Remove the original" in the Set Up control panel will truly remove -- permanently -- the original application or document from the hard drive.
- If there is a document button in At Ease, and the original is removed

in the Finder, the next time a user attempts to launch that document, a message will explain that the original cannot be found. At this point, At Ease will remove that document's icon from the document page. If At Ease cannot find the original document or application because the volume on which it resides is not connected, At Ease will explain this and will NOT remove the icon.

- When you go to Finder from At Ease, At Ease is still running and is making aliases to the documents you save. You can either go to the At Ease Setup Control Panel and press the "Setup Documents..." button and uncheck "Add a button to At Ease" -- or you can turn off At Ease and restart.
- When At Ease is running, fonts and sounds cannot be moved in and out of the System file. You must turn off At Ease and restart.
- If a user is connected to an At Ease system, and the host restarts, no warning will be sent to the user connected to the host. Disconnect is immediate.
- To remove At Ease, use the Installer: Choose Customize, hold down the Option key, and choose 'Remove'. Dragging the At Ease components to the Trash may prevent you from restarting the Macintosh.

Article Change History:

04 Aug 1995 - Reviewed for technical accuracy.

Support Information Services

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