



Tech Info Library

AOCE: Support Issues Q & A (2/95)

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TOPIC -----

This article contains support issue related questions and answers about the Apple Open Collaborative Environment (AOCE).

DISCUSSION -----

- Q) After I installed System 7 Pro, my Macintosh at startup is slower than before. Does it take so long because of the network activity of PowerTalk?
- A) No, this is normal behavior because of the additional setup required with PowerTalk. It isn't really network related, it happens even if AppleTalk is turned off.
- Q) I have forgotten the Access Code to my Key Chain, how do I create a new one?
- A) If you have forgotten the Access Code to your Key Chain, or it has become corrupted, throw away the PowerTalk Setup preferences file from the Preferences Folder. If there are items in the mailbox, they show up again the next time the system goes through the startup process, even if the new Key Chain is set to a different name.
- Q) What's the difference between a Password and an Access Code?
- A) In the documentation there is a distinction between the two. Passwords are used for things like external mail systems, AppleShare file servers, and so on, while Access Code refers only to the PowerTalk Key Chain, which unlocks the other passwords.
- Q) Direct AppleTalk doesn't tell you who sent the mail, only the computer's name from the Sharing Setup Control Panel.
- A) Here are ways to resolve this:
- Place the user's name in the "Machine Name" field of the Sharing

Setup Control Panel to help identify mail senders.

- Create a new information card for the person; name it anything you want (for example, name it with their name), then drag their AppleTalk Info Card to the new Info Card you just created. Their AppleTalk address is added to the list of electronic addresses in the Info Card you created with a name that makes sense to you.
- Uncheck Direct AppleTalk Mail in the I'm At... dialog box under the Special menu. Mail can then only be sent through connections that are "turned on". If all mail is sent through a server, then the sender's name is included with the mail. If no server is available, then all access to the user's mailbox is disabled. This is handy if the user doesn't want mail dropped in his or her mailbox without user authentication - there is some room for abuse with non-authenticated mail.

Q) Information Cards and Aliases are easily confused. Information Cards for file servers allow access similar to Aliases. What is the difference?

A) Information Cards are not a hot link to a server but rather a document that contains the address of the server along with other user information. Information Cards only work under System 7 Pro, while Aliases work under all versions of System 7.x.

Q) If I threw away my Key Chain, how can I get it back?

A) Click on the Key Chain button in the PowerTalk Setup control panel, a new Key Chain is generated.

Q) How do I make new letterheads?

A) Documents saved as letterhead become new, potential letterheads.

Q) The mailbox Icon should change when there's mail or when there's a problem sending mail. Why isn't it?

A) Indication of mail in the mail box is set in the mail box preferences; the mailbox Icon does not change. The preferences box setting either beeps, flashes an alert, flashes an icon in the upper left corner, and so on.

Q) What do the different Information Card Icons mean for the same person?

A) Information Cards may provide information on a person, Macintosh, or File Server. A person may own all three types of Information Cards, with three different Information Card Icons representing different connections, all of which get information to the same mail box.

Q) What does it take to send and receive mail without a mail server?

A) You need System 7 Pro or System 7.5; it includes everything you need for server-less mail. No PowerShare is required.

Q) Is it OK to use PowerTalk for 20 or more people without a server?

A) Yes, it's fine to use PowerTalk with 20 or more clients in a server-less environment. However larger sites might want the central administration features.

Q) How do you remove an enclosure from a letter?

A) Here are a few suggestions:

- Simply drag the Icon representing the enclosure to the desktop; a copy of the enclosed file(s) is made.
- Throw it in the trash, if you want to get rid of it
- Drag it to the destination folder. System 7 Pro or System 7.5 adds a new feature which allows dragging between applications. Things can be dragged between Finder windows and the AOCE Mailer window.

Q) Can I change PowerShare service to the Key Chain by doing a shift click and drag of several items?

A) Services added to the Key Chain are added one by one; you cannot shift click and drag.

Q) Does the Views control panel change mail Icons to larger size?

A) Changing the List Views option in the Views control panel allows for larger Icons in your mail box.

Q) Why have I stopped receiving mail in my Mailbox?

A) If the amount of space available on your startup disk is less than 2 MB, your Mailbox will refuse new mail, even if the new mail is smaller than 2 MB. Deleting mail from your Mailbox will let new mail be received.

Article Change History:

08 Feb 1995 - Added System 7.5.

18 Nov 1994 - Added Q & A on mail not being received.

13 Oct 1994 - Added keyword; made several technical updates.

16 Nov 1993 - Added additional information.

Support Information Services

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