Tech Info Library

Super ATM 3.5: Corrupts Desktop Rebuilding (11/94)

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Revised:        11/17/94
Security:       Everyone
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TOPIC --

After the Macintosh desktop file has been rebuilt, some Icons are generic, and
some documents, which would open before, will now not open when I double click
on them. If I click on a document and then "Get Info" on that document, the Get
Info box tells me that the document is Type: 'Document'.

DISCUSSION --

According to Adobe, this is a problem with Super ATM 3.5 and has been fixed in
later versions of Super ATM.

Super ATM 3.5 was installed before the last desktop rebuild. Adobe is aware of
the problem, and recommends the following:

a. Reboot the Macintosh with Super ATM off (Extensions off works well for
   this)
b. Rebuild the Desktop file
c. Restart the Macintosh

This can be done all in one step (if the user is quick) by rebooting, and
immediately holding down the shift key, until the 'Welcome to Macintosh,
Extensions Off' message is seen. Let up on the shift key, and hold down on the
Command-Option keys until the message to Rebuild the Desktop dialog is
displayed.

Customers can call Adobe at 800-833-6687 for update information.

Article Change History:
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Support Information Services

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