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SAM 3.5.x & Apple File Exchange: Error Type 33 (3/94)

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Security: Everyone

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TOPIC -----

Using SAM 3.5.x and Apple File Exchange (AFE) together on any Macintosh, can cause AFE to quit with a type 33 error.

DISCUSSION -----

There is a known conflict between SAM 3.5.x and Apple File Exchange. If SAM is turned on, and Apple File Exchange is used with only the translator that comes with it, then Apple File Exchange will quit with a Type 33 error.

Symantec is aware of the problem, and has suggested as a workaround to install additional translators in the Apple File Exchange folder. Even just one additional translator seems to fix the problem. It will also work if there is just one translator, as long as it is not the one that came with Apple File Exchange. Symantec is sending out a "dummy" translator to customers that isn't functional, but the presence in the AFE folder solves the problem. Any other translator will also work, MacLink translators for example.

Version 3.5.9 of SAM does not fix the problem, but a future version of SAM will.

There is currently no estimated release date for a version that will fix this problem. Customers can either be referred to Symantec for the workaround translator, or encouraged to use PC Exchange instead of Apple File Exchange.

Support Information Services

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