



Tech Info Library

AppleShare 4.0.2 READ ME File (4/94)

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TOPIC -----

This article is the AppleShare 4.0.2 READ ME file.

DISCUSSION -----

This document provides important information about AppleShare 4.0 (including version 4.0.2). Some of this information is not included in the "AppleShare Administrator's Guide." You may want to print this document and keep it with the "AppleShare Administrator's Guide."

Choose Screen Savers Carefully

There are many screen savers on the market that can be used to prevent screen burn-in on AppleShare servers. Some screen savers are quite elaborate and perform many complex calculations to draw a single picture on the screen. Since they require significant amounts of CPU time, the more complex screen savers will reduce the performance of your AppleShare server. Please choose the screen saver that interferes the least with your AppleShare server.

Some screen savers are not compatible with AppleShare 4.0 and can cause your AppleShare file server to crash or hang. Before purchasing or using a screen saver, check with the screen saver's manufacturer to determine if the screen saver will work properly with your AppleShare file server.

Optimize Memory Usage

AppleShare 4.0 uses caching techniques to improve the performance of the file server. Caching stores frequently used items, such as folders, icons, and parts of documents, in high-speed memory. Items in memory can be retrieved faster than items stored on disk.

In general, the more you increase the size of the cache, the better your AppleShare file server will perform. However, increasing the size of the cache

also increases the amount of server memory your AppleShare file server requires.

If you increase the size of the cache by too much, your other server application programs (such as AppleShare Print Server) may not be able to run in the remaining memory.

To be sure that all your server application programs have enough memory to operate correctly, start AppleShare file service after you have opened all your other server application programs. If there is not enough memory to start AppleShare file service with the cache size you requested, AppleShare will decrease the size of the cache until it fits in the available memory.

If, however, the primary purpose of your server system is to provide AppleShare file service, then you may want to start AppleShare file service first. This will allow AppleShare to allocate all the memory it needs. You can then use the remaining memory for your other server application programs.

If you are using a backup utility that periodically backs up your file server data, be sure to leave enough memory available for the backup utility to function properly.

If you are having problems opening windows in the Finder, reduce the size of the cache until there is enough memory for the Finder to work properly.

Using System 7 Disk Cache With AppleShare 4.0

In addition to the caching provided in AppleShare 4.0, System 7 also provides disk caching. Depending on how you use AppleShare 4.0, you may notice an improvement in performance by adjusting the server computer's disk cache size. Cache sizes in the range 32K to 128K are valid settings for use with AppleShare.

Settings higher than 128K will provide little additional improvement in performance and will waste memory. In general, increasing the size of the cache for your AppleShare file server will provide a more substantial performance improvement than increasing the size of the System 7 disk cache.

System 7 ships with disk cache turned on and set to 96K. You may wish to experiment with higher settings. (You adjust the cache size in the Memory control panel.) Depending on the type of server usage in your work environment, you may notice better server performance.

If you change the size of the disk cache, be sure to restart the server computer for the new size to take effect.

Using Virtual Memory With AppleShare 4.0

Using virtual memory affects the performance of your server application programs. DO NOT turn on virtual memory with your Workgroup Server.

Using Special Characters in Server Names

AppleShare Admin will not allow the administrator to enter a server name that contains a "/" character. If you must have a "/" character in the name of your server, use the following workaround:

- 1) Shut down file service.
- 2) Quit AppleShare Admin.
- 3) Drag the Users & Groups Data File from the Preferences folder to the System Folder.
- 4) Using the Sharing Setup control panel, change the Macintosh name to the Server name you want.
- 5) Start AppleShare Admin.
- 6) Fill out the information in the Administrator Information and Serial Number dialog box.
- 7) When the Server Name dialog box appears, do not change the server name. Just enter the Admin Key and click OK.
- 8) Quit AppleShare Admin.
- 9) Drag the Users & Groups Data File from the System Folder to the Trash. It is no longer needed. A new Users & Groups Data File has been created in the Preferences folder.

Retaining Access Privileges While Upgrading From Macintosh File Sharing

If you are upgrading from Macintosh file sharing while using new server hardware, your original access privileges will not be retained in some circumstances. Specifically, if you copy information from the startup volume using the Finder, your access privileges for that volume will not be retained. The "AppleShare Administrator's Guide" instructs you how to manually re-establish those access privileges on the new server. For startup volumes that have only a few shared items and only a limited number of folders with specific access privileges, this is the best approach. However, if your startup volume has many folders with different access privileges, then you may want to use the following workaround.

Follow the instructions in the "AppleShare Administrator's Guide" for upgrading from Macintosh file sharing. When the instructions ask you to copy the data from the startup volume, use the instructions below instead. Then finish the rest of the instructions in the "AppleShare Administrator's Guide."

- 1) Connect an empty (unused) external disk to your old system.
- 2) Copy AppleShare Admin from your AppleShare 4.0 Installer disk to your startup volume. AppleShare Admin is in the "AppleShare File Server" folder. If you received the AppleShare CD-ROM disc, the "AppleShare File Server" folder is in the "AppleShare" folder, which is in the "AppleShare for Power Macintosh" folder.
- 3) Open AppleShare Admin. The "Users & Groups Data File was not found" dialog box appears.
- 4) Select "Use System 7," and click OK.
- 5) Enter a serial number in the Administrator Information and Serial Number dialog box.
- 6) Enter a server name and Admin Key in the Server Information dialog box.
- 7) Wait for Admin to finish starting up.
- 8) Use the Copy <item> command to copy the contents of your startup volume to the external disk.
- 9) Quit AppleShare Admin, and drag it to the Trash.
- 10) Drag the newly created Users & Groups Data File from the Preferences folder to the Trash.
- 11) Drag the old Users & Groups Data File from the floppy (where you saved

it earlier) to the Preferences folder.

12) Attach the external disk to your new server.

AppleShare Admin 4.0 runs on 68040- and PowerPC-based systems. If you are running Macintosh file sharing on other than a 68040 or PowerPC system, use either AppleShare Admin 3.0 or a third-party backup program to copy your startup volume. Contact your Apple support representative for assistance.

Install Fonts Before Using Online Documentation

If you received AppleShare 4.0 on a CD-ROM disc, online documentation for the "AppleShare Administrator's Guide" is included on the CD-ROM disc. Before you can use the documentation, you must first install the fonts required by DocViewer into your system. Those fonts are on your CD-ROM disc in the "Apple DocViewer Fonts" folder, which is in the "Apple DocViewer 1.1" folder. The "Apple DocViewer 1.1" folder is inside the "AppleShare Electronic Library" folder. You can install the required fonts into your system by dragging their icons into the Fonts folder, which is in the System Folder. Some DocViewer fonts may already be in your Fonts folder. Drag only those fonts that are missing from your Fonts folder.

Use Caution When Removing the Workstation

The Installer will allow you to remove AppleShare 4.0 software as well as install it. Be aware that removing the Workstation software requires you to restart your Macintosh computer. Restarting your Macintosh computer will break your connection with your AppleShare file server. Since there is no longer any Workstation software on your Macintosh computer, you will be unable to reconnect to your AppleShare File Server. You will need to reinstall the Workstation software from the "AppleShare Workstation" floppy disk before you can reconnect to your AppleShare File Server.

Install System 7.1 First

Always install System 7.1 first, then install AppleShare 4.0. If you install System 7.1 after you install AppleShare 4.0, the Apple Shared Library Manager will not function correctly. Since AppleShare 4.0 uses the Apple Shared Library Manager, it will also not function correctly.

If you need to reinstall System 7.1 for any reason, remove the Shared Library Manager from the Extensions folder and then reinstall AppleShare 4.0.

Use Separate Aliases for Shared Items

Aliases to shared folders can be created by the AppleShare server (using the Finder). Those aliases can be shared with workstations by placing them in a shared folder. If a shared alias is used by a workstation, the alias may be modified in such a way that it is no longer usable by the Finder on the AppleShare server. This can only happen with shared-item aliases created on an AppleShare server.

To avoid this problem, use separate aliases for shared items. Create two aliases to the same shared item, using the Finder on the AppleShare server.

Place one alias in a shared folder for use by workstations. Keep the other alias in a folder that is not shared with workstations.

Serial Numbers Are Not Updated Immediately

Using AppleShare Admin, you can change serial numbers while file service is running. However, the old serial number will remain in effect until you restart file service.

If you change serial numbers to eliminate a duplicate serial number, you will continue to receive duplicate serial number notifications until you restart file service. Likewise, if you accidentally change the serial number to one that is already in use by another file server, you will not receive duplicate serial number notifications until you restart file service.

In addition, once you change to a new serial number, the old serial number will no longer be displayed by AppleShare Admin. To avoid confusion about which serial number is in use, restart file service immediately after changing the serial number.

Some Greeting Messages May Not Appear on System 7 Workstations

Macintosh system software includes AppleShare Workstation software. You can use that software to log on to and use any AppleShare server, including an AppleShare 4.0 server. However, the AppleShare Workstation software supplied with system software does not accept the full range of server greeting messages that can be sent from an AppleShare 4.0 server.

To ensure that the full range of greeting messages is displayed on all workstations, use the AppleShare Workstation software included with your AppleShare 4.0 software. See your "AppleShare Administrator's Guide" for how to install the Workstation software.

Working With a Large Users & Groups Data File

AppleShare Admin is factory configured to work with a Users & Groups Data File that has a maximum of 1900 users. If you have a large user community, you may need to increase the capacity of AppleShare Admin. You can increase the capacity of AppleShare Admin by increasing the preferred memory size in the Admin Info window. (In the Finder, select the AppleShare Admin icon, then choose Get Info from the File menu.) AppleShare Admin needs a minimum of 400K of memory. Increase Admin's preferred memory size by 100K for each additional 1000 users in your user community. For example, AppleShare Admin needs 500K of memory to handle 2900 users. Likewise, it needs 600K of memory to handle 3900 users.

Using Retrospect Remote With AppleShare 4.0

If you are backing up a large number of files, you may need to give Retrospect Remote more application memory. See your "Retrospect Remote User's Guide" for guidelines on when to increase the size of your Retrospect Remote application.

Using Microsoft Mail Client Software on Your Server

If you are using Microsoft Mail client software on your AppleShare server, use these directions for installing your Microsoft Mail software:

- 1) On your server computer, turn AppleTalk off. (Open the Chooser, then select the AppleTalk Inactive radio button.)
- 2) Follow the instructions included in your documentation for installing Microsoft Mail in low-memory conditions.
- 3) Drag and drop all the Microsoft Mail files in their proper location except the AppleTalk files. Those files should not be installed on your server system.
- 4) Turn AppleTalk back on. (Open the Chooser, then select the AppleTalk Active radio button.)
- 5) Restart your server system.

Capitalize Apple II Shared Items

If you are experiencing problems moving files between your AppleShare file server and your Apple II workstation, try capitalizing the name of the shared item. For example, use a shared item named ARTCLASS rather than ArtClass.

Use QuickTime 1.6.1 on Workstations

If you are using NOW utilities on your workstation, and also have QuickTime 1.6 on your workstation, your workstation may hang when logging on to an AppleShare file server. This may occur when logging on to a server through either the chooser, or through an alias. To correct this problem, install QuickTime 1.6.1 on your workstation. Alternatively, removing QuickTime 1.6 or the NOW utilities from your workstation will also fix the problem. You may also experience problems if you are using the HAM (HierArchial Menu) utility.

If you received AppleShare 4.0 on a CD-ROM disc, QuickTime 1.6.1 is in the "Extras" folder, which is in the "AppleShare Tidbits" folder. The "AppleShare Tidbits" folder is in the "AppleShare" folder, which is in the "AppleShare for Power Macintosh" folder. If you received AppleShare 4.0 on floppy disk, QuickTime 1.6.1 is inside the "Extras" folder on the floppy disk labeled "AppleShare Tidbits."

Using the Apple IIe or the IIe Card for the Macintosh LC

If you are experiencing problems logging on to an AppleShare 4.0 File Server from either an Apple IIe or a Macintosh LC with a IIe card, contact your Apple support representative. Ask your representative to supply you with the upgraded software required to fix the problem.

Use the International Menu to Choose the Roman Keyboard

Using KanjiTalk 7.1, there are two ways to select the Roman keyboard. You can use either the international menu or the keyboard palette. When entering the product serial number into the File Server Serial Number Preferences dialog, use the international menu to select the Roman keyboard rather than the keyboard palette. The keyboard palette does not work correctly.

Specifically, before you open AppleShare Admin for the first time, use the international menu to select the Roman keyboard. Afterwards, open AppleShare Admin and enter the serial number into the File Server Serial Number Preferences dialog.

If you need to change your serial number, remember to select the Roman keyboard before selecting File Server Serial Number Preferences from the Server menu.

Logging On to an AppleShare File Server From a PhoneNet PC Client

Using AppleShare Admin, you can force new AppleShare users to change their password the first time they log on to your server. If new users are experiencing problems logging on to an AppleShare file server with PhoneNet PC, try letting the user keep the original password.

Modifying Users & Groups Information on a Server That Also Has Apple Remote Access

If you install AppleShare on a server that also has Apple Remote Access, the ability to work with Users and Groups from Apple Remote Access is disabled. Instead, use AppleShare Admin to work with Users and Groups.

Avoid Giving Users Access to the Root of a Volume

Using AppleShare Admin, you can give workstation users access to either the root of a volume, or to specific shared items within that volume. To ensure the security of your file server, give workstation users access to shared items only.

Opening Applications over the Network

If you are experiencing problems opening applications over the network from your AppleShare file server, and your workstation is a 68040-based Macintosh, try installing "Network Launch Fix" into the Extensions folder of your workstation.

If you received AppleShare 4.0 on a CD-ROM disc, "Network Launch Fix" is in the "Extras" folder, which is in the "AppleShare Tidbits" folder. The "AppleShare Tidbits" folder is in the "AppleShare" folder, which is in the "AppleShare for Power Macintosh" folder. If you received AppleShare 4.0 on floppy disk, "Network Launch Fix" is inside the "Extras" folder on the floppy disk labeled "AppleShare Tidbits."

Using a Macintosh Quadra 605 or Macintosh LC 475 as a File Server

If you are experiencing problems using a Macintosh Quadra 605 or a Macintosh LC 475 as a file server, try setting the server monitor to black and white. Open the Monitors control panel and select "Grays: Black & White."

Improving File Server Performance

AppleShare 4.0 allows you to adjust the amount of cache used for each open file. Normally, this value is set to 64K bytes per file. You may see better performance by setting this value to 128K bytes or higher. Using AppleShare

Admin, you can change this value by selecting File Server Cache Preferences from the Server menu.

Negative File Sizes

In some views, the Finder displays the size of a file next to the file's name. If the Finder is displaying negative file sizes for files stored on AppleShare servers, upgrade to the latest version of AppleShare Workstation. Use the "AppleShare Workstation" disk provided with your AppleShare software to install the latest version. You can also install the AppleShare Workstation software over the network. Follow the instructions in the "AppleShare Administrator's Guide" to install the AppleShare Workstation software.

Using Apple Internet Router With AppleShare 4.0

If you are running an AppleShare 4.0 file server on the same machine as an Apple Internet Router, when shutting down the machine, be sure to quit the file server before quitting the router.

Mounting CD-ROM Discs While the File Server Is Running

If you are experiencing problems mounting CD-ROM discs on your AppleShare file server, make sure the "Desktop Manager Fix" is in the Extensions folder of your server.

If you received AppleShare 4.0 on a CD-ROM disc, "Desktop Manager Fix" is in the "Extras" folder, which is in the "AppleShare Tidbits" folder. The "AppleShare Tidbits" folder is in the "AppleShare" folder, which is in the "AppleShare for Power Macintosh" folder. If you received AppleShare 4.0 on floppy disk, "Desktop Manager Fix" is inside the "Extras" folder on the floppy disk labeled "AppleShare Tidbits."

Initializing Floppy Disks on an AppleShare 4.0 File Server

If you are experiencing problems initializing floppy disks on an AppleShare 4.0 file server that has connected users, try removing the PC Exchange control panel from the Control Panels folder in the System Folder, and then restarting.

Opening documents using an alias

Your AppleShare file server can contain aliases for documents that are located on other AppleShare file servers. If you are experiencing problems opening documents on other servers using an alias, contact your Apple support representative for a fix.

Support Information Services

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