Tech Info Library

System 7.5 Tech Tips: Customers Hear on Hold (2/95)

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Security:       Everyone


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TOPIC -------------------------------------------------------------

These are the Tech Tips that customers calling in with a System 7.5 question
hear while on hold.


DISCUSSION --------------------------------------------------------

Tech Tip 1:System 7.5 Installer problems

If you are following the System 7.5 upgrade guide, attempting to update the hard
drive with Apple HD SC setup and are unable to locate a suitable SCSI device,
you may have used a non-Apple formatting utility for your hard drive.  If you
have been using a previous version of System 7, you can safely skip this step
and continue on with the installation of System 7.5. If you have been running
System 6 or earlier, you should check with the vendor of either your hard drive
or your hard drive's formatting utility and verify compatibility.

If you have attempted to install System 7.5 and the installer fails with an
error stating that your hard drive was left untouched, turn off the Macintosh,
insert the Disk Tools diskette that came with System 7.5 into the floppy drive
of the Macintosh and turn the Macintosh on. When the desktop appears, open your
hard drive's icon (not disk tools), and open the System Folder on the hard
drive. Locate the suitcase file in the Hard drive's System Folder called
"System" and move it to the trash. At this point, run the System 7.5 installer
again. Please note that sounds you may have recorded will be lost and if you had
been running System 7.0.1 or earlier, you will need to reinstall your bitmap and
TrueType fonts. If the installer fails again, follow the clean install procedure
outlined in appendix B of the System 7.5 upgrade guide.  Additional information
about clean installs follows shortly.

If you have successfully installed System 7.5 and your Macintosh does not start
up properly, or behaves erratically, you probably have an incompatible system
extension or control panel. If you have not yet done so, run the Safe Install
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utility located on the Before you Install diskette or in the Before You Install folder of the Installation folder on the System 7.5 CD-ROM. The Safe Install utility scans your System Folder and identifies items that are or may be incompatible with System 7.5. Safe Install then offers to move the questionable items from your System Folder to another folder on your hard drive where they will not cause problems. The Safe Install utility also generates a report of the items it removed and tries to refer you to their manufacturer for upgrades or verification of compatibility. Additionally, the System 7.5 Extensions Manager can be used to troubleshoot conflicting control panels and system extensions. If you continue to have problems with System 7.5 after Safe Install has removed questionable items from the System Folder, restart your Macintosh while holding down the space bar on the keyboard. Holding down the space bar while the Macintosh is starting up causes the System 7.5 Extension Manager to appear. Once the Extension Manager appears, select the "Sets" pop up menu on the right side of the window and choose the "System 7.5 Only" option and then close the Extension Manager's window. This causes your Macintosh to start up with only the extensions and control panels that System 7.5 installed, thereby eliminating any conflicts among non-7.5 control panels and extensions. For further information on using the Extension Manager, please see Appendix C of the System 7.5 Upgrade Guide.

If you have successfully installed System 7.5 and your Macintosh does not start up properly, or behaves erratically, and you have already tried troubleshooting your System Extensions and Control Panels, you may want to try a Clean Install of the System software.

A clean install of the System software disables the existing System folder on your hard drive and renames it to "Previous System Folder", then the installer places a new System folder with only items from System 7.5 on your hard drive. A Clean install is useful for resolving conflicts among different pieces of software and for replacing damaged System software. The System 7.5 Installer has a clean install option that you can invoke by launching the installer, dismissing the "Welcome to the 7.5 Installer" dialog box and holding down the Shift, Command, and K keys simultaneously. (The Command key is the one with the Apple and Cloverleaf symbol.) Next, select the "Install New System Folder" option and click OK. Please keep in mind that the new System Folder placed on your hard drive by the clean install procedure contains only items from System 7.5. All other items such as fonts, extensions, Control Panels, and preference files that you or other installers placed in the system folder are located in the "Previous System Folder". Generally, these items are unusable unless you move them from the Previous System Folder to the new System folder. Before doing so, it is critical that you ensure that the erratic behavior you experienced before the clean install is no longer present. Also, as you move items from the previous System folder to the new System folder, only move items that are not already in the new System folder. If you attempt to replace an item, the Macintosh warns you. For further information on performing a clean install of System 7.5, please see Appendix B of the System 7.5 Upgrade Guide.

Tech Tip 2: QuickDraw GX

If you have installed QuickDraw GX, and you have a non-Apple printer, Fax modem or other output device, you need to contact the vendor of the output device and

get a QuickDraw GX compatible driver. In the meantime, you can turn off QuickDraw GX with the extensions manager located in the Control Panels folder under the Apple Menu. This gives you access to the same output capabilities you had before installing System 7.5. If you have already disabled QuickDraw GX and are having trouble with printing fonts that are bit mapped, move the type 1 postscript fonts from the "Archived Type 1 Fonts" folder to the Fonts folder. Both of these folders are located within the System folder.

If you do not have a QuickDraw GX driver for your Apple Printer or Fax modem, there are two things to be aware of. First, some Apple printers work with another printer's QuickDraw GX driver. Second, some Apple QuickDraw GX drivers were not ready to ship with 7.5 and should be available shortly.

The following is a list of Apple Printers that work with other Apple QuickDraw GX drivers"

• For an Apple ImageWriter, ImageWriter II or ImageWriter 15, use the ImageWriter GX driver.

• For a Personal LaserWriter LS or LaserWriter Select 300, or Personal LaserWriter 300, use the LaserWriter 300 GX driver.

• For a Personal LaserWriter SC, use the LaserWriter II SC GX driver.

• For a StyleWriter or a StyleWriter II, use the StyleWriter GX driver.

• For a LaserWriter Select 310, use the LaserWriter GX driver and Connect via Serial and not LocalTalk.

Here is a list of the Apple QuickDraw GX drivers are not yet ready and their expected release date, we apologize for this inconvenience:

• For the Color StyleWriter Pro, a QuickDraw GX driver should be available in early 1995.

• For users of Apple Express Fax modems or GeoPorts, QuickDraw GX drivers should be available by the end of 1994.

Article Change History:
14 Feb 1995 - Updated keyword; reviewed for technical accuracy.
13 Jan 1995 - Made corrections to application name appearing in article.

Support Information Services

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