



Support News 

February 6, 1995

Volume I, Issue 20

“Get Off the Highway
and Into the Alley™”

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Inside Information...

About the *Information Alley*

The *Information Alley*™ is a publication of Apple Computer, Inc., Support Information Services. The goal of the *Information Alley* is to help you get full use of your Apple computers, peripherals, and software. We make every attempt to include articles that have the broadest audience possible. However, we do sometimes print articles that do not apply to our international readers.

Where to Find the *Information Alley*

The *Information Alley* is available through a variety of online services and Internet list server capability. For a complete list of where to find the *Information Alley*, call the Apple Fax line at 1-800-505-0171 and request document #20720. You can also get an index to back issues by requesting document #20719.

Optionally, you can search the Technical Information Library; use "information alley" as the search string. Select article title

Information Alley: Online Services it is Posted To or article title ***Information Alley: Index of Past Issues***.

Submissions and Letters

We welcome articles that help Apple computer users become more knowledgeable about the functionality of their systems, explain or illustrate complex features or functions, or that describe technical tips or techniques.

Send submissions to:

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The Win-Win of Article Review

By Janet Christian

I work with the Technical Information Library (TIL) technical writers to review and select each article for the news magazine. Sometimes the selection process is quick and easy. Other times we find several articles need to be expanded and clarified before we can include them. This is primarily because most of the articles we include were originally written for reference by an Apple Customer Assistance Specialist, who may have a more in-depth knowledge of the product being described in the article.

The win-win side of all this is that our “through the customers’ eyes” review process results, not just in top quality articles in the news magazine, but also in more thorough articles in the TIL. Since the TIL is now exported to a variety of online services (see Volume I Issue 10, **The Technical Information Library**) you have access at your fingertips to a wealth of technical information about Apple products. And articles originally written for the **Information Alley** are added to the TIL.

News Magazine Format

We continue to use your feedback to modify the content and layout of the Information Alley to ensure that it is interesting and easy to read. This issue, we are trying a wider, shorter reading layout. As this page clearly shows, we are trying for single columns on some articles. Articles that are less than a page in length will remain two columns, arranged horizontally, rather than vertically, on the page. The reason for leaving some articles as two-column has to do with how much text fits in different column layouts.

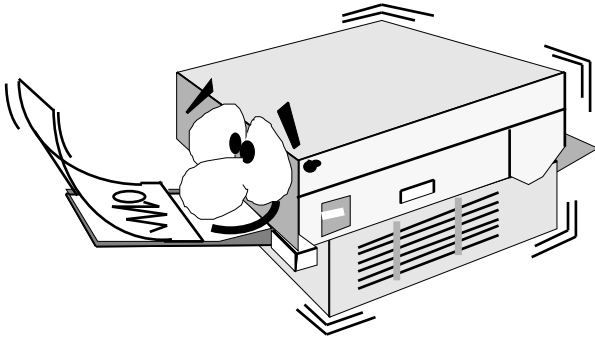
You may be surprised to learn that a two column layout actually holds more text than a single column (and a three column layout holds more than two columns, which is why **Inside Information** remains three columns). I’ve been a technical writer for over 15 years and I’m still surprised by this fact. Logically, the more columns you have on a page, the less space you have to work with (due to the 1/4 inch strip of “dead space” between each column). However, in actuality, this proves to not be the case. Therefore, a single column format can require more adjusting to ensure that everything fits appropriately and that I can still include a reasonable number of articles. In any case, we hope you find the new layout easier to read on smaller screen sizes. Please let us know if you like the new or the old format.

A Note to Our International Readers

We make every attempt to include articles that have the broadest audience possible. However, we do sometimes print articles that do not apply to our international readers. An example of this is last issue’s article (and this issue’s clarification) about the Support Professional Solution Series, which is available only in the United States at the present time. 🍏

Laser Printer Ozone Emissions

From the Technical Information Library



This article provides guidelines for reducing ozone emissions from laser printers, as well as suggestions for minimizing the effects of ozone in the workplace.

Background

Ozone gas is emitted in detectable levels by almost all laser printers and photocopiers as a by-product of the electrophotographic process. In laser printers the primary source of ozone is

the transfer corona wire, which produces an electrical charge to draw the toner powder from the print drum to the paper. Ozone is produced only when the printer is printing.

Manufacturers install special filters to ensure a safe level of ozone emissions. These filters are impregnated with activated carbon. Laser printers that operate without a transfer corona wire emit a negligible amount of ozone gas and do not require these filters. Underwriter Laboratories (UL) provides an ozone emission standard based on OSHA exposure limits.

In general, filter effectiveness can diminish in direct proportion to the number of pages printed. Therefore, filters should be replaced periodically. The ozone filter depends on a steady air flow over the filter to remove ozone. If the printer's fan starts to slow down due to age or mechanical problems, the reduced air flow could cause more ozone to escape. Dust accumulating on the filter's surface can also affect its performance. A properly maintained laser printer that is installed in a well-ventilated area should not expose users to an unsafe ozone level.

Ozone can be an irritant that can cause a range of symptoms including dry throat and nose, headache, and sore eyes. At very high concentrations ozone can have serious health effects such as nausea, vomiting, pulmonary congestion, and possible premature aging. Ozone is a highly unstable molecule that reverts quickly to oxygen. Ozone concentrations may rise to noticeable levels depending on the rate generated (amount and time) as well as the physical environment (room ventilation and location of workers).

Typically, ozone can be identified by its characteristic odor before it reaches the permissible exposure limit. However, as the concentration of ozone or the duration of exposure increases, a person's ability to smell it may decrease. The current OSHA permissible exposure limit for ozone is 0.1 parts of ozone per million parts of air averaged over an 8-hour work shift.

Apple's Printers

Apple is committed to making products that meet or exceed the industry and government health and safety guidelines of every country where we do business.

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All Apple laser printers are within the limits of the UL guidelines when shipped from the factory to the customer.

The Personal LaserWriter, LaserWriter Pro, and LaserWriter Select series of printers have no transfer corona wire and therefore do not require ozone filters to meet the UL safety requirements. StyleWriter and ImageWriter printers are not laser printers and do not emit ozone.

The LaserWriter, LaserWriter Plus, and LaserWriter II printers have ozone filters designed to operate effectively up to 100,000 printed pages.

However, to ensure maximum effectiveness, Apple recommends service (checking the entire ozone emission control system) and an ozone filter replacement after 50,000 pages or at least once a year. You can print a startup page to determine your laser

printer's page count. Dusty conditions or damage to the filter may necessitate more frequent filter replacement. This maintenance check and filter replacement can be done by any Authorized Apple Service Provider.

Proper installation of your laser printer helps to keep the ozone concentrations at a safe level. Choose a well ventilated area. In general, a correctly-designed air conditioning system provides adequate ventilation for printer use. Air circulation is especially important if there are multiple laser printers and/or photocopy machines in an area. A small, enclosed space such as a closet should not be used for printing. Placement in a common area is preferable to placement in an individual's work space. In addition, the fan exhaust should not blow directly in anyone's face.

The laser printer works best in relative humidity between 30 and 70 percent. Lower humidity can slow the natural breakdown of ozone in the air and can reduce the filter's effectiveness. 🍏

Using System 7.5 With Original LaserWriter

By Denny Carag

If you are using System 7.5 and are printing to an original LaserWriter (ROM revision 23.0) or LaserWriter 8.1.1 (as well as some older driver versions), you may be getting PostScript errors.



The LaserWriter 8.2 Driver

Apple suggests using LaserWriter 8.2 driver. The new driver is available through online services to which Apple publishes software updates.

You are probably getting PostScript errors because of the limited amount of memory in the original LaserWriters. If the problems still occur after upgrading to LaserWriter 8.2, then Apple suggests:

- Try using only the fonts available in the LaserWriter's ROM; not TrueType or Type 1.
- Enable **Unlimited Downloadable Fonts** in the options dialog of Page Setup. 🍏

Use Manual Feed for Labels on a LaserWriter 16/600 PS

By Joe Wilson

The LaserWriter 16/600 PS print engine is not designed to handle labels from either the 250 or 500 sheet cassette trays. Trying to do so results in a higher than normal number of misfeeds, label separations, and paper jams.

Workaround

The LaserWriter 8.x driver does not have a “sticky button” feature that remembers the last paper source chosen. However, there is a PostScript level workaround that may be acceptable since you use the printer mainly for labels. It is important to note that the workaround involves modifying a value stored on the I/O controller, which stores the default paper tray information. The default tray is always set to the 250 sheet cassette tray when the printer ships from the factory, however it can be changed.

The paper out LED (Light Emitting Diode – the small amber light on the side of the printer) is activated whenever there is no paper detected in the default tray. If the default tray is set to the multi-purpose tray then the paper out LED turns on whenever there is no paper present in the multi-purpose tray, even if there is paper in the 250 sheet cassette. To prevent confusion a note should be placed on the printer explaining that a paper out condition means that paper should be added to the multi-purpose tray.

Defining the Default Paper Tray

Any of the paper trays (Multipurpose, 250-sheet, 500-sheet, or Envelope) can be set as the default paper tray if **Auto Select** is selected as the paper source from within the print dialog box, if the PostScript code below is downloaded to the printer. The default paper tray is the default paper tray setting for print jobs coming from any Macintosh since this value is modified at the printer hardware level.

PostScript Code

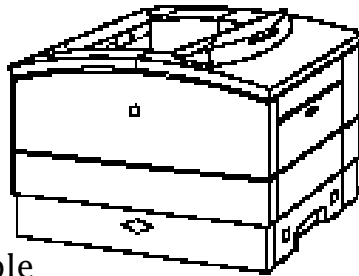
Caution! If you choose to use the PostScript code provided in this article, you assume all risks involved in making these changes. PostScript code, if not entered correctly, can place the LaserWriter into a condition requiring service.

Here is the PostScript to set the default paper tray:

```
serverdict begin 0 exitserver
statusdict begin 1 setdefaultpapertray end
```

The preceding example has a **1** as the Tray Selection option, before the PostScript operator:

```
1 setdefaultpapertray
```



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This indicates that the default changes to the multi-purpose tray. If the default tray needs to be reset to the factory default at a later date then the value should be changed to **0**.

To download the PostScript file to the LaserWriter copy the two lines of PostScript code into any text processor and save it as a text file. Use the Apple Printer Utility or other PostScript utility to download the file to the printer

The following table lists the values for the Tray Selection option:

VALUE	TRAY SELECTION
0	250 Sheet Cassette
1	Multi-purpose tray
2	500 Sheet Cassette
3	Envelope tray

Note: Remember to reset the default value back to its original setting when you are done. 🍏

Using Fax Sender With System 7.5 and QuickDraw GX

By Anthony Snyder

After installing System 7.5 and QuickDraw GX, you will no longer find **Fax Sender** in the Chooser. Instead, the **Fax Sender** Chooser extension is in the Extensions folder.



Using QuickDraw GX with Express/Fax Modem

Since there is no QuickDraw GX driver for the Express Modem or GeoPort at this time, the **Fax Sender** is not visible in the Chooser when the QuickDraw GX

extension is active.

To send faxes using QuickDraw GX, you need a QuickDraw GX modem driver. A QuickDraw GX modem driver for the Express/Fax modem will be available later this year. If you have installed QuickDraw GX, you need to turn it off temporarily to use your Express Fax/Modem or GeoPort. Follow these steps to turn off QuickDraw GX temporarily:

STEP	ACTION
1	Hold down the Space Bar while you choose Restart from the Special menu to restart your Macintosh computer. The Extensions Manager dialog box appears on the screen.
2	Click the QuickDraw GX extension (remove the check beside it) to prevent the QuickDraw GX software from loading.
3	Click the Extensions Manager Close box to resume startup.

Your fax modem should work normally. You cannot use any QuickDraw GX features until you turn the extension back on and restart again. 🍏

Internet and Online Jargon

By Preston Gregg

This article is a list of common terms and phrases used when discussing online services.

General

Apple Software Updates

Area on various online services and the Internet that contains the entire library of free Apple software updates.

Chats

“Live” online discussions. Chats can be one on one or involve many people.

Discussion boards

Areas where online customers can post messages for public viewing. Responses to the posted information can usually be posted publicly, or sent privately to the person that originally posted the message.

GIF Files

One of the standard formats for images transported through online services and the Internet. GIF stands for Graphics Interchange Format and was developed by CompuServe.

Sysop (System Operator)

The person responsible for an online offering.

Technical Information Library (TIL)

Apple Computer’s official technical database.

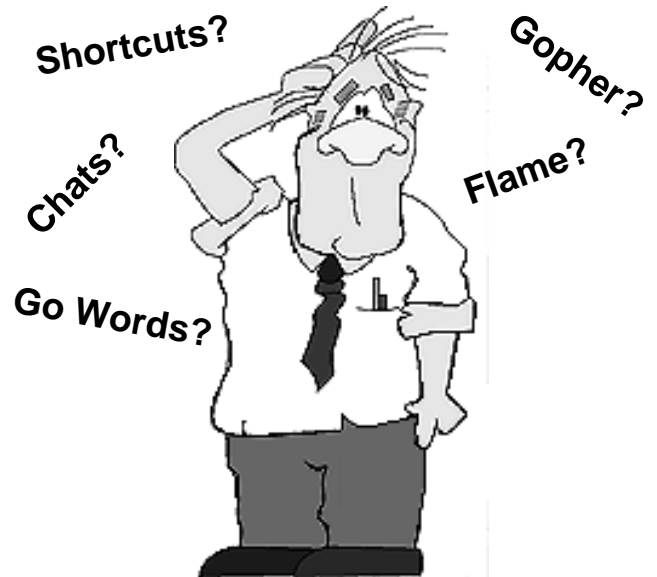
eWorld

Computer Center

One of the six major sections, accessible from the eWorld town square. Houses the Apple Customer Center, the Software Center from ZiffNet/Mac, and Straight to the Source.

Apple Customer Center

eWorld customer’s information source about Apple and our products. Includes Quick Answers, Apple Software Updates, Apple Products and Technologies, Apple News and Resources, and Apple Developer Services.



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Shortcuts

Let customers go directly to a desired location on the service without having to navigate through multiple directories or levels. Same as CompuServe "go" words.

Quick Answers

Apple's support area on eWorld. Includes Save Yourself a Phone Call, the Apple Tech Info Library, Tips and Tools from the **Information Alley**, Maxing Your Mac, and Reaching Out (DOS and Windows information).

CompuServe

Conference Room

A private area where people meet to exchange information one on one or with many people.

Forum

The initial starting point for an area on CompuServe. Similar to a home page on the World Wide Web. (See: Internet, World Wide Web). The CompuServe Apple forum is comprised of 17 libraries, Message/Discussion board, and conference rooms.

GO Words

Let customers go directly to a desired location on the service without having to navigate through multiple directories or levels. Same as eWorld "shortcuts".

Library

An information base within a forum on CompuServe. A Library can contain binary files, GIF images (see **GIF**), or text-based information.

Searchable Database

Database of text documents. Customers can perform Boolean (AND/OR/NOT) searches on these areas. The Apple Technical Information Library is a searchable database.

Internet

Cross-Post

See **Post**.

Electronic Mail (e-mail)

A system whereby a computer user can exchange messages with other computer users (or groups of users) via a communications network. An example of a common Internet e-mail address is: **alley@apple.com**.

File Transfer Protocol (FTP)

A protocol that lets a user on one host access, and transfer files to and from, another host over a network. Also, FTP is usually the name of the program the user invokes to execute the protocol. It is defined in STD 9, RFC 959. Guest access on an ftp site is referred to as anonymous access.

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Flame

A strong opinion and/or criticism of something, usually as a frank inflammatory statement, in an e-mail message. It is common to precede a flame with an indication of pending fire (such as FLAME ON!). A flame frequently contains profanity or derogatory statements. Flames are a sociological phenomenon of Usenet (see **Usenet**), where individuals may feel more bold at responding in an overly emotional manner than they would if they were speaking face to face. Flame Wars occur when people start flaming other people for flaming when they should not have.

Flame War

See **Flame**.

Frequently Asked Questions (FAQ)

Most newsgroups (see **Newsgroup**) in Usenet (see **Usenet**) maintain a FAQ that is available to individuals who access the newsgroup for the first time. The FAQ typically includes the most common questions and answers, along with facts and trivia about the newsgroup, and netiquette (see **Netiquette**) guidelines for the group (such as what should and should not be posted – see **Post**).

Gopher

A distributed information service that makes available hierarchical collections of information across the Internet.

Gopher uses a simple protocol that allows a single Gopher client to access information from any accessible Gopher server, providing the user with a single “Gopher space” of information.

Public domain versions of the client and server are available. This protocol was the forerunner of the World Wide Web.

Home Page

The starting point for a person or entity publishing through the World Wide Web. A home page has a similar meaning to a forum (see **Forum**) on CompuServe.

Internet

The Internet is a worldwide network of computer networks. It is comprised of thousands of separately administered networks of many sizes and types. Each of these networks is comprised of as many as tens of thousands of computers; the total number of individual users of the Internet is in the millions. This high level of connectivity fosters an unparalleled degree of communication, collaboration, resource sharing, and information access. One of the most commonly recognized areas of the Internet is Usenet (see **Usenet**).

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HTTP

The server side of the World Wide Web. The Macintosh server is MacHTTP. The UNIX server is HTTPd.

Killfile

A file an individual establishes on their local computer to watch for posts (see **Post**) that the individual does not want to receive. A killfile may watch for posts from a specific individual (in other words, a specific address) or for the occurrence of certain words in a topic line (such as to eliminate all posts in a thread (see **Thread**) in which the individual is not interested.

List Server (listserv mailing list)

A list of e-mail addresses (see **Electronic Mail**), used by a mail reflector, to forward messages to groups of people. Generally, a mailing list is used to discuss a certain set of topics, and different mailing lists discuss different topics. A mailing list may be moderated. This means that messages sent to the list are actually sent to a moderator who determines whether or not to send the messages on to everyone else. Requests to subscribe to, or leave (unsubscribe from), a mailing list should *always* be sent to the list's **-request** address (for example, this address is for the IETF mailing list: **ietf-request@cnri.reston.va.us**).

Netiquette

The written or unwritten guidelines of behavior in a newsgroup (see **Newsgroup**) or on the Internet as a whole. Netiquette rules for a newsgroup may include what is considered an acceptable and unacceptable topic for a post (see **Post**), whether or not flames (see **Flame**) are allowed, and whether or not profanity is used in the newsgroup. Some newsgroups have strict netiquette guidelines while others have none.

Newsgroup

A delineated area in Usenet (see **Usenet**) in which people discuss a particular topic or topic area. Newsgroups are identified by a descriptive path name, such as: **comp.sys.mac.graphics** (computers/systems/macintosh/graphics), and **rec.scuba** (recreation/scuba). Unlike e-mail (see **Electronic Mail**), a post (see **Post**) in a newsgroup is available for anyone in the newsgroup to read.

Path

The string that identifies how a specific system is connected to an Internet server. For example, the path for an Apple employee in Austin, Texas might be **john_smith@austin.apple.com**. The server path is the part of the string after the "at" sign (@); each server in the path is separated by a period (.) and the last part of the path generally identifies the type of the address (such as 'com' for 'company' and 'edu' for an educational facility, and 'gov' for government). Path is also used to identify the different newsgroups in Usenet (see **Newsgroup** and **Usenet**).

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Post

A single response in a newsgroup (see **Newsgroup**). A post is generally an introduction of a new question or comment about the newsgroup's topic, or it is a response to a previous post (see **Thread**). A post generally includes a topic line that identifies what the post is about (for example, "How do I download a graphic?" or "New graphic program that works great" might be topic lines for posts in the **comp.sys.mac.graphics** newsgroup). A post should not violate a newsgroup's netiquette (see **Netiquette**). When a post is addressed to several newsgroups, it is said to be **Cross-Posted**.

Serial Line IP (SLIP)

A protocol used to run IP (Internet Protocol) over serial lines, such as telephone circuits or RS-232 cables, interconnecting two systems. SLIP is defined in RFC 1055.

Spam

A term commonly used when referring to a post (see **Post**) that is inappropriately cross-posted to many (or even all) newsgroups (see **Newsgroup**). A spam is often an advertisement for goods or services or even a political or religious message.

Subscribe

See **List Server**.

TCP/IP Protocol Suite (the language of the Internet)

Transmission Control Protocol over Internet Protocol. This is a common shorthand that refers to the suite of transport and application protocols which runs over IP.

Thread

A series of newsgroup posts (see **Newsgroup** and **Post**) that pertain to the same comment or question (or to other comments and questions about an original post). Each subsequent post is part of that post's thread. A thread frequently maintains the same title, or a variation of the title, as the original post (for example, "RE: How do I download a graphic?" or "In response to downloading a graphic" might be responses to an original post about downloading graphics).

Unsubscribe

See **List Server**.

Usenet

An area of the Internet that includes many different newsgroups (see **Newsgroup**). Usenet is what many people think of when they think of the Internet.

Wide Area Information Servers (WAIS)

A distributed information service that offers simple natural language input, indexed searching for fast retrieval, and a "relevance feedback" mechanism that lets the results of initial searches influence future searches. Public domain implementations are available.

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World Wide Web (WWW or W3)

A hypertext-based, distributed information system created by researchers at CERN in Switzerland. Users may create, edit, or browse hypertext documents. The clients and servers are freely available.

Internet Related Tools

Anarchie

Anarchie is a shareware agent that is able to find software titles you request by probing the Internet, then downloading them for you.

Eudora

Eudora is a popular shareware program for viewing, editing, and sending e-mail across the Internet.

Fetch

Fetch is the client software for accessing ftp sites on the Internet. Ftp sites are used for viewing software archives and downloading files.

MacTCP

MacTCP is a control panel that allows your Macintosh to speak TCP/IP and operate on the Internet.

MacWeb

MacWeb is a World Wide Web client used for browsing www pages on the Internet. This client is similar to NCSA Mosaic.

Mosaic (NCSA Mosaic)

A World Wide Web client for the Macintosh. This client is similar to MacWeb. The latest version is 1.0.3.

Turbo Gopher

Turbo Gopher is the gopher client for Macintosh. Turbo Gopher is the product of the University of Minnesota (the Golden Gophers).

Universal Resource Locator (URL)

A standard addressing scheme for locating services on the Internet. The URL for Apple's World Wide Web site is: **<http://www.info.apple.com>**

Some definitions are from the ***Internet Users' Glossary***, by Gary Scott Malkin and Tracy LaQuey Parker. 🍏

Printing from a Sun Workstation to a LaserWriter 16/600 PS

By Dennis Chen

This article describes how to configure a LaserWriter 16/600 PS and Sun workstations to let the Sun print to the LaserWriter.

Chapter 4, *Setting Up the Printer for UNIX Users*, of the **Apple LaserWriter 16/600 PS: Setting Up, Connecting, and Using Your Printer** document, describes all of the necessary steps for setting up a LaserWriter (LW) 16/600 PS printer for UNIX users over TCP/IP. It includes information for the following

UNIX systems:

- All versions of UNIX based on the Berkeley Software Distribution (BSD) style, which support remote line printer daemon (lpd) protocol, including A/UX
- HP-UX version 8.07
- HP-UX version 9.xx
- SCO UNIX 1.2 or later
- IBM AIX version 3.x
- Sun OS version 4.1
- DEC Ultrix version 4.2

Creating a Solaris Print Queue

If you are trying to configure a LW 16/600 PS for Sun workstations running the Solaris operating system, the following are technical notes on how to create a print queue specific for Sun Solaris OS:

STEP	ACTION												
1	Login as root , and launch OpenWindows.												
2	Refer to the <i>Initial TCP/IP setup</i> section on page 109, to assign an IP address for the LW 16/600 PS printer, and add it to the /etc/hosts file . Use ping and telnet from the workstation to the printer to make sure the TCP/IP connection works.												
3	Run admintool and invoke Printer Manager .												
4	In the Edit menu, select Add Printer , then select Add Access to Remote Printer (the menu is hierarchical).												
5	Enter the following information, click the Add button to add the printer, and then close the window: <table border="1" data-bbox="284 1470 1510 1837"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Printer Name</td> <td>What you want the print queue to be called, for example lw16ps.</td> </tr> <tr> <td>Printer Server</td> <td>The name or IP address of the LW 16/600 PS, for example lw16-joe.</td> </tr> <tr> <td>Comment</td> <td>A comment to help you remember what this queue does.</td> </tr> <tr> <td>Printer OS</td> <td>Select BSD.</td> </tr> <tr> <td>System Default</td> <td>Select Yes if you want this print queue to be the default printer to the lp command.</td> </tr> </tbody> </table>	Field	Description	Printer Name	What you want the print queue to be called, for example lw16ps .	Printer Server	The name or IP address of the LW 16/600 PS, for example lw16-joe .	Comment	A comment to help you remember what this queue does.	Printer OS	Select BSD .	System Default	Select Yes if you want this print queue to be the default printer to the lp command.
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Printer OS	Select BSD .												
System Default	Select Yes if you want this print queue to be the default printer to the lp command.												

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STEP	ACTION
6	Within the Printer Manager, select the printer you just added and go to the Edit menu and select Modify Printer , or just double click the print queue.
7	Change the File Contents to Postscript .
8	Make sure that Yes is selected for both Enable Print Queue and Accept Print Jobs .
9	Click the Apply button to save the changes.

Changing the Printer Type

By default, the Solaris Printer Manager defines the **Printer Type** to **unknown** and the **File Contents** to **any** when you are adding a remote print queue within Printer Manager. You can change the **File Contents** to another value, but you *cannot* change the **Printer Type** within Printer Manager. For both text and postscript file types to print correctly to the LW 16/600 PS printer, you need to change the **Printer Type** to **PS** (PostScript).

The following are undocumented procedures for changing the **Printer Type** from **unknown** to **PS** after creating a remote printer queue within Printer Manager. (**lw16ps** is the print queue in this example).

STEP	ACTION
1	Login as root in Solaris
2	Enter this command to display the characteristics of the given print queue, for example Printer Type, File Contents, Description : lpstat -p lw16ps -l
3	Enter this command to change the Printer Type to PS : lpadm -p lw16ps -T PS
4	Do this command again, to see the change: lpstat -p lw16ps -l
5	Do this command, if desired, to change the File Contents to postscript : lpadm -p lw16ps -I postscript

With this setup (**Printer Type** set to **PS** and **File Contents** set to **postscript**), both text and postscript files can be printed correctly by Printer Manager through the PS filter. For example:

```
lp -d lw16ps /etc/hosts
```

```
lp -d lw16ps test.ps
```

Note: If a print queue's **File Contents** is set to either **Both Postscript and ASCII**, **Any**, or **ASCII**, a text file is not printed correctly, and it has the Character Return/Line Feed problem. Therefore, we suggest setting it up with **Printer Type** as **PS** and **File Contents** as **postscript** to avoid this problem.

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Setting Up the Remote Print Queue

Here is another undocumented trick for the Remote Print Queue setup in Solaris. Use the Exclamation symbol (!) while in Printer Manager, to designate your particular print queue in the remote printer server. With this, you can create a separate print queue for text printing and a separate print queue for postscript printing.

This is what the **rp** entry in the **printcap** file refers to. As it is described in the LW 16/600 manual, you can have **rp=text** for text printing, and **rp=raw** for raw postscript printing in most BSD UNIX systems. The way to assign an **rp** entry while in Printer Manager, is to specify the name of **rp** after the **Printer Server** name.

For example, a text print queue for a LW 16/600 PS can be created by **lw1600!test** from the **Printer Server** prompt. For a raw queue, you specify with **lw1600!raw**.

Note: **lw1600** is the hostname of the LW 16/600 PS server.

With this setup, you can print the text file from the remote text queue correctly. For example:

```
lp -d lw16text /etc/hosts
```

Where **lw16text** is the print queue name. 🍏

Deleted AppleMail Messages Reappear After a Server Crash

By Randall Lemley

After a PowerShare Mail Server crash, previously read and deleted mail messages may reappear in users' inboxes.

PowerShare stores mail messages in the Server Bin folder in the PowerShare Mail Data folder. Also within this folder is a file named **QMgrCatalog**. This file, in conjunction with the catalog data files in the PowerShare Catalog Data folder, keep track of what messages have been read and by whom.

In the event of a server crash PowerShare does its best to rebuild this information from the available files. If the **QMgrCatalog** is damaged or deleted, a new **QMgrCatalog** is created with all messages in the Server Bin Folder marked as unread.

Note: For a message to be deleted from the Server Bin folder all recipients must have read the message (and deleted it if the server is not doing so automatically). If the server crashes between the time the last recipient has read the message and the time set for deleting messages, then it is possible for that message to show up again (even though it was read by everyone). This explains why messages with large distribution lists are more likely to appear. The chance that at least one of the recipients had not read or deleted the message is much higher with a large distribution list. 🍏

Determining File Sharing Access Levels

From the Technical Information Library

This article contains a description of how to determine folder access levels of folders contained on file servers.

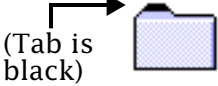





Types of Access Privileges

Access privileges govern what you and other users of a file server can see or alter. The following table lists the access privileges that you must have in order to perform the listed actions:

FUNCTION	SEE FOLDERS	SEE FILES	MAKE CHANGES
Copy a file to a folder			X
Copy a file from a folder	X	X	
Copy a folder to a folder	X		X
Copy a folder from a folder	X		
Create a file	X	X	X
Create a folder	X		X
Delete a file		X	X
Delete a folder	X		X
Move a folder to a folder	X		X
Move a folder from a folder	X		X
Open and use a file		X	
Save changes to a file		X	

Finding Out What Privileges You Have

You can determine your access privileges by looking at the folder icons:

FOLDER	OWNER OF FOLDER	NO FOLDER ACCESS	NO FOLDER ACCESS	ONLY MAKE CHANGES
AppleShare 3.0	Tabbed 	Plain 	Dimmed 	Dimmed with Arrow 
AppleShare 4.0 and System 7.x Personal File Sharing			Strapped 	Strapped with Arrow 

Note: A folder with a custom icon does not always indicate access privileges. 🍏

DOS Compatibility Card – Using Two IP Stacks

By David Hill

Due to addressing conflicts it is not possible to run two of the same protocol stacks, such as having TCP/IP active in both the Macintosh and MS-DOS/Windows operating systems, through one piece of hardware.

If you are using the DOS Compatibility Card for the Power Macintosh, it is possible to run IP in both operating systems by using a different protocol stack in each. To do this, you need one additional piece: The Apple IP Gateway.

By using the Apple IP Gateway, you can tunnel IP in AppleTalk, which meets the requirement of not having the same protocol stack running in both environments.

One problem you may encounter using this workaround is that there is a performance degradation by tunneling IP in AppleTalk. The degradation varies depending on the application. This is because of packet size and translation. The following table includes the steps for this workaround:

Workaround

STEP	ACTION
1	Load the Novell client software on the MS-DOS side of the Power Macintosh 6100.
2	Install the LAN WorkPlace for DOS v4.1
3	Install Apple IP Gateway on the network.
4	Set MacTCP v2.06 for EtherTalk and use appropriate addressing.

Note: Each machine, the DOS Compatibility Card using IP and the Macintosh tunneling IP in AppleTalk, needs different IP numbers. Additionally, their other TCP/IP information, such as subnet mask, broadcast address, and name servers, may be different or may be the same. 🍏

New Places to Find the *Information Alley*

You can now find the **Information Alley** on these online services and BBSs:

- **ClubMac** BBS (Dublin, Ireland) – +353-1-4564450 or 4564451
FirstClass-based BBS with two lines.
- **Apple Power** BBS (Nashua, New Hampshire) – (603) 882-1556
FirstClass-based BBS with two lines at 14.4K. 24 hours a day. Sponsored by the Southern New Hampshire Apple Core (SNAC).
- **Magic Online Services Toronto** BBS – (Toronto, Ontario, Canada) – (416) 288-1767
Guest access via TCP/IP. Sign on with own name and any password. Magic uses the FirstClass GUI system – all Macintosh and Windows users are welcome. 🍏

SCSI Manager 4.3 and Power Macintosh

By Mark Hansen

Volume I Issue 16 of the **Information Alley** included an article titled *System 7.5 – Extensions Folder Contents*. One of the extensions described in it was SCSI Manager 4.3. Here is the original article text for this extension:

This is an update to the driver software used by the Macintosh to access hard drives. (Not required for Power Macintosh computers; should be removed from Power Macintosh Extensions folder.)

This description initiated several

questions and conflicting answers. The following is the definitive information about this extension:

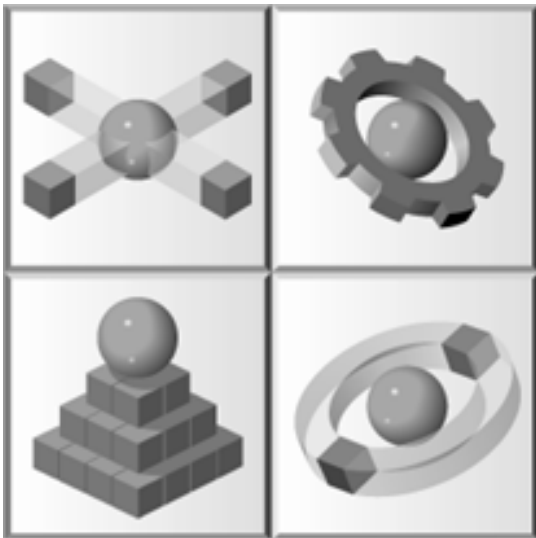
The SCSI Manager 4.3 is part of the ROM in all versions of the Power Macintosh computer. System 7.5, when installed from the upgrade CD, places the extension in your Extensions folder but it is not required. It is unknown at this time why the Installer does this.

The absence or presence of the SCSI Manager 4.3 extension has no bearing on the performance of your Power Macintosh computer. 🍏

Acquiring the Support Professional Solution Series

By Leslie Dolan

The last issue of the **Information Alley** included a description of the new Support Professional Solution Series.



You may request a comprehensive kit describing the Support Professional

Solution Series. This kit includes a detailed brochure along with a CD that includes product specifications, component demos, and trial software. Apple offers the following ways to receive this kit:

- Call 1-800-745-2775. The representatives at this phone number can also provide you with pricing and ordering information.
- Send e-mail to this address: **SPinfo@AppleLink.apple.com**
- Send an AppleLink to **SPinfo**.

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