INFORMATION ALLEY

Support News

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Volume II, Issue 1

"Get Off the Highway and Into the Alley ™"

In This Issue...

A bi-weekly publication of Apple Computer, Inc. – Customer Services Division

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. Available articles are:

- *Information Alley: Online Services it is Posted To*
- *Information Alley: Index of Vol I Issues*
- *Information Alley: Index of Vol II Issues*

Information Alley Formats

The *Information Alley* is available in these formats:

Adobe Acrobat

Requires the Macintosh, DOS, Windows, or UNIX Acrobat Reader. The free Readers are available via the Adobe BBS (206) 623-6984, America Online, Compuserve, or the World Wide Web at this URL: **http://www.adobe.com/**.

Common Ground

Includes the imbedded Common Ground Macintosh MiniViewer. This format requires no external reader.

SeText

Includes no graphics or special magazine formatting. Formatted to be read with EasyView or any word processor.

Submissions and Letters

We welcome articles of general interested to Apple computer users, letters to the editor, and suggestions for future articles. Send submissions to:

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Please do not send us your support questions.

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The Information Alley is produced using FrameMaker 4.0 on a Power Macintosh running System 7.5.

Our Second Year Begins
With a Few Changes

By Janet Christian and Diana Ezell

As we turn toward our second year of publishing the **_Information Alley_**, we again review our processes and make a few fine-tuning changes.

New Associate Editor

First and foremost, regular columnist Diana Ezell is now also the Associate Editor – in case of unforeseen illness (bad) or foreseen vacation (good!). In fact, Diana edited at least 90% of this issue. She selected a nice variety of interesting articles and some wonderful art to go with them. Thanks, Diana; great job! (I'll send you a postcard from Bonair.)

Format Uploading

Our online group has been uploading five different versions of every issue. This format abundance has proved to be a bit unwieldy and time-consuming. Starting with the next issue, we will only upload three versions:

- Adobe Acrobat – This format requires the standalone Macintosh, DOS, Windows, or UNIX Reader, available for free through many online services and ftp sites, including eWorld, AppleLink, America Online, and CompuServe. (See **Inside Information** on page 2 for information on aquiring the Acrobat Reader.)

- Common Ground with the Macintosh Mini-Viewer – This format is "self-contained" and does not require an external reader.

- SeText – This format includes no graphics and is formatted for reading with EasyView or any word processor.

We hope that this format variety offers all of our readers a satisfactory choice.

Apple Software Updates

Beginning with this issue, we now include Apple software updates recently posted (since the preceding newsmagazine issue) to our online services. We hope this helps you keep up with the latest software and upgrades.

Don't Forget the Online Postcard

We are still tallying our readership through our online postcard. If you have not already included yourself in our "online postcard" readership count, please take a moment to send us an email to **alleycan@austin.apple.com** – the message text is unimportant, since we are simply counting responses. We appreciate your help in getting an accurate readership count. And remember, if you cannot email us at all, you can still be counted by calling (512) 908-8918 and leaving any message (just something for the voice mail system to store).

How To Use eWorld's Ask Apple Support Area

By Charlie McCabe

eWorld's new Apple Technical Support area, located in the Apple Customer Center, is a place where you may ask technical questions and receive official Apple responses online. This article explains how best to ask your questions so Apple can provide you with the most complete and informative answer possible.

Three Steps To Getting An Answer

Step 1

Check the documents in this area for answers to commonly asked questions. The Frequently Asked Questions (FAQ) and the Top 10 Tech Answers documents are organized by product and are updated regularly. As new products are introduced or as the questions evolve, these answers will be revised.
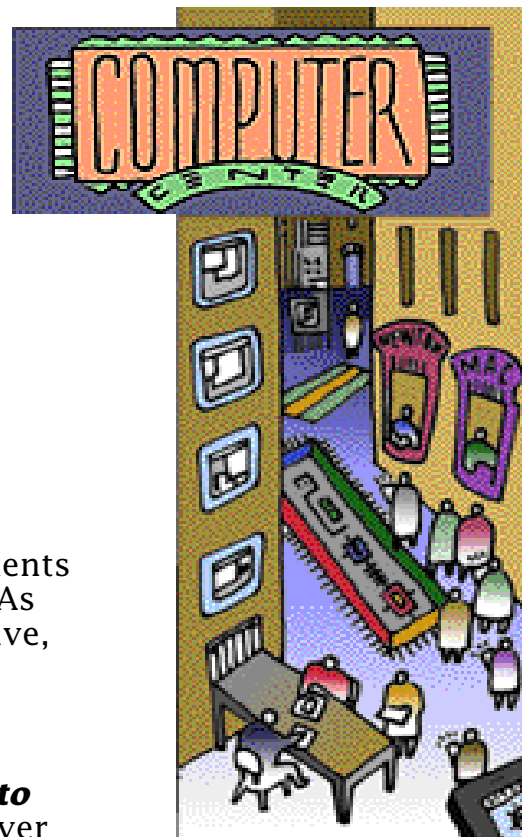
Step 2

Look in the Apple Technical Information Library *(Go to the eWorld shortcut: TIL)*, which is a collection of over 10,000 articles that provide a wealth of information on Apple products. Click the **Info** button in that area for instructions on how to search the TIL. Most questions can be answered there.

Another valuable online resource is the collection of back issues of Apple's *Information Alley* support newsmagazine. The *Information Alley* is published bimonthly by Apple's Support Information Services group. *Information Alley* is located in the "Tips and Tools" software library, visible at the Apple Online Technical Support screen.

Step 3

If you have searched for an answer on your own, but still need help, come to the **Ask Apple, USA** in the Apple Technical Support area. We answer questions from any Apple customer in the U.S.A. Open the appropriate discussion board for your product and look at the questions that have already been answered by the online staff.

If your question has not already been answered, please post it to the appropriate area. We will post a response to your question within one business day. Our business hours are Monday through Friday, 6 A.M. to 6 P.M., Pacific Time.

Asking Your Question

The online Apple staff reads the discussion boards daily and posts answers within one business day of a question being posted. Business hours are 6 A.M. to 6 P.M., Pacific Time, Monday through Friday. Questions that have been officially answered are indicated by an asterisk (*). Please be aware that any answers without an asterisk are not official answers from Apple.

To post a question, create a new message in the appropriate topic folder so that it can be easily seen. If Apple has already answered a question and you want to ask a follow-up question, please **create a new message** and post it to the first level of the discussion rather than replying to a previously answered question.

Make your subject as descriptive and complete as possible so that other eWorld members browsing the boards can determine if your question can help them.

What The Online Apple Staff Can Do For You

- Answer questions about the up-and-running operation of your Apple-labeled hardware or software. Up-and-running support includes: installation and set-up, configuration, compatibility, troubleshooting, and pre-sales product information.

- Refer you to the right place to get more assistance, including the online resources such as the Apple Technical Information Library, Apple Software Updates, and the *Information Alley*.

What The Online Apple Staff Cannot Do For You

- We cannot answer non-technical questions. If you want to ask a question about pricing, promotions, programs, or have a comment about Apple's service and support, please contact Apple Customer Relations at 800-776-2333 for further assistance. Customer Relations hours are 8 A.M. to 5 P.M., Pacific Time.

- We cannot answer any questions on unannounced products. We do not speculate on future products, nor do we respond to requests for product features or release dates. If you want to discuss such items, you may refer to the Talk Back discussion boards, which are available in the Apple Customer Center (Go to the eWorld shortcut: **Apple**). Similar discussions are held in other forums such as news and trade publications and user groups located elsewhere in the Computer Center.

- We cannot provide support on using eWorld software or services *(Go to the shortcut: EAC)* for assistance from the eWorld staff.

- We cannot accept requests for software, manuals, and so on. Software updates are available online in the USA Apple Software Updates area. Click the **Info** button in that area for more information about obtaining software updates. To request another item, please contact an Apple reseller (you can call 800-538-9696 to locate one near you) or call Apple Assurance at 800-SOS-APPL (hours are 6 A.M. to 6 P.M. Pacific Time).

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- We cannot provide support for third-party hardware and software. We support only Apple-labeled products. Please refer any questions to the specific vendor or developer. However, if you cannot locate them, we will be happy to try to find contact information for you. Several vendors and developers are available on eWorld, and more are coming on board all the time. Check the eWorld Directory in the **Places** menu. Also, check out the "Straight to the Source" area *(Go to the eWorld shortcut "stts")*, where many companies have a section. If you are looking for a particular type of hardware or software product or for a company name and address listing, check the Redgate Macintosh Registry (located in the same area) which lists many companies and products.

- We cannot arrange for service repairs. If your product needs repair, please contact an Apple-authorized service provider. You can locate one near you by calling the Apple Referral Center at 800-538-9696. You may also call Apple Assurance at 800-SOS-APPL for further assistance (hours are 6 A.M. to 6 P.M., Pacific Time).

- We cannot provide international support at this time. This service is only for Apple customers in the U.S.A. However, Apple is working to provide online service for Apple Europe and Apple Pacific around June, 1995.

What You Can Do For Us

Complete System Description

When you post a question, please include as much information as possible about your system configuration. The following information about your setup will assist us greatly in responding to your question:

- Macintosh model and RAM size
- System software version
- Detailed explanation of the issue, including what you have done so far
- Include software applications which were running when the problem occurred
- Third party cards and peripherals
- Third party control panels and extensions installed and active
- External devices

Feedback Requested

We also want to know how we are doing and what you think about this service. In the Apple Online Technical Support screen, there is a feedback form accessed via the **Got a Better Answer?** button. Please feel free to tell us if you think this area is useful, or if you have any thoughts on how we could improve it. Tell us if you found your answer and did not have to ask a question, or if our answer helped you. We would like to know, and we are enthusiastic about hearing from you and want to accommodate your needs and those of other eWorld members.

We are happy to be on eWorld and look forward to helping you enjoy Apple!

Application Size Differs for Native PowerPC and 680x0 Systems

By Shannon Love

You may notice that the amount of memory in use by an application in the **About This Macintosh** dialog box does not always match the memory allocated to the application in the **Get Info** dialog. This only seems to occur with PowerPC native applications when running with Extensions off.

Example: Using ClarisWorks 3.0, the preferred memory size shown in the **Get Info** dialog box is 950K, but after launching the application, **About This Macintosh** shows it using 2,054K.

A PowerPC native application has different memory requirements when running on a 680x0 or a PowerPC based computer. Additionally, the Finder does not recognize the memory allocation settings of native applications. To do so, it requires the PowerPC Finder Update (7.1.2 or 7.5) or Finder Update (7.5 with System 7.5 Update 1.0). Starting your computer with extensions off disables the Update. Without the Update active, the **Get Info** dialog box shows the memory allocation for the application as if it were running on a 680x0 based computer.

The system software, however, sees the proper memory allocation for the native application and allocates the correct amount of memory to the application when it loads. This is why the higher memory usage appears in the **About This Macintosh** dialog box.

In the preceding example, ClarisWorks on a 680x0 computer has a preferred size of 950K by default. On a Power Macintosh, because it is a native application, it has a preferred size of 2,054K. Without the Finder Update, the Finder reports the first preferred size in the **Get Info** dialog but the System uses the second size.

Always make sure that the proper Finder Update has loaded at startup before trying to adjust memory allocation on a native Power Macintosh application. The Finder Updates also generate the message at the bottom of the **Get Info** dialog explaining that memory allocations go up or down if you turn virtual memory on or off. If you do not see this message when looking at the **Get Info** dialog of native application, the Finder Update did not load.

The Update does not show up in the Extensions Manager control panel. You must look in the Extensions folder to confirm its presence.

PowerBook 500 – PowerPort 500 Error on Startup

By Heath Culp

There appears to be an issue with the Global Village Modem Software installed in the PowerBook 500 Series computers running System 7.5.

You may encounter the following messages:

- This Macintosh may not have been shut down properly

- Incoming Fax cannot be received because internal modem could not be identified. To identify the modem open up PowerPort control panel hold down the **Option** key and click on **PowerPort text**.

The PowerBook then freezes.

To Fix this Problem

STEP	ACTION
1	Restart holding down the **Space bar** to open Extensions Manager.
2	Disable the PowerPort 500 control panel by removing the check mark.
3	Close the Extensions Manager window to complete the start up process.
4	Open the General Controls panel and turn off the shutdown warning.
5	Open the Extensions Manager control panel, turn the PowerPort 500 control panel back on, and restart.

If this does not solve the problem, restart with extensions off, and remove the following items from the System Folder:

- Queue Temp and GlobalFax Preferences files from the GlobalFax Personal folder

- GlobalFax Files and GlobalFax Personal folders

- PowerPort 500 control panel

Then reinstall the Global Village software from the original disks. Move the GlobalFax addresses into your new folder. You may also want to save the Fax log, the cover sheets, and received Faxes.

You should also be sure that the Apple Express Modem or Fax software is not installed as this may conflict with the Global Village modem and software. 🍎

Macintosh Tutorial – Where is Part II?

By Scott McMillan

Some customers have reported that they can find Part I of the Macintosh Tutorial on their hard drives, but cannot find Part II anywhere either on the System 7.5 CD-ROM or on the hard drive.

Part I and Part II of the Macintosh Tutorial were created in different applications and saved as different types of documents, which is causing the confusion

Installation

To make sure that the Macintosh Tutorial runs correctly, you must first run the Macintosh Tutorial Installer from the System 7.5 CD that came with your Macintosh computer. To run the Installer, double-click its icon and select **Install** (onto your hard drive).

The software installs a file called Macintosh Tutorial (an Apple Guide file) and a folder called Tutorial Items into the Extensions folder inside the System Folder. You cannot run the Macintosh Tutorial program directly from the CD.

Correct Way to Run Tutorial

From the Finder, At Ease Not Installed

Select the **Macintosh Tutorial** option in the **Help** menu (the balloon with a question mark in the upper right of the Menu Bar). This opens an Apple Guide screen giving you the option to open Part I or Part II. If you select Part I, Apple Guide automatically opens the MacroMind Director file and runs through it.

When you quit or finish Part I, it takes you back to the initial Apple Guide Macintosh Tutorial screen, where you can select either Part I or Part II. If you select Part II, the tutorial starts into an Apple Guide tutorial (not MacroMind Director). In other words, Part II is encapsulated in the Macintosh Tutorial Apple Guide file while Part I is a stand-alone MacroMind Director file.

From the Finder, With At Ease Installed

If At Ease is installed, the computer must be set to **Go to the Finder** at startup in order to properly access the Macintosh Tutorial through Apple Guide. If you are

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running At Ease, and your computer goes into At Ease at startup rather than the Finder, then you do not have access to the Apple Guide. In this case, the only access to Macintosh Tutorial is through the Tutorial Items folder, which does not find Part II because it is an Apple Guide file, not a MacroMind Director file.

Incorrect Way to Run Tutorial

Many users try to run the tutorial from within the Tutorial Items folder instead of using the Help menu. This folder contains a MacroMind Director file called Macintosh Tutorial Part I and its associated data files. If you double click on Part I, it opens and runs Part I of the tutorial. When you get to the end or quit in the middle, it takes you back to the Finder without the option of going to Part II. This is not the way the Macintosh Tutorial was intended to be used. It was only intended to be run from within Apple Guide.

Summary

You cannot run the tutorial from the CD-ROM without first installing it onto your hard drive. Nor can you properly run the Macintosh Tutorial from inside the System Folder by double-clicking on the Part I MacroMind Director file. For the tutorial to run properly, you must run it from the Help Menu. This is the only way you can "find" and run Part II of the tutorial.

Tips and Tidbits

Macintosh System Clock – Beyond The 21st Century

You may have wondered whether the clock in your Macintosh computer will continue to function into the next century. Many stories have been circulated about computers not being able to handle dates past a certain year.

The clock chip in the Macintosh will continue to function into the next century. To confirm this, set your date to 12/31/1999 and the time to 11:59 PM. Wait 60 seconds for the countdown to the next century and your computer will turn over to the year 2000. Be sure to configure the clock to show the century in the Date & Time control panel. [From the Technical Information Library.]

LaserWriter 8 Driver –
Printing Always Uses Hard Drive

By Denny Carag

You may not think that printing is in any way related to the amount of hard disk space you have available, but when you are using the LaserWriter 8.x printer driver it is a factor to consider. Even if you have a lot of hard disk space available, it may not be enough to print a very large file.

How the LaserWriter Driver 8.x Works

LaserWriter driver 8.x actually spools the entire job to disk regardless of whether or not background printing is enabled or disabled; this is different from previous drivers. It does this to perform analysis on the print job while it is being spooled (first pass).

During the second pass (where the QuickDraw code gets converted to PostScript), it uses the data analysis from the first pass to optimize the PostScript code it generates.

LaserWriter driver 8.x performs the following types of analysis:

- Font analysis

- Image analysis

- Pattern analysis

- Bounding box accumulation

- Text measurement
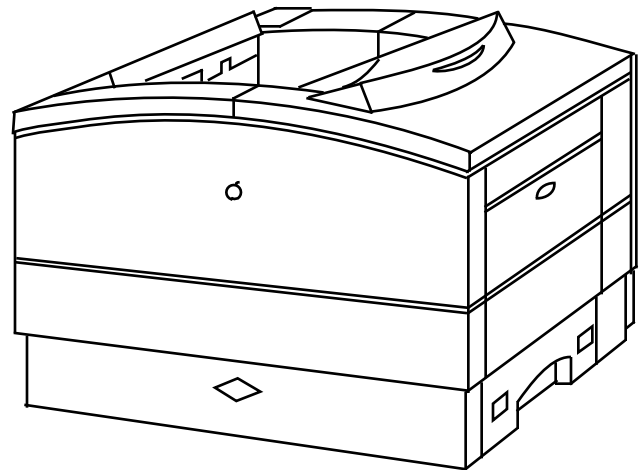
In foreground printing, the performance penalty is negligible for typical short printing jobs, and is outweighed by the performance gains resulting from PostScript code optimization.

It is possible, however, that large foreground printing jobs may incur significant penalties, in both processing time and disk space, as a result of the separate spool pass.

Workarounds

The only workarounds to the problem are to free up space on the hard drive or use an older version of the LaserWriter driver, such as v7.2, and print in the foreground.

QuickDraw GX also uses a two-pass driver, so it also needs free space on the hard drive to print files.

Text To Speech –
What Is It And How Does It Work

By Brian Fant

Did you ever wonder how to make your Macintosh speak what you have typed? The technology does exist. This article answers some commonly asked questions about PlainTalk and Text to Speech technology.

Q: Can I record a voice or create a new voice for Text to Speech? If yes, can I speak into the microphone to record this voice?

A: It is not possible for users to create PlainTalk voices by speaking into the microphone and recording their own speech. Creating PlainTalk voices is considerably more complex than that.

Q: How does Text to Speech work?

A: Applications initiate speech generation by sending a set of words to the Speech Manager. The Speech Manager is responsible for sending the text to a speech synthesizer, the piece of software that manages all of the communication between the Speech Manager and the Sound Manager.

This synthesizer is like a speech engine. It uses built-in dictionaries and pronunciation rules to help determine how to pronounce text. The speech synthesizer uses these rules and the available PlainTalk voices to convert typed text into different kinds of sound, with different tonal qualities, to produce speech.

Synthesizers have different rules, depending on the quality of the voices that are available. Users who have more RAM and processing power may choose a higher-quality voice, which may use a higher-quality synthesizer. A higher-quality synthesizer spends more time analyzing the original text, to try and produce sound that we more easily recognize as regular speech.

Q: How many words does the Text to Speech/PlainTalk dictionary know?

A: Because synthesizers use a combination of pronunciation rules and dictionaries, there is not necessarily a limit to the number of words that it can pronounce. The pronunciation rules are used to speak many of the words that are sent to the synthesizer.

The speech technology is not limited to a certain number of words the dictionary "knows." The dictionary mainly handles exceptions to the rules. For example, the dictionary is probably used to store the pronunciations for the abbreviation "St.". Depending on the context, PlainTalk pronounces this as "Saint" or "Street." Likewise, "Dr." could be pronounced "Doctor" or "Drive." Other exceptions, like the difference between pronouncing the vowel sounds in the words "height" and "weight" are included here as well.

Recurring QuickTime Installation Failed Message

By Terry Carter

If your computer gives you this message each time it starts up, "QuickTime installation has failed because QuickTime was already installed", it means that you have two copies of the QuickTime extension in your Extensions folder (inside the System Folder). You either have two different versions of the QuickTime extension or two copies of the QuickTime extension that are the same version, but are named differently.

If you open your Extensions folder, you will probably see one extension called **QuickTime** and one extension called **Quicktime 2.0**. If you do a Get Info on each of these items you may see that they are both version 2.0. Or you may find out that one version is an older version.

To make your startup error message go away, select one of these QuickTime extensions and remove it from the Extensions folder.

- If you have QuickTime 2.0 and an older version of QuickTime, remove the older version.
- If you have two copies of QuickTime 2.0 it does not matter which version you remove.

Drag the unwanted version to the Trash and select **Empty Trash** from the **Special** menu. Then restart your computer.

New Places to Find the *Information Alley*

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

- **Shadex Online** BBS (Houston, Texas) – **(713) 777-4427** or **(713) 988-2774**

  This is a NovaLink BBS with both lines running at 14.4 bps. Logon with your user name; if you do not have an account with Shadex, logon as a new user.

- **PHONE NUMBER CORRECTION – The Fringe** BBS (Friendswood, Texas) **(713) 996-6868**

  A FirstClass BBS running on a Macintosh SE/30 with two lines. Both lines are at 28,800 and are soon to be V.34. Includes message and file areas, two online CDs with over 20 CDs rotated at user's request. Access is free.

How to Remove QuickDraw GX

By Anthony Snyder

When you installed System 7.5, you may have also installed all the extras, including QuickDraw GX. If you decide at some point that QuickDraw GX is not something you need or want to use, you can easily remove it from your system.

The QuickDraw GX Installer has an easy to use remove feature that removes the components of QuickDraw GX. After removing GX, it may be necessary to restore some fonts that QuickDraw GX converted.
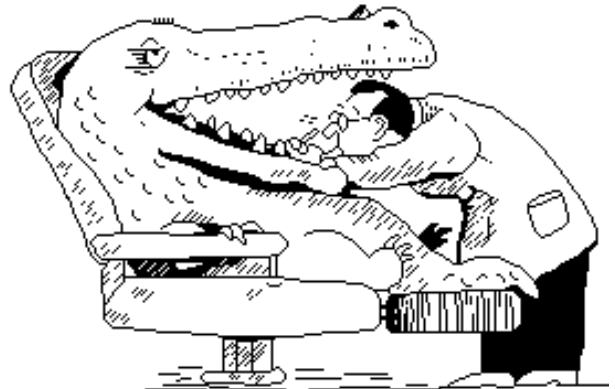
Follow these steps for the removal procedure:

STEP	ACTION
1	Quit any open applications or desk accessories
2	Locate the QuickDraw GX Installer on the QuickDraw GX Install Diskette or System 7.5 CD. It is located on the Install disk or in the QuickDraw GX Install folder on the CD.
3	Launch the Installer.
4	When you see the Installer's Welcome screen, click continue.
5	Open the pop-up menu (which says Easy Install) and choose Custom Remove.
6	Click on the check boxes for the components you want to remove.
7	Click on remove.

The installer removes the selected components. However, any PostScript fonts that were present in the System Folder before the QuickDraw GX installation no longer work properly because QuickDraw GX placed them in suitcases that standard System Software does not recognize.

Copies of the old fonts were placed in a folder called **Archived Type 1 Fonts** in the System Folder. Open this folder and copy all of the fonts to the Fonts folder within the System Folder. If prompted to replace any existing fonts, go ahead and replace them.

If you converted any Postscript fonts using the Type 1 Enabler application, you need to reinstall the fonts from original diskettes as that application does not place copies in the archive folder.

Finally, if you used Adobe Type Manager, you should also reinstall that application as it may have been removed when QuickDraw GX was installed.

Apple MessagePad 110/120 – Battery Recharging Information

By James Voight

The Rechargeable Battery Packs charge in the same manner whether they are recharged in the Apple MessagePad 110 or Apple MessagePad 120 connected to the AC Power Supply, left in the MessagePad Charging Station, or if the battery packs themselves are put into the Charging Station.

The Charging Station, MessagePad 110, and MessagePad 120 have a smart charging circuitry that limits the damage of the fast charge cycle so the battery can last a long time. This means that if the batteries are recharged using either method, this circuitry is protecting the batteries. This lets you place batteries back on the recharger with more than a 50% charge without affecting the overall battery life.

The manual states that the Rechargeable Battery Pack should be 50% discharged before a recharge. While this is still important, the statement is misleading. The charging technology used in the current circuitry lets you charge the batteries at any time. Current information on NiCad and recharging technology, memory effect, and life problems of NiCad batteries, is the basis for this statement.

Memory Effect

NiCad rechargeable batteries suffer from an effect commonly called "memory", where if the battery is partially discharged, then recharged, it reachs a point where the perceived capacity of the battery is that level to which it has been draining to. If the battery is fully drained periodically, this effect can be minimized or eliminated.

Batteries Used In Apple MessagePad

The batteries used with the Apple MessagePad 110 and MessagePad 120 are of a higher quality than commercial NiCad batteries you can purchase. Quality is measured with a "C" value. The "C" refers to the amount of time and current a battery needs for a "fast charge." The more times a battery has to go through the fast charge, the shorter its life before it needs replacing. The batteries used for the original MessagePad and MessagePad 100 were a C10, and the new batteries are a C20. The batteries used in the MessagePad 110 and MessagePad 120 can sustain a faster "fast" charge than the older batteries. This lets the new batteries charge faster even under a trickle charge.

The Charging Station and MessagePad 110/120 will trickle charge, or adjust the amount it charges, as the battery comes close to full. Most commercial NiCad batteries last 9-12 months if you recharge them when they still have 50% or more charge. The MessagePad 110/120 batteries typically last 12-16 months. These batteries last longer if you recharge them with 50% or more life left. This is because the Charging Station and the MessagePad 110/120 do a full fast charge once the batteries are over 50% full, which prolongs their life. In addition, you can get additional battery life by occasionally letting the batteries drain all the way, then recharging them.

PowerBook – Problems With Screen Dimming or With Waking From Sleep

By John Phelps

This article provides some troubleshooting tips for a PowerBook that enters a dimmed state or that freezes up while it is waking up from sleep.

Software

STEP	ACTION
1	See if the PowerBook has gone to sleep with an external monitor attached, which should be avoided. Select **Don't sleep** when plugged into AC. Always use the AC Adaptor when external devices are attached to a PowerBook.
2	Check for SCSI driver problem. Some possibilities: • SCSI driver is not system 7.x compatible • SCSI driver is corrupt (Update with HDSC Setup for Apple Drives)
3	Check to see if incompatible software is installed. Some possibilities: • Screen Savers • Security software To test for incompatibility, remove the software and then get an update if the removal solved the problem.
4	Check for older third party products, which should be updated. Consult third party developers for updates.
5	Reset PRAM by holding down ⌘-**Option-p-r** after the startup tones. Once you hear the tones again, release the keys.

If none of the preceding steps help, the System may be corrupt. Perform a clean install and run Disk First Aid.

Software and Screen Dimming

If the PowerBook has an external display attached and dims the display, some programs lock up when the PowerBook tries to use the external monitor again. The solution is to set the PowerBook not to dim when plugged in. Since the PowerBook must be plugged in to use the external display this should solve the problem.

If the PowerBook is running System 7.0.1 or 7.1, then this setting is in the PowerBook Display control panel. If the PowerBook is running System 7.1.1, 7.5, or has v1.5 or later of the Express Modem software, then the setting is in the PowerBook control panel. The PowerBook control panel must be set to **Custom**, the Power Conservation at the bottom of the control panel must be set to **Power Adapter**, and the slider marked Screen Dims should be moved to **Never**.

With the PowerBook configured this way, it still dims the built-in display when running off of battery power and should not diminish the amount of time that you can expect to get out of a battery charge.

Potential Hardware Problems

- Possible hard drive failure

  Update SCSI driver, run Disk First Aid and HDSC setup test, and reformat the drive if HDSC Setup finds errors.

- Hard drive cable

  If a new hard drive has been installed, the cable may need replacement.

- Possible logic board failure

  Check with an Apple Authorized Reseller for a replacement or repair.

Apple Software Updates

By Charlie McCabe

On April 24, we posted the following software updates and notices about software updates.

7.5 Update 1.0/Apple Personal Diagnostics (APD) 1.1/Pwr Mac Note

Path: Macintosh → System Software → System 7.5 Update

Description: A Compatibility Note for Power Macintosh Owners Running Apple Personal Diagnostics

APD 1.1 and Macintosh System 7.5 Update 1.0.

Although the current version of Apple Personal Diagnostics (APD) software (1.1.1) is fully compatible with the new Macintosh System 7.5 Update 1.0 (Macintosh System 7.5.1), the previous version of APD (1.1) does not run correctly when used on any Power Macintosh computer with Macintosh System 7.5.1 installed on it.

The Problem

APD 1.1 shipped from October 1994 to February 1, 1995. Apple estimates that there are approximately 2,500 users who own APD 1.1 and a Power Macintosh system. These users could have problems running APD 1.1 if they update to Macintosh System 7.5.1. The APD 1.1 logic board test provides faulty results when running on any Power Macintosh CPU with Macintosh System 7.5.1. Due to the incompatibility between APD 1.1 and Power Macintosh systems running Macintosh System 7.5.1, customers may think they need to replace the logic board when, in fact, they do not have a hardware problem at all.

The Solution

Because APD 1.1.1 fixes the problem, it is offered FREE to all APD 1.1 customers who update to Macintosh System 7.5.1, with proof of purchase of APD 1.1. The free upgrade to APD 1.1.1 will be sent only to customers running APD on Power Macintosh computers (other Macintosh computer models are not affected by the problem).

Ordering Information

Customers can call 1-800-769-2775, Extension 5941, to request the free upgrade to APD 1.1.1.

QuickDraw GX 1.1.2 (Four 1.44 MB disk images)

Path: Macintosh —> System Software —> QuickDraw GX

Description: This is the latest update to QuickDraw GX. You need either QuickDraw GX 1.0 or 1.1.1 already installed on your computer.

What this update includes: QuickDraw GX 1.1.2 fixes several problems found since the release of the previous version (1.1.1)

- Installation Over Previous Versions

  There is no longer a need to delete the Finder Preferences file when installing over a previous version of QuickDraw GX.

- Finder Out of Memory Alerts

  Some users were encountering multiple Finder out of memory alerts while printing with QuickDraw GX 1.1.1. This problem is fixed in QuickDraw GX 1.1.2.

- Crash When Canceling Printing From Power Macintosh computers to Networked PostScript Printers.

  Some users were encountering problems when canceling a print job to a networked PostScript printer. This problem is fixed in QuickDraw GX 1.1.2.

- Unable to Print to Tektronix and Hewlett-Packard PostScript Printers.

  Some users were unable to print to Tektronix and Hewlett-Packard PostScript printers with QuickDraw GX 1.1.1. This problem is fixed in QuickDraw GX 1.1.2.

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QuickDraw GX 1.1.2 Netinstall (one large compressed file)

Path: Macintosh —> System Software —> QuickDraw GX

Description: This is the latest update to QuickDraw GX. You need either QuickDraw GX 1.0 or 1.1.1 already installed on your computer. Please refer to the list of changes on the previous page.

AppleShare 4.1 Update Kit Information

Path: Macintosh —> Networking & Communications —> AppleShare

Description: AppleShare 4.1 is the latest release of AppleShare for the Mac OS. It is also the fastest AppleShare ever. While AppleShare 4.1 is not PowerPC native, it is tuned to run on PowerPC-based systems and does not install or run on 68K-based Macintosh computers.

AppleShare 4.1 runs, on average, 75% faster than AppleShare 4.0.2 on a similarly configured Power Macintosh or Workgroup Server. All performance data for AppleShare 4.1 based on a set of internal benchmarks performed by Apple. These benchmarks consist of a variety of Finder copy operations under varying server load conditions.

AppleShare 4.1 requires System 7.5 on the server to run and requires System 7.5 and the new AppleShare Workstation 3.6 (included with AppleShare 4.1) on the client systems to achieve the performance gains previously detailed. However, AppleShare 4.1 is compatible with older versions of the AppleShare Workstation software and AppleShare Workstation 3.6 is compatible with older versions of the AppleShare server software.

How to Order the AppleShare 4.1 Update Kit

Customers in the U.S. wanting to upgrade from AppleShare 4.0.2 to AppleShare 4.1 need to obtain the AppleShare 4.1 Update Kit (proof of 4.0.2 purchase is required). The update can be obtained by calling Apple at (800) 769-2775, extension 7851. This program begins April 24, 1995 and ends December 29, 1995.

- Customers running AppleShare 4.0.2 on a PowerPC-based Workgroup Server (6150, 8150, or 9150) will receive the AppleShare 4.1 Update Kit for a $15 shipping/handling charge. These customers will also receive the Workgroup Server Software Update Kit containing System 7.5.1 for Workgroup Servers and Apple RAID 1.0.2.

- Customers running AppleShare 4.0.2 on a Power Macintosh will receive the AppleShare 4.1 Update Kit for $199 plus $15 for shipping/handling.

The AppleShare 4.1 Update Kit contains the complete AppleShare 4.1 software but no serial number. Customers must use their existing AppleShare 4.0.2 serial number to activate the server. The AppleShare 4.1 Update Kit will be included with the Workgroup Server 8150/110 and 9150/120 Logic Board Upgrades.

Outside the U.S., customers should contact their local Apple reseller or representative for information on upgrading to AppleShare 4.1 in their local language.

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