



Support News 

July 10, 1995

Volume II, Issue 6

“Get Off the Highway
and Into the Alley™”

In This Issue...

Inside Information	2
Thoughts From the Alley Cat - Reading the <i>Information Alley</i> on the World Wide Web.	3
Improper Shutdown Notification in System 7.5	4
CD-ROM “This disk is unreadable” Message	5
Easy Access Overview	6
Changing and Restoring the System 7.5 Jigsaw Puzzle Picture	7
Resetting the Apple MessagePad	8
SCSI and Your PowerBook	10
AppleShare Client for Windows	13
When to Defragment Your Hard Drive	15
Subscribing to Apple Mailing Lists	16
DOS Compatible Products - Questions and Answers	18
Apple Media Tool Requires Additional Filters for Styled Text	19
Tell Us What You Think	20

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 interest to Apple computer users, letters to the editor, and suggestions for future articles. Send submissions to:

Information Alley
1200 East Anderson Lane
MS: 212-STI
Austin, TX 78752

Fax: (512) 908-8018
e-mail: alley@apple.com

Please do not send us your support questions.

Copyright Notice

This newsmagazine is copyrighted, with all rights reserved. Individual articles in this newsmagazine may be reprinted, in their entirety, without prior written permission from Apple as long as full credit is given to Apple Computer and the *Information Alley* is listed as the source of the information.

You must have prior written permission from Apple Computer to excerpt or paraphrase portions of articles from this newsmagazine. For permission, contact: Janet Christian, Editor or call (512) 908-8975.

Trademarks

The Apple logo is a trademark of Apple Computer, Inc., registered in the U.S. and other countries.

Apple, the Apple logo, APDA, AppleLink, AppleShare, AppleTalk, A/UX, EtherTalk, HyperCard, HyperTalk, ImageWriter, LaserWriter, LocalTalk, Macintosh, and ProDOS are trademarks of Apple Computer, Inc., registered in the U.S. and other countries.

Apple Desktop Bus, Balloon Help,


Disk First Aid, Finder, SuperDrive, Information Alley, "Get off the Highway and Into the Alley", and TrueType are trademarks of Apple Computer, Inc.

Classic is a registered trademark licensed to Apple Computer, Inc.

AppleCare is a service mark of Apple Computer, Inc., registered in the U.S. and other countries.

All other products mentioned in this newsmagazine are trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Apple assumes no responsibility with regard to the performance of these products.

Apple Computer, Inc., products (hardware and software) described in this newsmagazine are subject to update and change. This newsmagazine makes no assurance that functions and technical information described here is not superceded by subsequent releases of the product described.

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

Published bi-weekly by
Apple Computer, Inc.
Support Information Services
1200 East Anderson Lane
MS: 212-STI
Austin, TX 78752
(512) 908-8975

Janet Christian, Editor
Diana Ezell, Associate Editor

Regular Columnists:

Mark Aitala	Leslie Dolan
Wayne Brissette	Diana Ezell
Janet Christian	Fred Widmer



If you print the *Alley*,
please share when done!

© 1994-95 by Apple Computer, Inc.



Reading the *Information Alley* on the World Wide Web

By Janet Christian

You can now read the Adobe Acrobat version of the ***Information Alley*** directly from the World Wide Web (WWW). Using a Web browser like Netscape or NCSA Mosaic, you select the Acrobat version of the Information Alley you want to read and double click on it. The file is automatically downloaded to your system and displayed on your desktop. Please note that the speed of downloading depends on the speed of your Internet connection. You must have enough RAM in your system to run a Web browser and Acrobat (8 MB).

Internet paths to the *Information Alley*

To facilitate reading the ***Information Alley*** from the WWW, we moved the magazine from its former location (<ftp.austin.apple.com>) to several new locations. The following are the new Internet paths to the ***Information Alley***.

The URL for the Main *Information Alley* WWW Page

<http://www.info.apple.com/info.alley/>

The URL for the *Information Alley* Acrobat Archive (WWW)

<http://www.info.apple.com/cgi-bin/lister-pl?Apple.Support.Area/The.Information.Alley/acrobat>

The URL to Access the *Information Alley* via FTP (this is for everything)

<ftp://ftp.info.apple.com/Apple.Support.Area/The.Information.Alley/>

The URL that Goes Directly to the *Information Alley* Acrobat Archive via ftp

<ftp://ftp.info.apple.com/Apple.Support.Area/The.Information.Alley/acrobat/>

All Acrobat files are saved in the PDF format and are designated by **.pdf** at the end of the file. To view the PDF files you must download Adobe Acrobat, which is freely available from Adobe.

The URL for Adobe Systems

<http://www.adobe.com/Software.html>

We hope you find this new direct read capability useful and time-saving. We apologize for any confusion relocating the files may have caused. 🍏

Improper Shutdown Notification in System 7.5

By Doug Korn

Sometimes when you restart your Macintosh running System 7.5, you may receive a warning message that the system was previously improperly shut down.

Under System 7.5, there is an invisible file of size 0 bytes called "Shutdown Check" at the root level of the startup volume. The presence or absence of this file is an indicator on whether the warning message is issued.

The General Controls control panel uses the Notification Manager to issue the message about improper restart. The file called General Controls Prefs in the Preferences folder is where the current checkbox setting of whether to issue the notification is kept.

During a normal shutdown or restart the Shutdown Check file is deleted by the Finder. When the General Controls control panel initializes, it looks for the presence of the Shutdown Check file. If it is found, then a crash situation is assumed. The found Shutdown Check file is kept and made invisible, if it is not already. If the Shutdown Check file is not found during startup, a new one is created. The creation time and date of the Shutdown Check file is the approximate startup time of the last successful startup for the System Folder of the startup volume.

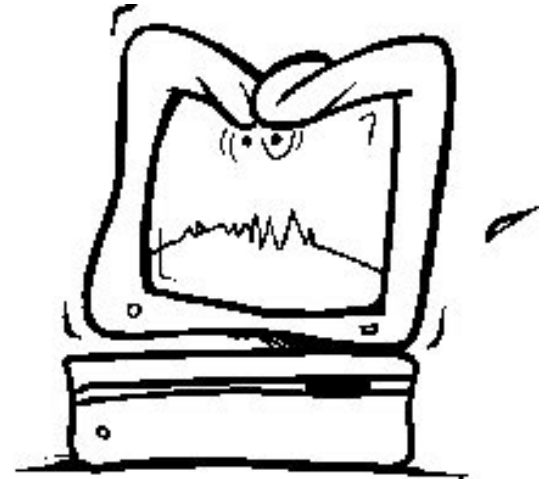
Developer guidelines evangelize that dialogs not be issued during an extension loading time. This is why you do not see the notification as the General Controls control panel loads. The approved method for issuing messages from extensions is the Notification Manager. General Controls posts the improper shutdown warning notification to be displayed as the Finder comes up.

The notification message could be misleading if you switch between multiple startup volumes.

For example, you set the startup volume to be another volume other than the current volume. Before restarting normally you crash, and the computer starts up from the newly selected startup volume. You then operate from this new startup volume for a number of days. Finally you choose the original volume to startup from in the Startup Disk control panel and restart. The old Shutdown Check file is now found by the General Controls control panel and the system realizes that it was not shutdown properly the last time.

Another similar example might be after a crash, if you start up from a floppy disk. Restarting from the floppy-based System Folder does not generate an improper shutdown notification, but when you return to starting from the hard drive the warning notification is issued.

You should interpret the warning notification based on whether the current volume being booted from had shutdown normally the last time it was active. 🍏

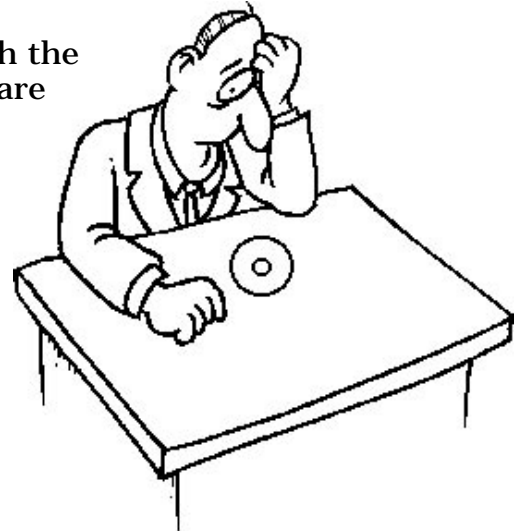


CD-ROM “This disk is unreadable” Message

By Rolando Nanez

When the CD-ROM drive will not recognize a particular type of CD, this usually indicates the CD-ROM software is not properly installed or is missing certain files. In some cases, the CD-ROM access files may be damaged or a third-party extension or control panel may be conflicting with the CD-ROM software. Try the following suggestions to resolve this issue:

- Make sure you have not started your Macintosh with the **Shift** key held down to turn off extensions, or you are not using any extension manager software that prevents the CD-ROM extensions from loading.
- Make sure that these files are in the Extensions Folder of your System Folder:
 - Apple CD-ROM
 - Apple Photo Access
 - Foreign File Access
 - High Sierra File Access
 - ISO 9660 File Access
 - Audio CD Access (if you plan to use Photo CDs)



If any or all of these files are missing, search your hard disk to see if they have been moved to a different location. Then move the files back into the Extensions Folder. You will need to restart the computer after moving the files to the Extensions Folder for the files to work properly.

- If the files have been deleted, reinstall your system software from your Macintosh CD or system disk. You need to start up from the CD; it has the CD software on it.
- If the files are damaged, throw the CD-ROM files mentioned above into the Trash, empty the Trash, restart while holding down the **Shift** key until the message “Welcome to Macintosh, Extensions off” appears. Reinstall the CD-ROM software from your Macintosh CD or system disks. Restart and test to see if the CD mounts on the desktop.
- If the preceding steps fail to resolve your issue, then an extension may be conflicting with the CD-ROM software. If you are running System 7.5 (see Note), open the Extensions Manager control panel and select “System 7.5 Only” from the Sets pull-down menu. On restarting your Macintosh, only the extensions installed with System 7.5 load. Test your CD-ROM disks to see if they work, then add extensions and control panels back one at a time, restarting after adding each one to isolate which extension is causing the conflict.

Note: If you are using an earlier version of System 7, you have to manually drag extensions and control panels out of the System Folder and restart each time to isolate the offending file.

Once you isolate the conflicting extension, contact the software manufacturer or vendor for compatibility information, or disable the extension to resolve the symptom. 🍏

Easy Access Overview

By Sheri Grannes

Easy Access is a control panel intended to help physically challenged users interact with their computer. Easy Access lets you:

- Set the computer so you can control the pointer from the numeric keypad instead of using a mouse (Mouse Keys)
- Type keyboard shortcuts without having to press the modifier keys at the same time (Sticky Keys)
- Type very slowly (Slow Keys)

You can activate these modifications using preassigned keyboard shortcuts or by opening the Easy Access control panel.

Mouse Keys – Controlling the Pointer from the Keyboard

Within the Easy Access Control Panel is a feature called Mouse Keys. You can use the numeric keypad on the right-hand side of the keyboard (instead of the mouse) to control the movement of the pointer on the screen.

To turn Mouse Keys on, press **⌘-Shift-Clear** (the **Clear** key is on the numeric keypad.)

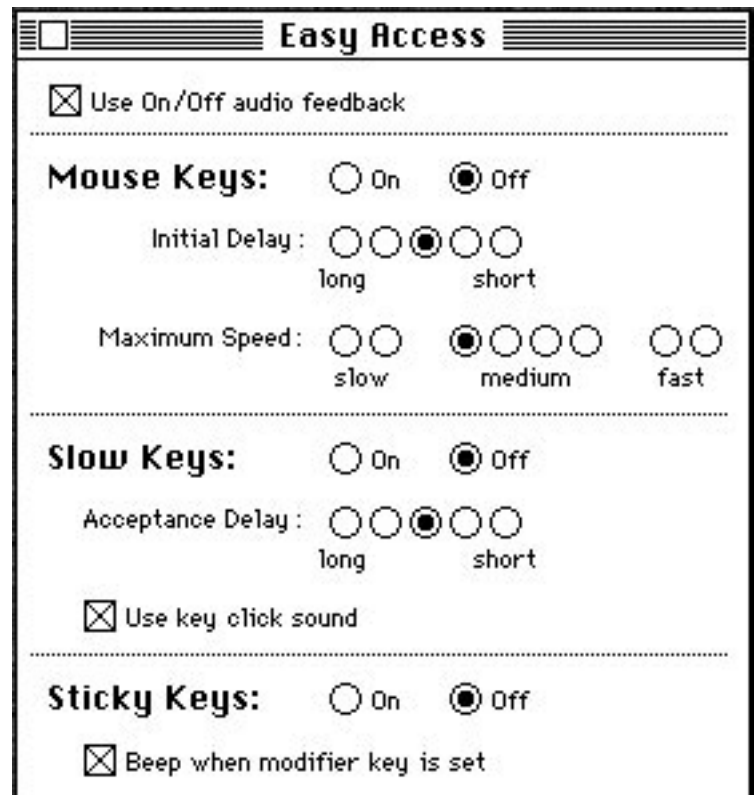
To turn Mouse Keys off, press **Clear**.

With Mouse Keys on, you can click, drag, and perform all the usual mouse actions from the numeric keypad. The 5 key serves as the mouse button: press once to click; press twice to double-click. The 0 key locks the mouse button down for dragging. The decimal point key (to the right of 0) or the 5 key unlocks the mouse button. The numbers 1, 2, 3, 4, 6, 7, 8, and 9 move the pointer on the screen.

You can adjust how quickly the pointer moves on the screen and how long the delay is before the pointer starts moving when you press a mouse key. You can make these adjustments in the Easy Access Control Panel.

Sticky Keys – Making Keyboard Shortcuts Easier to Type

The Easy Access Control Panel also includes a feature called Sticky Keys. You can type keyboard shortcuts (such as **⌘-S** for Save) without actually pressing the keys simultaneously.



Continued on next page...

...Continued from previous page

To turn Sticky Keys on or off, press the **Shift** key 5 times without moving the mouse.

With Sticky Keys on, you can type a keyboard shortcut by first pressing the modifier key (**⌘**, **Control**, or **Shift**) and then pressing the character key. An icon in the right end of the menu bar (to the right of the Application menu icon) changes to indicate whether Sticky Keys is on and whether a modifier key has been pressed or locked.

You can have Sticky Keys make an alert sound when a modifier key is pressed. You set this option in the Easy Access Control Panel.

Slow Keys – Adjusting the Keyboard for Very Slow Typing

Within the Easy Access Control Panel is a feature called Slow Keys. You can type very slowly and the computer ignores accidental keystrokes by delaying the acceptance of the next keystroke.

To turn Slow Keys on or off, hold down the **Return** key for about 4 seconds, until an alert sound indicates that the feature is on or off.

You can adjust how long you want Slow Keys to delay acceptance of the next keystroke. You can also set Slow Keys to make an audible click each time a key is pressed. You make these adjustments in the Easy Access Control Panel.

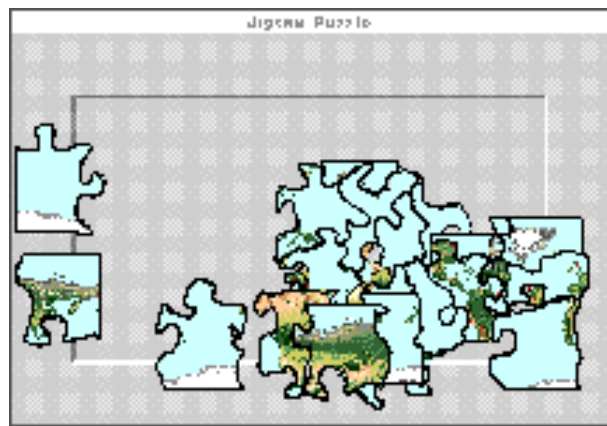
Easy Access only works if it is in the Control Panels folder inside the System Folder when the Macintosh starts up. 🍏

Changing and Restoring the System 7.5 Jigsaw Puzzle Picture

From the Technical Information Library

Changing the Jigsaw Puzzle

You can easily paste a different picture into your System 7.5 Jigsaw Puzzle. Simply copy any PICT graphic and paste it into the open Jigsaw Puzzle application. You may receive a message telling you to increase the puzzle application's memory. The message includes a minimum recommended size.



Restoring the Jigsaw Puzzle

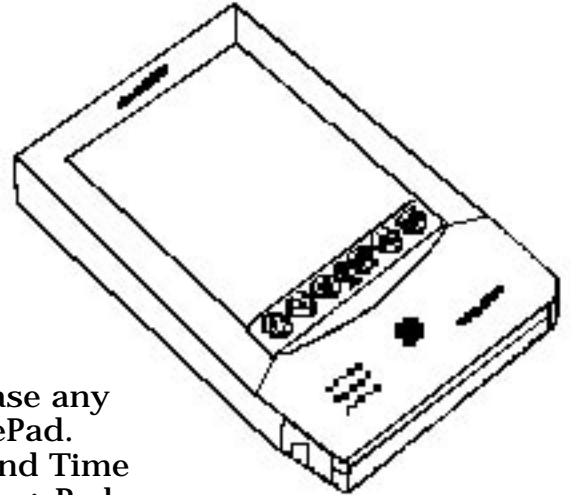
The changed picture is stored in the Preferences Folder in a file called "Jigsaw Picture". Dragging this file to the Trash and relaunching the Jigsaw Puzzle application returns it to the picture stored in the resource fork of the application.

This should be a map of the world unless the PICT resource has been modified using a resource editing utility like ResEdit. If this is the case, you need to remove and reinstall the "Jigsaw" application and remove the "Jigsaw Picture" preferences to return the picture to the world map. 🍏

Resetting the Apple MessagePad

By Scott Korcz

There are four types of reset on the Apple MessagePad; Soft Reset, Power Reset, Hard Reset, and Cold Boot. Instructions for performing all four types of resets are included below.



Soft Reset

A Soft Reset resets the Newton OS. It does NOT erase any data or handwriting training on the Apple MessagePad. However, you should check the Time in the Date and Time Prefs preferences file. The clock in the Apple MessagePad may lose some time when you press the Reset button.

STEP	ACTION
1	Press and release the Reset button in the battery compartment for two seconds.
2	If the Apple MessagePad is on, it restarts itself. If the MessagePad is off, it turns itself on.

Power Reset

A Power Reset resets the Newton OS and the Power Manager. No user data, Preferences, or handwriting training is erased.

STEP	ACTION
1	Press and hold down the Reset button in the battery compartment.
2	Continue holding the Reset button and pull down on the power switch. Continue holding the Reset button down for 2 more seconds.
3	Release the Reset button, and continue holding the power switch down until a dialog box appears asking: "Do you want to erase data completely?"
4	Tap on the No button.

Hard Reset

A Hard Reset erases all data in the internal memory. Pen alignment is required the next time you use your Apple MessagePad. In addition to pen alignment, the Time Zone, Date, Time, and Prefs need to be set up. Any System Update installed is NOT erased.

Warning! You should backup your data prior to a Hard Reset.

Continued on next page...

...Continued from previous page

STEP	ACTION
1	Remove any PCMCIA storage card that may be in the MessagePad.
2	Press and hold down the Reset button in the battery compartment.
3	Continue holding the Reset button and pull down on the power switch. Continue holding the Reset button down for 2 seconds.
4	Release the Reset button, and continue holding the power switch down until a dialog box appears asking: "Do you want to erase data completely?"
5	Tap on the Yes button when it asks to erase data. This erases all user data in the internal memory and sets the Newton OS back to factory defaults.

Cold Boot

A Cold Boot erases all data, any System Update installed, and sets the Newton OS back to factory defaults. There are two methods to do this.

Warning! You should backup your data prior to a Cold Boot.

Method 1

STEP	ACTION
1	Disconnect any AC power.
2	Remove the main batteries.
3	Remove the round Lithium backup battery.
4	Hold the power switch down for 5 seconds.
5	Release the power switch.
6	Repeat steps 4 and 5 four more times.

Method 2

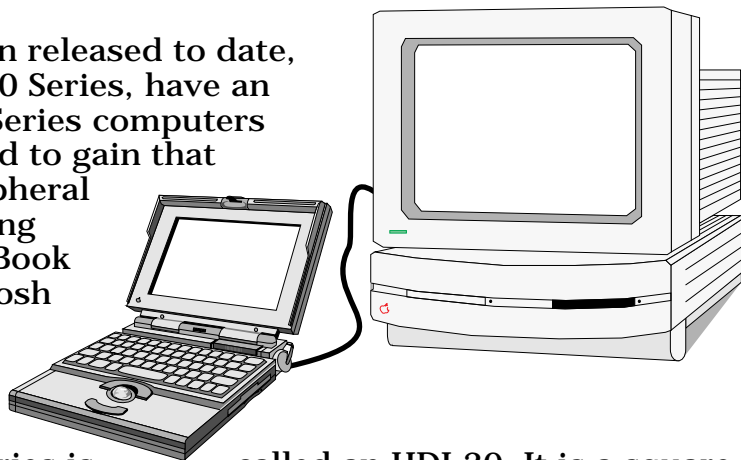
STEP	ACTION
1	Disconnect any AC power.
2	Remove the main batteries.
3	Remove the round Lithium backup battery.
4	Let the Apple MessagePad sit this way for 15 minutes.

- On a MessagePad 120: No data is erased since data is stored in the internal non-volatile Flash RAM.
- On the MessagePad 120, a Cold Boot resets the Power Manager. Pen alignment is required on the next use.
- The Time Zone, Date, Time, and Prefs need to be set up. 🍏

SCSI and Your PowerBook

By John Phelps

All PowerBook computers that have been released to date, with the exception of the PowerBook 200 Series, have an integral SCSI port. The PowerBook 200 Series computers must be attached to a Dock of some kind to gain that port. This article describes adding peripheral devices to your PowerBook and also using SCSI Disk Mode, which lets some PowerBook computers connect to a desktop Macintosh and appear as an external hard disk.



The SCSI Port and Cabling

The SCSI port used in the PowerBook series is called an HDI-30. It is a square socket SCSI connector with 30 pins. There are two different SCSI cables. In addition to one of these cables, you may need a terminator, model number M3503LL/A.

Apple HDI-30 SCSI Disk Adapter

This adapter, model number M2539LL/A is specifically for SCSI Disk Mode. It can be distinguished by its HDI-30 connector having 30 pins (5 rows of 6). The connector on the other end is a standard Centronics 50 socket connector.

Apple HDI-30 SCSI System Cable

This cable is for connecting external SCSI devices, like CD-ROMs and hard drives, to your PowerBook and it is called the Apple HDI-30 SCSI System Cable, model M2538LL/A. Its HDI-30 connector only has 29 pins. The connector on the other end is a standard Centronics male.

SCSI Disk Mode

This mode lets your PowerBook be connected to a desktop Macintosh and appear on that machine as an external hard disk. This mode is supported on all PowerBook models with the exception of the 140, 145, 145B, 150, and 170 and is recommended for high speed transfer of information, but is not necessarily intended for long-term usage. Follow these steps to setup SCSI disk mode:

STEP	ACTION
1	In the PowerBook control panel (Portable control panel for the 100) choose the SCSI ID for the PowerBook. Remember, each SCSI device must have a unique ID number. Verify that the hard drive name for the PowerBook is different from the hard drive name of the target machine.
2	Shut down the PowerBook and any additional SCSI devices in the SCSI chain. Attach the HDI-30 SCSI Disk Adapter cable to the PowerBook and a terminator at the other end (the terminator may not be required). If you find that the main computer does start up properly, turn both computers off, remove the terminator and then restart the systems.

Continued on next page...

...Continued from previous page

STEP	ACTION
3	Plug the SCSI Disk Adapter cable to either a SCSI cable attached to the desktop Macintosh, or to any existing SCSI device on the SCSI chain.
4	Power on the PowerBook and you should see a diamond shaped symbol moving across the screen with a number corresponding to the SCSI ID you set. Once you see that, power on the desktop machine. After that machine boots up, you should see the PowerBook's hard drive appear on the screen of the desktop Macintosh.

To end the session, shut down the desktop Macintosh, then power off the PowerBook by either pressing and holding the power switch for two seconds then releasing, or, for the PowerBook 100, press both of the buttons on the left side of the unit.

Important: The Macintosh Plus and the Macintosh SE without an internal Hard Disk can be used with SCSI disk mode. Also, you can dock to another PowerBook (of any kind). When attaching under these configurations, you do NOT use the terminator between the two SCSI cables.

Adding External Devices

There are many devices that use the SCSI port to connect to your PowerBook. Some examples are Hard Disks, CD-ROM drives, backup devices, video expansion, and Ethernet connections.

The most important thing to keep in mind when adding devices to a SCSI chain is the ID number. The SCSI chain has an ID range from 0 to 7. ID 7 is reserved for the PowerBook itself; ID 0 is reserved for the internal hard drive. The other 6 ID numbers are for external devices. Generally, this ID can be set on the device by some external selector – consult the manual for the device to see how to set this number. The ID number for each device must be unique on the chain, that is, only one device can use a given number.

A SCSI device chain must be terminated at the beginning and end. The PowerBook provides termination at one end, you need to add a terminator to the last device on the chain. Additional devices are connected together using the Apple SCSI Peripheral Interface Cable which is a Centronics 50 pin to 50 pin cable.

Some older devices are internally terminated. If you are not sure, it is very important that you check the manual for each device. When creating a SCSI chain for the PowerBook, you want a terminated device at the beginning of the chain, and another at the end. If any of the devices in the middle are terminated, you will have difficulties seeing all the devices.

Before connecting or disconnecting devices on a SCSI chain, turn the power off for all devices. When you get ready to power up, turn on all external devices first, then turn on the PowerBook. When you wish to end the session, shut down the PowerBook first, then turn off all the devices.

Continued on next page...

...Continued from previous page

Common Problems Q&A

Q: I am attempting to use the SCSI Disk Mode, and the PowerBook does not display the diamond pattern. What is wrong?

A: First, make sure you are using the correct cable. This is the most common problem. Refer to the previous Cabling section to verify that you are using the SCSI Disk Adapter cable.

Second, be aware that SCSI Disk Mode is only supported in certain PowerBooks. Review the instructions under **SCSI Disk Mode** to see which PowerBooks are supported.

Q: I have added an external SCSI device to my PowerBook and when I start up, I get a diamond symbol on my screen. What does this mean?

A: You are using the Disk Adapter Cable instead of the System Cable. See the previous section on Cabling to see the difference.

Q: I have added an external SCSI device to my PowerBook and when I start up, I only get a flashing question mark (?) over a disk icon. Why?

A: Something is preventing your Hard Disk from starting up correctly. First try and start your computer from its Disk Tools disk. If it starts up, and your hard drive does not show up on the desktop, you may have a SCSI ID conflict. Make sure that the external device is set to an ID number from 1 to 6, and if more than one device is connected, make sure each has a unique ID number. Try opening the Apple HD SC Setup program on the Disk Tools disk. If that program can see your hard drive, try selecting the update button.

This updates the driver software on the Hard Disk. Check the version of the Apple HD SC Setup application. It is possible that a newer version is available which may address your problem. Make sure you are configuring your SCSI chain correctly, refer to the previous section, paying close attention to termination.

Q: In SCSI Disk Mode, the desktop computer tries to start up from the PowerBook's drive, rather than its own internal drive. An example is an error message such as the one saying the system software is not correct for this Macintosh. What should I do?

A: Power the desktop computer off, and then start up from the Disk Tools disk for that computer. Make sure that both the PowerBook drive and the desktop's internal drive both show up on the screen. Verify that the names of the two drives are different. Open the Startup Disk Control Panel and verify the desktop computer is selected. Restart and let the Disk Tools disk be ejected, it should then start up from the correct drive. 🍏

Tips and Tidbits

The At Ease for Work Groups 3.0 manual indicates on page 110 that the Unlock program is on the "At Ease WG Install 1" disk. The Unlock utility is actually found on the "At Ease WG Install 2" disk. [From the Technical Information Library] 🍏

AppleShare Client for Windows

By Antoine Duong

This article includes tips as well as common questions and answers for the AppleShare Client for Windows.



File Size Differences

Here is how to find the actual size of a file on both Macintosh and Windows platforms:

- To view the true file size from a Macintosh highlight the file, and choose the Get Info command in the File menu. In the Get Info window, the actual file size is listed in parentheses with bytes used.
- To view the amount of AppleShare File Server disk space used for a given file from a Windows client, highlight the desired file, select the Properties item from File Manager, and click on the **AppleShare...** option. The disk statistic appears in the Size field of this dialog.

The Windows File Manager shows the actual number of bytes of the file. A Macintosh Finder window reports the number of bytes allocated on the disk to store the file.

Truncated File Names

The Macintosh Hierarchical File System (HFS) file system uses 31 characters in file names. Also all DOS special characters (except the colon) are valid HFS file name characters.

The AppleShare Client for Windows sees the truncated name, based on the DOS 8.3 file system naming convention. The Windows client implements a file name truncating algorithm, however the real file name is still the long Macintosh file name. This can be viewed in the File Manager's Properties dialog box.

Best Routing and Lost Packets

There is a problem with NSI 1.5 installed on AppleShare File Servers when AppleShare Client for Windows PCs transfer large amounts of data. The AppleShare Client does not use Best Routing completely. Without Best Routing, a problem may occur which causes the router to pass the returning packet to another router, rather than to the PC workstation. The Network Software Installer (NSI) 1.5.1 installed on the AppleShare server fixes this. Be sure NSI 1.5.1 is installed on the server.

Losing Resource Forks

Macintosh files with resource forks are hidden from a Windows client user to protect them from damage. To view hidden files, select the Views/By File Type menu item in the File Manager and select the Show Hidden/System Files item.

Warning! Hidden files can be made visible, if these hidden files are modified, they can be permanently destroyed.

Continued on next page...

...Continued from previous page

Macintosh files copied or moved on the server by a Windows client can lose their icon information, and Macintosh long names because the Windows File Manager does not support these file attributes. The workaround is to open the file within the Macintosh application while icon information can either be replaced by using ResEdit, or pasting the appropriate icon into the Get Info box for the desired file.

Macintosh files where all data is contained in the data fork can be modified, and no data is lost. However like before the Icon appears as a generic icon, and the file name is shortened.

Common Questions and Answers

Q: What does the error message “Your System is configured with an incompatible network driver” mean?

A: Only one AppleTalk stack can be loaded on a workstation. See **PROBLEMS.WRI** located on installer Disk 1 for step-by-step instructions for removing Farallon’s PhoneNet PC.

Q: What does the error message “AppleTalk Driver was not loaded. Please reinstall AppleShare” mean when Windows is starting up?

A: This error message is indicative of the following:

- Incorrect **NET.CFG** parameters
- Conflicting **NET.CFG** files
- Unsupported NIC
- Computer was not restarted after installation
- The call to **ATDRIVER.BAT** is located after Windows is executed in the **AUTOEXEC.BAT**

Q: Why does the File Manager’s Properties button not always show the type and creator?

A: The AppleShare Client looks to see if the application used to create the document is on the same volume.

Q: Why do certain applications sometimes crash when saving?

A: This occurs when saving documents with applications that have been configured with a different AppleTalk stack like Claris’s FileMaker Pro.

Q: Can I Mount a volume on Drive B?

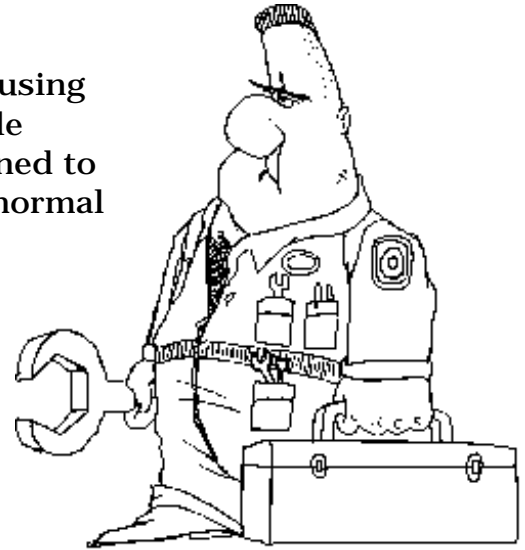
A: Yes, AppleShare Client lets you do this, however File Manager does not see any files on this drive. “DIR” from a virtual DOS computer sees the files. 🍏

When to Defragment Your Hard Drive

By Robert Dorsett

Your hard drive can become fragmented over time causing the performance of your computer to degrade. The file system model used on Macintosh computers is designed to work with a certain degree of fragmentation. This is normal and does not significantly affect performance for the majority of users.

Fragmentation occurs when you delete and create files. For example, suppose you create three files, then delete the second one. If you introduce a fourth file, which is larger than the size of the second file, the Macintosh file system may put a portion of the fourth file in the space occupied by the second file, and put the remainder after the third file. To access the entire file, therefore, the file system has to look in two places.



Defragmentation software attempts to put everything in tidy blocks, so it would move the files around until they are all contiguous, thus the file system only has to look in one place.

In reality, however, the nature of the files, the nature of the work you are doing, the nature of random-access disk mechanisms and the exact order in which the files are segmented can all have a bearing on the resulting performance. In general, there is not significant degradation of performance from normal use of your computer.

If you create and delete a huge number of files, your hard drive may become fragmented to the point that you may see a slight slow-down of file system performance. At this point, you can either use a defragmenting utility, or back up your hard disk and use Apple HD SC Setup to reinitialize it.

Warning! Reinitializing erases all the files on your hard drive. Make sure you have a complete backup because you will need to restore all your files once initialization is complete.

It should not normally be necessary to defragment your hard disk frequently.

Another thing to consider is that the defragmenting process generally results in a huge amount of disk activity, due to the amount of data being incrementally transferred. Some disk defragmenting software packages also cannot completely recover, if a critical portion of data on the hard disk should be in "transit" when the software fails, you may run the risk of losing that specific file, or all data on your hard drive.

Apple recommends keeping a current backup of your hard drive. You should be especially careful to fully backup your hard drive before running any defragmentation software. 🍏

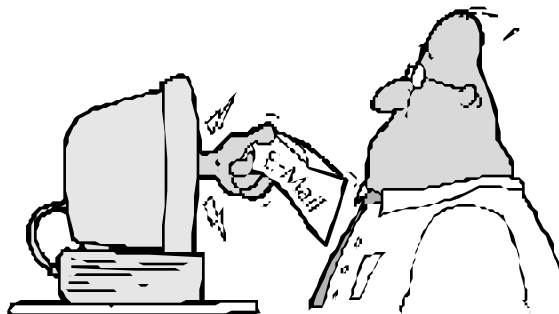
Subscribing to Apple Mailing Lists

By Charlie McCabe

Apple Computer, Inc. provides a number of mailing lists that can keep you informed of the latest information.

Mailing List Areas

Here are descriptions of these lists:



Mailing List	Description
Apple Press Releases	Receive copies of all press releases created by Apple.
Apple Information Alley	Receive notification, a table of contents and the text version of each new issue of the Information Alley , Apple's technical support journal. The Information Alley is published twice a month.
Apple Software Updates	Receive notification and descriptions of each new Apple software update posted to the Apple Software Updates areas on Apple supported online services and Internet sites, including eWorld. We also send you information on fee-based Apple software upgrades not posted online.
Apple New Hardware	Receive information on the newest Apple hardware releases, including Macintosh computers, printers, and imaging devices. All information is extracted from the Apple Tech Info Library, Apple's official technical support database, which is located in the Apple Technical Support area (shortcut: support) on eWorld.
Newton Press Releases	Receive copies of all Newton related press releases created by Apple.
WON (World of Newton) Weekly	A weekly review of Newton platform information, software updates, online chats and resources, compiled by the Newton Platform Marketing group at Apple.

How To Subscribe

To subscribe to one of the preceding mailing lists, send an email to the specified address:

Note: AppleLink users: add the following suffix to the given mailing list: **@internet#**

For example, the Apple press releases address from AppleLink is:
pressrel@thing2.info.apple.com@internet#

Continued on next page...

...Continued from previous page

Subscribing to a List

To subscribe, send an email to the specified address with the following text in the body of the message:

Subscribe yourrealname

Example: Subscribe Royce Walthrop

You will receive an automated reply letting you know you've been added to the list.

Unsubscribing from a List

To unsubscribe, send an email to the specified address with the following text in the body of the message:

Unsubscribe yourrealname

Example: Unsubscribe Royce Walthrop

You receive an automated reply letting you know you have been removed from the list. Here are the specific email addresses for the mailing lists:

Mailing List	email Address
Apple Press Releases	pressrel@thing2.info.apple.com
Apple Information Alley	infoalley@thing2.info.apple.com
Apple Software Updates	swupdates@thing2.info.apple.com
Apple New Hardware	newhdw@thing2.info.apple.com
Newton Press Releases	newtonpr@thing1.info.apple.com
WON (World of Newton) Weekly - Newton Device users	wonweekly@thing2.info.apple.com
WON (World of Newton) Weekly - all other computers	wonweekly@thing2.info.apple.com

Where to Go With Questions

If you have questions or issues concerning these mailing lists, please send them to the appropriate sysop named below.

For infoalley, pressrel, swupdates and newhdw Mailing Lists

Send a message to **cmccabe** on eWorld or **cmccabe@austin.apple.com**.

For newtonpr and wonweekly Mailing Lists

Send a message to **newtonsys** on eWorld or **newtonsys@eworld.com**.

Note: Please be aware that the preceding email addresses receive a heavy volume of email, hence we might not be able to respond very quickly. 🍏

DOS Compatible Products – Questions and Answers

By David Peckham

This article contains the answers to frequently asked questions (FAQ) about Apple's cross-platform (DOS compatible) products.

Q: I have an AppleCD 300e Plus CD-ROM drive and want to use it on a PC-compatible computer. Where can I get the drivers for it?

A: Apple does not write MS-DOS software drivers for any AppleCD player. MS-DOS drivers are written by other developers for Apple. The Apple Multimedia Kit for Windows includes a third-party SCSI adapter card with the appropriate CD-ROM driver software. The software can only be distributed with the Apple Multimedia Kit. You may want to look in the Redgate Macintosh Product Registry (eWorld shortcut **redgate**) to locate a possible third-party solution. Corel and Trantor are two possible suppliers of CD-ROM driver software.



Q: I have a DOS Compatibility Card and am getting an error message at startup: "PC Network Extension: AgentOpen () returned -1". How can I stop this?

A: This message results when the PC Network Extension is looking for a network that is not present. To eliminate the error at startup, you have two options. You can use the Chooser to turn AppleTalk on, or drag the PC Networking Extension from the Extensions folder to the Trash.

Q: I have a DOS Compatibility Card and when I try to switch to the MS-DOS side, I get this error, "Diskette error-correct problem and press any key to retry". Why?

A: You are getting the disk error because there is no drive container selected. Open the PC Setup control panel and make sure that the **C:\>** option does not say **None**. If it does, pull down that **C:\>** menu and select another drive file. Look for a file named PC Drive File. That is the factory installed drive container. If you can not find it, you need to create a new drive container. Consult your DOS Compatibility Card User's Manual for complete instructions.

Q: What operating systems does the DOS Compatibility Card support?

A: Apple supports only the following operating systems on the DOS Compatibility Card:

- DOS 6.22
- Windows 3.1

Continued on next page...

...Continued from previous page

Any operating system that accesses hardware directly fails on the DOS Compatibility Card. Windows NT, Windows 95, Windows for Workgroups, and OS/2 fall into this category, so they do not work.

Note: Windows for Workgroups works in a limited fashion on the DOS Compatibility Card, however Apple does not support this operating system on the DOS Compatibility Card.

Q: What kind of memory does the DOS Compatibility Card use?

A: The DOS Compatibility Card has a slot for one SIMM. It can be filled with a 72-pin, 80 nanosecond, non-Composite SIMM. The DOS Compatibility Card can accommodate up to 32 MB of RAM.

Q: How do I install the DOS mouse driver on my DOS compatible?

A: You can install a DOS mouse driver by inserting Windows disk #4 into the floppy drive and typing the following at the **c:\>** prompt:

A: <return>
EXPAND MOUSEHP.CO_ C:\ <return>

Then add the following line to the end of your **AUTOEXEC.BAT** file:

MOUSEHP

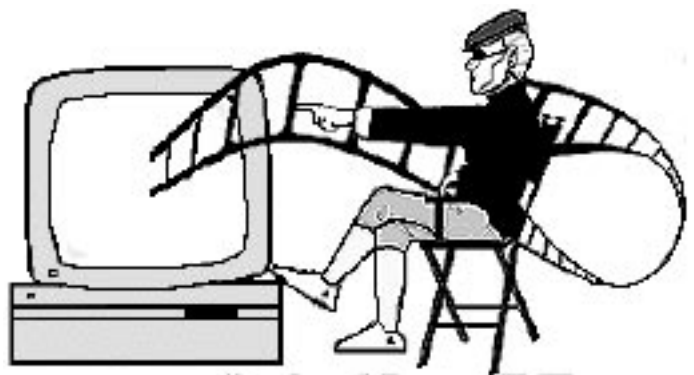
Q: Can I use a third-party CD-ROM drive with my DOS Compatibility Card?

A: Some third-party drives work and others do not, depending on the software provided by the vendor. You should call the vendor of any peripheral you plan on purchasing to verify compatibility with your other products. 🍏

Apple Media Tool Requires Additional Filters for Styled Text

By Jim Armstrong

The Apple Media Tool is very limited in the text it supports. You cannot import formatted text from MacWrite Pro, Microsoft Word, or other word processors. This is because of the cross-platform requirements of the Apple Media Tool. Art of Memory Ltd. (+44 (0) 1386 841496 or AppleLink UK0304) has an Apple Media Tool Programming Environment package called TextPak, which allows much greater text handling capability when using the Apple Media Tool Programming Environment.



Because all text used within TextPak is held as plain ASCII, with embedded style commands, the texts used in your project can be easily maintained separately from your program code, in the same way that the Apple Media Tool separates media items from code. 🍏

Tell Us What You Think

Tell us what you think of the **Information Alley**. We want it to be as useful for you as possible. Your feedback will help us reach this goal. Please fill out this form and fax, mail, or e-mail it to the address at the bottom of this page.

Content

Were the articles interesting and informative? YES NO If NO, please explain:

How was the technical depth of the articles? NOT ENOUGH ABOUT RIGHT TOO MUCH
Comments: _____

Did you find any specific article especially useful? YES NO If YES, list which one:

Format and Layout

Is the format and layout easy to read and follow? YES NO If NO, please explain:

Which format of the magazine do you read?

COMMON GROUND (MAC) SETEXT ADOBE ACROBAT

Do the graphics enhance or clutter the magazine? ENHANCE CLUTTER
Comments: _____

Did you read the magazine online or did you print a copy? ON-LINE PRINTED COPY
Comments: _____

Please describe ways in which the **Information Alley** could be improved, or give us your ideas on future articles.

Personal Information (optional)

Please let us know who you are in case we have questions about your suggestions or comments.

Name _____ Telephone _____

Company _____ Email _____

Address _____

City _____ State _____ Country _____ Zip _____

Type of computer(s) _____

Primary software applications: _____

Information Alley, 1200 East Anderson Lane, MS: 212-STI, Austin, TX 78752 – email: alley@apple.com; fax: (512) 908-8018 