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“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 via an Internet list server.

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: Where to Find Online*
- *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:

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please share when done!

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Words From the Watchdog

Trick? or Treat?

By Diana Ezell

Have you ever looked through your System folder and wondered, "What is all this stuff?" Or thought to yourself, "I don't remember installing that extension or control panel" as you see a strange init icon flash across the bottom of your startup screen.



These days, with all our ever-expanding choices for low-priced online services combined with simple and fast connections to the Internet, it is easier than ever to cram your System Folder full of stuff you don't need. Sure, it may be fun at first to have the "eyeballs" follow your cursor around the screen or to have "an ugly green monster from your childhood" eat your trash, but in the long run, practicality should prevail. When you notice that your computer is starting up slower, or maybe it is freezing randomly, it may be time for a change.

Before you know it, you may be learning the intricacies of the Extensions Manager, practicing your patience during numerous "clean installs" of your system software, and finally admitting that maybe you can live without having your every move responded to by another obnoxious sound.

It's not only the free fun stuff that can bog down your operating system. A lot of us possess that same "gotta have it" attitude about every new software update that comes down the pike. Sometimes, there is a lot to be said for having a functional computer. In other words, if it works, don't fix it. Not all system updates are necessary for every system.

I can't lay all of the blame on our computer nerd-like desire for fun and exploration. We often have the wool pulled over our eyes by software installers. You may find yourself choosing "easy install" more often than "custom" simply because you don't know which options to choose. Unfortunately, this may cause you to end up with a lot of unnecessary software installed in your system.

Believe it or not, you may be able to avoid all of this high drama and hassles. What can save you from it? You already know the answer. Yes, you probably really should read those files labeled "Read Me First". Read Me files are often the only documentation you are going to get for most software updates and shareware. They usually contain last minute important information.

I am not trying to discourage you from experimenting. It can be fun. Just remember, it is a lot like going trick or treating; you should check your candy for dangerous objects before you eat it. If you're feeling adventurous, check out the new Apple area on America Online. Happy Halloween! 🍏



Apple Announces New Area on AOL

By Charlie McCabe

Apple's Customer Services Division has created a new area on America Online (AOL) in response to overwhelming demand for our product and support information posted to our ftp and web sites available via gateways for AOL subscribers. While not all information posted to www.info.apple.com, www.apple.com and www.support.apple.com is posted on AOL, we have selected the most popular items to offer directly on AOL. The AOL keyword for the Apple area is: **applecomputer**



What We Offer on AOL

Below is an overview of the top level of the Apple area on AOL. For further information, check "About the Apple Area."

About the Apple Area

Information on what's available from Apple online, how to find and use Apple resources online and where to call or write for additional assistance.

Apple Product Information

Apple Product Information is available both in Adobe Acrobat formatted data sheets and in text format from the Apple Tech Info Library.

Apple Press Releases

The latest official news from Apple Computer, Inc.

Apple Tech Info Library (TIL)

The TIL is our official technical support database, containing over 10,000 articles on Apple products, past and present. This is the same database used by our technical support representatives at 1-800-SOS-APPL. The Apple Tech Info Library (or TIL as we call it) is actually on the Worldwide Web, at <http://til.info.apple.com>.

Ask Apple Tech Support FAQs (Frequently Asked Questions)

While we don't provide technical support on AOL or via email, we have compiled the frequently asked questions and answers asked of our technical support specialists who staff the 1-800-SOS-APPL telephone number. We post the latest revisions of these documents here.

Download QuickTime 2.x

We have made it easy to find and download the latest versions of QuickTime for Macintosh (2.x) and Windows (2.0.3).

The Information Alley

Apple's biweekly electronic support newsmagazine, with tips, hints and suggestions for using Apple products, is posted every two weeks in text, Acrobat and Common Ground formats.

USA Apple Software Updates

Well over 2 gigabytes in size, we post all freely available Apple software updates directly to our software libraries on AOL. Any fee-based software product, such as System 7.5, is not available online, but from Apple authorized resellers and mail order companies.

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Apple Support Professional Solutions Series

A fee-based support program including new product briefings, Support Information System (bimonthly three CD-ROM set of databases, software updates and information) and optional priority telephone support for an annual subscription.

What Apple Does Not Offer on AOL

Technical Support

We do not offer end-user technical support online or via electronic mail. While we realize this is a popular request, we simply do not have the staff necessary for the demand we know is out there. Thus, regarding all technical support issues, end-user customers should call at 1-800-SOS-APPL in the USA.

Unannounced Product Information

We cannot comment on unannounced products. Unless a hardware product, software update, or other item, is officially announced by Apple Computer, Inc., we cannot answer questions about or comment on features, availability, or future directions of such a product.

Customer Relations Questions & Answers

We cannot answer end-user customers' questions about or address customer complaints concerning service, product availability, returns, repairs, or other customer relations issues. We simply do not know the answers. For customer relations issues, call us at 1-800-767-2333 in the USA.

Repair Scheduling

We cannot schedule repairs for your Apple products. For end-user information on scheduling repairs, contact your local Apple-authorized service provider. If you do not know who or where your local Apple service provider is, call 1-800-538-9696 to locate a service provider in your area. If there are no service providers in your area, call 1-800-SOS-APPL in the USA.

Third-party Product Information

We do not offer third party product information. While Apple does bundle third-party software and hardware with many of its products, if you require additional information beyond what is available in product data sheets or our Apple Tech Info Library, we ask that you contact the company that markets and sells that specific product for further information. If you require company information, check our Apple Tech Info Library or the Redgate Buyer's Guide, available in the Computing area (shortcut: REDGATE)

Apple Products Are Not Sold Online

To locate an Apple authorized reseller, user group, or obtain presales information, call 1-800-538-9696, Monday through Friday, 6 am to 6 pm, Pacific time.

Contacting the Sysops

Please send any questions or comments about the Apple area on AOL to the email address **chas99**. While we can't provide technical support or other answers we've mentioned above, we can help with problems concerning downloaded files, questions about where to find information online, and feedback on how to improve the Apple area. Please realize, however, that we get an extremely heavy volume of email, so we ask for your patience if you expect a reply.

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What is Binhex and Where Can I Get It?

By Robert Dorsett

This article describes what Binhex is and where to obtain it online.

Binhex is both a set of application utilities and storage protocols developed by Yves Lempereur in 1984 and 1985. You can find Binhex at the following ftp sites:

```
ftp.bio.indiana.edu
/utel/mac/binhex.bin
(F binhex.bin 7k)
```

```
ftp.cc.utexas.edu
/depts/AL_ATTIC/HelpDownloading/
MacCompactors/BinHex/binhex.bin
(F binhex.bin 7k)
```

Why Binhex?

Binhex translates a binary representation of data (which could be an application program, graphical image, sound, or other file type) into an encrypted text representation of that file.

There are two reasons for doing this:

- Many mail programs used on the Internet cannot handle binary transmissions. They were designed for use with text data. So, an application is "binhexed" and included as the text component of the message.
- Many mail systems and gateways have size limitations, often less than 50 kilobytes (K). It is sometimes necessary to use a text editor to split or combine such files. Since a binary representation of that data would make the editing of data very difficult, and since software that automatically joins these binary files is relatively rare, using Binhex allows common text editors to be used to join such files.

How Can You Tell if it is a Binhex File?

Binhex 4.0 files have a suffix of ".hqx". Binhex 2.0 files have a suffix of ".hex". Binhex 4.0 has been out since 1985, and it is very rare to see any ".hex" files anymore.

A Binhex file can be identified by the first line of the file:

(This file must be converted with Binhex 4.0)

This line is followed by one blank line, followed by the start of the data:

```
:%@0bBA0SG(0d,Qe`Cbdi0$Bi!%e348GY69"(!*$",!!N!92!J!!!E-2!,35rrr
```

The data block begins and ends with a colon.



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What are the Versions of Binhex?

Binhex is available in either 4.0 or 5.0. Both versions of Binhex are freeware. Binhex 4.0 simply converts files into Binhex encoded files and back to the file format it was before. Binhex 5.0 is a bit more complicated because it works with MacBinary documents. It does not work with Binhex 4.0 encoded files.

What is a MacBinary Document?

Macintosh files have two components, a data fork and a resource fork. In addition, they have header information specific to the file system, plus additional information which is stored in the Desktop database. Binhex 4.0 documents take all of this into account, when transferring data from system to system.

If you are not sending a binary file through the Internet, or a mail system, you should consider using MacBinary instead. There are several reasons to consider using MacBinary over Binhex including file size, time, and additional effort converting the file.

Binhex files are usually larger than the equivalent Macintosh (binary) file. In addition, when you use Binhex, you have to encrypt and decrypt every file which can be time consuming, especially if you download a lot files. In order to avoid these things, you can upload the file as a MacBinary file. When you do these, the file is stored online as a standard binary file.

Once it is downloaded, if your communications software supports MacBinary, the file automatically reassembles into a Macintosh file or application. If your communications program does not support MacBinary transfers you end up with a binary file with Macintosh header information. Until this file is properly converted to a standard Macintosh file, you will not be able to use it. If you try to open the MacBinary encoded file SimpleText may try to open the file. If this happens nonsense is produced on the screen.

Binhex 5.0 addresses this issue by converting binary documents back into Macintosh applications or files. Since it does not translate Binhex 4.0 files, you should not use it unless you have MacBinary files which were not properly translated.

Since most online services and communications software will automatically perform MacBinary transmissions, or at least allow you to select MacBinary as an option, it is not generally necessary to use Binhex 5.0.

UUencode and UUdecode

UUencode and UUdecode were developed in the UNIX environment, and perform a similar function to Binhex 4.0 encryption; they convert raw binary into an alternate text representation. This format is generally not suitable for transferring Macintosh applications, because it does not address differences between resource and data forks, or Desktop issues. UUencode and UUdecode only use the information in the data fork of files.

UUencode and UUdecode are, however, widely used on both UNIX and PC systems, and they are standards. It is likely a user will deal with this format to process data which only has a data fork.

The Tech Info Library article "UUencode & UUdecode: Explained" gives additional details on using UUencode and UUdecode encryption methods. This article is available online and will appear in the next issue of the **Information Alley**. 🍏

How Speech Recognition Software Affects Audio Compact Discs

By Donald Pitschel

If you are running Speech Recognition software on your Power Macintosh computer, you may experience some difficulties when you try to play audio compact discs. When the Speech Recognition software is active you can mount audio compact discs, see the counter working in the AppleCD Audio Player, and hear audio from multimedia compact discs' and alert sounds without any problems. Clicking the **Options** button in the Sound In portion of the Sound control panel brings up the message "Sound input devices could not be accessed at this time."

This is an issue involving accessing sound options while running Speech Recognition. When you turn Speech Recognition on, it "listens" for commands captured by the microphone. Because of this, Speech Recognition will not allow you to select the Audio compact disc as the input source. Therefore, you cannot play an audio compact disc through your internal speakers while speech recognition is on.

Once Speech Recognition is turned off in the Speech Setup control panel, the sound in options of the sound control panel can be accessed in the Sound In portion. Click the button under Audio CD and click an X in the playthrough option box to hear your audio compact disc through your internal speakers. 🍏



Tips and Tidbits: Performa & TelePort Gold II: Slow With PPP or SLIP

If your TelePort Gold II appears to be slow while using a PPP or SLIP product you need to make sure that you have selected "CTS Only" from the communications settings dialog of your communications package. This turns on a form of unidirectional handshaking.

If you do not see this as an option, you are probably running version 2.1.2 or earlier of the TelePort software. You should upgrade to 2.5.2 or later to acquire this feature. The communications software you are using may also need to be upgraded to support this feature.

Upgrades for Global Village products are administered directly by Global Village. Contact Global Village for more information @ 1-800-736-4821.

[Contributed by Robert Dorsett] 🍏

Refresh Rates of PowerBook Displays

By Ross Lodge

This article provides general information on display refresh rates used in Macintosh PowerBook computers. However, the information provided here should not be used to compare display to the built-in display of your PowerBook. It is impossible to compare Cathode Ray Tubes monitors (CRTs), used with desktop Macintosh computers, to passive and active matrix Liquid Crystal Display (LCD) screens, used in PowerBook computers, because CRTs and LCDs use entirely different technologies. There are two types of LCD displays using different technologies to create the image on the screen.

Active Matrix

Active matrix displays, also called Thin-Film Transistor (TFT), have transistors that are individually addressed and charged. The amount of time that it takes for the charge to diminish is around 20 milliseconds (ms). Apple uses a refresh rate of 62Hz on all (color and grayscale) TFT displays which means that each row of pixels gets refreshed every 16ms.

Passive Matrix

Passive matrix displays, also called Film SuperTwisted Nematic (FSTN), have a faster refresh rate. Once their pixels receive a charge, the time it takes for the pixel to lose its charge can be measured in seconds. In fact, the fastest time that the computer can turn a pixel off is over 60ms. The passive matrix screens use a refresh rate of 73Hz for grayscale passive matrix (MFSTN) displays and 79Hz for color passive matrix (CFSTN) displays, each row of pixels is refreshed every 12ms. 🍏

PC Card Usage Affects PowerBook Battery Life

By Heath Culp

Inserting PC (PCMCIA) cards into the PowerBook 5300 or PowerBook 190 reduces battery life. This is more evident if the cards are active or in use. However, PC cards still draw some power when they are inserted and not in use. Most cards have two states, idle or in use.

Tips for Reducing PC Card Power Usage	
1	• Eject the PC card. This is the best way to reduce power usage.
2	• The amount of power drawn by a PC card varies from card to card, and from manufacturer to manufacturer. YOU may want to swap PC cards with another similar PC card, or use a different brand of PC card if you think your current PC card is drawing too much power from the battery.
3	• Eject PC cards which are not needed.
4	• Plug your PowerBook computer into AC power rather than running from the battery. In most circumstances when you need to use a modem or network, there is a power outlet nearby. Apple recommends using the AC adapter, when AC power is available, to retain a full battery charge for times when external power is not available. 🍏

Why Apple Guide May Not Work After System 7.5 Update 1.0

By Anthony Snyder

You may find that after installing the System 7.5 Update 1.0 you are not able to get Apple Guides to work. AppleGuide 1.2.5, installed by System 7.5 Update 1.0, on Power Macintosh computers may cause this. Mixins installed for features not present in the computer (like AV Mixins installed on a computer without AV technology) causes Apple Guide to "lose contact" with the Macintosh Guide and Tutorial files, all of the Guides no longer work.

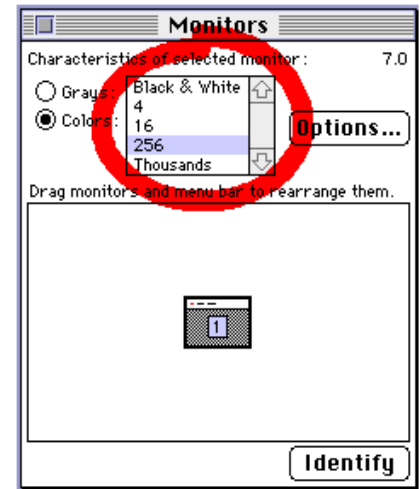
A **Mixin** is an Apple Guide content file that merges with the main Apple Guide file to add extra options. On any Macintosh computer running System 7.5 there is a standard Apple Guide file. However, there may also be other Apple Guide files added to the system depending on the features of that particular Macintosh computer.

For example, there is a file called Speech Guide Additions installed when you install the PlainTalk software. All of the Apple Guide files may stop working if the Speech Guide Additions file is present in the Extensions folder, but PlainTalk has been removed or is not installed. To get Apple Guide to work properly again, remove the unnecessary Mixins that do not belong on your computer. For example, you should remove the PowerBook guide from a desktop Macintosh computer's System Folder.

The only way to mistakenly install Mixins that are not needed by your computer is to do a Custom Install of the System 7.5 Update 1.0 for ANY Macintosh. An Easy Install or Custom Install for your particular Macintosh computer will not install unnecessary Mixins.

Problem with Apple Guide Files on Some Power Macintosh Models

If you have a Power Macintosh and have trouble opening the Tutorial, Macintosh Guide, Shortcuts, or other Apple Guide databases, you may have extra files that do not belong on your computer. To solve the problem, follow the steps below:



Step	Action
1	Open the Extensions folder (inside the System Folder) and drag the PowerBook Guide Additions file (if present) to the Trash.
2	Unless your computer is an AV model, drag the following items to the Trash: Video Guide Additions, Video Player Guide Additions, Speech Guide Additions.
3	Choose Empty Trash from the Special menu.
4	Restart your computer.

Other Guide Mixins from Apple or third-party applications may prevent the Macintosh Guide from opening. In some cases, you may need to choose which Guide is more important to you and remove any extra guides which are causing the problem. 🍏

Why Photoshop Images Print With a Bluish Tint on the Apple Color LW 12/600

By Denny Carag

Adobe PhotoShop files that are converted to CMYK may print with a bluish caste on the Apple Color LaserWriter 12/600 PS printer. There could be a couple of reasons why it prints with a bluish caste.

- Adobe Photoshop uses its own color space conversion when you convert images from RGB to CMYK. A better solution is to keep the image in RGB space, which allows ColorSync to use the input and output device profiles for conversion when printing an image.

NOTE: Adobe Photoshop does have a "Printing Inks" setup that specifies the color space conversions, however, currently there are none available for the Color LaserWriter 12/600 PS printer. Apple Engineering may in the future work with Adobe to include one.

- Components of the file are based on a different monitor profile. In other words, some of the images in the file may have been imported from another file that had a different input profile. If this is the case, the colors are not being mapped properly. The images should be imported using the current environment profiles, and then printed using ColorSync Color Matching. 🍏

Why the Color LW 12/600 PS Windows Installer Runs Constantly

By Steve Mekata

If you have installed the Windows software for the Color LaserWriter 12/600 PS on your computer, you may notice that every time you restart Windows the computer comes up with a window titled 'Install PostScript Printer from PPD' which asks you to install another printer driver.

Windows uses a text file in the WINDOWS directory called WIN.INI to hold certain settings about the Windows environment, including a line instructing the computer what software to automatically run on startup. This line starts with the text 'run='. Any program after the equal sign automatically runs when Windows starts up.

The installer for the Color LaserWriter 12/600 PS restarts Windows in the middle of the software installation. It puts the text '_PPDSTRT' at the end of the 'run=' line so the installer continues once Windows is restarted. When _PPDSTRT is run, it brings up the 'Install PostScript Printer from PPD' screen.

Normally, the installer removes '_PPDSTRT' from the 'run=' line when installation is complete. However, if there is anything else on the 'run=' line when the software is installed, the installer will not remove '_PPDSTRT' from this line and the 'Install PostScript Printer from PPD' screen appears every time Windows is restarted.

To correct this, remove the text '_PPDSTRT' from the 'run=' line in your WIN.INI file. 🍏

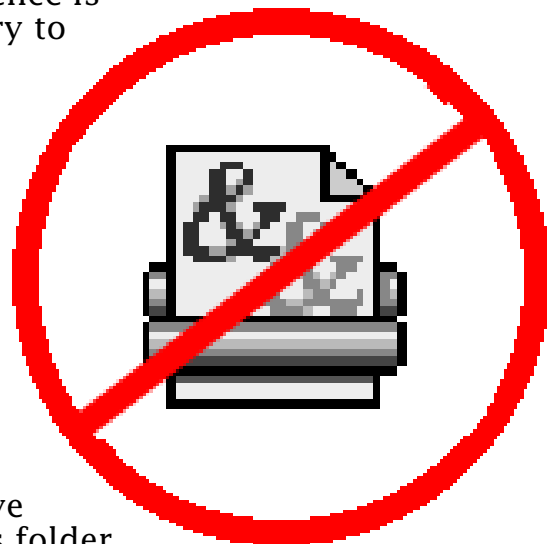
Desktop Printing Does Not Work With the At Ease 3.0 Restricted Finder

By Doug Korns

This article provides information on why Desktop Printing, which is part of LaserWriter 8.3 software, does not work with At Ease 3.0 when there is restricted access to the Finder. The symptom you may experience is that your computer freezes or locks up when you try to print.

The Desktop Printer extension and the Restricted Finder environment in At Ease 3.0 are not compatible. When a user drags an item to a Desktop Printer, At Ease interprets this as the user attempting to move items around on the desktop, which it will not let happen in the Restricted Finder. At Ease then returns an error to the Desktop Printer extension which causes the computer to freeze.

If you want to use At Ease 3.0 with some users having Restricted Finder access, and also use LaserWriter 8.3 printer software, you need to remove the Desktop Printer extension from your Extensions folder or disable it in the Extensions Manager if you are using System 7.5. You will now only be allowed to print in the foreground, or in the background using PrintMonitor. This change affects all users of the computer; both At Ease and regular Finder users. Later versions of At Ease will support Desktop Printing. 🍏



Tips and Tidbits: Preventing Sound Adjustment Access

At Ease for WorkGroups 3.0 allows the administrator to keep students from opening control panels, specifically the Sound control panel. However, on the Macintosh LC 520, 550, 575, 580, 5200 and 5300 series of computers, there are volume controls on the front of the computer that still work even when the students do not have access to the control panels. You can prevent students from adjusting the volume by using the Button Disabler.

System 7.5 includes a Control Panel called Button Disabler that can be installed using the Custom Install Option of the system software installer. This control panel has a single check box that, when checked, deactivates the sound and brightness controls on the front of Macintosh computers with built-in controls.

Use the Custom Install feature of your Macintosh CD to install the Button Disabler control panel, restart your computer, and check the disablement function. [Contributed by Doug Korns] 🍏

Questions & Answers About Open Transport 1.0.8



From the Tech Info Library

This article provides answers to commonly asked questions about the latest version of Open Transport, version 1.0.8. The text is from the Read Me file.

Q: What is this version of Open Transport?

A: Open Transport 1.0.8 is a maintenance release of Open Transport networking software.

Q: What Macintosh systems are able to use this software?

A: Open Transport 1.0.8 is designed for installation on Power Macintosh 7200, 7500, 8500, and 9500 computers that have Open Transport version 1.0.6 or 1.0.7 and System

Software 7.5.2 version 2 installed. If you have a Power Macintosh 7200, 7500, or 8500, the correct version of system software is already installed. If you have a Power Macintosh 9500, check to see if "System Enabler 1.1" is in your System Folder. If you have System Enabler 1.1, you have System Software 7.5.2 version 2.

Q: Who needs this software?

A: Anyone that has a Power Macintosh 7200, 7500, 8500, or 9500 computer and is experiencing one or more of the problems described below.

Q: What has changed in this release?

A: This section documents only the changes made since version 1.0.7. Changes made in earlier updates have been documented in the Read Me files accompanying each version.

Changes to Open Transport AppleTalk software

- DDP CheckSum

Open Transport DDP now properly handles a checksum of \$FFFF. In earlier versions, the computer could appear to freeze because packets with a checksum of \$FFFF were rejected.

- QuickMail out of sockets

When attempting to verify addresses with the QuickMail 3.0.4 client, the software would display the error message: "NameServer Communications Error. Try again, or increase time outs for NameServer using QM Time outs." This bug has been fixed.

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Changes to Open Transport TCP/IP software

- **BootP**

Corrected a bug in the TCP/IP control panel that could, under some circumstances, prevent accepting the gateway and domain name server addresses provided by a BootP server.

- **Eudora e-mail**

Problems with sending mail from Eudora when using SLIP or PPP have been fixed.

- **Aborting Netscape Connections**

Aborting Netscape connections sometimes caused a crash when using Open Transport. This problem has been fixed.

- **DHCP/Windows NT**

Previous versions of Open Transport TCP/IP software were able to obtain an IP address and subnet mask, but no other settings, from Windows NT DHCP servers. With this release, Open Transport TCP/IP explicitly requests a domain name, default gateway address, domain name server address, subnet mask, and subnet broadcast address in addition to an IP address.

Printing Problem with System 7.5.2

On Power Macintosh 7200, 7500, 8500, and 9500 computers using System 7.5.2, it may be necessary to restart your computer if you attempt to print to a network-based printer that is already busy.

The file "7.5.2 Printing Fix," which solves this problem, is available in the Apple Software Updates areas on AppleLink, eWorld, CompuServe, and on Apple's Internet Servers (including <ftp.support.apple.com> and <ftp.info.apple.com>). The file is located in the Other Printing folder inside the Printing folder in the U.S. Macintosh software updates area.

Compatibility Problem with MacPPP and FreePPP

Power Macintosh computers using Virtual Memory (including RAM Doubler) may crash when using MacPPP 2.1.2SD or FreePPP (1.0 and 1.0.1). The crash occurs when opening a PPP connection or during a data transfer. To avoid this problem, turn off Virtual Memory.

This problem is not related to Open Transport, and is expected to be addressed in a later release of FreePPP. To find out when the next FreePPP release is available, look for an announcement in the <comp.sys.mac.comm> newsgroup. The next version of FreePPP is expected to be available for ftp from the /comm/tcp/ directory of the InfoMac archives.

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Q: How do I install the software?

A: Open Transport 1.0.8 is delivered as a full installation of the Open Transport software; unlike some previous updates, there is no patching application supplied. To install Open Transport 1.0.8, run the Installer script supplied by following these steps:

Step	Action
1	Open the OT 1.0.8 folder.
2	Double-click the Installer icon.
3	In the Welcome box that appears, click OK.
4	In the Easy Install box, make sure the disk named is the disk you want to install Open Transport on, then click Install.
5	When the installation is finished, click Restart to restart your computer in order to use Open Transport 1.0.8. 🍏

Bootp Server and Open Transport Configuration

By David Hill

Issue

The most common issue with Open Transport TCP/IP configuration is, the bootp server has not been configured to return a domain name, and no domain name was specified in the Open Transport TCP/IP control panel. This causes the Domain Name Server, router, and domain name to not be returned properly.

In order to permit the resolution of partially qualified domain names, Open Transport TCP/IP requires a domain name to be configured, either in the control panel, or from your BOOTP/DHCP server. This corresponds to the default domain in MacTCP.

In order to use the DNR at all, Open Transport TCP/IP also needs the address of at least one domain name server, but it can also be configured or returned from a server. This information was included in the Open Transport documentation, but did not get included in balloon help.

Solution

Installing Open Transport 1.0.8 will correct this situation.

Workaround

If you do not have access to Open Transport 1.0.8 immediately, but need to correct this problem temporarily, you can use this workaround in the until you can download it. Either configure the bootp server to return a domain name, or enter a domain name in the TCP/IP control panel. You must be in Advanced user mode in the Open Transport TCP/IP control panel to do this. 🍏

What Does Pressing and Holding the Shift Key at Startup Do?

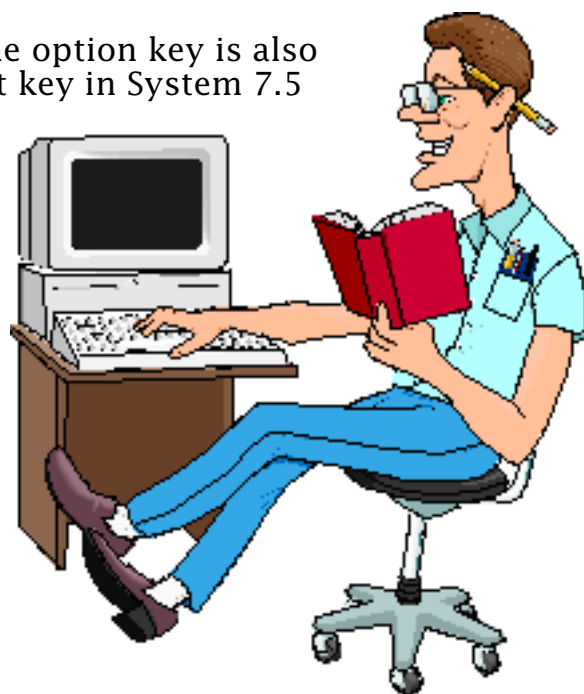
By Scott George

Have you ever considered what exactly is disabled when you press and hold the shift key during the startup sequence of a Macintosh computer running System 7.x? A lot of people think that all of the extra items they have installed will be temporarily turned off, but that is not always the case.

Primary Effects

This is a list of the most important results of pressing and holding the shift key at startup. All of the following items are disabled:

- MacsBug – however, MacsBug will load if the option key is also pressed and held down along with the shift key in System 7.5 and later
- All extensions (inits, cdevs, and so on) in the Extensions folder, Control Panels folder, and System Folder
- A/Rose – even though it is an init and would be turned off anyway, it is explicitly not loaded
- Any software component of type 'thng' will not be registered
- All scripts (for non-roman character input)
- Virtual Memory
- Resources of type AINI, which are AppleTalk drivers; this is where Open Transport gets turned off



Other Effects

This is a list of the secondary effects of pressing and holding the shift key at startup. These items will also be disabled.

- The disk cache is set to 96K in System 7.5 and 64K in System 7.0 or System 7.1.
- The Finder will not launch files in the Startup Items folder, or execute the items in the Shutdown Items folder at Shut Down.

Note: The items mentioned in this article are not all of the items that are disabled by pressing and holding the shift key during startup. Some third-party software not listed here may also be disabled by this action. On the other hand, many third-party software applications are not disabled by this action. They use their own "hot" keys to disable their software during startup. You will need to contact the third-party vendor for more information. 🍏

AppleVision Software is Not Supported With Non-AV Monitors

By Michael Lowry

You may be tempted to install the AppleVision software on your computer in order to get a version of the Control Strip which allows you to take advantage of the Monitor BitDepth and Monitor Resolution Control Strip modules included with the AppleVision software. While it is possible to install the AppleVision software on any Macintosh computer, this configuration is not supported and will not be fully functional.

Even if you do not have an AppleVision Monitor, the AppleVision software and Control Strip functions may work on your computer initially. However, when you restart the computer, it will probably freeze when the "Display Enabler" extension appears on the screen.

The AppleVision software is only intended for use with Macintosh and Power Macintosh computers that have an AppleVision or AudioVision Display connected. Even though it may work initially or intermittently, the AppleVision software checks for display type through the ADB bus and therefore is not supported on Macintosh and Power Macintosh computers using other display models. If you do not have an AppleVision or AudioVision display, you should remove this software from your System Folder. 🍏

Using the Sound & Displays Control Panel with AppleVision Display

By Jeff King

AppleVision Setup does not appear as a separate control panel on either the Power Macintosh 8500 or 7500 series computers. If you have installed the AppleVision software, the settings options found in the AppleVision Setup control panel are automatically incorporated into the Sound and Displays control panel.

To access the configuration options for your AppleVision 1710AV monitor, follow these steps:

Step	Action
1	Choose the Sound and Displays control panel from the Control Panels folder under your Apple Menu.
2	In the lower right corner of the Sound and Displays control panel in the Displays option section, double-click the text "AppleVision 1710AV".

Although the interface may be slightly different than described in your AppleVision manual, you can now access the same options mentioned in the documentation for the AppleVision Setup control panel. 🍏

Why Power Pete Runs Out Of Memory

By James Ezell

Some Macintosh Performa computers (5200, 6200, and 6300 series) come bundled with an application called Power Pete. The memory requirements of this application can cause it to sometimes launch successfully, and at other times, can cause an "out of memory" error message.



The Power Pete application comes preset to request 5113K of Random Access Memory (RAM), an amount that may sometimes exceed the memory your computer has available for running applications. If you have less than 5113K of available memory, you cannot launch Power Pete.

You can check the available memory in the Largest Unused Block area of the About This Macintosh dialog box under the Apple menu. The amount of memory used by your system software varies depending on a number of factors.



Workarounds

Restart your computer

Simply restarting your computer clears the memory and resets the system software back to its original size. Check the Largest Unused Block area of the About This Macintosh dialog box under the Apple menu to make sure you have at least 5113K available.

Disable extensions

Disabling some of your extensions using the Extensions Manager control panel also reduces the amount of memory used by your system software. Remove the check mark next to any extensions you do not need. Power Pete does not require any extensions to run, but some of your other programs may require certain

extensions. Once you have turned off some extensions, you can save the set by selecting "Save set..." from the pop-up Sets menu in the Extensions Manager control panel. You may then choose the set you need, and restart your computer. Check the About This Macintosh dialog box again to see if you have at least 5113K.

Restart with all extensions off

Since Power Pete requires no extensions, another option is to restart your computer with all extensions turned off. To do this, restart your computer, press and hold the Shift key until you see the message "Extensions off" appear at the "Welcome to Macintosh" screen. Disabling all extensions greatly reduces the RAM used by your system software, so you have much more RAM available for programs. Again, check the About This Macintosh dialog box to see if you have at least 5113K available.

Allocate less memory to Power Pete

Another option is to allocate less memory to the Power Pete program. Decrease both the Preferred and Minimum memory requirements to 4500. You may see a message warning you that the program may crash. Keep in mind that not all the game's features may work correctly when configured in this manner. For example, the game may not be able to play all of its sounds. While this is not necessarily the best solution, it will at least allow you to play the game.

Install more RAM

The best solution is to install more memory. 🍏

New Apple Software Updates Posted Online

Contributed by Sonia Siegmund

The following Apple software updates have recently been released and posted on America Online, AppleLink, Compuserve, eWorld and Apple's Internet sites:

- **Open Transport 1.0.8** – A maintenance release of Open Transport networking software. It is designed for installation on Power Macintosh 7200, 7500, 8500, and 9500 computers.
- **MIDI Management Tools 2.0.2** – This is a temporary posting of the last release of the MIDI Manager.
- **Apple LAN Utility 1.0b4** – The Apple LAN Utility is provided to perform the following tasks for Apple LAN interfaces: 1) Obtain the burned-in address without connecting to a network. 2) Override the burned-in address with a locally-administered address. 3) Set the speed for token ring interfaces that are software selectable.
- **Document Converter 1.0.4** – Part of MacLink Plus translation capabilities, this software will translate a file without opening it according to user set preferences
- **Quickdraw GX (QDGX) Print Spooler Patch** – Patch to fix a problem when printing in AppleShare and Novell Netware print spoolers using QuickDraw GX. For QuickDraw GX 1.1.1, 1.1.2, and 1.1.3.
- **PANTONE for AppleVision** – The PANTONE Color Picker consists of a self contained Macintosh system extension. This extension is an extensible color picker module which displays calibrated PANTONE Colors from the PANTONE MATCHING SYSTEM. It will display the PANTONE Colors in three modes.
- **Mail*Link for PowerTalk QM 1.6** – This is a personal gateway for PowerTalk users. This gateway will allow PowerTalk users to send and receive mail from their QuickMail accounts without having to login to QuickMail and use the QuickMail DA. Mail can be sent and read with your favorite PowerTalk mail enabled application.
- **Mail*Link for PowerTalk MS 1.6** – Mail*Link PT/MS for PowerTalk is a personal e-mail gateway for PowerTalk users. This gateway will allow PowerTalk users to send and receive mail into the StarNine Mail system or, as formerly known, Microsoft Mail for AppleTalk system. Mail can be sent and read with any PowerTalk mail-enabled application.
- **Mail*Link for PowerTalk INET 1.6** – Mail*Link Internet for PowerTalk is a personal gateway for PowerTalk users. This gateway will allow PowerTalk users to send mail via SMTP and receive mail from a POP3 account. Mail can be sent and read with any PowerTalk mail-enabled application. 🍏

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