



Support News 

February 12, 1996

Volume II, Issue 20

**“Get Off the Highway  
and Into the Alley™”**

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# Inside Information...

## About the *Information Alley*

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

## Where to Find the *Information Alley*

The *Information Alley* is available through a variety of online services and 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 do not send us your support questions.

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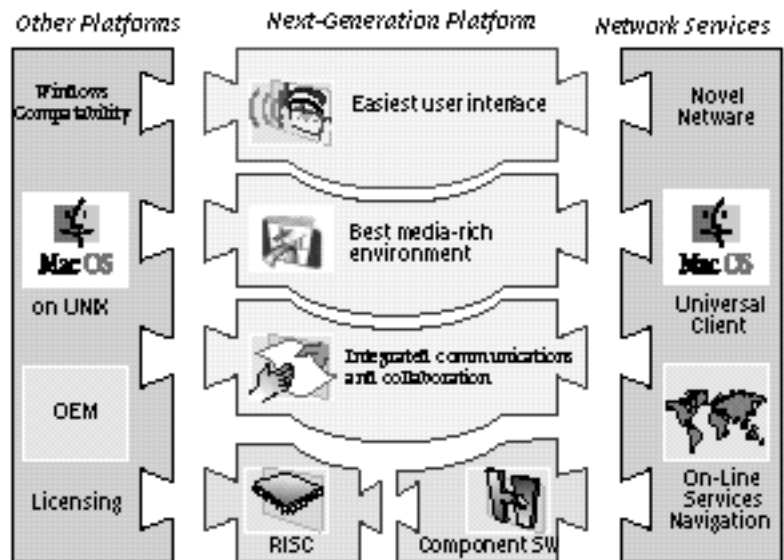
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# Questions and Answers About Copland

## Overview

Copland is the development name for the next major release of the Macintosh Operating System (Mac OS) software. Apple's goal is to make a person using a personal computer running Copland more productive than is possible with any other system. Copland will lead the way towards the next generation of personal computing by:

- Delivering the highest system performance and stability, by fully exploiting the power of RISC processing
- Redefining ease of use, with active assistance and a customizable user interface that allows a user or organization to control their particular computing environment and level of expertise
- Enabling new and more productive ways of working, by delivering and refining next-generation graphics, multimedia, and group collaboration capabilities



*Mac OS Four-Point Plan*

With the delivery of Copland, Apple will also be extending its licensing strategy, since Copland is being developed to run on the new Apple-IBM-Motorola common hardware reference platform for PowerPC RISC microprocessors. Any vendor building computers that follow the PowerPC Platform (also called the common hardware reference platform) specification will be able to offer complete Mac OS compatibility. Application developers can expect an increased number of personal computers will run the Mac OS, and customers will want to purchase newer and more innovative software. Customers will have a wider variety of Macintosh compatible personal computers and software to choose from. Apple's goal is to make Copland available to customers in the middle of 1996.

## General Questions

**Q:** How does Copland fit into Apple's vision and strategy for the Mac OS?

**A:** Copland fits into Apple's vision for the Mac OS by: making computers easier to learn, use, and support with active assistance and a customizable interface;

- enhancing individual and organizational effectiveness to present and communicate information through advanced, yet simple, 2-D and 3-D graphic and multimedia capabilities;
- enabling people to put information to productive use by simplifying information access, with an unified mailbox and new ways to search and manage files and information;

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- raising organizational productivity by facilitating real-time teamwork by way of document and video conferencing;
- lowering the flexibility-versus-standardization dilemma by integrating OpenDoc component software

Copland is a critical milestone towards Apple's implementation of the Mac OS strategy. It will fully exploit the power of the PowerPC RISC processor, and it will begin the integration of the OpenDoc component software architecture as the software foundation for the future. With Copland, customers can expect their computer to be even easier to use, to provide a more dependable computing experience, to deliver more flexibility and choice at a variety of levels, and most importantly, to make them more efficient while accomplishing tasks.

## **Copland Benefits**

**Q:** What are the key features and benefits of Copland?

**A:** Copland will advance the Mac OS by delivering enhancements in human interface, improving system performance on PowerPC-based personal computers, and delivering technologies that will enable users to work more efficiently.

Copland will redefine ease of use beyond what today's personal computers offer, by simplifying how people use personal computers, providing new ways that a computer helps the user accomplish tasks (in some cases by actually performing them automatically), and by offering unique personalization and customization capabilities, so the computer can be adapted to the needs and style of each particular user.

Copland will deliver the highest system performance and stability by fully exploiting the power of RISC processing. Copland will be written almost fully in native RISC code and will be optimized for performance, concurrency, and robustness — providing the most productive working environment of any personal computer.

Finally, Copland will enable new and more productive ways of working by delivering next-generation versions of Apple's existing industry-leading core technologies in the areas of multimedia authoring and playback (QuickTime), two- and three-dimensional graphics (QuickDraw GX and QuickDraw 3D), component software (OpenDoc), international language support (WorldScript) and communications and collaboration (PowerTalk) and Open Transport).

## **Copland Hardware Requirements**

**Q:** What will be the minimum system requirements for Macintosh and Mac OS-based systems using Copland?

**A:** One of the key design goals for Copland is to run on 8 MB systems. Copland also is expected to require 40–50 MB of hard disk space, for both the OS and for the swap space needed when the virtual memory system pages to disk.

**Q:** What will the performance be like on an 8 MB system?

**A:** Our goal is that you will be able to launch your applications as usual, as well as the OS. We expect that performance will scale directly with the amount of additional memory installed, since more memory means less time transferring data between the system's hard disk and physical memory.

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**Q:** Will Copland work on all types of Macintosh systems?

**A:** Copland is being designed to be an uncompromised PowerPC operating system, that will fully exploit the advanced capabilities of this acclaimed RISC architecture. Apple is currently targeting current and future PowerPC-based Macintosh and Macintosh compatible computers. Also, Copland will run on computers based on the Apple-IBM-Motorola common hardware reference platform (CHRP) which are expected to be available in 1996.

Apple is currently exploring options for the millions of 680x0-based Macintosh models. While it would be possible to program Copland's actual software for a 680x0-based system, many features (such as PowerPC-optimized code) will not provide any benefit to these customers. We are approaching this issue from the perspective of "What do we need to do for our 680x0 customers?" rather than "What is Copland on 680x0?".

**Q:** Will Copland still need Macintosh ROMs to run?

**A:** Apple's goal is to design Copland so that a small, cost-effective bootstrap ROM is all that's needed, and traditional 2 MB or 4 MB Macintosh ROMs are not required. This will provide an opportunity for hardware manufacturers to deliver a more affordable product.

## **Copland and Compatibility**

**Q:** What will be the compatibility of Copland with existing applications?

**A:** Apple's goal is to ensure a high degree of compatibility with existing applications, so that customers' investment in software and hardware is preserved. Apple is working closely with developers to ensure the transition to Copland will occur with a minimum of disruption, and will make more detailed information available so organizations can prepare for Copland.

**Q:** What will be the compatibility of Copland with existing drivers and extensions?

**A:** Two of the primary goals of Copland are to increase the Macintosh computer's performance, and to improve the stability of the Macintosh (which is already perceived as superior to our competitors'). One way Copland will offer increased performance is by supporting a new I/O model. This high performance I/O model will require that some device drivers be rewritten.

In terms of stability, Apple recognizes that today's extensions model for patching and extending the OS could be improved, so Copland will provide developers with a robust and clearly defined API [applications programming interface]. We expect that this will result in a more stable system, and make programming easier and more predictable on a wider range of Macintosh and Macintosh compatible computers. An outcome of this approach is that system extensions will have to be rewritten to work with Copland. We are working closely with developers to ensure that the necessary drivers and extensions will be updated in a timely fashion.

## **Copland's Advanced Graphics Capabilities**

**Q:** How will Copland's advanced graphics capabilities benefit customers?

**A:** Copland will help customers more easily prepare, view, and print documents that look as good on paper as they do on-screen, and will deliver the capability for them to manipulate three-dimensional data as easily as they work with text and graphics today. Copland delivers these capabilities through the integration of optimized versions of QuickDraw GX and QuickDraw 3D.

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QuickDraw GX will be the standard printing and imaging technology for Copland. This means that all Copland users will be able to take advantage of QuickDraw GX printing enhancements, including its desktop printer interface, portable digital document technology, and color matching. In addition, new applications will be able to build on GX to provide next-generation type, graphics, and color capabilities.

QuickDraw 3D is a technology for creating, manipulating, rendering, and sharing 3-D graphics. With the addition of 3-D graphics technologies, Apple will extend its lead in publishing, multimedia authoring, and education, by providing these customers with next-generation 3-D solutions. It will also make Apple even more competitive in the technical markets as well as in the rapid growing consumer markets, where games and entertainment products are also using 3-D graphics.

**Q:** Will Copland make any improvements to the versions of QuickDraw GX and QuickDraw 3D that are available today?

**A:** Copland will include improvements to both technologies — each will be rewritten to improve their overall performance, reduce their RAM footprint, and address requests from both customers and developers for enhancements.

### **Copland's Advanced Networking Architecture**

**Q:** What are Apple's goals for the advanced networking architecture in Copland?

**A:** With the delivery of Open Transport, Apple intends to make the Mac OS the best desktop OS for multiprotocol networking, anywhere. Easiest to set up, easiest to use, best performance, most manageable.


**Q:** What is Open Transport?

**A:** Open Transport is the new modern networking and communications subsystem for the Mac OS. Open Transport consists of new implementations of every aspect of Macintosh networking and communications, including new programming interfaces, a new model for integration with the underlying operating system, and new human interface components. Open Transport is not just for LANs and WANs, but also integrates serial communications and modems as well as remote, or dial-up, networking in one consistent framework.

### **Copland's Advanced International Support**

**Q:** How will Copland support international languages and standards?

**A:** Apple's goal with Copland is that any user, anywhere, will be able to run software with a computer that is architected to support their preferred language, input methods, fonts, etc. Correspondingly, we want any developer to be able to easily write software that meets this goal. In this way, more applications will be available for Macintosh worldwide, with built-in support for many languages. Today, with WorldScript (Apple's integrated technology which supports all modern non-Roman writing systems, including Japanese, Chinese, Arabic, Hebrew, and many others) and QuickDraw GX, we are closer to that goal than any other vendor. With Copland's new capabilities, we will extend our lead by adding support for Unicode, the new international standard for character sets; by improving date, time, calendar and sorting functions; and by expanding support for an open font architecture.

**Note:** The information discussed in this document is based on features and functionality planned for a future release. The discussion of Copland herein does not represent a commitment on the part of Apple Computer, Inc. for providing or shipping the features and functionality discussed. Information is subject to change without notice. 

# Apple's Public Web Sites

By Holli Kearns

Apple Computer, Inc. maintains a number of independent public Internet sites. Many of them are indexed from the main Apple Web Page (<http://www.apple.com/documents/contents.html>). However, this article attempts to provide a more comprehensive listing of sites, including those not linked to other sites.

**Note:** This information is accurate as of the modification February 13, 1996. All URLs are verified once monthly, but, as with everything on the Internet, they and their content are subject to change.



## Apple Worldwide

### Apple Computer Home Page

<http://www.apple.com>

Global entry point for the Apple Web servers. Includes corporate information, press releases, employment opportunities, investor information, and how to contact Apple.

### Apple Americas

- **Apple USA Support and Information Web**

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

Complete support and product information, including Apple Software Updates, the searchable Technical Information Library, and product data sheets for Apple hardware products.

<http://www.support.apple.com>

Apple Software Updates, the Technical Information Library, and other product information, including the archives of Macintosh related Usenet News groups.

- **Apple Canada**

<http://www.apple.ca/>

For Apple's customers and developers in Canada—product datasheets, Apple Canada contact information and more.

- **Apple Latin America**

<http://www.info.apple.com/pacific/latin.america/la.html>

An overview of Apple's Latin American region.

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### **Apple Pacific**

- Apple Asia  
<http://www.info.apple.com/pacific/asia/asia.html>
- Apple Japan  
<http://www.apple.co.jp/index-e.html>
- Apple Australia  
<http://www.apple.com.au/>
- Apple New Zealand  
<http://www.apple.co.nz/>

### **Apple Europe**

<http://www.euro.apple.com/>

The front door for all European countries and regions, with pointers to Internet sites for specific countries in Europe, including the following:

- Apple Benelux  
<http://www.benelux.euro.apple.com/>
- Apple Germany  
<http://www.apple.de/>
- Apple Italy  
<http://www.italy.euro.apple.com/>
- Apple Norway  
<http://www.apple.no/>
- Apple Switzerland  
<http://www.apple.ch/>

### **Apple Product Information**

<http://product.info.apple.com/productinfo/>

Contains information about current Apple products with links to the following sites:

#### **AppleFacts Online**

<http://product.info.apple.com/productinfo/datasheets/>  
Apple product sheets.

#### **Apple Presentations**

<http://product.info.apple.com/productinfo/pres/>  
Sales presentations for new products and technologies.

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### **Apple Fact Sheets and Brochures**

<http://product.info.apple.com/productinfo/factsheets/>

Summary information on various Apple technologies, including:

- PCI Fact Sheet
- PCI Product Directory
- PCMCIA Fact Sheet (for PB 500 Series)
- AppleShare 4.2 Performance Report
- Macintosh Advantage Fact Sheet
- Why Mac? Comparison of PowerPC and Intel Pentium
- Apple QuickTime Conferencing Fact Sheet
- Internet Education Brochure
- Internet Brochure for Business: Publish or Perish
- Internet 101 Brochure

### **Competitive Information**

#### **Apple Competitive Information**

<http://support.info.apple.com/competitive/competitive.html>

Comparing the Macintosh with PCs running Windows 3.1.

#### **The Macintosh Advantage**

<http://www2.apple.com/whymac/>

Comparing the Macintosh with PCs running Windows '95.

### **Customer Support Information**

<http://support.info.apple.com/support/support.html>

Contains links to the following support areas:

#### **Apple Tech Info Library**

<http://til.info.apple.com/til/til.html>

Apple's official technical support database. It contains over 12,000 articles on all aspects of Apple products, past and present. It is updated daily with new information. This is the same technical support database used by Apple support staff, world-wide.

#### **Ask Apple Tech Support FAQs**

<http://support.info.apple.com/askapple.faqs/askapplehome.html>

Frequently Asked Questions (FAQs) and their answers, compiled by the Ask Apple, USA online technical support team. Ask Apple, USA is online technical support offered exclusively on eWorld.

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### **Support Professional Solution Series**

<http://support.info.apple.com/SPP/SPP.html>

Apple's cross-platform compatible support solution, addressing the entire technical support cycle from "support readiness" to response.

### **Apple Software Library**

<http://cgi.info.apple.com/cgi-bin/lister-pl?Apple.Support.Area/Apple.Software.Updates/US>

The latest Apple software updates from [ftp.info.apple.com](http://ftp.info.apple.com).

### **The Information Alley**

<http://support.info.apple.com/info.alley/info.alley.html>

Apple's bimonthly electronic journal, filled with the latest information on using and supporting Apple products.

### **Apple Fax Technical Support Catalog**

<http://cgi.info.apple.com/cgi-bin/lister-pl?Apple.Support.Area/Apple.Fax.Data.Acrobat>

The same files that are available on the automated FaxBack system at 800-SOS-APPL.

### **Upgrade Card Installation Guides**

[http://support.info.apple.com/Install\\_Guides/HIG.html](http://support.info.apple.com/Install_Guides/HIG.html)

Step-by-step installation guides for adding user installable upgrade cards to your Macintosh.

### **Apple e-Mail Mailing Lists**

<http://support.info.apple.com/listproc/lists.html>

Join any of the official Apple e-mail mailing lists, which include:

- Information Alley: announces the release of the magazine and details where to download it.
- Apple News Releases: latest press releases from Apple Computer.
- Newton Press Releases: latest Newton related press releases from Apple Computer.
- Apple Software Updates: latest information and locations of Apple software updates.
- Apple New Hardware: latest information on new hardware from Apple Computer.

### **Apple Assistance Center**

<http://support.info.apple.com/aboutapple/aboutaac.html>

Information about the Apple Assistance Center (800-SOS-APPL).

### **Apple Solution Professionals Network (ASPN)**

<http://support.info.apple.com/aboutapple/aspn.html>

Download the latest directory of consultants who specialize in Apple Macintosh solutions. 🍏

# Newton 2.0 OS Alarm Volume Setting Muted

By Scott George

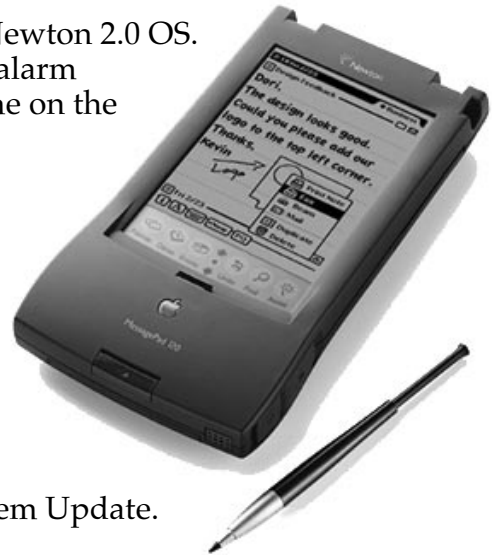
There is a problem with the Alarm volume setting in the Newton 2.0 OS. When you use the Prefs in the Extras drawer to adjust the alarm volume to zero, then back to a different volume, the volume on the entire MessagePad gets muted.

The Newton device then will not allow you to adjust the volume, even though you change the setting in the Extras drawer.

## Workaround

1. Turn the MessagePad off and back on.
2. Open the Extras drawer and adjust the volume. The sound should return.

This issue will be fixed in a future Newton Operating System Update.



# Determining RAM Size on Apple MessagePad 120

By Walter Dyrenfurth

In order to determine how much RAM is in your Apple MessagePad 120, the MessagePad must be powered on. There is no way to determine the RAM configuration without powering on the Apple MessagePad 120.

You can check the RAM configuration by tapping the information icon ('i' in the lower left corner). The total of Used, Free, and System RAM installed will equal 1 MB or 2 MB.

| Step | Action  |
|------|---|
| 1    | Turn on your Apple MessagePad 120.  |
| 2    | Tap Extras.   |
| 3    | Tap the information icon ('i' in the lower left corner).  |
| 4    | Tap Memory Info.  |
| 5    | Add the System RAM Installed, Used and Free numbers. This is the total RAM installed.<br><br><b>Example:</b><br>System RAM: 512k<br>Used: 952k<br>Free: 409k<br>Total: 1873k (2 MB) 🍏 |

# MegaPhone & GeoPort "Telephone Manager Required"



By Mark Aitala

If you do a clean installation of your system software and you are using a GeoPort Telecom Adapter with a Power Macintosh computer, you will also need to reinstall the Apple Telecom 2.x software in order for MegaPhone to work properly.

## Symptom

If you do not reinstall the Apple Telecom 2.x software, you get this error message when you try to start MegaPhone: "Telephone Manager 2.0 (or later) is required. Please install the software before launching Megaphone." Even though the Telephone Manager 2.1 is in your Extensions folder and you can send and receive faxes properly, MegaPhone cannot launch.

## Explanation

The Telephone Manager is installed by the Apple Telecom 2.x software installer. In addition to the visible extension and control panel, the installer also modifies some resources in the System suitcase file. If you reinstall the system software, these resources are removed and the Telephone Manager is not recognized.

You are able to fax documents because the current fax software does not access the Telephone Manager. Also, most current data communications software applications available do not access the Telephone Manager either. To resolve this, you need to do an easy install of the Apple Telecom software. This will add the necessary resources to the System suitcase file. 🍏

## How to Check the ROM Version of a LaserWriter

By Bob McConachie

This article describes how to check the ROM version of your PostScript printer.

- The version of ROM in your printer is printed on the startup page, vertically on the right margin.
- You can use the Apple Printer Utility to check what version of the IOP ROM the LaserWriter has installed:

| Step | Action  |
|------|---|
| 1    | Launch the Apple Printer Utility.   |
| 2    | Select the zone in which the LaserWriter is located.  |
| 3    | Click to select the printer.  |
| 4    | Click Open Printer.   |
| 5    | Click the arrow to the left of Printer Information, you will see the version of ROM and, depending on the type of LaserWriter, the version of PostScript ROMs also. 🍏 |

## Apple Video Player Errors When Freezing or Copying Image

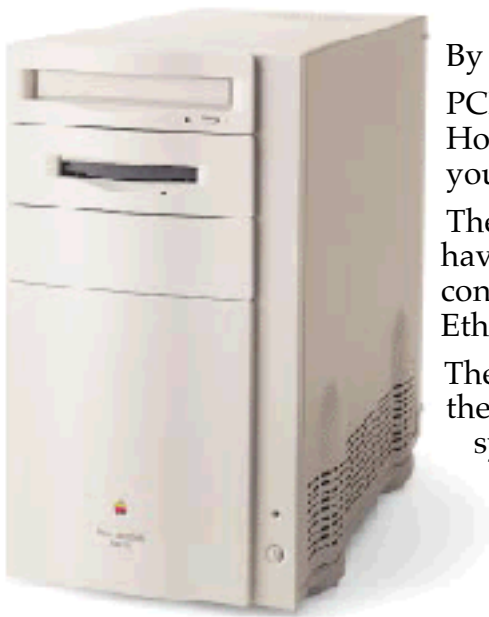
By Conrad Klahn

You may get an error message that says "An error occurred while trying to copy the video display to the Clipboard" when you try to capture a large (640x480) image in the Apple Video Player on your computer by pressing command-C. You may also receive the message, "An error occurred while trying to freeze the video display" when you click the Freeze button.

If either of these situations occurs, it is an indication that the Apple Video Player is running out of memory as it copies your image to the Clipboard. To increase the preferred amount of memory allocated to this application follow these steps:

| Step | Action  |
|------|---|
| 1    | Locate the Apple Video Player application on your hard drive. Make sure it is not running as you will not be able to change the memory partition if it is.  |
| 2    | Click Apple Video Player once to highlight it. Under File choose Get Info.  |
| 3    | In the bottom of the Get Info window, adjust the Preferred size by double-clicking in the Preferred size box and typing in a higher number.<br><br><b>Note:</b> The size that you set depends on the complexity and size of the image you are trying to copy to the clipboard. Try increasing in 100K increments. 🍏 |

## PCI-Based Power Macintosh Computers Two Ethernet Ports



By Conrad Klahn

PCI-based Power Macintosh computers have two Ethernet ports. However, you cannot use both of them at the same time even if you have two active connections.

The Power Macintosh 7200, 7500, 8500, and 9500 series computers have a built-in Ethernet port (comprised of one Ethernet controller chip) which accepts either a 10baseT cable or the Apple Ethernet (AAUI) adapter for thicknet or thinnet cables.

The Ethernet port has two connectors, but operates only one of them at a time. If devices are plugged into both connectors, the system defaults to the 10baseT connection.

**Note:** This information is taken from the Power Macintosh 7500/8500 Developer Notes. 🍏

## Causes of Tinted/Flickering Video on Power Macintosh 5200

By Holli Kearns

Many times the cause of a monitor that appears to flicker intermittently or has a discoloration on a Power Macintosh 5200CD family\* computer is related to environmental factors. You need to verify that environmental interference is not the cause of the flickering and discoloration. To do this, try the following suggestions; be sure to look for improvements and changes after following a suggestion:



- Change the location and/or rotate the computer.
- Remove metal objects from the area.
- Look for other environmental influences (power lines, generators, refrigerators, air conditioners).
- Check fluorescent lighting fixtures and transformers, which are also common sources of interference.

If the symptoms you are experiencing do not appear to have an environmental cause, contact an Apple-authorized service provider for additional assistance.

**Note:** \* The following computers are in the Macintosh 5200CD family: Macintosh 5200/75 LC, Performa 5200, Performa 5210, Performa 5215, and Performa 5220. 🍏

## Cause of -50 Error When Ejecting CD

By Brian Fant

Because of the ".AppleCD" driver which is installed in the System Folder on most Power Macintosh system software CD-ROM discs it is possible for these discs to mount on the desktop even if you startup your Power Macintosh computer with all extensions off. (You can turn all extensions off by pressing and holding the Shift key during startup.) Most CD-ROM discs, other than Apple system software discs, do not mount on the desktop if extensions are off because the Apple CD-ROM extension on the computer's hard drive is not loaded at startup. If the system software disc which is in the drive when you startup with extensions off is the disc that came with that model, it causes no problems and can easily be ejected in a normal manner.

There have been some instances when customers have started up their PCI-based Power Macintosh computer with extensions off and found that they had left a system software CD-ROM disc for an older Power Macintosh model in the CD-ROM drive. This CD-ROM disc will show up on the desktop because of the special extension on the CD. However, when you attempt to eject this CD-ROM disc, you get a -50 error message.

During the startup process, the computer checks all available SCSI volumes, including the CD-ROM drive. If the CD-ROM disc contains the ".AppleCD" driver, it will be loaded and used by the computer to access the CD-ROM drive in lieu of the CD-ROM software that would have loaded if the extensions were not off. This works fine for most purposes.

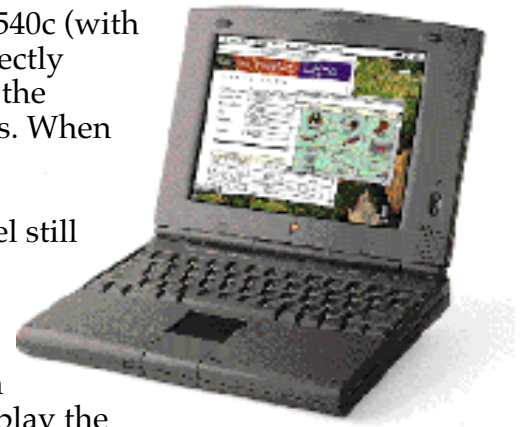
However, the PCI-based Power Macintosh computers (Power Macintosh 7200, 7500, 8500, and 9500 series) need slightly different information than previous Power Macintosh computers to eject the CD-ROM disc. This causes the -50 error which indicates that the internal parameters being used to eject the CD are incorrect. You can eject the CD-ROM disc if you restart the computer again with extensions enabled. 🍏

## PowerBook Shows Wrong Resolution In Monitors Control Panel

By John Scalco

A Macintosh PowerBook 2300c, 5300c (with 512k VRAM), or 540c (with the PowerPC upgrade) computer running System 7.5.2 incorrectly shows 640x480 as the screen resolution in the Options area of the Monitors control panel after you switch to thousands of colors. When you switch to thousands of colors in the Monitors control panel, the display resolution actually switches to 640x400 but the resolution listed in the Options portion of the control panel still shows 640x480.

The same situation is true in some older model Macintosh PowerBook computers with color active-matrix screens. It is normal for the display to switch to the 640x400 mode when in thousands of colors because 512k VRAM is not enough to display the same bit depth at 640x480.



Changes in the Display Manager in System 7.5.2 cause the Monitors control panel to retrieve the wrong string of display information and thus report a resolution 640x480 instead of 640x400.

The fact that the control panel shows 640x480 instead of 640x400 is a cosmetic anomaly that does not affect performance. It will be fixed in the next system software update. Macintosh PowerBook computers running system software versions later than 7.5.2 should not experience this issue. 🍏

## Wide Black Bands on the Screen of PowerBook 5300

By Terry Carter

Many Macintosh PowerBook owners are confused when they see two wide black bands (borders) across the top and bottom of their PowerBook computer's display. In most cases these black bands are a normal function of the display switching resolutions or using video mirroring.

There are two situations in which black bands such as these can normally occur on the screen of PowerBook 5300 series computers:

1. These black bands occur on the Macintosh PowerBook 5300c computer with 512K of Video RAM (VRAM) in 640x400 resolution. The PowerBook 5300c model that comes with 8 MB of RAM on the Logic Board has the same display as the 5300c which has 1 MB VRAM. Because the model with 512K of VRAM has the same display it is capable of displaying thousands of colors, but the image does not fill the whole screen as it does on the model with 1 MB of VRAM. When "Thousands" are checked in the Monitors control panel, the display reduces from 640x480 to 640x400. This same thing happens on the PowerBook 540c, 270c, 2300c and most other PowerBook computers with color screens.
2. These black bands can also occur on a Macintosh PowerBook 5300ce computer and similar models used with a 13" or 14" monitor. If mirroring is turned on, the internal display will have to reduce from 800x600 down to 640x480 and will cause a black band (border) to appear around the outside edge of the screen. 🍏

# Installing MAE Patch 2 on Solaris

By Michael Hahn

This article describes how to install Patch 2 for MAE on a SPARCStation running Solaris 2.3, 2.4 and 2.5.

## Downloading

Download the appropriate file for your workstation.

Note: The tar files are compressed internally and do not require further compression using 'compress' or a similar utility.

## Extracting the Patch Files From the Downloaded File

Place the tar file anywhere. Extract it by running the following command:

```
% tar xovf maepatch2.0.2.sun.tar
```

The extracted files will be placed in a new directory named "maepatch2.0.2.sun". Once the extraction is complete, you can delete the downloaded file maepatch2.0.2.\*.tar.



## Preparing For Patch Installation

Before you run the patch installer, make backup copies of two directories: your system folder (normally in your home directory, in the directory "System Folder"), and the directory ".mac" within your home directory. In the event that patch installation results in an inoperable copy of MAE, you will be able to reconstruct your original MAE environment, from these saved copies, by removing the damaged apple directory, reinstalling MAE 2.0, and restoring your saved copies of the System Folder and .mac.

### Important Information For AppleTalk Users

If you have more than one copy of MAE on any workstation, you must update all copies of MAE with this patch at the same time. The AppleTalk driver in MAE 2.0.2 is not compatible with older versions of MAE (2.0 or 2.0.1). This applies to multiple copies of MAE on the same workstation only.

If you are executing MAE v2.0 (or v2.0.1) on Solaris v2.3 and are using AppleTalk, you must install Solaris jumbo patch #101306-10 or its equivalent before you install MAE v2.0.2. Please contact your local Sun support channel for more information.

### It is Important to Run Under the Appropriate Login Account

The account used to install the patch must have read/write privileges to all files in your Apple directory; you can best accomplish this by running the patch installer under the same account originally used to install MAE 2.0. This patch includes new version of AppleTalk kernel modules as well as new versions of various files from your Apple directory. In order to install the patched version of the AppleTalk kernel modules, you must run the patch installer as root (superuser).

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## Applying the Patch

After you are appropriately logged in, cd into the newly created "maepatch2.0.2.sun" directory. Apply the patch by running the "PATCH.SH" program as follows:

```
% cd maepatch2.0.2.sun
```

```
% ./PATCH.SH
```

PATCH.SH will lead you through the installation process. You will have a choice of 'Easy' or 'Custom' installation as well as 'Remove'. Easy installation patches both your Apple directory and the AppleTalk kernel modules; Custom installation gives you the opportunity to patch only one or the other. If your copy of MAE is on a central server, serving many workstations, you will have to patch JUST the copy of MAE on the server, and JUST the AppleTalk kernel modules, on the workstations.

Remove will delete the MAE components from your system (but not any System Folders located in a \$HOME directory).

## Reinstalling Custom Resources

The patch will replace several files in your System Folder. If you have installed any custom sounds or applications that have modified resources within the file 'System' in the System Folder, you will be able to use your backed-up copy of System to help you reinstall the custom resources, after patch installation is complete. If you are not sure if any application has done this, refer to that application's documentation. 🍏

# MacX 1.5 Using MacX 1.2 Fonts

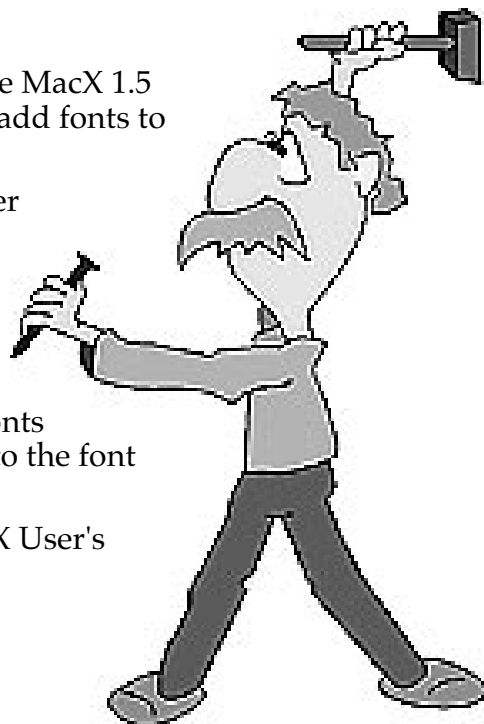
By Antonio Ordonez

You cannot use MacX 1.2 fonts with MacX 1.5 because MacX 1.5 does not support the compiled fonts in MacX 1.2. To add fonts to MacX 1.5 the fonts must be BDF or PCF format.

As of February 1996, MacX 1.5 does not support either compressed (.pdf.Z, .bdf.Z, or .spd), or outline formats contained within Mac X 1.5. However, you can still access these fonts from your Font server.

The MacX 1.5 manual contains a complete description on the installation and addition of Fonts to the MacX 1.5 fonts list. You can either add fonts to an existing directory, or add a complete directory to the font path.

A complete description of this process is in the "MacX User's Guide," Chapter 9, page 103–104. 🍏



# New Apple Software Updates Posted Online

Contributed by Denise Cavanna

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



- **Catalan, Croatian, and Czech localized versions of PowerBook 2300c Update version 1.0** – This system extension ensures that the trackpad works correctly on PowerBook 2300c systems. It goes in the Extensions folder, inside the System Folder.
- **HyperCard 2.3.5 Stacks** – Audio Help, Color Tools, and Power Tools stacks for use with HyperCard 2.3 or later.
  - **Changes in the Audio Help Stack** – Now works properly on newer Power Macintosh computers, including the Power Macintosh 7200, 7500, 8500, and 9500, and conforms to Apple's guidelines for sound input.
  - **Changes in the Color Tools Stack 2.3.5** –
    - The Color Tools now work more reliably on Macintosh systems that have the Japanese or the Chinese Language Kits installed.
    - The "Redraw Screen" command now works properly with stacks that have been colorized with other versions of the Color Tools.
    - The "Compact Color Database" command now works properly with colorized cards and backgrounds whose IDs are greater than 32767.
  - **Changes in the Color Tools Stack 2.3.3** – A problem was fixed that prevented stacks colorized with Color Tools 2.3 on a Macintosh computer with a PowerPC microprocessor from being used on a different Macintosh computer with a PowerPC microprocessor.
- **AppleShare 4.2 to 4.2 v1.0.2 Patch** – This patch updates AppleShare 4.2 to AppleShare 4.2 v1.0.2. This patch is only required for the US version of AppleShare 4.2. The following items have been fixed:
  - Some sites that installed 4.2 over a previous version of AppleShare experienced problems because only one remote user at a time was able to run a particular application on the server.
  - With the same application on two client machines, it was not possible to access the same file on a mounted volume at the same time. This was reported with multiple users trying to access the same HyperCard stack.
  - If a file on a read access volume (both "See Folders" and "See Files" are selected, but not "Make Changes") was opened by an application other than the Finder, it was possible to make changes to the file and then save it back to the file server.
  - Under certain timing-dependent conditions, the modification date on a file could be changed when moving the file to the server. 🍏

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Type of computer(s) \_\_\_\_\_

Primary software applications: \_\_\_\_\_

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