Tech Info Library

AppleShare, ARA, Personal File Sharing and TOPS (10/94)

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Security:       Everyone
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TOPIC ---

Occasionally, users will report problems with using AppleShare or Personal File
Sharing such as:

• Inability to start file sharing.
• Errors installing Apple Remote Access.
• Inability to launch or configure Apple Remote Access.
• System bombs when opening Chooser or when selecting AppleShare in Chooser.

DISCUSSION --

If AppleShare users running on older Macintosh computers report these types of
problems, check to see if TOPS has ever been in use in the environment. TOPS was
a popular pre-System 7 way of setting up an ad-hoc network with distributed file
sharing.

Unfortunately, when Apple finished AFP, TOPS was not compliant. Remnants of TOPS
software left in the System Folder can cause Macintosh computers running System
7 to behave abnormally.

TOPS can be completely removed by two means only -- 'De-install' from the TOPS
master installation diskette (unknowable results in System 7), or by a clean
system install (preferred). This is because the TOPS installer put AFP
non-compliant resources into the System file directly. Installing System 7 over
the top of System 6 will not eliminate these resources, and the compatibility
checker doesn't report them.

We have seen more than a few situations where TOPS was the culprit causing
unexpected crashes of servers and workstations, inability to run File Sharing,
or inability to use AppleShare once installed.

Support Information Services

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