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PowerBook 280c: Remote Launch of Persuasion (12/94)

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Security: Everyone

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TOPIC -----

We have a problem launching Persuasion, which is installed on an AppleShare server, from a PowerBook 280c. It is possible to launch Persuasion (2.12 or 3) from the copy which is installed on the PowerBook 280c itself, but it is not possible to launch the one on the server.

To eliminate the possibility of network problems, other PowerBook and desktop systems could launch the program.

The version of the AppleShare Server is AppleShare 3.0. The version of System Software running on the Duo 280c is System 7.1.1. The Duo 280c hangs whenever Persuasion is launched. The problem is only with Persuasion.

DISCUSSION -----

We are able to reproduce this problem, but ONLY when the Duo 280c is running System Software version 7.1.1, AND the AppleShare Server is at version 3.0.

If the Duo is running System Software 7.5, OR the AppleShare Server is version 4.0 (or 4.0.1) there is no problem with remote launching of Persuasion by the Duo 280c. We tested that the Duo could successfully launch both Persuasion, version 2.12 and Persuasion, version 3.0.

Since System 7.5 is the current version of system software, and since AppleShare 4.0.1 is the current version of AppleShare Server software, it is unlikely that engineering will have resources available to research this problem.

We suggest that you upgrade the Duo 280c to version 7.5 of the system software, or consider upgrading the AppleShare Server to version 4.0.x or later?

Support Information Services

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