Tech Info Library

Power Macintosh 9500 Series: Read Me (5/96)

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TOPIC ---

The following article is the ReadMe file for the Power Macintosh 9500 series computers.

DISCUSSION --

Important Information About Your Power Macintosh 9500

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Tips
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Apple Printers

The Apple LaserWriter 300 and Apple Personal LaserWriter LS printers are not yet
compatible with the Power Macintosh 9500. An upgrade will be available soon on
Apple Online Services.

How to Reconnect to a Lost Server

If you unexpectedly lose a connection to a server on which you have items in
use, the server's icon appears dimmed on the screen. If you double-click the
dimmed icon or choose the server from the Recent Servers item in the Apple menu,
you get a message saying that the disk could not be opened because you do not
have enough access privileges. Before you can reconnect to the server, you must
close any open files, and then drag the server's dimmed icon to the Trash. If
you need to save your work on an open file, use Save As to save it on a
different disk.

GeoPort Software

The GeoPort software 2.0 and earlier is not compatible with your Power Macintosh
9500. Users should upgrade to Apple Telecom 2.1 or later software. This version
will be compatible with all the current GeoPort pods on the market and is
available via online services including AppleLink, online services, and the
internet.

Troubleshooting
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Open Transport and MacTCP

After you install new software on your hard disk, if you have problems with your
TCP/IP applications, look in the Control Panels folder for a MacTCP file. If one
is there, remove it from the Control Panels folder and restart your machine.
This procedure should enable your TCP/IP applications to work properly.

Each time you install a new application program, you may want to verify whether
or not the software's installer also installed MacTCP, and follow the above
procedure if necessary.

Incorrect "Guide" File Balloons

System 7.5.2 includes Apple Guide documents which provide the on-screen
instructions and other information that you need to help you use your computer.
However, if you turn on Balloon Help (by choosing Show Balloons from the ? menu)
and point to a Guide file icon on the hard disk, the balloon may give you the
wrong information about where the file belongs or what you can do with it. To
avoid being misled by incorrect balloons, follow the guidelines below:

• Leave Guide files where they are. Some Guide files (for example, the Guide
file named "Macintosh Guide") belong in the Extensions folder. Others will not
work if they are put into the Extensions folder.

• Keep application programs that have Guide files in the same folder as the
Guide file. For example, keep the file named "File Assistant Guide" in the same
folder as the File Assistant program. If you move a Guide file that belongs with
an application program, you won't be able to get help while using the program.

QuarkXPress

To use QuarkXPress with System 7.5 on a Power Macintosh, you must upgrade to
QuarkXPress version 3.3.1 or later. For upgrade information, contact Quark,
Inc.

The Assistant Toolbox and Non-Networked Printers

If the Assistant Toolbox extension is installed on your computer, the Print
Later option (LaterLaser) works only with networked PostScript printers. If you
are printing on a non-networked printer—particularly a LaserWriter Select
310—you should open the Extensions Manager control panel and turn off the
Assistant Toolbox extension.

Help with the Japanese or Chinese Language Kit

To use this software effectively, use version 1.2 (or later) of the Japanese
Language Kit and version 1.1.1 or later of the Chinese Language Kit. In the
United States, you can obtain an upgrade by calling the Apple Order Center.

AppleShare Server Software version 4.1**

If you purchase AppleShare server software version 4.1, make sure to choose
Custom Install (instead of Easy Install) when you install it.

**NOTE:
This note is not included in the original ReadMe File.
AppleShare 4.1 is not supported on the Power Macintosh 9500. This section of
the ReadMe file is referring to the client portion of the AppleShare
installation. At the time of this writing, there is no tested or supported
version of AppleShare Server software available for the Power Macintosh 9500
family of computers.

Printing with Apple PhotoFlash

If you have problems printing images with the PhotoFlash software, make sure
that you choose a printer in the Chooser before you choose the Print command

from the File menu.

Using PowerTalk and PowerTalk Direct Dialup Mail

If you use PowerTalk Direct Dialup Mail and have trouble sending a fax, it may
be because both Direct Dialup and STF PowerFax PE are set to auto-answer. To
turn off STF auto-answer, open the STF Setup window and set 'n' to "never" (in
the "Answer on 'n' rings" section).

Important Information About Macintosh PC Exchange
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Apple File Exchange and Macintosh PC Exchange

The Apple File Exchange software is not compatible with PC Exchange and should
not be used while PC Exchange is installed. Version 2.0 of PC Exchange contains
an easier and more intuitive method for accessing DOS and Apple II ProDOS disks
on a Macintosh.

AutoDoubler

To use AutoDoubler with Macintosh PC Exchange, you must first open the
AutoDoubler control panel and turn off the "Show DD on Compressed Files"
option.

Compressed PC Disks and Files

Macintosh PC Exchange does not work with DOS-format floppy disks or SCSI hard
disks that have been compressed using Stacker or other DOS or Windows
disk-compression utilities. Before transferring compressed DOS files to a
Macintosh, you must decompress the files and save them to a noncompressed
DOS-format floppy disk.

Working with PC-Format Disks Containing Multiple Partitions

If a SCSI hard disk or removable media cartridge has been formatted to contain
multiple partitions, you can use PC Exchange to mount the Macintosh-, DOS-, or
ProDOS-format partitions as individual logical drives on the Macintosh desktop.
If the disk contains both Macintosh and DOS-format partitions, PC Exchange will
only recognize the Macintosh partition. In addition, PC Exchange will only
recognize ProDOS-format partitions on SCSI hard disks that are less than 32
megabytes.

You can use PC Exchange to erase existing individual partitions on a SCSI hard
disk or removable media cartridge if they have the same format. However, you
cannot use PC Exchange to reformat and resize individual partitions contained on
the disk. Nor can you format a Macintosh-format hard disk or removable media
cartridge as a DOS-format disk. To resize or reformat multiple Macintosh, DOS,
or ProDOS partitions, you need to use third-party software designed for
partitioning hard disks and removable media cartridges.

Working with DOS-Format SCSI Removable Media Devices

In order for PC Exchange to recognize SCSI removable media devices, you must
turn on the device and eject any cartridges before you turn on your Macintosh
system.

Do not install the device driver software that came with your removable media
device. Instead, open the PC Exchange control panel, click the Options button,
select your SCSI device from the list, and then restart your Macintosh. PC
Exchange will install its own device driver for that SCSI device.

The Eject Disk command is unavailable when you are working with removable media
devices. To unmount and eject a removable media cartridge, drag the device's
icon to the Trash. Once the device has spun down and the red light goes out, you
can manually eject the cartridge from the drive. To access a removable media
cartridge that has been ejected, simply reinsert the cartridge in the drive.

When initializing and formatting Bernoulli and SyQuest cartridges on a
PC-compatible computer, use the disk setup and partitioning software that came
with the SCSI controller card installed in your PC or that came with your
Bernoulli or SyQuest device. Do not use the MS-DOS Fdisk command to initialize a
removable media cartridge. In addition, you should use the MS-DOS Format command
to format the disk before you copy DOS files to a newly intialized removable
media cartridge on a PC.

When you initialize a removable media cartridge on a PC-compatible computer, you
must fully partition, initialize, and erase the cartridge using the software
that came with your SCSI controller card or removable media drive. If you do
not, PC Exchange may not recognize the new DOS-format partitions on that
cartridge.

Working with DOS-Format SCSI Hard Disk Drives

In order for PC Exchange to recognize SCSI hard disk drives, you must turn on
the drive before you turn on your Macintosh.

Do not install the device driver software that came with your removable media
device. Instead, open the PC Exchange control panel, click the Options button,
select your SCSI device from the list, and then restart your Macintosh. PC
Exchange will install its own device driver for that SCSI device.

When initializing and formatting an external SCSI hard disk on a PC-compatible
computer, use the MS-DOS Fdisk command or the disk setup and partitioning
software that came with the SCSI controller card installed in your PC. In
addition, you should use the MS-DOS Format command to format and erase the disk
before you copy DOS files to a new SCSI hard disk on a PC.

Tips and Problems
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• A "Sad Mac" error may occur on your Macintosh if a removable media cartridge
is left in the drive during startup. To keep this problem from occurring,
manually eject removable media cartridges from the drive before you turn on your
Macintosh.

• PC Exchange cannot recognize SCSI hard disks, removable media devices, or drive container files that contain more than one gigabyte of disk space.

Important Information About Virtual Memory
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Virtual memory (VM) is a feature of the Macintosh that lets you use part of your hard disk as additional memory. If you are using an application program designed especially for Power Macintosh computers (often called a "native" application program), turning on virtual memory may help you avoid running out of memory.

Your computer comes with virtual memory turned on. With virtual memory turned on, a Power Macintosh program uses less memory than when virtual memory is turned off. If you check the program's Get Info box before and after turning on virtual memory, you'll see that the numbers in the Memory Requirements box change. That is because turning on virtual memory allows the program to use memory more efficiently.

If you notice performance problems using certain applications, you may want to turn off virtual memory. For information on how to turn virtual memory on and off, choose Macintosh Guide from the Guide (question mark) menu, and click the Memory topic area. Then click "How do I use hard disk space as memory?" and "How do I manage Power Macintosh memory?"

For best performance, try setting virtual memory to no more than 50% more than the amount of physical memory (RAM), or no more than 50% of your currently available hard drive space, whichever number is lower. For example, if your computer has 16 MB of RAM and your hard drive has 50 MB of available space, set virtual memory to a maximum of 24 MB (150% of 16, which is less than 50% of 50).

To improve performance, you can also add physical memory (RAM) to your computer. See the user's manual that came with your computer for more information.

The Tech Info Library article titled "Locating Vendor Information" can help you search for the Apple Order Center's phone number.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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