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PowerBook 2300/PowerBook 500 with PPC Upgrade Slow Typing

Revised: 6/18/96
Security: Everyone

PowerBook 2300/PowerBook 500 with PPC Upgrade Slow Typing (6/96)

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TOPIC -----

Owners of the PowerBook 2300c and the PowerBook 500 with PPC Upgrade may experience performance problems related to an incorrect cache flushing call. Some people have noted that these machines can be much slower than expected in certain situations. In particular people have noticed slow typing in Microsoft Word. They have also noticed slow printing to a serial printer when ARA is active.

DISCUSSION -----

Symptoms

The most common symptom is that typing appears to be slow. The user may report that they can easily type faster than the computer can keep up with. There are a number of things which make the problem show up.

Possible Causes

If any of the following are true, the symptom may occur. The more that are true, the worse the issue will be.

- 1) Microsoft Office Manager v4.2.x control panel is active in the System Folder.
- 2) Microsoft Word 6.0.x is being used.
- 3) Express Modem software is loaded and turned on.
- 4) The Launcher is active in the background.

Resolution

Apple has identified the cause and has fix this issue with System 7.5.3 Revision 2. This software can be found on Apple Computer's online software update sites. If you do not have access to online services, please refer to Tech Information

Library article, "Macintosh System 7.5.3 Revision 2: FAQ."

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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18 Jun 1996 - Added Info Alley publication info and reworded.

15 Jun 1996 - Added System 7.5.3 Revision 2 fix.

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