Tech Info Library

Power Macintosh 5400/120: ReadMe (5/96)

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TOPIC -----------------------------------------------------------
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This article contains the Read Me file for the Power Macintosh 5400/120 computer.

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DISCUSSION ------------------------------------------------------
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This document provides late-breaking information that could not be included in your user's manual.

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Tips
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Improving Video Capture

You can increase the speed of video capture by taking one or more of the
following actions:

• Turn off virtual memory in the Memory control panel.
• Turn off AppleTalk. (You can quickly turn AppleTalk on or off with the Control
Strip, or use the Chooser instead.)
• Reduce the size of the capture window. (160x120 is the best size; also,
320x240 is good.)
• Do not run programs other than the capture application while capturing video.
• Turn off the Menubar Clock in the Date & Time control panel.
• Turn off all unnecessary extensions. Do not turn off QuickTime. (Use the
Extensions Manager control panel to turn off extensions; then restart your
computer.)
• Make sure that your hard disk has enough free space to record. If you notice a
decline in performance, use a disk optimizer to improve your disk's efficiency.

Software for the GeoPort Adapter and Express Modem

Apple Telecom software is available on the CD that came with your computer.
Apple Telecom is the software for the GeoPort Adapter for PowerPC-based
computers and the Express Modem for PowerBook computers.

In the U.S. and Canada, MegaPhone is included with the Apple Telecom software.
MegaPhone is a screen-based telephone application that supports the telephone
capabilities of the Apple Telecom 2.x software using the GeoPort Adapter, such
as dialing from a graphical keypad, copying and pasting telephone numbers, and
dragging and dropping business card information.

In the U.S., Canada, and Japan, Apple Telecom is also available as part of the
GeoPort Adapter Kit, which can be purchased separately. The kit includes
MegaPhone as well as SITcomm SE/GTA (a terminal emulation program). Apple
Telecom, along with MegaPhone (but without SITcomm) is also available as a free
upgrade on CompuServe, America Online, and Apple Internet sites.

If you are using a GeoPort Adapter with Apple Telecom software on any Macintosh
model with a PCI expansion slot (such as the 5400, 7200, 7500, 8500, or 9500),
be sure to disable LocalTalk by disconnecting any devices attached to the
printer port (serial devices can remain attached).

Installing Acrobat Reader from the System Software CD

Adobe Acrobat Reader lets you view and print any Portable Document Format (PDF)
file. You'll find several PDF files on your computer's hard disk and on the
system software CD that came with your computer. These PDF files contain
instructions for using many of the special software programs that came with your
computer.

The Acrobat Reader installer file is located in the Apple Extras folder on your
hard disk and on the system software CD that came with your computer. You have
to run the installer file before your can use Acrobat Reader. Refer to the
Installing Acrobat Reader document for installation instructions.

Using the QuickTake 150 Camera

For best results, use the QuickTake Image Access control panel to look at images
in the camera and transfer them to your Macintosh. This method is faster and
more reliable than using the PhotoFlash program.

Troubleshooting
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More troubleshooting information on the problems described below and on other
topics, refer to Macintosh Guide (available in the Guide menu when the Finder is
active) and the manuals that came with your computer.

Printing Problems

Your system freezes or experiences other problems when printing on a LaserWriter
Select 300 or 310 printer. This problem can occur when you attempt to print and
your printer is not connected properly to your computer. Trying to cancel
printing in the Print Monitor will not solve the problem and may either produce
a flashing error message or cause your computer's performance to slow down.

Check to make sure your printer is connected to your computer. If you see a
message with a Continue button, click Continue. Normal printing is resumed.

You have trouble printing on a StyleWriter or StyleWriter II printer. Use the
StyleWriter 1200 printer driver that came installed on your computer. Do not
install your older StyleWriter driver; it is not compatible with PowerPC-based
computers.

You have trouble printing with Apple PhotoFlash. Make sure that you have
designated a printer in the Chooser. After doing so, open the File menu and
choose the Print command.

You can't use the "Print Later" option with a non-networked printer. If you have
the Assistant Toolbox extension installed on your computer and you want to use
the "Print Later" option when printing on a non-networked printer, you must turn
off the Assistant Toolbox extension and restart your computer.

To turn off the Assistant Toolbox extension:

1. Open the Apple () menu and choose Control Panels.
2. Open the Extensions Manager control panel.
3. In the list of extensions, click next to the Assistant Toolbox extension to
remove the checkmark.
4. Restart your computer.

You see a low-memory warning when you print Stickies on a StyleWriter,
StyleWriter II, or StyleWriter 1200 printer. This problem can occur when the
amount of memory Stickies uses is set below 150K.Try increasing the amount of
memory available to Stickies. For instructions on changing the memory a program
uses, refer to Macintosh Guide (available from the Guide menu when the Finder is
active).

Performance Problems

You see a message that not enough memory is available. This problem can occur
for several reasons. For detailed tips on memory-related problems, refer to both
the troubleshooting information in the manuals that came with your computer, and
to the information on memory in Macintosh Guide (available in the Guide menu
when the Finder is active).

If this problem occurs after you have opened the Extensions folder in the System
Folder and scrolled through a long list of extensions, you can restore normal
performance by restarting your computer.

Problems with Sound

When you play back sound you've recorded, you notice clicks, pops, or skips.
This problem can occur if you have virtual memory turned on while you're
recording sound. Turn off virtual memory before recording. For instructions on
turning off virtual memory, refer to Macintosh Guide, available from the Guide
menu when the Finder is active.

Adjusting the volume slider in Apple Video Player and other sound applications
does not affect the volume, or it turns the volume all the way up or all the way
down (allowing no in-between settings). This problem occurs on some newer models
that handle sound differently from some older application programs. You can use
the system sound settings to adjust the volume. Follow these steps:

1. Open the Apple () menu and choose Control Panels.
2. Open the Monitors & Sound control panel.
3. Click the Sound button.

4. Use the volume or level slider (whichever is available) to adjust the sound volume.

You're using a program that requires the Sound control panel to set sound options. Some application programs that use sound require the Sound control panel, an older control panel that has been replaced on your computer by the Monitors & Sound control panel.

You can install the Sound control panel by doing a custom installation of system software. For instructions, refer to the information on custom installation in the Troubleshooting chapter of the manual that came with your computer. When the Custom Install dialog box appears, click "Sound control panel" in the list, then click Install.

Hypercard version 2.3.3 or earlier does not record sound properly on your computer. Other sound recording application programs, including SimpleSound and the Sound control panel, can record sounds that you can import and play within Hypercard 2.3.

Networking and File Sharing Problems

IMPORTANT For information about Open Transport, see the information on networking in Macintosh Guide and in the manual that came with your computer. Additional information about Open Transport is on your hard disk in a separate folder.

AppleShare displays incorrect information for large drives. If you use File Sharing to share a disk larger than 2 gigabytes (GB), some older computers connected to your computer may display an incorrect size for the disk in the Get Info box. (Get Info reports the disk to be 2 GB in size, even if it is larger.)

Since these older computers do not support the larger drives, they also cannot report correct information about the drives. (Computers with System 7.5 display correct information.)

You can't reconnect to a server. If you unexpectedly lose a connection to a server on which you have items in use, and then choose the server from the Recent Servers item in the Apple menu, you get a message that the disk could not be opened because you do not have enough access privileges or because the server can't be found on the network. To reconnect to the server:

1. Close any open files. If any of your files contain changes that need to be saved, use the Save As command to save them on an available disk.
2. Choose the server from the Recent Servers item in the Apple menu.
3. If necessary, replace the files on the server with the ones you saved on an available disk when the server was not available.

You see zones and/or servers listed in the Chooser, but the network cable is not connected to the computer. This problem can occur if you disconnect the network cable from the back of your computer while the Chooser is open. Be sure to shut down your computer before disconnecting a network cable.

You have problems using AppleShare Server Software version 4.1 or 4.2.

AppleShare server software versions 4.1 and 4.2 are not intended for use with PCI-based computers, such as the Power Macintosh 5400, 7200, 7500, 8500, and 9500 computers. If you attempt to use AppleShare server software version 4.1 or 4.2 with these models, you may experience problems.

Problems Using a RAM disk

You see a message that your RAM disk is unreadable. Under some circumstances you may see the following message after setting up a RAM disk:

"This disk is unreadable by this Macintosh. Do you want to initialize the disk?" (Important: This message applies to the RAM disk, not to your hard disk, which will not be initialized.)

Decrease the size of the RAM disk. If you see the message again, decrease the size again. Continue to decrease in small amounts until the message no longer appears.

Problems with Programs Freezing or Quitting Unexpectedly

MoviePlayer quits unexpectedly. Using MoviePlayer 2.1, you can play a movie at double (2X) size. You cannot present a movie (that is, play the movie on a second monitor) at double size. Presenting a movie at 2X size results in the Movie Player quitting without warning.

Wiggleworks freezes, quits unexpectedly, or won't produce sound. Wiggleworks 1.0 requires special software, Macintalk Pro, to produce sound. The version of Macintalk Pro that comes with Wiggleworks is not compatible with your computer. After installing Wiggleworks, you need to drag a newer version of Macintalk Pro (version 1.4 or later) to the Extensions folder (inside your System Folder).

There are two ways to obtain Macintalk Pro version 1.4:

 Install PlainTalk from the Apple Extras folder. PlainTalk includes Macintalk Pro version 1.4, which is placed in the Extensions folder when you install PlainTalk.

 Download Macintalk Pro from Apple Computer's America Online or Internet sites. Refer to the manual that came with your computer for information about connecting to Apple's online sites.

If you are unable to obtain Macintalk Pro version 1.4, you can order it from Apple by phone. Refer to the service and support information that came with your computer for the phone number you should call.

Note: Your computer comes with Macintalk 3. Wiggleworks 1.0 does not work with Macintalk 3. To hear sound with Wiggleworks you must have Macintalk Pro version 1.4 in your Extensions folder, but it is not necessary to remove Macintalk 3.

Maple V quits unexpectedly when you change your monitor resolution. This can occur if you use the Control Strip to change the monitor resolution while the Maple V program is active. Use the Monitors & Sound control panel instead of the Control Strip to change screen resolution. For instructions on using the

Monitors & Sound control panel, refer to Macintosh Guide (available in the Guide
menu when the Finder is active).

When you try to install Adobe Premiere Deluxe, the mouse freezes. This can occur
if you have virtual memory turned on and AppleTalk active when you try to
install Adobe Premiere Deluxe.Turn off virtual memory and make AppleTalk
inactive before installing. For instructions, refer to Macintosh Guide
(available from the Guide menu when the Finder is active).

This problem does not occur if you select Adobe Premiere 4.2 installation
instead of Adobe Premiere Deluxe.

Problems Using Infrared Features

Farallon AirPath v1.0 and Apple IR File Exchange don't work on your computer.
Also, Farallon AirDock and other infrared devices are not detected through a
serial port that has been selected in the AppleTalk control panel, nor has the
string "(IR)" been appended to the port name. Infrared (IR) features are not
fully supported on desktop computers running system software version 7.5.3. An
AirDock connected to a selected AppleTalk serial port will, in most cases,
operate normally (though forwarding features are disabled). This lets you
connect to the desktop system using Personal File Sharing. These problems do not
occur on PowerBook computers, and will be corrected on desktop computers in a
future update.

Compatibility Problems
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At Ease for Workgroups 3.0 and 3.0.1

In the At Ease Setup program, the "Lock startup volume" checkbox in the User
Settings dialog box is dimmed and unavailable. To make the checkbox available,
install the At Ease for Workgroups Updater version 3.0.2, which is in the Apple
Extras folder on the system software CD that came with your computer.

If you are using a version of At Ease prior to 3.0.2, do not remove the "At Ease
ATA Extension" in your Extensions folder. (This extension prevents the "Lock
startup volume" checkbox from being available.) If you are using At Ease 3.0.2
or later or you are not using At Ease at all, you may remove the "At Ease ATA
Extension."

For more information, refer to the SimpleText file in the the At Ease for
Workgroups Updater folder in the Apple Extras folder on the system software CD
that came with your computer.

Ethernet Cards

 The Ethernet CS II Card requires Open Transport software. To use Open
Transport, open the Network Software Selector application in the Apple Extras
folder, and select Open Transport networking. Then use the AppleTalk and TCP/IP
control panels to set up networking with the Ethernet CS II Card. (Do not use
the Network and MacTCP control panels.)

MacIPX is not supported currently by Open Transport and therefore does not work with the Ethernet CS II Card or with any Ethernet PCI card.

The currently shipping versions of Apple IP Gateway and AppleTalk Internet Router are not compatible with Open Transport.

Japanese and Chinese Language Kits

To use the Japanese Language Kit with your computer, you must install version 1.2 or later. In the United States, you can obtain an upgrade by calling Claris at 1-800-293-6617.

To use the Chinese Language Kit with your computer, make sure you use version 1.1.1 or later. To install the Chinese Language Kit version 1.1.1, follow these three steps:

1. Install the WorldScript Updater 1.0.
2. Install the Chinese Language Kit version 1.0 or 1.1.
3. Install the Chinese Language Kit Updater to update your software to version 1.1.1.

IMPORTANT: Be sure to follow the steps in the order shown.

QuarkXPress

To use QuarkXPress with System 7.5.3 on a PowerPC-based computer, you must upgrade to QuarkXPress version 3.32.

SAM Virus Detection

SAM (Symantec AntiVirus for Macintosh) version 4.0 does not work with System Software version 7.5.3. To use SAM, you must obtain SAM version 4.0.6 or later from Symantec Corporation.

Note: The first time you restart your computer after installing SAM, the screen may be only partially redrawn (with a rectangular area missing) after you dismiss the SAM startup message. This screen problem only occurs once after you install SAM.

STF PowerFax PE

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 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 lets your application use less memory.

Your computer comes with virtual memory turned off. 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.

For information on how to turn virtual memory on and off, choose Macintosh Guide from the Guide menu when the Finder is active. Click the Memory topic area, and then click "How do I use hard disk space as memory?" and "Tips for PowerPC-based computers."

For best performance, try setting virtual memory to no more than 150% of the memory (RAM) installed in your computer, 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 (this is 150% of your 16 MB of RAM, and less than 50% of the available space on your hard drive).

If virtual memory is turned on and you notice performance problems (such as unusually slow computer response) when using certain application programs, you may want to turn off virtual memory.

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

Important Information About Document Auto-Save
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The Energy Saver control panel contains a feature named "Document Auto-Save." The purpose of this feature is to automatically quit all open applications during an idle or scheduled shutdown, while saving changes to any open documents in each application. Since there are literally thousands of applications available for the Macintosh (with new ones always arriving), we cannot guarantee that Document Auto-Save will be compatible with every application. This is especially true for any application that does not use standard routines to implement the alerts or dialog boxes used to save changes to new or modified documents. When Document Auto-Save is incompatible with an application, it will either not automatically quit, or it will display alerts or dialog boxes that Document Auto-Save does not recognize and therefore does not dismiss.

If you intend to turn Document Auto-Save on, we recommend that you monitor its operation during the first attempted idle or scheduled shutdown and note if any of your applications are not compatible. You can avoid problems with incompatible applications simply by making sure you leave open no documents that are new or modified before an idle or scheduled shutdown is to occur. Alternatively, you can modify the Document Auto-Save preferences in the Energy Saver control panel so the computer will sleep rather than shut down when unsaved documents are open.

For instructions for using Energy Saver & Document Auto-Save, choose Macintosh Guide from the Guide menu when the Finder is active, and choose the Energy Saving topic area.

Other Document-Saving Products

There are conflicts when non-Apple document-saving control panels or extensions
are used in conjunction with Energy Saver's Document Auto-Save. Examples of such
products are NowSave and SuperBoomerang. For best results, use the
document-saving features of only one control panel or extension.

Self-Dismissing Dialogs

Under some rare conditions, the Energy Saver control panel may continuously
dismiss dialog boxes if the Document Auto-Save feature unexpectedly fails during
an idle or scheduled shutdown. (Whenever a dialog box appears, it is dismissed
as if you have pressed the Return key.) To return things to normal, simply click
the mouse button or press the space bar.

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 your Macintosh model.
Macintosh PC Exchange provides an easier method for accessing DOS and Apple II
ProDOS disks on a MacOS-based computer.

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
from the DD menu.

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
MacOS-based computer, you must decompress the files and save them to a
noncompressed DOS-format floppy disk.

Working With Disks Containing Multiple Partitions

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

You can use Macintosh 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 Macintosh PC Exchange to reformat and resize individual
partitions contained on the disk. Nor can you format a MacOS-format hard disk or
removable media cartridge as a DOS-format disk. To resize or reformat multiple

MacOS, 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 Macintosh PC Exchange to recognize any SCSI removable media device, you must turn on the device and eject any cartridges before you turn on your computer.

Do not install the device driver software that came with your removable media device. Instead, open the Macintosh PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. 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, click the device's icon to select it and choose Put Away from the File menu. 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 DOS or DOS-compatible computer, use either the disk setup and partitioning software that came with the SCSI controller card installed in your PC or the one that came with your Bernoulli or SyQuest device. (Do not use the MS-DOS FDISK command.) Also, use the MS-DOS FORMAT command to format a newly initialized removable media cartridge on a DOS or DOS-compatible personal computer (PC) before you copy DOS files onto it.

When you initialize a removable media cartridge on a DOS or DOS-compatible PC, 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, Macintosh PC Exchange may not recognize the new DOS-format partitions on that cartridge.

Working with DOS-Format SCSI Hard Disk Drives

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

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

When initializing and formatting an external SCSI hard disk connected to a DOS or DOS-compatible PC, 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 connected to a PC.

Tips and Problems

• A "Sad Mac" icon may appear on your screen at startup if a removable media cartridge has been left in the drive. To keep this problem from occurring, manually eject removable media cartridges from their drives before you turn on your computer.

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

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