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Power Macintosh 5500 & 6500: Read Me Part 2 (2/97)

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Power Macintosh 5500 & 6500: Read Me Part 2 (2/97)

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TOPIC -----

This article contains Part 2 of the ReadMe file for the Power Macintosh 5500 and 6500 series computers.

DISCUSSION -----

Important Information
For Your Power Macintosh Computer - Part 2

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Troubleshooting

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A Note on Troubleshooting Software

Many of the tips for troubleshooting software require you to know the version number of the application or system component you're working with. If you have more than one version of the item, the higher number is the more recent version. Before you begin troubleshooting, follow these steps to try determining the item's version number:

- * In the Finder, select the file in question.
- * Open the File menu and select the Get Info menu item.

The information displayed about the file frequently includes the item's version number.

For more troubleshooting information on the problems described below and other topics, refer to Macintosh Guide online help (available in the Guide menu when the Finder is active) and the manual that came with your computer.

Printing Problems

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.

Problems with Sound

Problem: When you play back sound you've recorded, you notice clicks, pops, or skips.

Solution: 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.

Problem: Your program requires the Sound control panel to set sound options.

Solution: 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.

The Sound control panel is located in the Apple Extras folder on your hard disk and in the CD Extras folder on the system software CD that came with your computer. To install it, drag it to the System Folder on your hard disk and then restart your computer.

Note: You can also install the Sound control panel by doing a custom installation of system software. For instructions, refer to the information on doing a 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.

Networking and File Sharing Problems

Problem: AppleShare displays incorrect information for large drives.

Solution: 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.) Because 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.)

Problem: You can't reconnect to a server.

Solution: 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.

Problem: You have problems using AppleShare Server Software version 4.1 or 4.2.
Solution: AppleShare server software versions 4.1 and 4.2 are not intended for use with PCI-based computers, including Power Macintosh 5500 and 6500 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

Problem: You see a message that your RAM disk is unreadable.
Solution: 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 using a Zip Drive

Problem: You startup your Power Macintosh from a Zip cartridge (which contains a System Folder) and you get an error message instructing you to insert the Zip cartridge, even though it is already inserted.

Solution: This is a problem caused by an incompatibility between the Zip software and the Energy Saver control panel. You may work around this problem by creating an Energy Saver preferences file:

1. Click the Cancel button in the error dialog box.
2. Select Control Panels under the Apple Menu and select the Energy Saver control panel.
3. Choose your Energy Saver settings or if they are ok, select Quit from the File menu.

Your Zip cartridge will now startup without the error message.

Compatibility Problems with Added Software

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Adobe Premiere

Turn off virtual memory, make AppleTalk inactive, and restart your computer prior to installing Adobe Premiere Deluxe. Otherwise the mouse may freeze during installation. You turn off virtual memory in the Memory control panel. You make AppleTalk inactive in the Chooser or in the AppleTalk control panel. For instructions, refer to Macintosh Guide, available from the Guide menu when the Finder is active.

Aladdin DesktopTools

One feature of Desktop Shortcut, a component of the Aladdin Desktop Tools 1.0.2, is known to fail. If Shortcut is installed, when you are in an Open or Save dialog box, normally you can click in any window in the Finder. The

files/folders in that window will then appear in the Standard File Dialog box's scrolling list. To work around this problem, navigate using the Shortcut Menu icon. Aladdin Systems <<http://www.aladdinsys.com>> has been contacted about this problem and expects to release an update in the future to address the issue.

Apple PC Compatibility Card

If you purchase and install an Apple PC Compatibility Card, you must use PC Setup software version 1.5.4 or a more recent one. Older PC Setup software will not function properly in this Power Macintosh. To get an updated version of the software, first check for it on Apple's World Wide Web site: www.apple.com. Look under the item Product Information. If you do not find the software there, check with an Apple-authorized retailer and the Service and Support information that came with your computer.

Apple Video Phone

If the Self View window is completely covered by any window, the receiver on the other end of the Apple Video Phone connection will not get any picture. Make sure the Self View window is not covered by anything.

If you move the Self View window so it is partially off the bottom of the display, the window will turn black. Moving the Self View window so it is completely seen on the display will restore the window.

Apple Video Player

If you move the video window so it is partially off the bottom of the display, the video in the window may become distorted. Moving the video window back so it is completely on the display will restore the video.

Some TV or video sources may have "lines" appear at the top of the video window. These "lines" are a normal part of the video signal and are not due to any video problems. A TV set normally does not show the entire picture so these lines are hidden. Apple Video Player always displays the entire picture.

AppleShare and Connectix Speed Copy

There is an incompatibility between AppleShare Workstation software version 3.6.1 and Connectix Speed Copy (part of Speed Doubler version 1.1 or earlier). Use the Extensions Manager to turn off Speed Copy before you install this system software version, and contact Connectix to get the latest version of Speed Doubler. (You can contact Connectix at <http://www.connectix.com>, 415-571-5100, or 800-950-5880.)

Conflict Catcher

When using Conflict Catcher, a disabled extension may be moved to the top level of your hard disk. If this happens and you try to turn on the extension in the Extensions Manager control panel, you will not be able to turn it on, even though it appears in the list. To fix this problem, drag the desired extension into the "Extensions (Disabled)" folder (in the System Folder) before using the Extensions Manager.

Energy Saver control panel

The Energy Saver control panel is known to interrupt the play of audio CDs if "Shutdown instead of sleep" is selected. To avoid this problem, uncheck "Shutdown instead of sleep" in the Energy Saver control panel.

FWB Hard Disk ToolKit

If you are using a Power Macintosh model with an internal Zip drive and Hard Disk ToolKit is installed, you may see an alert message stating that the Iomega driver could not load because another driver is already controlling the drive. To prevent this message from appearing, do the following:

1. Open the Hard Disk ToolKit Extension Configuration application.
2. Turn off the "Check All SCSI Addresses" option.
3. Turn on individual checking for each SCSI ID except for SCSI ID number 5, which is the default SCSI ID for the Zip drive.
4. Restart your computer.

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.

Microsoft Office

If you are using Microsoft Office 4.2.1, you may need the "Office 4.2x Update For Power Mac" version 1.0.1 extension, and the "Microsoft Office Manager Updater" version 4.2.1c. These files are available from the Microsoft World Wide Web site at <<http://www.microsoft.com>>. Download the MC1164.HQX and MOMUPDAT.HQX files.

Motorola Math Library and Connectix Speed Copy 1.3.1

There is a known incompatibility when these two products are used at the same time: the Motorola Math Library and Connectix Speed Copy 1.3.1 (part of Speed Doubler 1.3.1). If you have both of these items in the System Folder, Speed Copy 1.3.1 cannot be used. In order to use Speed Copy, remove the Motorola Math Library from the Extensions folder and restart your computer.

QuarkXPress

To use QuarkXPress on a PowerPC-based Macintosh computer, you must upgrade to QuarkXPress version 3.3.2 (or later).

Sagem GeoPort ISDN Adapter 1.0

There is a known incompatibility with the Sagem GeoPort ISDN Adapter 1.0, resulting in the inability to use the GeoPort ISDN Adapter. Sagem has been contacted about this problem and is working on a solution. For more information, visit the Sagem web site at <http://www.satusa.com>.

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.

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 (such as your computer's responses seeming unusually slow) using certain application programs, 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. For best performance, try setting virtual memory to no more than 150% of the random-access 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).

To improve performance, you can also add memory (RAM) to 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 an application is incompatible with Document Auto-Save, it will either not automatically quit, or it displays alerts or dialog boxes which

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 no documents open 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 to sleep instead of shutting down when unsaved documents are open.

For instructions for using Energy Saver & Document Auto-Save, choose Macintosh Guide from the Guide (question mark) menu, 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. 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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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 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 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, PC Exchange will recognize only the MacOS partition. In addition, PC Exchange will recognize ProDOS-format partitions only 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 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 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 PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. 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 DOS or DOS-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.) 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, 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 PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. 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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