



Support News 

July 24, 1995

Volume II, Issue 7

“Get Off the Highway  
and Into the Alley™”

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# Inside Information...

## About the *Information Alley*

The *Information Alley*™ is a publication of Apple Computer, Inc., Support Information Services. The goal of the *Information Alley* is to help you get full use of your Apple computers, peripherals, and software. We make every attempt to include articles that have the broadest audience possible. However, we do sometimes print articles that do not apply to our international readers.

## Where to Find the *Information Alley*

The *Information Alley* is available through a variety of online services and Internet list server capability.

For a complete list of where to find the *Information Alley*, call the Apple Fax line at 1-800-505-0171 and request document #20720. You can also get an index to back issues by requesting document #20719.

Optionally, you can search the Technical Information Library; use "information alley" as the search string. Available articles are:

- *Information Alley: Online Services it is Posted To*
- *Information Alley: Index of Vol I Issues*
- *Information Alley: Index of Vol II Issues*

## *Information Alley* Formats

The *Information Alley* is available in these formats:

### Adobe Acrobat

Requires the Macintosh, DOS, Windows, or UNIX Acrobat Reader. The free Readers are available via the Adobe BBS (206) 623-6984, America Online, Compuserve, or the World Wide Web at this URL: <http://www.adobe.com/>.

### Common Ground

Includes the imbedded Common Ground Macintosh MiniViewer. This

format requires no external reader.

### SeText

Includes no graphics or special magazine formatting. Formatted to be read with EasyView or any word processor.

## Submissions and Letters

We welcome articles of general interest to Apple computer users, letters to the editor, and suggestions for future articles. Send submissions to:

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please share when done!

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## Article Ideas Inspired by Apple Summer Camp

By Janet Christian

I just returned from Apple Summer Camp, a week of intensive technical classes about Apple's current and future products. The primary audience for this event is Apple's field support and technical personnel, so I had the opportunity to speak with many of them about the issues that you tell them are important. I brought back pages of notes with article suggestions based on their input. For example, page 9 includes an overview of OpenDoc technology and a list of OpenDoc terminology.

### Article Updates and Comments

#### **Update on Printer Sharing Article**

We included an article in Volume I, Issue 17 (12 December 1994) about sharing a printer between QuickDraw GX and non-QuickDraw GX users. This issue includes updated information about this process on page 16, in an article titled **Printer Sharing Between GX and Non-GX Users**.

#### **Update on CD-ROM Article**

Volume II, Issue 6 (10 July 1995) included an article titled **CD-ROM "This disk is unreadable" Message**. This article provided the following list of files that should be in the Extensions Folder of the System folder. The note ("if you plan to use Photo CDs") should have been next to the Apple Photo Access bullet, not the Audio CD Access bullet. We apologize for any confusion this misplacement caused:

- Apple CD-ROM
- Apple Photo Access
- Foreign File Access
- High Sierra File Access
- ISO 9660 File Access
- Audio CD Access (if you plan to use Photo CDs)

#### **A Comment About the ACSE Program Article on Page 4**

Page 4 includes an article about Apple's Certified Server Engineer (ACSE) Program. This is a bit different from the articles we usually include in the *Information Alley*. However, the review committee believed that our readers would find the information useful and interesting. We hope you agree.

### Fax Line Update

The *Information Alley* fax line (512 908-8018) was temporarily down but should be back online by the time this issue is published. If you recently attempted to fax us your feedback, please try again - we value each feedback form we receive. 🍏

# Apple Certified Service Engineer Program

By Dan Fitch

The Apple Certified Server Engineer (ACSE) Program institutes an industry certification in Workgroup Server and networking technologies. It provides a reliable indicator of the technical capability of certified individuals.

This document outlines the Apple Certified Server Engineer program, its purpose, operational characteristics, and details on pursuing a certification.

## Overview

This certification has been created to identify individuals that have demonstrated their capability to install and support Apple Workgroup Servers and design or manage AppleTalk based networks.

Candidates who successfully complete this certification are demonstrating their ability to provide knowledgeable support and troubleshooting of server installations, AppleTalk based network design, and AppleShare based server tuning and implementations.

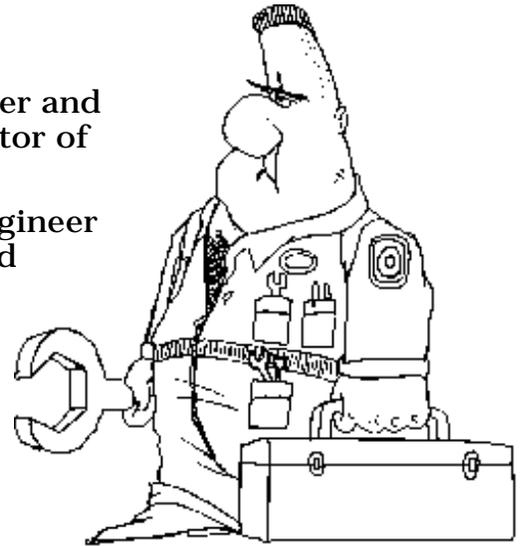
The overall purpose of this program is to:

- Identify individuals with proven Workgroup Server support skills.
- Encourage further development of support skills by providing a skill development path.
- Encourage an employer's investment in Apple support skills by providing a method of measurement and recognition of these skills.

This certification program is a cornerstone of the new Apple Premium Server Reseller Program. This program was created to identify Apple authorized resellers that are committed to the business of selling servers and workgroup solutions. This program requires the reseller have an ACSE on staff.

## Definition of Certification

This certification is earned by the successful completion of three tests. It is important to note that the certification does not require any class attendance. These tests will be administered by Drake Prometric through their worldwide organization of testing centers. Any and every person is eligible for this certification. It is Apple's hope that people outside of the Apple authorized reseller community will become certified as well. It is anticipated that professional support people in customer locations and internal Apple personnel will attempt certification. This certification offers them a way to demonstrate their level of product knowledge as defined by Apple Computer.



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When a candidate successfully passes these three tests and signs an agreement with Apple the candidate becomes an Apple Certified Server Engineer. This certification automatically expires after two years unless the certification holder retests successfully. These recertification tests give employers of certification holders the confidence that their knowledge is timely. This gives Apple the opportunity to keep these certified individuals technically current on Apple's view of important technology and products.

The current version of the certification covers technology associated with Mac OS – AppleShare based servers only. This initial certification does not have parts or levels. Later versions of the certification might have different components that reflect different product expertise.

Completion of this certification earns the individual the right to use a certification icon for business cards, and other relevant materials.

## **Test Preparation**

Apple has taken steps to ensure candidates are provided with two different methods of test preparation. Since this certification is based on successful completion of tests there is no requirement for specific training classes.

### **Self-Study**

One method of test preparation is to acquire the classroom material to use as self-study guides. Four guides are available from Network Frontiers today to cover the material taught in the classes. The cost of the guides range from \$40 to \$65 and are available directly from Network Frontiers. In the future, textbooks will be available from commercial book sellers.

### **Classes**

Apple has arranged for classes to be available for those that choose to prepare for the tests with training. Apple has a contractual arrangement with Network Frontiers to provide classes tailored to these tests. These classes are available today nationwide, and the schedule will grow as class demands grow. To register for a class, call Network Frontiers at 800-NET-TRN1 or 415-896-2939 for the schedule and dates. They can be reached by AppleLink at NETFRONTIERS. Network Frontiers is an Apple Preferred Provider of this training.

### **Test Details**

Initially there are three tests for Mac OS based certification:

- The first test covers installation, tuning, management, and support of AppleShare based servers. This includes AppleShare version comparisons, Server Manager software overview, backup strategies, AppleShare install and configuration, and installation design.
- The second test is the design of AppleTalk based networks, which includes design, media choices, planning and sizing network installations, multiprotocol issues, and services tuning.

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- The third test is AppleTalk network management. This includes more network design issues, software license management, network station and traffic management techniques/tools.

Drake's testing service provides a specific type of testing capability. Their testing centers provide a consistent environment to take computer given and graded tests. Each test is one hour in length. Each test topic has several tests that are randomly chosen for each testing instance. Thus, an individual who is repeating a test will not necessarily take the same test.

A \$95 administrative fee for each test is payable at the time of testing to Drake. To sign up for a test, contact Drake directly. Drake is unable to answer program questions and is not able to schedule tests until they are available, which is currently scheduled for mid August 1995. Please do not call Drake's registration line until then. Call the program information line at 408-862-3385 for details on test availability. Until October 1, priority attendance will be given for technical employees of resellers attempting to achieve authorization in the Apple Premium Server Reseller Program.

### **For More Information**

Call the Certification Program information line at 408-862-3385 from 8 AM to 4 PM Pacific Time. For training registration or study guide orders, contact Network Frontiers directly at 800-638-8761.

As candidates work through the certification process they can call Apple to check their status, change their address, verify the credentials of an individual, and get general program information. The number is 408-862-3385 (8 AM to 4 PM Pacific Time). 🍏

## Explicit and Inherit Access Privileges Defined

By Roger Meador

The terms explicit and inherit are commonly used when referring to access privileges with AppleShare File Servers. Here are definitions for explicit and inherit access privileges:

### **Explicit**

Retain access privileges regardless of the enclosing folder.

### **Inherit**

Always change to reflect access privileges of enclosing folder.

### **Defaults**

The default on an AppleShare File Server is explicit access privileges. The default on Personal File Sharing is explicit access privileges. 🍏

# Setting Up an MAE Application for Multiple Users

By Elizabeth Leight

This article describes how to set up an environment where a single copy of an application that generates preferences can be used by multiple accounts simultaneously.

Setting up an application this way lets you reduce the amount of server RAM and disk space required for the application. It also lets you minimize set up and configuration time.

Here are the steps to set up an application for multiple users:



STEP	ACTION
1	As "root", create a directory called <b>Applications</b> in the <b>/usr/apple</b> directory. Place all the applications that users will have access to in this directory.  Be sure to instruct users NOT to copy these applications to their home directory, since this would use more disk space and defeat the purpose for doing this.
2	Add the <b>-appledir</b> option to the user's MAE startup script, to point to <b>/usr/apple/Applications</b> .
3	Add the following line to the <b>/usr/apple/lib/AliasList</b> file:  <b>persistent desk usr/apple/Applications</b>  This ensures that an alias of the Applications directory is on the user's MAE desktop. 🍏

## Scrapbook File Maximum Size

By Doug Korn

The Scrapbook, located in the Apple Menu, has a maximum limit of 255 items. The Scrapbook stores items as resources in the resource fork. All Macintosh resource files have a maximum limit of 2727 resources, however the Scrapbook was designed to hold a maximum of 255 resources.

In addition to only being able to store 255 resources, there is a maximum size limit of the combined resources. The total combined resources of the Scrapbook cannot exceed 16 MB. This limit of 16 MB on the resource fork of a file is a Macintosh Hierarchical File System standard, so it applies to all files, not just the Scrapbook. 🍏

## What the System 7.5 External CD Sound Extension Does

By Jeff Guidice

The External CD Sound extension lets users connect an external CD-ROM drive to the Power Macintosh/ Performa 5200 and play audio CDs through its internal speakers (see Note).

Without the External CD Sound extension, users are able to select the external CD-ROM drive using the AppleCD Audio Player, but the user does not hear the audio. The External CD Sound extension solves this problem.

The following is the text that should be included in the About Apple Extras SimpleText document on the Performa 5200. However, this information is NOT included in the About Apple Extras document on the Power Macintosh 5200/75 LC but the information still applies.

"External CD Sound: You may need to use this extension if you connect an external CD-ROM drive to your Performa and wish to play audio CD-ROMs using AppleCD Audio Player. To use the External CD Sound extension, locate drag it from the Apple Extras folder to the Extensions folder."

**Note:** If you want to hear the audio from the external CD-ROM through the internal speakers of the Power Macintosh 5200, you need to use a Y-Adapter cable (not included with the Power Macintosh/Performa) to connect from the external CD drive's RCA audio jacks to the Sound In (Microphone) jack on the back of the Power Macintosh or Performa 5200 computer. 🍏



## Turning Off the PC Exchange Control Panel

By Daniel Carr

The **off** button in the PC Exchange control panel is intended for temporarily disabling PC Exchange. If you turn off PC Exchange this way, on restart PC Exchange turns back on.

To disable PC Exchange each time the Macintosh is restarted, Apple recommends using Extensions Manager in System 7.5 to prevent the PC Exchange control panel from loading.

If you are using System 7.1, drag the PC Exchange control panel out of the System Folder before restarting. 🍏

# OpenDoc Overview

## Excerpts from *OpenDoc for Macintosh – An Overview for Developers*

OpenDoc is a cross-platform software architecture that enables the development of component software. Component software is a term used to describe reusable, compatible building blocks of code that work seamlessly with applications—called “part editors”—from different vendors. OpenDoc consists of five functional layers:

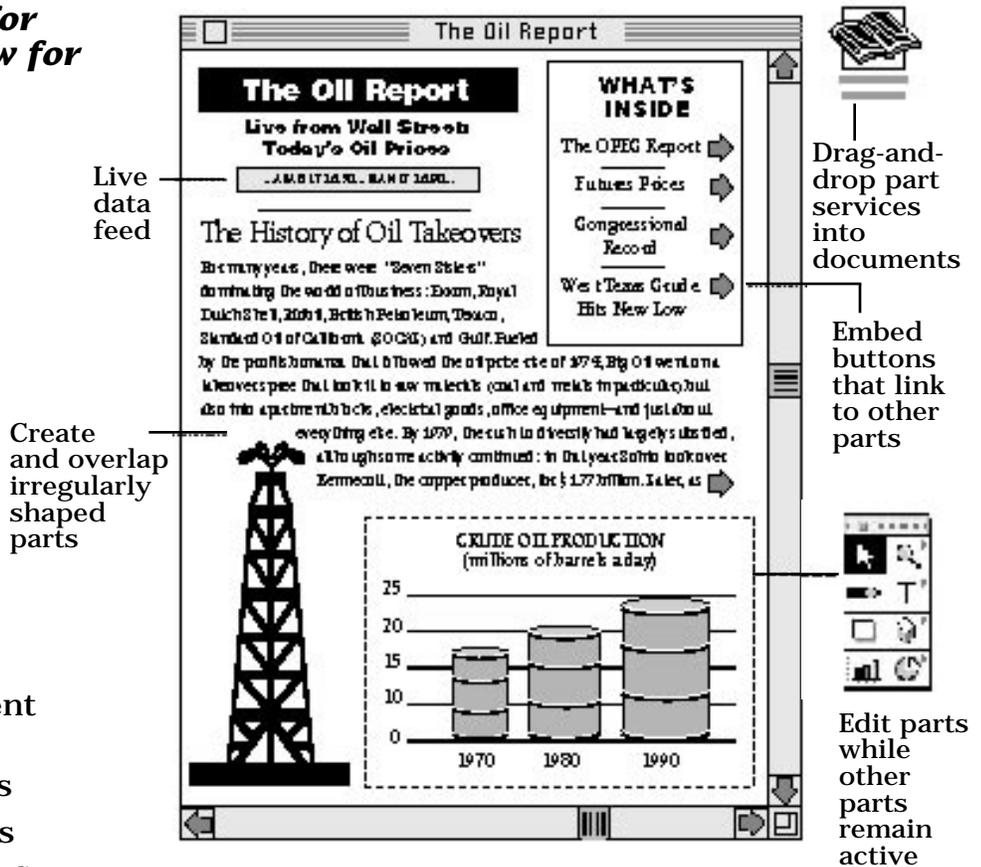
- Compound Document Services
- Component Services
- Automation Services
- Object Management Services
- Interoperability Services

These technologies are being licensed to CI Labs, an organization established to provide open access to OpenDoc source code and specifications. CI Labs is responsible for adopting, licensing, validating, and promoting essential OpenDoc technologies. By providing reference source code for these foundation technologies, CI Labs facilitates the adoption of a common component software architecture across all major industry platforms. CI Labs also provides developers and system vendors with test suites and a conformance validation process, to ensure that software enabled by OpenDoc interoperates properly. OpenDoc will be available for Macintosh, Windows, OS/2, and UNIX systems.

## OpenDoc Terminology

### Document

A collection of OpenDoc parts, assembled by a user or developer. A part becomes a document if dragged from its document to the desktop. A document becomes a part if dragged from the desktop into an open document.



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## **Part**

The fundamental building block of an OpenDoc document. This is the content that users see in their documents. The functionality in the associated part editor or part service allows the user to manipulate the part. Part viewers allow the user to view, but not edit, the part.

## **Container Application**

A monolithic application that has been modified to support embedded OpenDoc part editors and part services.

## **Part Editor**

A part editor displays a part's content, facilitates manipulation of the content, and provides a user interface for modifying that content. This user interface may include menus, controls, tool palettes, rulers, and other modes of interaction. (For example, a text editor is a part editor.)

## **Part Service**

A part service provides “back-ground” functionality for a part, and provides the necessary user interface for manipulating that part's content. For instance, database access functionality would be a part service that could be added to an OpenDoc document. Its user interface could be a menu item or a database query screen.

## **Part Viewer**

A part viewer offers a subset of a part editor's functionality; it allows users to display and print a part's content, but not to edit it. Viewers can be useful in document-sharing situations—for example, when the recipient of a document doesn't hold a license to some of the kinds of parts included in the document, or when the person sending the document doesn't want the recipient to alter it.

## **How OpenDoc Works**

By enabling users to work in a task-centric rather than an application-centric manner, OpenDoc makes it easier for them to create and edit content-rich documents. With OpenDoc, users can purchase or build a “container” document that includes all the functionality needed to complete a task. They no longer have to launch separate applications, worry about incompatible data types, and manually create links to update data. They will have the freedom to buy preassembled OpenDoc software solutions, just as they buy application suites today, or they can mix and match part editors from a variety of vendors to suit their specific needs. No matter where the part editors are obtained, the user will be able to focus on a single solution that contains all needed functionality.

The OpenDoc model also improves upon the current drag-and-drop method of manipulating data. For example, a user can drag a desktop file icon into a document window, and it will automatically open and embed itself within the document. This contrasts sharply with today's way of doing things: opening one application,

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selecting an item to be edited and moved, copying it onto the Macintosh Clipboard, opening a second application, and then pasting the results into the window of this second application.

OpenDoc also supports irregularly shaped, overlapping parts, and the ability to have a variety of different parts active concurrently. What's more, between OpenDoc parts, data can be "linked" together. A link is a permanent reference from one part to another. When data in the first part changes, the link notifies the second part to change. Suppose, for example, a company creates an investment portfolio pie chart with a link to stock market data. Each time stock prices change, the chart adjusts accordingly. Before creating software enabled by OpenDoc, programmers will need to become familiar with some new naming conventions. Following are simple descriptions of these conventions:

### **The Anatomy of an OpenDoc Document**

The fictional document shown on page 9 illustrates several unique features of OpenDoc. This oil industry report uses many OpenDoc part editors and services: a text editor, a graphics editor, a page layout editor, live buttons, a grammar checker, and a window that displays live oil commodity prices from the New York Mercantile Exchange.

You do not need a separate application to work on each part – just click on an area to edit it. As you click on another object, its own menu bar and tool palette appear. Parts like the live oil market commodity quotes shown in the document stay active even while others are being edited.

The ability of software enabled by OpenDoc to have multiple parts concurrently active allows the author of this newsletter to edit the crude oil production chart while the current oil prices roll across the top of the page. The editor can wrap text around the irregularly shaped oil derrick graphic part. Live buttons within the "What's Inside" field allow readers to click on a button to call up a feature article. And by dragging the "Grammar Checker" icon into the document, the part service can check grammar throughout the entire newsletter. 🍏

## **New Places to Find the *Information Alley***

You can now find the ***Information Alley*** on these online services and BBSs:

- **E.Central** BBS (Denver, Colorado) 303-860-1211

E.Central is a Denver-based online community and information service provider, with up-to-date information on the Denver metro area. New users get a 30-day/20-hour free trial membership. Sign on with Account ID **new**; no password is required. Modem speed: 28.8. 🍏

# CD ROM Standards Used

By Wayne Brissette

This article contains a list of CD-ROM Standards, or formats, and their definition.

You may hear or see several terms used to define CD-ROM discs and drives. These include Red Book, Yellow Book, White Book, and Green Book. Some of these standards, such as the White Book, are derived from previous standards, but with added features.

## Red Book

The Red Book specification is for digital audio CDs. All audio CDs use this specification to assure that any audio CD-ROM in the world works with any audio CD-player. The Red Book specification was developed by Phillips and Sony.

## Yellow Book

The Yellow Book specification is used for computer-based CD-ROMs. The Yellow Book specification only defines the physical arrangement of the data on the disc. Other standards are used in conjunction with the Yellow Book to define directory and file structures. These include ISO-9660, HFS, and Hybrid HFS-ISO. Sector formats are defined as Mode 1, Mode 2, and CD-ROM/XA.

## ISO-9660

This file system standard is a "lowest common denominator" format. It only allows for an 8.3 filenames (EIGHT\_8.TXT). There is an extended ISO-9660 file system, called the Rock Ridge extension, used primarily for UNIX CD-ROMS that allows for longer UNIX file names and directory structures.

## HFS

This file system is designed to support Macintosh features not supported under the ISO-9660 standard. This includes longer file names (up to 31 characters), custom icons, and other Finder features such as comments and labels.



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## **Hybrid HFS-ISO**

This file system is a combination of ISO-9660 and HFS. This format is used by CD-ROM developers on products designed for both the Macintosh and MS-Windows or UNIX platforms.

## **Mode 1**

Mode 1 CD-ROMs contain only computer data, and have 2048 byte sectors.

## **Mode 2**

Mode 2 CD-ROMs contain compressed audio data and video/picture data, and have 2324 byte sectors. Mode 2 sectors also contain end-of-record markers, interrupt triggers, and data type specifications.

## **CD-ROM/XA**

CD-ROM/XA (CD-ROM Extended Architecture) is an extension of the Mode 2 format. Like Mode 2 it contains compressed audio and video/picture data. The CD-ROM/XA format however offers the ability to interleave the Mode 2 compressed audio and Mode 2 data sectors.

## **White Book**

This specification covers the Video CD format.

## **Green Book**

This specification builds on the Red Book and the Yellow Book, and is designed for CD-I discs (Compact Disc-Interactive).

## **Orange Book**

This specification covers writable CDs, including CD Recordable (CD-R), magneto-optical cartridge systems and single- and multi-session recordings.

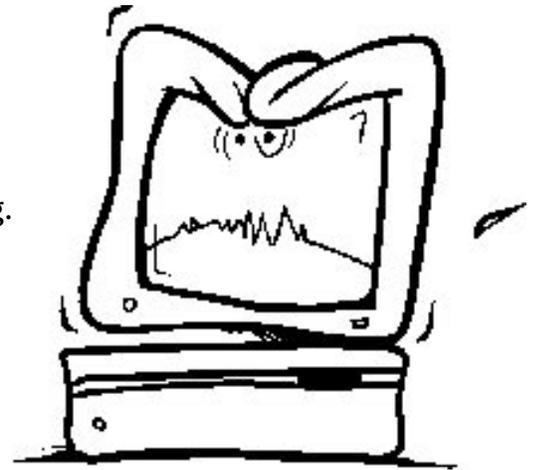
## **CD+ (CD Plus)**

This specification is still being worked on by both the computer and music industry. It is a derivative of the CD+MM format, which combines computer multimedia elements with a standard audio CD-ROM. With the current CD+MM format, Track 1 contains the computer data, and when placed into an audio CD-player, Track 1 must be skipped. The goal is to have a CD-ROM that will contain both audio and computer data on one disc, and when placed into an audio CD-player plays only the audio tracks. All computer data is ignored without any manual assistance. 🍏

# Why Microsoft Word Does Not Show in the Macintosh Easy Open List

By Scott George and Anthony Snyder

When attempting to open a document with an unknown creation type, or with a creation type for which the appropriate application is not available, Microsoft Word does not show in the list of applications provided by Macintosh Easy Open dialog. The reason Translation Manager (Macintosh Easy Open) behaves like this is because it only uses the **'FREF'** resources if the application does not have an **'open'** resource. Macintosh Easy Open uses two new resources. These are the **'open'** and **'kind'** resources.



## The **'open'** Resource

The **'open'** resource is supposed to contain a list of file types that the application can open without any external help, like MacLinkPlus. Another purpose of the **'open'** resource is to allow an application to have custom icons for files that it does not want the user to open and prevents the Finder from launching the application when the user tries to open one of these documents. For example, an application can have a settings file with a custom icon by putting the type of the settings file in the **'FREF'** and **'BNDL'** resources but by not putting the type in the **'open'** resource, the Finder does not launch the application if the user tries to open the settings file.

## The **'kind'** Resource

The **'kind'** resource contains kind strings the Finder displays. For example, the kind string for a read only SimpleText document is "SimpleText read-only document."

Some applications have a **'FREF'** resource for files of type **'\*\*\*\*'**. This is wildcard file type and means any file can be dropped on the application. However, in the **'open'** resource, Macintosh Easy Open treats this as a file type and not a wild card type. Microsoft Word's **'open'** resource only contains the **'\*\*\*\*'** file type. For example, when attempting to open a file with a creator type of **'\*\*\*\*'**, Word shows up in the Macintosh Easy Open application list. However, when attempting to open a file with a creator type of **'ZZZZ'**, Microsoft Word was not in the list of applications.

According to the Macintosh Easy Open engineer, having only **'\*\*\*\*'** in the **'open'** resource is a mistake. However, the Translation Manager documentation does not indicate if **'\*\*\*\*'** is a valid file type; there is no mention of wild card file types. Wild card file types are described in the Finder Interface documentation.

It appears Microsoft thought that by putting the wild card file type in the **'open'** resource, Word would show up in the list no matter what file the user was trying to open. However, Macintosh Easy Open does not support wild card file types. Other applications have the **'\*\*\*\*'** type in the **'open'** resource but they also have other types as well. Microsoft Word seems to be the only application that has only the **'\*\*\*\*'** type in the **'open'** resource. Please contact Microsoft at (206) 454-2030 for additional help with this problem. 🍏

# Telecom 2.0 – Different Features Depending on Computer

By Dan Fitch

The latest GeoPort and Express Modem software releases prior to the Telecom 2.0 software were:

- GeoPort for 68000-based Macintosh AV computers 1.2.2
- GeoPort for Power Macintosh computers 1.0.2
- Express Modem 1.5.5

Although the software for GeoPort Telecom Adapter and Express Modem hardware share the same code base and have common installer disks, the feature set depends on the hardware you are using.

## Common Features For PowerBook, 68040 Macintosh AV, and Power Macintosh Computers

- Single installer for Apple Fax/Data Modem, Express Modem, Express Modem card, GeoPort for Quadra AV, GeoPort for Power Macintosh
- QuickDraw GX fax driver
- Fax Terminal with System 7.5 freeze bug fixed
- Fax MSAM for PowerTalk
- OCR
- Fast fax printing
- Improved fax compatibility



## Common 68040-based Macintosh AV and Power Macintosh Features

- Telephone Manager 2.0
- Telephone Tool for CTB support
- Sound Drivers for telephone line and telephone Speakerphone
- Bundled Screen Based Telephone and Voice Message Machine
- Simplified interface for port selection
- Bundled Terminal Emulator (SitComm SE) ← only in kit and via upgrade

## Power Macintosh Only Features

- Native V.42/V.42bis (error correction/compression) for higher data throughput and lower CPU overhead
- Optimized LocalTalk performance when using GeoPort Telecom Adapter

## Power Macintosh and PowerBook Features

V.17 Fax giving 14.4 Kbps send/receive

**Note:** Currently the fax is 9600 and data is already 14.4 Kbps. 🍏

# Printing Sharing Between GX and Non-GX Users

From the Technical Information Library

Sharing printers between QuickDraw GX and non-QuickDraw GX systems is not really possible. The "not really" is primarily because of the third point below (describing a shared PostScript network printer).



## Share this Printer Option Not in Printing Menu

The option of **Share this printer** is NOT located in the Printing menu. When you select a desktop printer, the sharing option is located in the File menu. You share a desktop printer just as you would any other volume or folder: by selecting the printer icon, then choosing **Sharing** from the File menu, and checking the **Share this item** box.

## Shared QuickDraw Serial Printer Options

When a QuickDraw serial printer is shared, the option **Non-QuickDraw GX systems may also use this printer** is grayed out. This is because the previous implementation of print sharing with PrinterShare (also known as GrayShare/ColorShare) is not compatible with QuickDraw GX. They utilize different techniques for sharing and also provide different functionality. QuickDraw printer, all clients MUST have QuickDraw GX installed, and **Server** must be selected in the popup field on the right side of the Chooser's window.

## Shared PostScript Network Printer Options

When a PostScript network printer is shared, the option **Non-QuickDraw GX systems may also use this printer** is available and works EXACTLY as the **Bypass** option in the AppleShare PrintServer. This lets all clients (QuickDraw GX and non-QuickDraw GX) see the printer and print to it WITHOUT having to go through the QuickDraw GX system that has captured it. For non-QuickDraw GX clients, they can directly see the printer in the Chooser. For QuickDraw GX clients, they can see the printer if they select **AppleTalk** in the popup field on the right side of the Chooser's window.

## Summary

In summary, when a printer is "Shared" by the QuickDraw GX computer that has captured it, to print to that printer the client Macintosh computers MUST have QuickDraw GX installed. The only slight exception to this is when a PostScript network printer is captured and the **Non-QuickDraw GX systems may also use this printer** option is enabled, both QuickDraw GX and non-QuickDraw GX clients can see and use the printer.

**Note:** In this case, there is no way to require non-QuickDraw GX users to have a name and password. This is because the QuickDraw GX "server" is being bypassed. There are no plans to support name/password security for non-QuickDraw GX systems due to the differences in "print sharing" architectures between QuickDraw GX and non-QuickDraw GX systems. 🍏

# Global Village Modems – Questions and Answers

By Robert Dorsett

Here are answers to frequently asked questions about Global Village modems, which are bundled with Macintosh Performa computers.

**Q:** Did my Macintosh Performa computer come with software that let me connect to a local bulletin board system (BBS)?

**A:** All Performa computers come with a

“Works” style package, such as ClarisWorks, Microsoft Works, Symantec Greatworks, or WordPerfect Works. These applications include a terminal emulator, usually under the heading of “communications”. They let you use your Macintosh computer as a terminal. See your “Works” documentation for more information. There are also many software packages available commercially and as shareware. You can access the third-party software directory on eWorld (eWorld shortcut “shareware”) to locate shareware software. You can also access the Redgate Product Directory (eWorld shortcut **redgate**) on eWorld, which contains information on over 7000 Macintosh products.

**Q:** I have a TelePort Bronze modem, and it does not appear to receive faxes. What should I do?

**A:** Your modem is capable of receiving faxes, but your computer must be equipped with software that can support this capability. Your computer currently comes with a “send only” capability. The “receive” fax capability is sold and supported directly by Global Village. Please contact their sales department at 800-736-4821 for sales and additional information on this product.

**Note:** All Macintosh Performa 6100 series computers, the Performa 637, and the Performa 560 come with a “receive” capability as part of the software bundle. The following computers are in the Macintosh Performa 6100 series: Performa 6110, Performa 6112, Performa 6115, Performa 6117, and Performa 6118.

**Q:** I have a Macintosh Performa 6100 series computer with a TelePort Gold II modem, and I cannot connect to eWorld at 14.4 Kbps. What should I do?

**A:** You should contact the eWorld Assistance Center at 800-775-4556. They have a version of the eWorld software they can send you, which has special initialization strings for the Global Village Gold II modem. With the new eWorld software, you should be able to connect at 14.4 Kbps, provided that you are calling the correct dial-up number.

**Q:** Can I upgrade my TelePort Bronze to a faster modem?

**A:** Global Village offers an upgrade program for Performa customers. For more details, call their sales number at 800-736-4821.

**Q:** Where can I obtain the Global Village 2.5 upgrade, and what does it do?

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**A:** Global Village sells this upgrade directly to their customers for a nominal fee. You need to call their sales number at 800-736-4821 for pricing and specifications.

**Q:** I am having trouble connecting to my internet service provider with my PPP and SLIP utilities. How can I correct this?

**A:** If the modem works in other respects, such as connecting to eWorld, online services, BBSs, or as a fax modem, then the difficulty is likely caused by the configuration of the Internet software. You should contact your internet service provider for support in configuring the software.

**Q:** I bought a new fax modem, and I get an error message stating the serial port is in use whenever I try to use eWorld or try to fax. What should I do?

**A:** The modem port can only be in use by one application at a time, so you need to make sure that no other program (such as eWorld) is currently running. If the problem persists, the old fax software may be conflicting with your new software. To correct this, you should remove the old fax software and restart.

- If you have a Global Village TelePort Bronze, the old software is stored here:
  - System Folder: Apple Menu Items: Fax Center
  - System Folder: Extensions: GlobalFax
  - System Folder: Control Panels: TelePort/Bronze (called "Fax Modem" on some computers)
  - System Folder: GlobalFax Files
  - System Folder: GlobalFax Personal
- If you have a Global Village TelePort Gold II, the software is stored here:
  - System Folder: Apple Menu Items: Fax Center
  - System Folder: Control Panels: TelePort Serial
  - System Folder: Extensions: Global Village Toolbox
  - System Folder: Extensions: GlobalFax
  - System Folder: GlobalFax Files
  - System Folder: GlobalFax Personal

**Note:** "GlobalFax Files" contains any faxes you may have sent with the Global Village modem. You may wish to retain that folder, and Fax Center, so you can review any messages you may have sent if necessary.

If you move all of the above files to a single folder, they are "de-activated" by the system software after you restart. There is no need to throw them away, unless you want to reclaim the hard disk space. If you throw them away, make sure you have made a backup of the software or your System Folder. If this does not solve the problem, it could be a configuration issue with your third-party software, and you should contact the manufacturer for support.

**Q:** I would like to receive faxes, but do not want to leave the computer on. Can I do this?

**A:** No. The computer must be on and the fax software must be loaded in order to receive faxes. 🍏

# AppleShare Platforms and Supported Mac OS Releases

From the Technical Information Library

This article details the supported platforms (see the following Note) and Mac OS releases for the AppleShare product line.

**Note:** Supported means users can expect technical assistance from Apple and all issues will be prioritized along with all other development efforts.



## Supported Platforms

Version	Supported Platform
AppleShare 3.0.1	All 68030-based and below systems
AppleShare 4.0.1/4.0.2	All 68040-based systems, except 660AV and 840AV
AppleShare 4.0.2	PowerPC-based systems with clock speeds less than or equal to 80mhz (except 6100/66 and 7100/80) <b>NOTE:</b> AppleShare 4.0.2 is no longer sold separately.
AppleShare 4.1	All PowerPC-based systems available through 4/95

## Supported Mac OS Releases

Version	Supported Mac OS Release
AppleShare 3.0.1	System 7.0 or greater
AppleShare 4.0.1/4.0.2	System 7.1 or greater
AppleShare 4.1	System 7.5.1

**Note:** From a functionality standpoint, AppleShare 4.0.1 is identical to the product **AppleShare 4.0.2 for 68040-based Macintosh Computers**. There is no need to upgrade AppleShare 4.0.1 to AppleShare 4.0.2. The only differences between these versions are the version number itself, and that AppleShare 4.0.2 is available in a complete retail package, while AppleShare 4.0.1 is available as a tune-up only requiring installation over an existing copy of AppleShare 4.0.

If you have Workgroup Server 95, do not upgrade to system software version 7.5 or later. A Workgroup Server 95 running A/UX works only with system software version 7.0.1 and Tune-Up 1.1.1. 🍏

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Primary software applications: \_\_\_\_\_

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