



Support News 

June 26, 1995

Volume II, Issue 5

“Get Off the Highway
and Into the Alley™”

In This Issue...

Inside Information	2
Thoughts From the Alley Cat – Summertime Production Schedule Challenges	3
The Power Macintosh 9500 Series	4
The Color LaserWriter 12/600 PS	8
Netware and Multi-Gigabyte Volumes	11
A Description of Fat Binary	11
Adding an Application to the Launcher	12
System 7.5 Labels Control Panel Color Defaults	13
Color Discrepancies on a Color StyleWriter Pro	14
A Description of the NoEject Extension	14
How to Optimize Speed on AppleShare 4.1	15
HyperCard – PopUp Buttons and Shared Hilite	16
Extensions Off – Extensions Manager Compared to Shift Down Restarting	17
What to Do After Deleting the At Ease Items Folder	18
New Places to Find the Information Alley	19
Tell Us What You Think	20

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

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Common Ground

Includes the imbedded Common Ground Macintosh MiniViewer. This

format requires no external reader.

SeText

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Summertime Production Schedule Challenges



By Janet Christian

This time of year, releasing an issue of the **Information Alley** every two weeks can be a bit of a challenge.

For one thing, due to vacations, we are usually short at least one technical reviewer, so the rest of us have to take extra care when reading articles that may not be in our primary area of expertise. And we need extra reviewing time, in case we want to pass an article by an engineer or other specialist not normally a part of the review team.



In addition, I also take a week or two off in the summer. This means that I must simultaneously edit two issues, so that one is ready for release while I am gone (or the day I get back). Sometimes this inspires creativity – the two-part **History of the Dogcow** occurred as a result of my being on a scuba trip to Bonaire. While you were reading Part II of that article I was probably 100 feet underwater.

Finally, Apple's technical Summer Camp occurs during the summer. Summer Camp is a series of week long intensive training and technical update sessions for Apple technical staff and support personnel. While we all learn a great deal at Summer Camp, it can also wreak a bit of havoc on our regular work schedules and assignments.

Since our goal with the **Information Alley** is to provide you with the most up-to-date and "hottest" issues, our biggest challenge during the summer is ensuring that the "second" of the simultaneously edited issues includes articles and information that are just as timely and valuable as the "first" issue. This isn't generally an issue, but it does require more pre-production planning.

Probably the toughest part of this whole process, at least for me, is thinking of what to say in two editorial columns. I usually use this column to tell you about special download processes, new or changes in magazine formats, and changes in column layout or arrangement. But there isn't always something like that going on—like now—so I find myself with writer's block. Therefore, I decided to fill you in on our summertime process. It doesn't enhance your Macintosh expertise, or even improve your ability to read the **Information Alley**, but it does give you a "peek behind the curtain". 🍏

The Power Macintosh 9500 Series

By Diana Ezell

The Power Macintosh 9500 series includes the 9500/120 and the 9500/132. They incorporate the new PowerPC 604 RISC processor, which runs at 120 or 132 megahertz. Both processors also include six slots that support the industry-standard high-performance PCI architecture. PCI technology provides low-cost cards for functions such as videoconferencing, video production, and high-speed networking.

In addition, the Power Macintosh 9500 series computers are upgradeable, so as faster processors become available, you will have the opportunity to easily upgrade your computer.

The Power Macintosh 9500 series of computers run virtually all Macintosh applications, as well as applications accelerated for Power Macintosh computers. They can also run MS-DOS and Windows applications using SoftWindows software, available from Insignia Solutions.

With its accelerated graphics card, the Power Macintosh 9500/120 computer supports all Apple and most third-party displays, including monochrome, color, VGA, and SVGA displays. It supports up to 16.7 million colors on Apple color displays of up to 17 inches. With the addition of 2 megabytes of VRAM (for a total of 4 megabytes), the 9500/120 supports 16.7 million colors on displays of up to 21 inches.

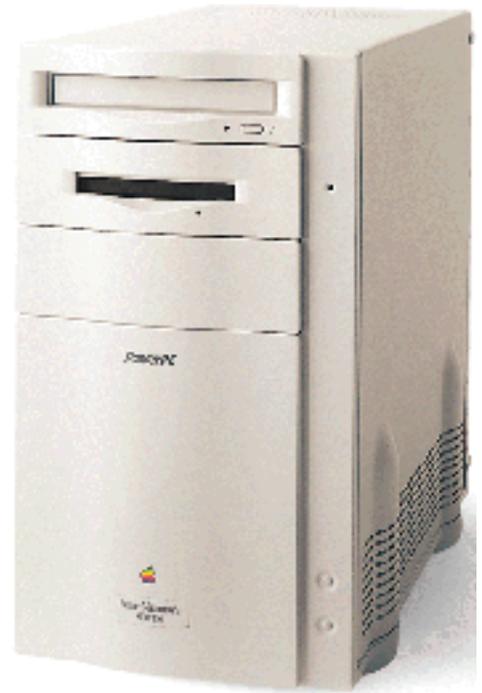
Important: The Power Macintosh 9500/132 requires a third-party (non-Apple) graphics accelerator card for display support.

Power and Speed

- 120-MHz or 132-MHz PowerPC 604 microprocessor, including floating-point processor and 32K cache
- 512K Level 2 cache
- Processor upgradeable to 150 MHz

Memory

- 16 MB of RAM, expandable to 768MB



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Display Support

- Graphics accelerator card includes 2MB of VRAM, expandable to 4MB (for the Power Macintosh 9500/120 only)
- Supports up to 1,280- by 1,024-pixel resolution

Expansion

- Six PCI slots for expansion cards
- Eight built-in ports to support a wide range of peripherals
- Support for three external and two internal expansion devices
- On-board Ethernet (10Base-T and AAUI) connectors
- Internal quadruple-speed CD-ROM drive
- PlainTalk microphone

System Software 7.5

- Makes working with applications consistent, so they are easier to learn and use
- Allows easy customizing of your Macintosh to fit the way you work
- Provides active assistance in learning new features with Apple Guide
- Lets you open and use MS-DOS and Windows documents

Communications/Networking

- Two serial ports: one GeoPort and one LocalTalk
- 16-bit stereo audio input and output ports
- Built-in Ethernet networking
- Background file sharing

Compatibility

- Runs 68K Macintosh applications and applications accelerated for Power Macintosh computers
- Runs MS-DOS and Windows applications via SoftWindows
- Reads Macintosh, Windows, MS-DOS, OS/2, and ProDOS floppy disk formats

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Configurations and Ordering Information

Power Macintosh 9500/132 (see Note)

- 16MB of RAM
- Built-in 1.4 MB Apple SuperDrive floppy disk drive
- Internal 2GB hard disk drive
- Internal quadruple-speed CD-ROM drive
- Order No. M4423LL/A

Power Macintosh 9500/120 (See Note)

- 16MB of RAM
- 2MB of VRAM on the Apple Accelerated Graphics Card
- Built-in 1.4MB Apple SuperDrive floppy disk drive
- Internal quadruple-speed CD-ROM drive
- Internal 1GB hard disk drive
- Order No. M3093LL/A

Apple GeoPort Telecom Adapter

Order No. M3127LL/A

Macintosh Memory Expansion Kits

(Must be installed by an authorized service provider.)

- 8MB (1-8MB DRAM DIMM)
- Order No. M3788LL/A
- 16MB (1-16MB DRAM DIMM)
- Order No. M3789LL/A

Note: Product specifications and part numbers are subject to change. Check with your Apple reseller for the most current information about product specifications and configurations.

Common Questions and Answers

Q: If I add more memory to my system, what kind do I need?

A: You need Dual Inline Memory Modules (DIMMs) that are 64-bit-wide, 168-pin, fast-paged mode, 70 nanosecond RAM.

Q: Which DIMMs are supported?

A: The 4, 8, 16, 32, and 64 MB DIMMs are supported.

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Q: How much benefit is gained from interleaving?

A: Interleaving provides maximum performance to you. If the DIMMs are not paired in the A and B slots, the system does not perform to its capability. Interleaving lets the computer read and write data to memory at the same time other reads and writes are occurring. This improves performance. DIMMs need to be the same size for interleaving to work.

Q: Does this Power Macintosh use the same self-terminating connectors as the original Power Macintosh?

A: Yes, the self-terminating connector is the same.

Q: Is the Power Switch a “hard switch”?

A: No. It is a “smart switch”. You cannot turn off power by just pressing the power actuator button. If you press the Power Key, it quits all applications and shuts down the machine.

Q: Can NuBus cards be used with these Power Macintosh computers?

A: NuBus cards cannot be used in this Power Macintosh. However, to preserve your investment in NuBus technology, a NuBus expansion chassis for PCI will be available from Second Wave, Inc. This chassis will enable you to continue to use your existing NuBus cards in Power Macintosh systems with PCI slots.

Q: Can these Power Macintosh computers accommodate any PCI card?

A: These systems support any PCI 2.0-compliant card. However, a Mac OS-specific software driver is required for each card, just as PCI drivers are required for any other operating system.

Q: Are these computers PCI card plug-and-play?

A: For the most part, yes. The PCI card needs to include either a Mac OS driver or a new ROM so the Mac OS can see it.

Q: What software do the Power Macintosh 9500/120 and 9500/132 computers run?

A: These computers run software for the Mac OS version 7.5.2, including applications optimized for PowerPC. They also offer compatibility with MS-DOS 6.2 and Windows 3.1 through either a hardware or software solution. For hardware-level compatibility, a PCI card that includes an Intel-compatible processor will be available. On the software side, these computers can run Insignia Solutions SoftWindows, a software emulation solution that is optimized for the PowerPC processor.

NOTE: Mac OS version 7.5.2 is only for the Power Macintosh 9500 series computers and is not compatible with other Power Macintosh computers.

Q: How does “processor upgradeability” work?

A: The processors on these computers are housed in a daughter board, which can easily be replaced with a board containing a higher-performance processor as such processors become available. The new computer and system software will automatically recognize the new processor. 🍏

Color LaserWriter 12/600 PS

By Wayne Brissette

The Color LaserWriter 12/600 PS is a high-quality PostScript laser printer that provides outstanding results for both color and black-and-white printing. It supports 600-dots-per-inch and Color PhotoGrade resolution, and prints at a print speed of 12 pages per minute for monochrome and 3 pages per minute for color.

The Color LaserWriter 12/600 PS supports Adobe PostScript Level 2 and includes 39 PostScript (Type 1) fonts in ROM, plus screen fonts for Macintosh and Windows. In addition, it includes 64 TrueType fonts on Macintosh disks.



Specifications

Print Engine and Controller

- 30-MHz AMD 29030 RISC processor
- Engine life 300,000 pages monochrome, 150,000 pages color
- No monthly maximum duty cycle

Memory

- 12MB of RAM standard; supports Color PhotoGrade. Apple contone compression technology enables 130MB of data to be printed with only a 12MB printer
- For best print quality when printing legal size, 16MB is recommended
- Expandable to 40MB with optional upgrades (1MB, 4MB, or 16MB 72-pin, 60ns SIMMs)

Interfaces

- Ethernet port (supports EtherTalk, TCP/IP, and Novell NetWare protocols)
- LocalTalk port
- All ports active simultaneously
- Bidirectional IEEE 1284 parallel port (special cable required)
- SCSI port for external or optional internal hard disk drive for font storage

System Requirements

- Works with an Apple Macintosh or compatible computer, which has at least 4MB of RAM and Macintosh system software version 7.1 or later.
- Works with an IBM or compatible computer, which has at least 4MB of RAM and Microsoft Windows 3.1 or later.

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Common Questions and Answers

Q: What does the BEST print quality selection do for the printer?

A: Selection of the BEST mode changes the initial paper path from four rotations to five rotations of the transfer drum. This additional rotation allows the paper to fully adhere to the transfer drum before any transfer of the image to the paper takes place. This corrects small registration problems that occur during the imaging of the first color (magenta).

Q: I am getting oil spots on the paper. What can I do to prevent this?

A: The silicon oil is there to prevent the layers of toner from sticking to the fuser rollers. From time to time an oil spot may appear. Things that may cause it to happen with greater frequency are:

- Not having removed the orange spacers from inside the fuser access door.
- Turning the printer On and Off a number of times in a short period of time. For example, five times in an hour.
- After leaving the printer in idle mode for a long period of time, you may get a few spots of oil on the first couple of pages printed.
- Using recycled paper can plug the fuser's oil filter and cause long oil streaks on the back of the paper. Apple recommends that you use a good quality, non-fibrous paper. You will have to replace the fuser if you continue to use fibrous paper.

Q: I am getting small amounts of toner on the printed page. How can I prevent this?

A: Cleaning the excess toner from the following areas should eliminate the problem:

- Clean density sensor and separation discharge wire with the brush provided. This procedure is described on page 223 of the user's guide.
- Clean the paper pickup area as described on page 226 of the user's guide.
- Printing 10 blank pages will help clean toner off rollers.

Q: The Color LaserWriter 12/600 PS specification sheet lists a 1284 Parallel I/O cable (M4235M/A). Do I need this cable, or can I use a "standard" parallel cable?

A: You cannot use the old style parallel cable. The parallel interface on the Color LaserWriter 12/600 controller side is new. The physical connector is different than the old style parallel port. The old style parallel cables used a 1284-A style plug, which use a 1284-B connector. The Color LaserWriter 12/600 PS controller, uses the newer 1284-C style connector. This new connector fully supports the 1284 ECP transfer mode (Fast mode), which is why Apple uses it. There may be some third-party adapters that will allow you to convert the older 1284-B to the newer 1284-C connector. However, Apple will not support such a configuration.

Q: I have two Apple Color LaserWriter printers, and I get slightly different colored printouts from each of them. Is there any way to adjust the printer's color output?

A: The printer is adjusted at the factory to produce the best possible image quality. All Color LaserWriter 12/600 PS printers come with these default settings in effect. To change the color balance refer to page 254 of the user's guide. This should only be used to make subtle changes to match multiple printers.

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NOTE: One correction to that page of the *User's Guide* is in the *Read Me*. On returning to factory default (Step #7), the manual says to first select a color and hold the + and - buttons together. Instead, just hold down the + and - buttons for about 5 seconds and all colors return to the factory default settings.

Q: Text created with TrueType or PostScript fonts prints fine, but equivalent bitmapped text sometimes prints blurry and exhibits a fuzzy halo effect. What is the problem?

A: When an object gets a full saturation of two colors, the haloing effect, which is normal to all laser imaging, is compounded. To offset this, the I/O controller checks incoming fonts and decrease their saturations slightly in cases where unacceptable haloing would otherwise occur. For example, a green font (pure cyan with pure yellow) might be adjusted to 80% cyan and 80% yellow. This adjustment does not visually alter the color. Since font ID drives this process, bit-mapped text is ignored and will be imaged as a normal graphic. To offset haloing in graphics, you must make adjustments by hand in the source application.

Q: I just moved my Color LaserWriter 12/600 PS to a new location and now the status panel is showing an error that the Read Me file identifies as a fuser oil pump error (the paper-jam and paper-out lights flash, the yellow toner light illuminates, and one maintenance light is on). What happened?

A: The oil may not have been properly extracted from the fuser before you moved the printer. If oil is present in a printer that is being moved and tilted, the oil overflow sensor can become contaminated, which will cause the oil pump error you describe. When the fuser oil pump error occurs, servicing is required. Before moving your Color LaserWriter 12/600 PS follow the extraction procedures found in Appendix E of the user's guide, and in the **Fuser Oil Extraction** topic in *Service Source*.

Q: I see some banding in the images. What causes this banding?

A: Banding is very difficult to measure with instruments, but the human eye is very good at discerning it. With the Color LaserWriter 12/600 PS it can arise from a number of areas. These include image development area, high voltage power, and basic mechanical factors. The engine manufacturer and Apple have worked very hard to minimize the banding. No band that repeats on the page should be greater than 2mm in width. To evaluate the banding print out large vertical solid areas of each color (CMYK) at about 60% coverage, from an application. Look at each and determine if one color is banding worse than the other colors. (The human eye does not detect banding in yellow, so do not expect to see it there.) Small bands of variations are due to mechanical factors and are to be expected. If there are predominate bands about 50mm apart in any one color it is likely the developer roller in the toner cartridge. If the predominate bands are spaced 38mm or 129mm the cause is likely the Photoconductor cartridge.

Q: The DeskTop Printing Software was not installed with my Apple Color LaserWriter 12/600 PS installation. How can I get the Desktop Printing option?

If you have System 7.1 then Print Monitor 7.1.2 has been installed. DeskTop Printing software requires System 7.1.1 or higher. Specifically the Finder needs to be 7.1.3 or higher. After installing System 7.1.1 or greater, reinstall the Color LaserWriter 12/600 PS software and DeskTop Printing will be installed. 🍏

Netware and Multi-Gigabyte Volumes

By Greg Rhein

If you connect a Macintosh with System 7.5 and a multi-gigabyte (GB) volume to a Novell file server, the reported volume size is 999 MB.

A Novell server does not use HFS (Hierarchical File System) as its file system; it has the ability to emulate HFS. Novell implemented a workaround to the HFS 2 GB (pre-System 7.5) and 4 GB (System 7.5) limit in the Netware 3.12 and 4 versions of their network operating system.

The workaround essentially interprets the AFP (AppleTalk Filing Protocol) calls and returns a volume size of 999 MB. This is NOT a bug, but a Novell adjustment to the HFS volume size limit. File transfer and other server functions should operate correctly for the whole volume. What happens is Netware shows 999 MB of the multi-GB volume at a time. It is like a scrolling window within the volume window.

To illustrate, if you double click the volume icon you are presented a window showing you the files and folders on the volume (just like any other volume). The difference is you are seeing only a 999 MB portion of the volume. If you scroll down to the bottom of the window, or the end of this first 999 MB portion, Netware then presents to you the next 999 MB portion of the multi-GB volume. This process continues, 999 MB portion by 999 MB portion, making the entire multi-GB volume visible and usable. 🍏



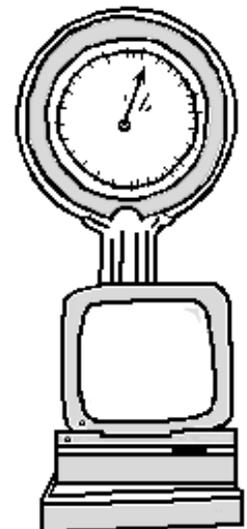
A Description of Fat Binary

By Mark Hansen

A fat binary is any executable file, such as an application or code resource, that contains both 680x0 and PowerPC code. Creating a fat binary requires a little more work for the software developer, but the reward is optimal code performance in either environment.

A fat application contains PowerPC code in its data fork and a 680x0 version of the same code in its resource fork. You can run a fat application on both types of Macintosh computers.

Remember that PowerPC code is stored in the data fork of the application file by default when you build a PowerPC application. This makes building fat applications possible. 🍏



Adding an Application to the Launcher

From the Technical Information Library

This article describes how to add new programs to the Launcher.

Launcher Version 2.7 (included with System 7.5 Update 1.0)

Simply drag the icon of the application you want to add to the Launcher window. To create new Launcher folders, follow these steps:



STEP	ACTION
1	Open the Launcher Items folder (in the System Folder).
2	Create a new folder.
3	Rename the new folder. The first character of the name MUST be a bullet (Option-8) followed by the name you want to call the folder.

Previous Launcher Versions

STEP	ACTION
1	Insert the disk that has the application on it in the floppy drive. If there is a disk labeled Installer, put it in the floppy drive instead of the application (or program) disk.
2	Double-click on the Installer icon and follow the instructions on the screen. If there is no Installer, follow the instructions in the software's installation manual.
3	When installation is complete, find the application on your hard disk. It is not in the same Applications folder that holds the applications that came with your system. It is probably in a folder with the same name as the application.
4	Click once on the program icon and select Make Alias from the File menu.
5	An alias of the program appears on your screen next to the original item.
6	Open the System Folder on your hard drive and drag this new alias into the Launcher Items folder to add it. The new item then appears in the Launcher. 🍏

Tips and Tidbits

Cache Switch Control Panel

Open the Cache Switch control panel, click Option, then click the version number. The 040 icon slides over, revealing the name of the programmer. [From *The Mac Bathroom Reader* by Owen W. Linzmayer.] 🍏

System 7.5 Labels Control Panel Color Defaults

By Joe Azzato

Under system 7.5, to reset the colors in the Labels Control Panel, you have to either remove the existing System file and reinstall System 7.5, or you can manually reset the color values. To manually reset the color values, follow these steps:

STEP	ACTION
1	Open the Labels control panel. Each label has a color box on the left and the name on the right.
1	Click on the color box to open the "color picker".



The Color Picker is slightly different from the one used in System 7. The newer version uses Hue Angle, Saturation, and Lightness settings in the default position. Selecting "more Choices" lets you select Apple HSL or Apple RGB Color Monitor options. Either one can be used to reset the colors.

Color	Hue Angle	Saturation	Lightness	Red	Green	Blue
Essential	23	100%	50.50%	100%	39%	1%
Hot	1	94.18%	44.54%	86%	3%	3%
In Progress	328	93.36%	49.06%	95%	3%	52%
Cool	196	97.85%	46.40%	1%	67%	92%
Personal	240	100%	41.41%	0%	0%	83%
Project 1	131	100%	19.66%	0%	39%	7%
Project 2	29	88.85%	18.00%	34%	17%	2%

System 7.1 used Hue, Saturation, and Brightness, which had different values. 🍏

Tips and Tidbits

Map Control Panel

Option clicking on Find repeatedly takes you alphabetically to every city the Map knows. [From the *Macintosh/Newton Easter Egg List* compiled by Brian Kendig.] 🍏

Color Discrepancies on a Color StyleWriter Pro

By Denny Carag

Colors may differ from the screen when printed to the Color StyleWriter Pro. For example, Reflex Blue may look purple when printed. This is due to the following:

- Monitors “emit” colored light, whereas, colors on a printed page are “reflected” by whatever the light source may be. This has a large effect on the colors our eyes perceive.
- The Apple monitors are for the most part blue-ish in color, so this component also affects the colors that we see.
- There is a limitation of the ink and the color space that can be produced by printers. Basically, all printers (including non-Apple color printers) in this price range can only produce a subset of the CMYK color space. With some programs, you may be able to modify the CMYK values to alter the numbers a bit, which may help to produce specific colors you need.



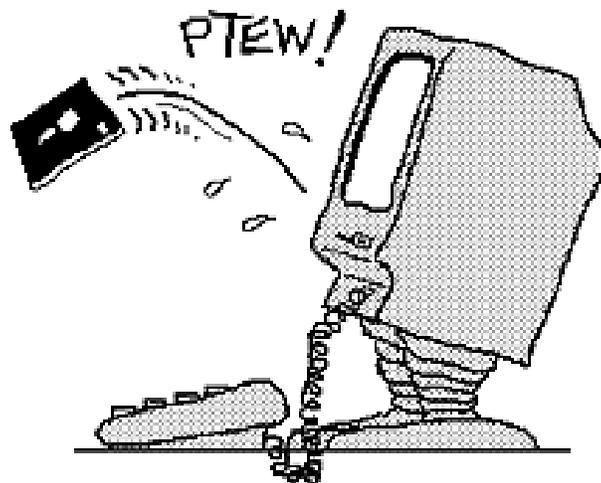
ColorSync goes a long way in synchronizing the monitor with the printer, so Apple suggests that you use ColorSync and select the respective Color Matching Methods for your monitors or printers. (See Issue 4 of the *Information Alley*, or the Technical Information Library article titled *ColorSync Software: Overview*, for additional information about ColorSync.) 🍏

A Description of the NoEject Extension

By Daniel Carr

The System Folder on the CD-ROM disc that you receive with your Power Macintosh computer may include a NoEject extension. The NoEject extension exists exclusively in the System Folder on bootable CD-ROM discs. It prevents a CD-ROM that is used as the startup disk from automatically being ejected when you restart your Power Macintosh computer.

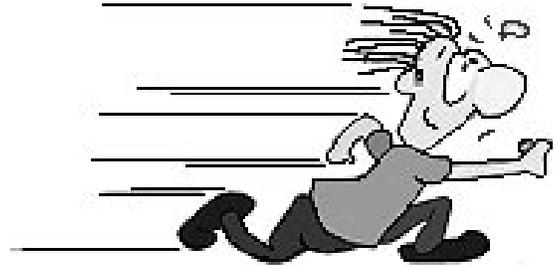
This extension is only on CD-ROM discs capable of being used as a startup disk. The NoEject extension should not be moved into the System Folder on your hard disk. 🍏



How to Optimize Speed on AppleShare 4.1

By Stephanie Hahn

To get the best performance from AppleShare 4.1 and a PowerPC-based computer, use the following guidelines.



Server

- PowerPC-based Workgroup Server or Power Macintosh
- AppleShare 4.1
- System 7.5 with System 7.5 Update 1.0
- Network Software Installer (NSI) 1.4.5 or later
- Do not have multiple applications running on the server. For example run AppleShare 4.1 alone, not in conjunction with the Apple Internet Router, Apple Remote Access (ARA), or other server applications.

Note: This does not mean you cannot run multiple applications with AppleShare 4.1, this item is specific to those users who want the best possible performance.

- The server should have no less than 5 MB of RAM dedicated to cache, and a starting point toward optimizing cache allocation as follows:
 - 1/4 File buffer cache
 - 1/2 Folder cache
 - 1/4 Icons cache

AppleShare 4.1 handles and queues up to three requests from each client. AppleShare's maximum File cache is now 1 MB per user, up from 128 KB. The caching algorithms are also more efficient, and the Icon cache now holds all of the server's desktop files in RAM, rather than just the icons.

Client

- AppleShare Workstation 3.6 client which comes with AppleShare 4.1
- System 7.5 with System 7.5 Update 1.0
- NSI 1.4.5 or later
- On Power Macintosh clients use NSI 1.5, or Built-In Ethernet MACE patch
- SCSI Manager 4.3 or later, and the latest HD drivers

Note: Running a remote client on ARA to the network server negates any performance increases, because of the modem connection.

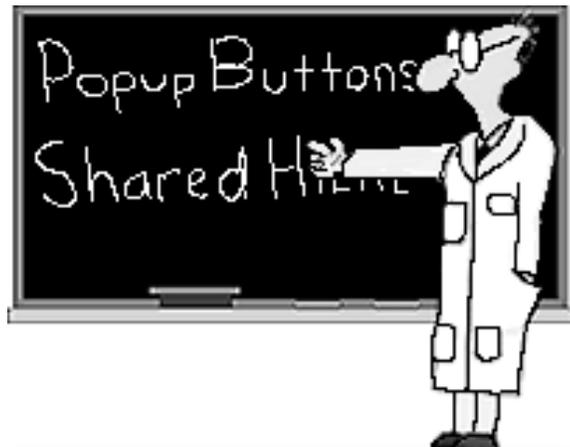
AppleShare Workstation 3.6 uses up to 128 KB of RAM for both read and write caches. Also, the Finder in System 7.5 Update 1.0 copies files in varied portions up to 128 KB instead of 4 KB in earlier versions of the Finder. 🍏

HyperCard – Popup Buttons and Shared Hilite

By Brian Fant

Shared Hilite Overview

Shared Hilite is primarily intended for use with check boxes and radio buttons. Using Shared Hilite only affects the behavior of the boolean “hilite” property. Popup menus do not use the hilite property for selecting their values, but instead use the **selectedLine**, **selectedLoc**, and **selectedText** properties. Since Shared Hilite only affects the value of the **hilite** property, you need to write a script to change the selected value of your popup menus from one card to the next.



How It Works

The **sharedHilite** property controls whether background buttons use a common value for the highlight state on each card of a background (determined by the **hilite** property), or that value is unique for each card in the background. The key part in this explanation is that **sharedHilite** only controls the behavior of the **hilite** property. The **hilite** property is boolean – it is either true or false:

IF a button's hilite property is set to...	THEN the button appears...
true	Highlighted (unless it is a popup menu).
false	Normally (not highlighted).

Popup buttons do not have a highlighted state, so they look the same, regardless of **hilite**'s value. Although their appearance does not change, HyperCard remembers the settings of the **hilite** property for popup buttons. (Note that clicking on a popup menu or selecting an item from a popup does not affect the value of the **hilite** property.)

Every version of HyperCard since version 2.2 can treat buttons as containers, which lets them store values, just like fields. This is the basis for popup buttons. When you click on a popup button, it displays the contents of the button in the popup menu. When you select a value from the popup, it selects that value and records the appropriate information into **selectedLine**, **selectedLoc**, and **selectedText**.

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Extensions Off – Extensions Manager Compared to Shift Down Restarting

By David Lake

The Extensions Manager's **All Off** set and restarting while holding down the **Shift** key do not have the same effect. Each method “switches off” or “disables” some types of extensions that the other does not.

For example, the Extensions Manager switches off Chooser extensions while holding the **Shift** key down during restart does not. The Extensions Manager does not show or switch off most of the more esoteric extensions, such as System Updates, whereas the **Shift** down restart usually does.



In general, the **Shift** down restart usually switches off more extensions than the Extensions Manager. When you are trying to isolate an extension conflict and are not sure if it is an Apple System extension or a third party extension, restart while holding down the **Shift** key.

Few third party software items use extension types that the Extensions Manager does not recognize and turn off in the **All Off** set. The rare exception may be a monitor or other device driver. A **Shift** down restart usually does not disable these extensions either. Starting up from another volume (hard drive or floppy disk) or performing a clean install allows the bypassing of these types of extensions. 🍏

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HyperCard does not have the ability to automatically change a popup menu's selection as a user switches cards. You need to write your own scripts to change the button's value.

If a stack had a popup menu called “theButton”, the user could create a field called **buttonValue** and use the following background script:

```
on closeCard
  put the selectedLine of bg btn theButton into fld buttonValue
end closeCard
```

```
on openCard
  get word 2 of fld buttonValue
  select line it of bg btn theButton
end openCard 🍏
```

What to Do After Deleting the At Ease Items Folder

By Robert Dorsett

You may find that to resolve an At Ease problem you can either throw away the At Ease Items folder or throw away At Ease Preferences, At Ease Setups, and At Ease Users. The result is that you have a “fresh” At Ease, with no users. You now need to re-create those users. Before doing so, we need to recover information (files) belonging to the previous users.



User Application Access Information

At Ease stores information in a variety of places. In the System Folder, the At Ease Items folder contains a folder called At Ease Setups. This contains the “application” side of your users’ set-ups. For example, if one of your users is “John”, and John has access to ClarisWorks and Quicken, aliases for these two applications are in a folder named “John” within At Ease Setups. Aliases are just pointers to the original items and are completely disposable. In other words, if you throw the aliases away, you will not be throwing away or in any way damaging the actual applications.

User Personal File Storage Folder

The files that John has created are in a different folder, which is also called “John”. This folder is elsewhere on your system. If you have a Macintosh Performa computer, this folder is in the Documents folder. The files John created could include things such as homework assignments, correspondence, Quicken ledgers, and so on.

Recreating At Ease User Information

You need to be careful as to what you do with this data, both to ensure that the data is not lost, and that when you reconfigure At Ease, the user has access to the data again. The “John” folder containing all the original data is intact, which is exactly what we want.

When you open the At Ease Setup application to recreate “John”, you will see an error message, because the “John” folder is still in your Documents folder. It will not let you re-use that name until something is changed about the “John” folder. Something must be done about that “John” folder, but you do not want to throw it away, since it contains original data.

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Rename The User's Data Folder

The solution is to rename the "John" folder to something else, such as "John-Backup".

STEP	ACTION
1	Locate the folder, which, again, is in the Documents folder
2	Click once on the name. The name should highlight (white rectangle around it). If it does not, try pressing the Return key once. Just tap it. This should highlight it. Once highlighted, whatever you type replaces what is there. Type "John-Backup".
3	Next, go back to At Ease Setup, and re-create "John". Add all necessary applications and otherwise configure it according to your tastes.
4	When finished, quit At Ease Setup.
5	Restart the computer. A new folder called "John" is created; there is nothing in it.
6	If you are not already in the Finder (a way to tell if you are in the Finder is that the Trash can visible), select "Go to Finder" from the Special menu.
7	If you look inside your Documents folder, you will notice there is a new "John" folder.
8	Open the "John-Backup" folder. Move the files that are inside this folder to the "John" folder.
9	Throw away the "John-Backup" folder.
10	Restart your computer.
11	Open the "John" folder in the Documents folder. You should now see all of John's original documents.

You must repeat this process for each of your At Ease users. 🍏

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