



Support News 

October 16, 1995

Volume II, Issue 13

**“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 via an Internet list server.

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: Where to Find Online*
- *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:

Information Alley
1200 East Anderson Lane
MS: 212-STI
Austin, TX 78752

Fax: (512) 908-8018
e-mail: alley@apple.com

Please do not send us your support questions.

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Diana Ezell, Editor

Regular Columnists:

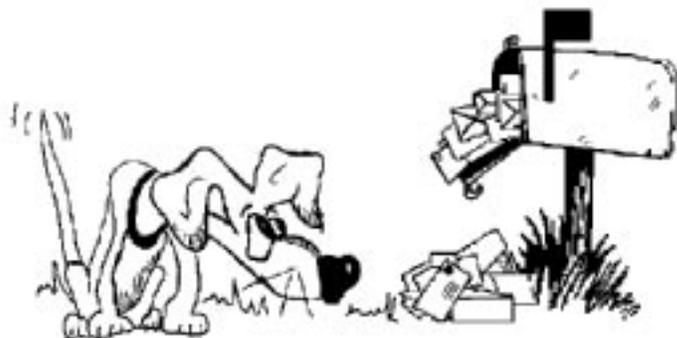
Mark Aitala Leslie Dolan
Wayne Brissette Diana Ezell
Fred Widmer



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please share when done!

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Apple Is Online Helping You Help Yourself



By Diana Ezell

In my short tenure as **Information Alley** editor, I have gotten quite a bit of e-mail. I'd like to thank you all because it is only with your input that I can make this newsmagazine more informative and helpful for you. Your suggestions have been great and your comments useful.

Several articles in this issue are the direct result of the ideas you have submitted. I was reminded that not everyone has a PCI-based Power Macintosh computer, nor are all of you running System 7.5, even if these are the hot topics of the day. Some international readers proposed that I try to incorporate a few articles concerning international Apple products.

One common thread I noticed in many of the e-mails I have received so far is that a large number of **Information Alley** readers are seeking assistance with technical problems. While I cannot answer these questions myself, there are numerous other resources available to online-savvy Apple customers. Using the telephone or contacting a local service provider for support may not always be the quickest way to find answers to your questions, especially if you have access to the Internet.

Where would most people usually go when doing research or trying to find an answer? A library perhaps? Apple's Technical Information Library (TIL), the tool used by Apple technical support representatives around the world, contains thousands of informational facts and troubleshooting articles about Apple products. You can look up any Apple product from the Apple Dot Matrix printer to the Color LaserWriter 12/600 PS, or from the Lisa to the Power Macintosh 9500.

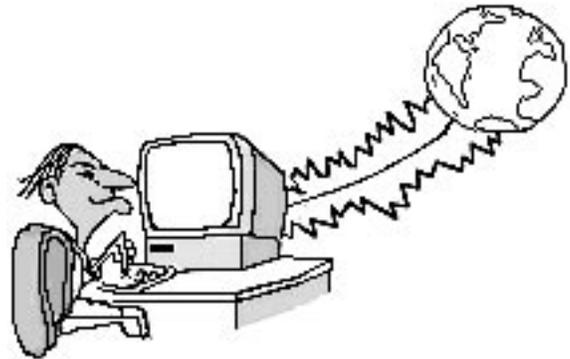
A great advantage of an online library is that it is very timely. An article might take a week or even a month to be published in a printed magazine while an article in an online library may take as little as twenty-four hours to be posted. Apple has a staff of writers, database managers, editors, and engineers contributing to the TIL on a daily basis -- maintaining, updating, and archiving thousands of articles.

Not only is the TIL an up-to-date information gold mine, it is also a convenient place for one-stop information shopping. There are no phone trees to navigate, no transfers between departments, no tedious card catalogs, and no steep flights of stairs to climb. There aren't many libraries where you can browse through thousands of volumes in your slippers and housecoat from the comfort of your favorite chair with your PowerBook in your lap.

The TIL is available on several subscription online services (AppleLink, Compuserve, and eWorld) and on the Internet (Word Wide Web). I have included in this issue an article which details how to find the TIL online. The article also points the way to a wealth of other information including: AskApple -- Apple's online technical support on eWorld, Apple software updates, Apple product specification sheets, and, of course, the **Information Alley**. Happy searching! 🍏

Apple Online Support Areas

Apple publishes support information, including Apple software updates and the Apple Tech Info Library to the following commercial online services and Internet sites. Additionally, Apple provides Ask Apple, USA, online technical support exclusively for USA customers using the eWorld online service.



eWorld

The Apple Technical Support area (formerly Quick Answers) in the Apple Customer Center includes:

Area	Description
How Do I Use This Area?	A roadmap for the entire Apple Technical Support area, including directions to information and assistance.
Apple Tech Info Library	Apple's official technical support database. (eWorld shortcut is: til)
USA Apple Software Updates and International SW Updates	Software libraries that contain all currently available Apple Software Updates files. Click on the Info button inside the icon(s) for complete listings of software currently available.
Tips and Tools	A file library containing all versions of the Information Alley , Apple's biweekly electronic support newsmagazine, AppleFax product support articles and helper applications.
Ask Apple, USA	Takes you to the Ask Apple, USA online technical support area, with next business day response for questions on Apple products for any USA customer.
Ask Apple, Canada	Takes you to the Ask Apple, Canada online technical support area, with next business day response for questions on Apple products for any Canadian customer.
Ask Apple, Europe	Takes you to the Ask Apple, Europe online technical support area, with next business day response for questions on Apple products for any European customer.
Ask Apple, Australia	Takes you to the Ask Apple, Australia online technical support area, with next business day response for questions on Apple products for any Australian customer.

The eWorld shortcut to the Apple Technical Support area is: **support**

The Sysop Address is: cmccabe (Internet: cmccabe@eworld.com)

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AppleLink

The Support Area features:

Area	Description
Apple Tech Info Library	Apple's official technical support database.
News & Support Guide board	The latest Apple support information, including The Information Alley .
Support Discussions board	Discussion board for AppleLink subscribers.
The Apple SW Updates board	Found in the Software Sampler folder, which resides in the AppleLink Services window.

Sysop Address: chas (Internet: chas@applelink.apple.com)

CompuServe

There are five areas maintained by Apple on CompuServe, each with a different "GO" word (shortcut):

Area	Description
Apple Support Forum (go aplsup)	Apple Information and USA Apple software updates are posted here.
Apple Tech Info Library (go apltil)	Apple's official technical support database.
Apple Most Popular Files (go aplnew)	The most popular Apple software updates.
Apple Support Forum (go aplww)	Apple Worldwide (localized) Apple software updates are posted here.
Apple Feedback Area (go aplfbk)	A questionnaire for subscribers on the Apple areas on CompuServe.

Sysop Address: 74431,1472 (Internet: 74431.1472@compuserve.com)

The Internet-Apple Support & Information Web

The Apple Support & Information Web provides a wide range of services. Our URL (universal resource locator) are: **http://www.info.apple.com** (IP address is: 204.96.16.2) <Sysop Address: pgregg@apple.com> as well as **http://www.support.apple.com**.

- Apple Tech Info Library (via WAIS)
- Apple Software Updates are posted to ftp.info.apple.com, IP number: 204.96.16.4. (our file transfer protocol site). Apple Software Updates are also posted to: ftp.support.apple.com. The IP number is: 130.43.6.3 and the path is /pub/Apple SW Updates.

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- Apple Support Information, including The **Information Alley**.
- Apple Related Web Pages, including Apple's Developer Support, Higher Education, Apple K-12 Education and Macintosh OS web pages.
- Apple Mailing Lists - automatically receive e-mail notification of **Information Alley**, Apple Press Releases, Apple Software Updates and New Apple Hardware.

The Internet – Home Gopher Server: gopher.info.apple.com

Apple information is posted in two areas on the Home Gopher Server:

- The Apple Tech Info Library is found in the path: Home Gopher Server->Computer Information->Apple Tech Info Library
- The Apple Support Area holds Apple information and Apple software updates, and is found in the path: Apple Computer Higher Education gopher server->Apple Support Area. - Sysop Address: sonia@eworld.com

Internet: ftp.support.apple.com

This is a File Transfer Protocol (ftp) server with all of the latest Apple software updates. Host name: ftp.support.apple.com. The IP number is: 130.43.6.3 Path is /pub/apple_sw_updates

- You can also download Apple software updates via our Worldwide Web server, www.support.apple.com. Our web site allows you an easy way to download Apple software updates from ftp.support.apple.com or ftp.info.apple.com.
- A listing of the files posted to Apple Software Updates in the last 14 days is also available. The URL for this listing is: **<http://www.support.apple.com/pub/NEWFILES.html>**
- The URL for our web site is: **<http://www.support.apple.com>** m. The IP number for the Web site is: 130.43.6.3

America Online ftp (file transfer protocol) gateway

You can log onto our ftp.info.apple.com server via the America Online ftp gateway. You'll need an America Online account. Once online, follow these steps:

Step	Action
1	Use the keyword: ftp to take you to the ftp area.
2	Click on the FTP button (Disk with sunglasses icon)
3	In the favorite sites list, double-click on "ftp.info.apple.com"
4	A dialog box will appear with the ftp.info.apple.com welcome screen. Click the OK button.
5	Double-click the Apple.Support.Area folder to open it. Please note that each time you open a folder, a new Macintosh window opens.

(You can use the AOL and eWorld Web Browsers to go to either the www.info.apple.com or www.support.apple.com web sites.) 

Adding CD-ROM-Based Applications to At Ease Setup

By James Ezell

Many applications and games sold on CD-ROM today need to run directly from CD-ROM disc either because they will not work properly if copied to your hard drive or because they will not fit on your hard drive.

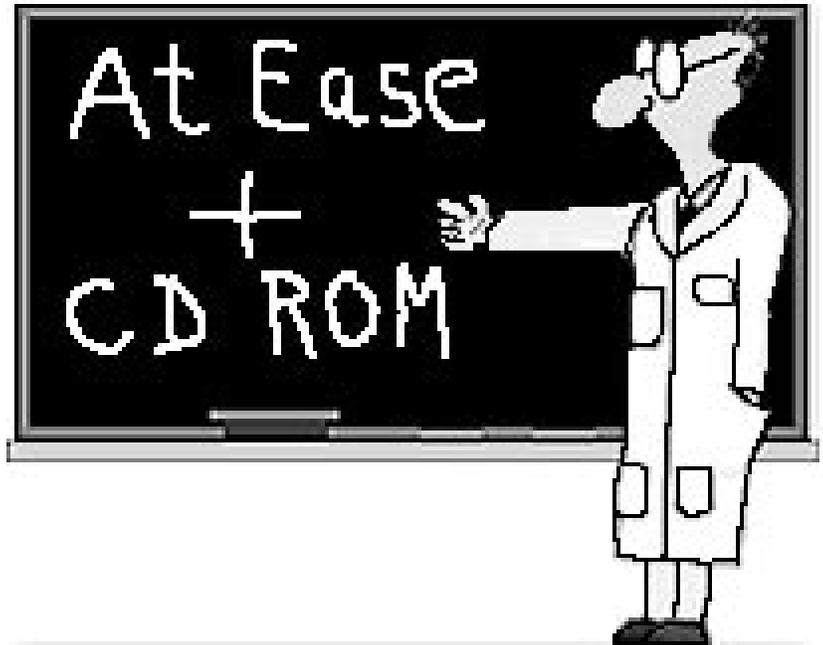
Running an application from a CD-ROM using At Ease as the main interface on your computer takes a few more steps to set up than when you are running applications from the within the Finder.

This article describes how to set up At Ease so that you can access and use a program directly from the CD-ROM disc without copying it to your hard drive.

The procedure for setting up a CD-ROM-based application in At Ease 1.0 or At Ease 2.0.3 and 3.0 is described in the following tables. Follow these steps for the version of At Ease you have:

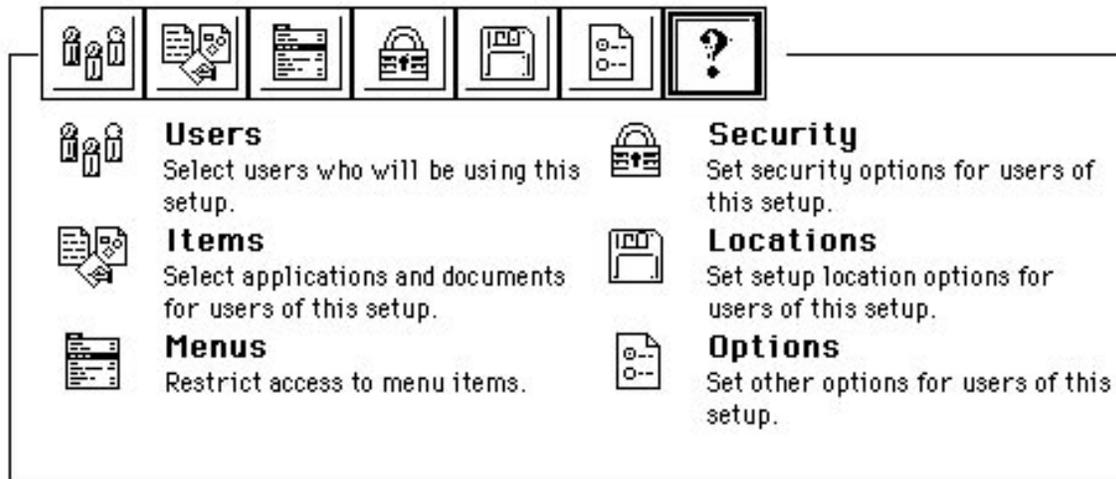
At Ease 1.0

Step	Action
1	Insert the CD-ROM disc containing the application you want to use.
2	Open the At Ease Setup control panel in the Control Panels folder of your System Folder.
3	Click the Select Items button.
4	Click the Desktop button in the Open Dialog box. Double-click the name of the CD-ROM disc that appears in the window in the left side of the Open Dialog box. Click the Gather Applications... button.
5	A dialog box appears telling you which applications are on the disc are not in At Ease. You have the option to Add or Cancel . Click Add . You can remove extra or unwanted applications from the At Ease Items window by selecting or highlighting each once and clicking Remove .
6	Click Done , close the At Ease setup window.



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At Ease 2.0.3 and At Ease 3.0

Step	Action
1	Insert the CD-ROM disc containing the application you want the end-user to access.
2	Open the At Ease Setup program.
3	Double click the Setup you would like to add the program to.
4	Click the second icon from the left to open the Items panel. Click the Add Applications button.
5	In the Add Applications screen, a choice of applications is on the left side. Click and hold the word "Disk" in the top left corner to see the pop-up menu.
6	Select the name of the CD-ROM which is currently in your computer and release the mouse button. At Ease searches for any applications on that CD-ROM.
7	Double-click the name of the application you want to add to the list of Items for This Setup on the right. Or, hold down Shift while single-clicking each application (to select multiple items) and then click the >>Add>> button. Repeat this process until you have added all the applications you want from the CD-ROM.
8	For At Ease 3.0 only At Ease 3.0 can allow access to all, none, or only administrator defined CD-ROM discs. Under the Options menu, choose CD-ROM Preferences. In order for the user of this setup to access the application you just added from this CD-ROM, click Allow access to all CD-ROMs (default setting).
9	If you want to limit access to only certain CD-ROMs discs, click the Only allow access to the specified CD-ROMs button. If you choose this option, you must click the Add button and select the mounted CD-ROM with the application you just added to this setup. You can eject this disc and add other discs you want users of this setup to access from within this panel.
10	Click the OK button and follow the rest of the steps necessary to set up At Ease the way you like.

When you return to At Ease, you will see the button for the application you added in the At Ease panel. If you click the button and the disc is not already in the computer, a message asking you to insert the proper CD-ROM disc will appear. 🍏

System 7.x: How To "Rebless" An Old System Folder After a Clean Install

By Robert Dorsett

This article discusses how to "rebless" a System Folder that has been disabled.

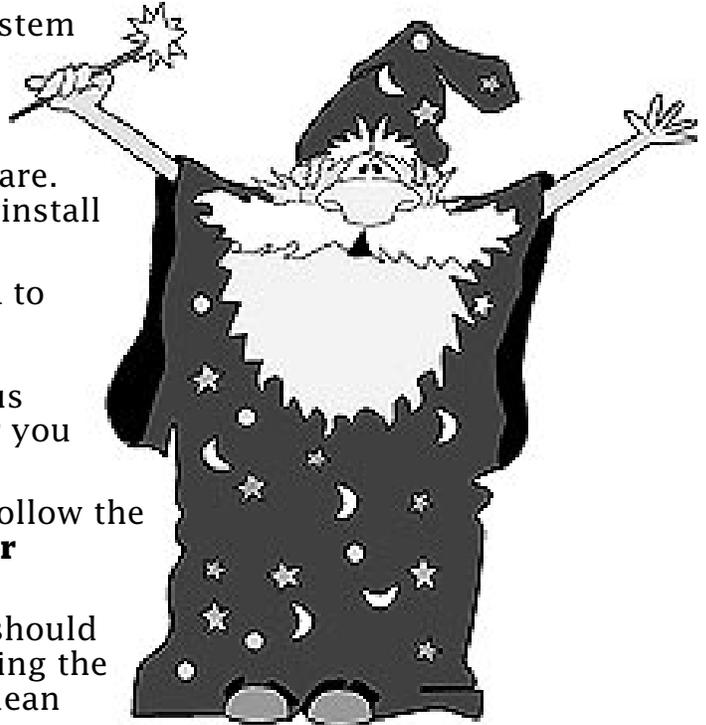
In the course of troubleshooting your system software, many times you will perform a clean install of the system software. After doing this, you may find that a clean install of the system software did not help.

If this is the case, you may want to go back to running from your previous System Folder rather than moving all of your non-Apple software and other items from that previous System Folder into the clean System Folder you just created.

To reactivate your original System Folder follow the steps in the section titled **Reblessing Your Original System Folder**.

If the steps listed below do not work, you should use the system folder that was created during the clean install process, or perform another clean install of the system software.

If you are troubleshooting SCSI issues, make sure you have resolved those issues before proceeding. If you are not sure, do not follow these steps



Re-Blessing Your Original System Folder:

Step	Action
1	Start the computer from an external floppy disk or a startup CD-ROM disc.
2	Close all windows on your screen, then open your hard disk.
3	Verify that the System Folder has a small picture of an original Macintosh in the middle of its icon. This will resemble a picture of a monitor. This is the active or blessed System Folder on your computer.
4	Open this System Folder. Move the System suitcase into the Preferences folder. Close the System Folder.
5	Verify that this System Folder no longer has the original Macintosh icon.
6	Rename the System Folder "Clean System Folder"

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7	<p>Rename the original System Folder (the one you wish to use again, not the one from Step 6) back to "System Folder."</p> <table border="1" data-bbox="272 289 1490 1035"> <thead> <tr> <th data-bbox="272 289 435 359">Step</th> <th data-bbox="435 289 1490 359">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="272 359 435 758">A</td> <td data-bbox="435 359 1490 758"> <p>If you used System 7.5's Clean Install option, open the System Folder, double-click on your System suitcase. Close the window which appears, then close the System Folder.</p> <ul style="list-style-type: none"> • If a picture of an original Macintosh does not appear in the middle of this folder's icon, open the System Folder again. • Drag the System suitcase and the Finder to your hard disk icon. • Close the System Folder. • Open your hard drive and drag the System suitcase and the Finder on top of the System Folder icon. The original Macintosh icon should appear on the System folder immediately. </td> </tr> <tr> <td data-bbox="272 758 435 1035">B</td> <td data-bbox="435 758 1490 1035"> <p>If you used another type of clean install (or restore), you ordinarily would have had to separate the System suitcase and the Finder from each other. One of these files would have been placed in the Trash, or in your Preferences folder, or someplace other than loose in the System Folder. You need to find the System suitcase and the Finder, move them to your hard disk, close your System Folder, and drag them on top of your System Folder icon. The original Macintosh icon should appear on the System Folder icon immediately.</p> </td> </tr> </tbody> </table>	Step	Action	A	<p>If you used System 7.5's Clean Install option, open the System Folder, double-click on your System suitcase. Close the window which appears, then close the System Folder.</p> <ul style="list-style-type: none"> • If a picture of an original Macintosh does not appear in the middle of this folder's icon, open the System Folder again. • Drag the System suitcase and the Finder to your hard disk icon. • Close the System Folder. • Open your hard drive and drag the System suitcase and the Finder on top of the System Folder icon. The original Macintosh icon should appear on the System folder immediately. 	B	<p>If you used another type of clean install (or restore), you ordinarily would have had to separate the System suitcase and the Finder from each other. One of these files would have been placed in the Trash, or in your Preferences folder, or someplace other than loose in the System Folder. You need to find the System suitcase and the Finder, move them to your hard disk, close your System Folder, and drag them on top of your System Folder icon. The original Macintosh icon should appear on the System Folder icon immediately.</p>
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8	<p>Restart your computer. It should start up from the original System Folder. If it does not, repeat the original clean install steps.</p>						
9	<p>Put "Clean System Folder" into the Trash, then empty the Trash. You will lose all data in this System Folder, so make sure that additional software you installed into this System Folder is in your active System Folder. 🍏</p>						

Tips and Tidbits: "Use PlainTalk Microphone" Warning

In order to fully utilize the PlainTalk speech recognition software on your Macintosh Performa 5200CD or 5300CD series computer you need a PlainTalk microphone. If you do not have a PlainTalk microphone, there will be a message at startup that warns you that voice recognition may not work well because you are using the built-in microphone.

The only way to avoid getting this error message is to use the PlainTalk microphone. The message appears because the internal microphone is susceptible to feedback and noise since it is located near to and in the same housing as the built-in speakers. The software detects that you have chosen the built-in microphone in the Sound control panel and warns you accordingly.

To use the PlainTalk microphone open the Sound control panel, select Sound In from the pop-up menu, click Options, and choose the external microphone as your source. [Contributed by James Ezell] 🍏

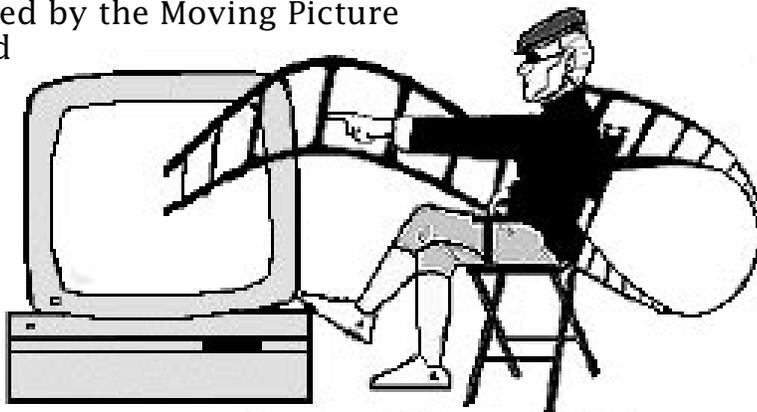
MPEG and the Apple MPEG Media System

By Holli Kearns

This article describes some common questions and answers about the Apple MPEG Media System and related MPEG terminology.

Q: What is MPEG-1?

A: MPEG-1 is an ISO standard developed by the Moving Picture Experts Group for compressing and decompressing video and audio for playback on computers, game players and CD-ROM discs. MPEG-1 is a compression and decompression standard which allows you to play full screen, full motion digital video on your computer.



By definition, MPEG-1 offers the following features:

- Playback from a standard CD-ROM drive
- 74 minutes of video per CD-ROM disc
- Full motion video (30 fps for NTSC; 25 fps for PAL; 24 fps for film playback)
- 24-bit video playback
- 16-bit audio

Q: What about software based MPEG?

A: Software MPEG, although inexpensive has many limitations. First, software-based MPEG requires at least a 90 MHz Pentium or Power Macintosh computer. Software MPEG playback of non-interactive video titles requires approximately 80% of the computers cycles and does not provide full motion playback. As a result, the computer and user cannot perform any tasks in the background while watching a video. More importantly, software MPEG will not have the bandwidth and capability to run interactive titles. Hardware based MPEG solutions on the other hand, require only approximately 20% of the machines cycles. As a result, users can perform tasks on their computer (such as working on a spreadsheet) while simultaneously playing an MPEG movie. In addition, a hardware based MPEG solution is required in order to run any interactive games and interactive education titles.

Q: Is it really full screen digital video?

A: By definition of MPEG-1, the screen size is 352x240, regardless of the type of computer it is used on. As a result, all computers, including Macintosh and PC compatible, require some sort of pixel doubling/pixel replication in order to get to 640x480.

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Q: How does this differ from QuickTime?

A: QuickTime provides a mechanism for playing back video sequences at anywhere from 10 to 24 frames per second in a 320x240 window. When viewing the video, it can be choppy and slow. MPEG video played back is smooth flowing full motion.

Q: What is the Apple MPEG Media System?

A: The Apple MPEG Media System is an MPEG-1 playback (decompression only) card for the Macintosh.

Q: Which computers does this work in?

A: The Apple MPEG Media System works in Macintosh or Power Macintosh computers with an LC-PDS slot and a Video In Slot, such as the Macintosh 630 series of computers, the Power Macintosh 5200 and 6200 series, and the Macintosh LC 580.

The Apple MPEG Media System also requires the Apple Video System or the Apple TV/Video System. The Apple MPEG Media System does not work in the Macintosh 630 DOS Compatible computer or the Performa 640 DOS Compatible because the MPEG card fits into the LC PDS slot, which is already occupied in the DOS Compatible computers.

Q: Can I play any MPEG titles on my Macintosh?

A: There are a number of different playback standards that have been developed by various companies. Many are proprietary in nature, and as a result have limited playback capability. The different playback standards and their compatibility with the Apple MPEG Media System are as follow:

Digital Videos

This is a Philips proprietary standard. The Apple MPEG Media system can play back all non-interactive Digital Videos.

CDi

CDi and Digital Video are essentially the same. The Apple MPEG Media system can play back all non-interactive CDi titles.

Video CD-ROM discs

The Apple MPEG Media system can play back all Video CD titles. The interactive Video CD titles simply have a graphical user interface as a front end for selecting and playing the movies on the CD-ROM disc. The Apple MPEG Media System already has a graphical, intuitive user interface to select movies in Apple Video Player.

Interactive titles

The first generations of interactive titles will specify whether they play on Windows or the Mac OS. Interactive titles developed on PC compatible computers will not work on Macintosh computer. However, the Apple MPEG Media System is tightly integrated with QuickTime 2.x. As a result, with QuickTime and QuickTime for Windows a developer could potentially develop a title that would work on both Macintosh and Windows systems. 🍏

Workgroup Server 9150/120

Issues with CD-ROM Setup 5.0.3

By Terrie Beloin

If you have either Apple RAID striped or mirrored volumes on a Workgroup Server 9150/120 with an internal Panasonic (also known as MKE) CD-ROM drive, the server may freeze during startup from a bootable CD-ROM disc. This may happen even if you have installed Macintosh CD-ROM Setup 5.1.1 or later on a Workgroup Server 9150/120 and then try to startup from the startup CD that came with your server.

This is because the older CD-ROM driver, version 5.0.3, will be loaded from the startup CD disc, which may cause the server to freeze. Typically, if a Workgroup Server freezes during startup from the startup CD, a hardware problem might be suspected since the startup CD is considered a **clean** system. However, with the older CD-ROM drivers on the CD, a startup floppy disk should be made to let you startup the server in emergencies.

A startup floppy disk can be made by performing the following steps:

Step	Action
1	Create a Disk Tools floppy from the image on the Workgroup Server 7.5.1 CD.
2	Throw the Apple CD-ROM (v5.0.3) extension from the Extensions folder in the System Folder on the Disk Tools disk created in Step 1 in the Trash , and select the Empty Trash command in the Special menu.
3	Drag the Apple CD-ROM (v5.1.1) extension to Disk Tools floppy disk's Extensions folder in the System Folder.
4	Keep this Disk Tools floppy for emergencies to startup the Workgroup Server 9150/120. 🍏

Tips and Tidbits

MAE 2.0 Is Unable to Format Unformatted Floppies on HP

You may find that you are not able to format floppy disks that have never been formatted from within MAE (Macintosh Application Environment) on a HP (Hewlett Packard) workstation. However, if a floppy has been previously formatted by either DOS, UNIX, or Mac OS, you are able to format it in MAE.

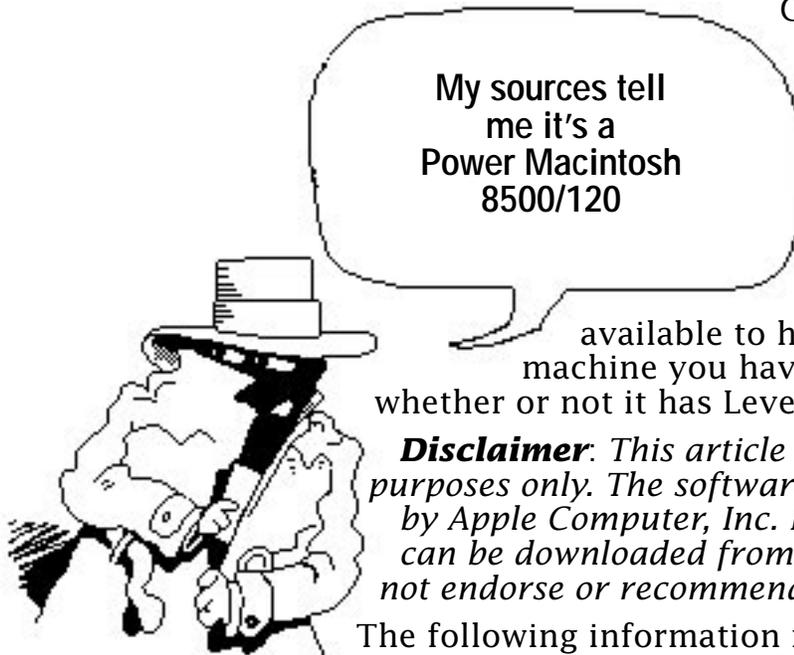
To correct the problem, first run 'mediainit' from an hpterm. Once it has been formatted as a UNIX disk, MAE will then be able to format the floppy.

(example: mediainit /dev/rfloppy/c201d0s0).

[Contributed by Michael Hahn] 🍏

How to Tell Which PowerPC Processor is in Your Computer

By Kevin Raymond



Can you tell which Macintosh computer you have? It sounds like a silly question, but since so many Macintosh computers are now easily upgradable it might not be easy to tell without taking the computer apart.

Fortunately there are some freeware and shareware utilities available to help you find out exactly which machine you have, how fast the processor is, whether or not it has Level 2 (L2) cache, and so on.

Disclaimer: *This article was written for informational purposes only. The software mentioned here is not supported by Apple Computer, Inc. Freeware and shareware software can be downloaded from many online services. Apple does not endorse or recommend any of this software.*

The following information may be helpful in answering processor and clock speed questions as well as questions that might come up regarding cache RAM installed. These "gauges" are available online from Newer Technology as freeware.

Newer Technology Gauge Series

These are "gauges" which have been designed to provide you with quick answers to your performance-related questions. The number of gauges in the Gauge Series will be increasing rapidly, so watch your favorite online service for new ones. These gauges are freeware! Use them yourself and give them to your friends. They may not be modified, and they should always be accompanied by this text file.

Clockometer (rhymes with thermometer)

This was created to provide you with the answers to two very simple questions. The first question is, "How fast is my computer really running?", and the second is "What CPU is in this box?"

These questions may appear to be incredibly easy to answer, but as you will soon see...they may not be. If you, or someone in your organization, has placed a clock enhancing accelerator (such as the Newer Technology MacClip or PowerClip) in a computer, then what speed is that computer running? Or better yet, what if someone installed the accelerator in one of say...ten Power Macintosh 6100 computers in the office. How do you quickly determine in which one it is installed?

Continued on next page...

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In the past people have used programs such as Scott Berfield's Speedometer in order to determine speed. However, these programs don't actually provide you with a "real world" speed. Instead they give you a relative performance number which you can then compare against another relative number for some other CPU and in this manner you can get an idea of whether you are running faster or slower. Or you can just run Clockometer, and in one second you can know exactly how fast you are running.

As to the second question of, "what CPU is really in my box?", this is about to become a real issue. If you have a new Power Macintosh 9500 computer with a removable CPU card, how do you know what card is in it at any given moment? Or better yet, how do you know what speed of card is in it? Since CPU cards can have PowerPC 601 or 604 chips on them and they can be running at any speed, how do you know when you walk into a room, what is in the box that is sitting there? The answer is...you run Clockometer and you get your answer within one second.

Cache-22

This was also created to provide you with the answers to two very simple questions. The first question is, "How much L2 Cache does my computer really have?" And the second is "What CPU is in this box"? These questions appear childishly easy to answer, but as you will soon see...they may not be.

When Apple made it possible to add L2 Cache to their new line of PowerPC-based computers back in 1994, everyone saw it as a very positive step for the performance-oriented user. Now a user could add 256K, 512K or even 1 MB of Cache to their new computer. But here is where people began running into problems.

If you are the MIS Director or work for the IS Department, and you have say...twenty-five Power Macintosh computers, how do you quickly determine which ones have cache and which do not? Or better yet, how do you quickly determine which two machines have the 1 MB cache modules?

Up until now it has been a real chore. You had to take each box apart and physically inspect them for cache modules. No longer! Cache-22 provides an answer in under 6 seconds, as to what amount, if any, of L2 Cache is in a computer. It also informs you as to what CPU is in the computer you are testing. The reasons for displaying the CPU information are covered above in the Clockometer description.

If you have any questions regarding these new Gauges, or if there are Gauges you would like to see developed, then please contact us in one of the following ways:

- AOL = NewerRAM
- eWorld = NewerTech
- AppleLink = Newer.Tech
- CompuServe = 70732,760
- Internet = techsupport@newertech.com
- Toll Free North American 800-678-3726
- World Wide Phone Number 316-685-4904
- World Wide FAX Number 316-685-9368. 🍏

Meaning of Red 'X' Through Global Village Icon

By Rolando Nanez

Many Macintosh Performa computers come equipped with Global Village modems. The software for the modem is preinstalled on these computers. Sometimes you may move some files around inadvertently. If one of these files happens to be a modem extension, you may see a red 'X' through the Global Village modem icon when your computer is starting up.

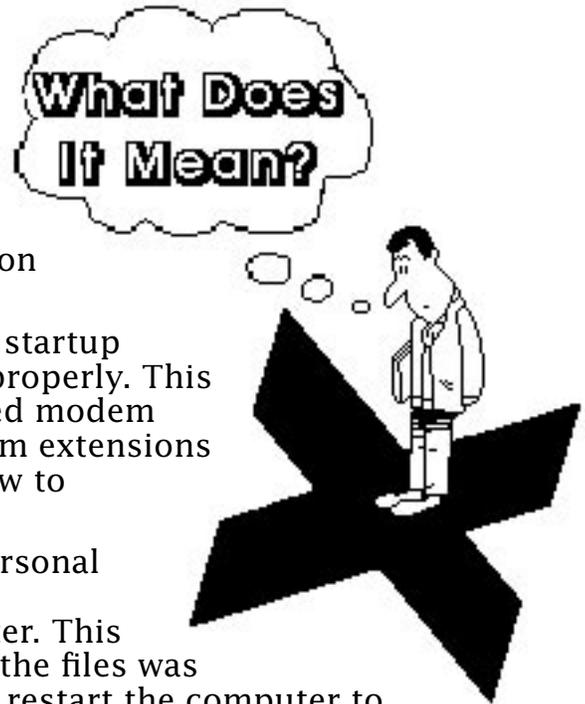
A red 'X' across the Global Village modem icon at startup indicates that the modem software did not load properly. This could be due to a corrupt preference file, damaged modem software, or even duplicate versions of the modem extensions in the System Folder. Follow the steps listed below to resolve this issue.

Open the System Folder and the Global Village Personal folder. Move the files Queue Temp and GlobalFax Preferences to the Trash and restart your computer. This will recreate these files on startup in case one of the files was accidentally damaged. Empty the Trash once you restart the computer to delete the old files.

Check your System Folder for duplicate Global Village modem extensions. If you accidentally moved some of the modem extensions to the System Folder then reinstalled the system software you may have duplicate extensions. Delete the duplicate items to prevent the red 'X' from appearing on the modem extension. The following extensions should only be installed once in your Extensions folder:

- Global Village Toolbox
- GlobalFax

If the above troubleshooting steps fail to resolve your issue, then reinstall the Global Village software from your Performa CD or set of software backup disks to ensure that you have all the necessary files. 🍏



Tips and Tidbits

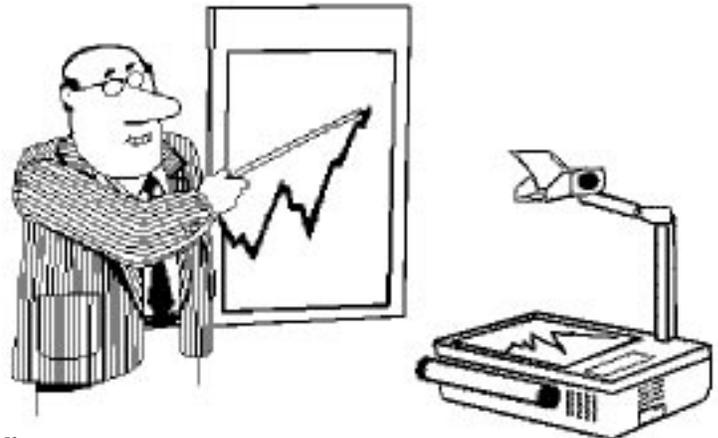
If you have installed a Global Village internal modem in your Macintosh PowerBook 150, you may need a software update to make it fully functional. According to Global Village, their PowerPort family of modems (Bronze, Silver and Gold) are designed to work in the PowerBook 150.

However, you need to use the PowerPort 2.0.8a software, not the PowerPort 2.0.8 software which came with the modem. You will need to call Global Village to find out how to obtain the updated software at 800-736-4821. [Contributed by David Lake] 🍏

Linescreen Capabilities of the Color LaserWriter 12/600 PS in Transparency Mode

By Denny Carag

This article answers some common questions about the linescreen capabilities of the Apple Color LaserWriter 12/600 PS printer when it is used in transparency mode.



Q: What is the effective Linescreen of the Color LaserWriter 12/600? I have read that it changes from 200 to 141 depending upon the image type. Can I override these settings?

A: The linescreen of the Color LaserWriter 12/600 PS is 200 lpi (lines per inch), and it CANNOT be changed; the firmware in the printer ignores any PostScript commands to change the linescreen. Depending on the area being imaged, the linescreen will change to an effective 141 lpi -- mostly in the lighter areas of an image. These settings, unfortunately, cannot be changed because they have been set to provide the optimum results from the print engine.

Q: I know that the Transparency mode changes the speed of the overall throughput, but I have not seen any other changes as I have tested it. Are there any changes made when printing in Transparency mode?

A: With transparencies, the only change (other than print engine speed) is that the halftoning structure is changed to allow for a lighter image, and, in turn, better "transparency" when viewed through an overhead. You may be able to notice the individual halftone cells due to the lower lpi, but this effect is only seen when the transparency is viewed without an overhead projector -- it is not present when viewed through a projector.

Q: There are certain applications that do not give you the option to print in Transparency mode (such as PageMaker) is there a way around this?

A: Apple is unable to determine how to print in "transparency mode" through PageMaker; "transparency mode" is a function of the Apple print driver, and PageMaker uses their own print driver. Customers should contact Adobe for this information.

Q: I have also heard that although the options for different color matching are available, they are ignored by most applications. Is this true of the Transparency mode as well?

A: With regard to color matching being ignored by most applications, this also holds true in transparency mode. 🍏

What To Do When You Get PostScript Errors on A Color LaserWriter 12/600 PS

By Ken Applebaum

PostScript file corruption may cause your Apple Color LaserWriter 12/600 to generate various error messages such as: a "set limitcheck", "VM Storage", "Offending command...", or "Range Check" error has occurred. Sometimes the printer LEDs might blink and then nothing prints. These errors may be intermittent and may occur in different documents and applications

Many programs use QuickDraw to edit the images visually, then use Postscript to print. These errors are typically not due to hardware and a *Clean Install* usually will not repair the problem. These problems are usually due to corruption in one or more elements in the output PostScript file. This article relates to errors in the saved Postscript information. Follow these procedures to try to isolate and correct the problem. Restart the printer to clear the buffer in the printer. Then try the following procedures:

Corruption in an imported graphic

Step	Action
1	Go into the original application that created the graphic.
2	Select the elements of the graphic and copy them to the clipboard.
3	Note: it is important not to select all in the original file, sometimes elements in a file may not have been deleted properly and the printer can not interpret them.
4	Paste the elements into a new file and save.
5	Try printing again. If it still fails go to Step 6.
6	Import the <i>working graphic</i> (one that you know is OK) into the selected program (PageMaker, Word) and try to print again.

Large graphic elements

Check for large elements that have been reduced. These images still comprise a large number of elements, and to Postscript, their actual size does not matter. Eliminate or redraw them, save the file, and try to print again.

Output resolution too high

Check for output resolution. It should not be above 150 DPI (PageMaker, Illustrator, Freehand). The 12/600 is a 600 DPI printer, the maximum resolution Contone Compression keeps is 150 DPI. It will image the file at 600, but reduce it to 150 to fit the file through the ROMs.

Postscript interpretation memory conflict

Check **Split Long Paths** option in Illustrator or Freehand. These are Bezier curve drafting programs, long paths or connected segments can crash a Postscript interpreter when it runs out of storage area. 🍏

New Apple Software Updates Posted Online

The following Apple software updates have recently been released and posted on AppleLink, Compuserve, eWorld and Apple's Internet sites:

- **QuickDraw GX Print Spooler Patch** – Patch to fix a problem when printing in AppleShare and Novell Netware print spoolers using QuickDraw GX. For QuickDraw GX 1.1.1, 1.1.2, and 1.1.3.
- **Printing Fix 1.0.2** – This extension fixes a printing problem that may occur on Power Macintosh 7200, 7500, 8500, and 9500 computers using System 7.5.2. Without this fix, your computer may freeze if you attempt to print on a network-based printer that is already busy, and it may be necessary to restart your computer.
- **Windows95 LaserWriter Printer Software** – This Windows95 software is used for the following printers: Apple Color LaserWriter 12/600 PS, Apple LaserWriter 16/600 PS, Apple LaserWriter Select 360, Apple LaserWriter Pro 600, Apple LaserWriter Pro 630
- **Windows 3.1 LaserWriter Printer Software** – This Windows software is used for the following printers: Apple Color LaserWriter 12/600 PS, Apple LaserWriter 16/600 PS, Apple LaserWriter Select 360, Apple LaserWriter Pro 600, Apple LaserWriter Pro 630.
- **LaserWriter Select 310 7.0.1** – Fixes a timing problem on Macintosh Quadra and Macintosh IIfx computers. 🍏

New Places to Find the *Information Alley*

Sierra Nevada Apple Group (SNAG) Nevada Mac – (702) 359-4999

A First Class BBS that has two phone lines, 28800 access, and also carries Fidonet interest areas as well. **Information Alley** and Apple Announcements are listed in the **Magazine Rack** area. The Sysop is Dennis Thieme

MedWorks BBS (Kanata, Ontario Canada) – (613) 592-7903

Connect at 14400 on a V.32bis SupraFaxModem. Signon or password information: Initially sign on using GUEST as username. Register and download the client software (either Mac or Windows 3.1). BBS software used is hi-BBS from XBR Communications. Full graphical user interface with support. Zmodem, or Xmodem file transfers Over 1 gigabyte of shareware and demonstration software available for download. The Sysop is Frank R. Rezny

Information Alley on the World Wide Web

Thanks to the volunteer effort of Scott D. Sauer, the **Information Alley** now exists on the World Wide Web in full HTML format. The URL for The **Information Alley** homepage is: <http://www.uccnet.com.au/~czar/InfoAlley/infhome.html>. For more information contact Scott D. Sauer: czar@wittenberg.edu. 🍏

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How was the technical depth of the articles? NOT ENOUGH ABOUT RIGHT TOO MUCH

Comments: _____

Did you find any specific article especially useful? YES NO If YES, list which one:

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Information Alley, 1200 East Anderson Lane, MS: 212-STI, Austin, TX 78752 – email: alley@apple.com; fax: (512) 908-8018 
