ATM® 3.6 Issues and Solutions

The following document is a summary of certain technical issues which have arisen with the release of ATM 3.6. Solutions to the problems have been provided where possible.

System freezes when printing to a Hewlett-Packard® Deskwriter™ when ATM 3.6 is installed.

ATM 3.6 requires version 3.9 or higher of the Hewlett-Packard Deskwriter driver. You can check the version of the driver by highlighting the driver icon found in the System Folder (in the Extension Folder if using system 7.x), and choosing Get Info from the File menu. Contact Hewlett-Packard or an upgrade at 303-339-7009.

ATM requires a serial number, but does not accept the serial number that you enter or you cannot find a serial number.

If ATM asks for a serial number, use the serial number which came from a copy of SuperATM or any Adobe Acrobat product. ATM will not accept a serial number from a typeface, Adobe Illustrator™, Adobe Photoshop™, or any other Adobe product. If you do not have SuperATM or an Acrobat product, then discard the ATM font database file in the System Folder, and ATM will no longer require a serial number.

If you have the CD Access™ product please call Technical Support.

<<CD ACCESS by who???>> {CD Access by CD Access: It's stupid, I know}

You get the message "ATM requires more memory or system resources" on startup.

This message indicates that ATM is in conflict with another init or that the System does not have enough memory to allow ATM to load. At the present time the only init known to conflict with ATM is Aladdin System's Spacesaver™. The work-around is to have Spacesaver load after ATM.

You can change the load order by installing the Spacesaver init loose in the System Folder if you are using System 7.x. If you are using System 6.x, then place the Ω character in front of the Spacesaver name. You can also use an init manager to control the init load order. See Technical Note #4901 for more information on solving init conflicts.

You receive Type-Check Errors or no output when printing substituted fonts to an Apple LaserWriter IINT™.

ATM 3.6 does not allow you to print substituted fonts to an Apple LaserWriter II NT. The substituted fonts might include those created by SuperATM and Acrobat. Other versions of ATM do not interfere with the output to that printer. ATM 3.0, 3.5, 3.5.1, and 3.6.1 were all tested for verification. The solution to this problem is to switch to a different version of ATM. If you are using Acrobat, then your only choice is to use ATM 3.6.1. Contact Acrobat support at (408)986-6580 for the upgrade.

Bus Error on start up of a IIcx with a TrueVision NuVista+™ board and ATM 3.6 installed.

You must run the TrueVision NuVista+ board in 32 bit mode when ATM 3.6 has been installed. Mode32 is required because the IIcx is not a 32 bit-clean Macintosh.

System freezes when faxing if ATM is installed.

If the Macintosh system freezes when you are trying to fax through Global Village's fax software and ATM is installed, then you must remove 18- and 24-point sized Helvetica bitmaps (screen fonts) from the system. Global Village is addressing this particular issue Contact Global Village for information on a pending upgrade to fix this problem.

Issues that ATM 3.6 fixes

Version 3.6 of ATM fixes the following known conditions:

AV machines hang on start-up with ATM installed.

ATM 3.6 was engineered specifically to work with the AV family of Macintosh computers. By replacing lower version of ATM with ATM 3.6, the hanging on start-up problem on those machines is fixed.

Bus errors, Memory errors and hanging on start-up or shut down of Macintosh with ATM3.5 installed.

Init conflicts which caused bus errors, memory errors, and frozen systems are fixed in ATM 3.6. The following is a list of inits which conflicted with ATM 3.5 and are now resolved:

Fileguard™
Spelling CoachPro™
early versions of Suitcase 2.0™
Filesaver™

DecNET Pathworks™
Folderbolt™   **<<Is this actually FOLDERBOLT??>> yes**
and Dana's NetMount™.

See Technical note #4113 for more information on SuperATM 3.5.