

AdobeSM Customer Services

System Installation

Periodically, System software on the Macintosh® can become corrupted, slowing down applications or causing random bombs and freezes. Although it is difficult to trace the true cause of System corruption, sometimes the best strategy for getting the System up and running again may be to reinstall the operating System software.

TECHNICAL EXPLANATION

System hangs and bombs occur for many reasons. Faulty memory allocation or ROM routine conflicts are the most common causes. Memory allocation is controlled by the System file. In some cases, ROM routines can be redirected or completely replaced by INITs (also referred to as *Extensions*) during startup. If the System file is damaged, insufficient memory could be assigned to applications or INITs, causing programs to quit unexpectedly, and generating Bad F-Line or Type 1 and Type 3 error messages. Also, resources like pictures or menus might be damaged or unavailable for applications, causing similar problems. INITs may make proprietary calls to the System file that, assuming the System file is functioning correctly, do not allow specific inits to load before or immediately after other INITs.

System corruption can happen at any time. Sometimes crashes occur immediately after the corruption occurs; other times minor or no symptoms are initially evident. Occasionally, only after loading new INITs or programs does the corruption become evident. Although it may thus appear as if the new program or INIT caused the problem, it is possible that the new INIT or application is merely the first program that needs to interface with the portion of the System file that is already corrupted.

INIT CONFLICTS

The first strategy for resolving System problems is first to check if there are corrupt or conflicting INITs causing trouble. See the technical note "INIT Conflicts" for a complete description of troubleshooting INIT problems. If these steps fail to solve your problem, reinstall your System as described in this technical note.

RUNNING THE APPLE® SYSTEM INSTALLER

The Apple Operating System installer is designed to replace or update only System resources. It does not affect third-party INITs, desk accessories, or Chooser documents that may be loaded in your System folder, nor does it affect third-party applications during its execution. The installer will look for any folder, on the target volume, that contains at least a Finder file and a System file. If no such folder is found, the installer looks for any folder, on that volume, named System Folder and then updates that folder. New System resources are automatically placed within that folder.

UPGRADING TO A NEWER SYSTEM VERSION

If you will be upgrading to a newer version of the operating system, you should first check the compatibility of your software and hardware.

Software

Run the latest version of Apple's Compatibility Checker, and follow its instructions, especially with regard to any items marked as incompatible.

Hardware

If not known, contact the manufacturers of all installed third-party (non-Apple) hardware to verify compatibility with the version of the operating system you intend to install. Third-party hardware includes accelerators, internal boards, disk drives, removable drives, scanners, modems, keyboards, digitizing tablets, video boards, monitors, printers, and related software such as formatting utilities, drivers, and INITs.

If you are upgrading from System 6 to System 7™, and you have an Apple hard disk drive, run Update from the HD SC Setup program on the Disk Tools disk before installing the new System.

PREPARATION FOR INSTALLATION

As with any major change, we strongly recommend that you back up your hard disk drive before proceeding.

***Note:** There are many ways to proceed. Sometimes it is adequate for you merely to do a quick reinstall by just following steps 3, 4, and 7 below. Then move to the "Installation" section and skip the "Adding Items from Old System Folder to New" section. Be aware that this method will replace your System file and delete any items in it, such as fonts or System 6 desk accessories. Move these items beforehand. The quick reinstall is much faster but less thorough. Often, System corruption affects fonts or other resources in your System folder. If you prefer to use the quick method, but find that problems persist after the reinstallation, try the complete clean install method given below.*

Clean install preparation:

- 1 Check your Macintosh for viruses and remove any you find.
- 2 De-install all security software such as Empower™, DiskLock™, and MacPassword™. If compatible, reinstall it after the System installation.
- 3 Restart your Macintosh with a standard Apple operating system by starting up from the System 7 Disk Tools or System 6 System Tools disk. If the computer will not start, consult your Macintosh support representative or Apple dealer for assistance.
- 4 Delete the Finder from the System Folder on your hard disk drive.
- 5 Rename your System Folder Old Sys.
- 6 With your machine still started from the Disk or System Tools disk, run Disk First Aid on your hard disk drive. Let it make any repairs necessary. If repairs are made, run Disk First Aid again until you get a message that no repairs are necessary.

7 Restart your Macintosh. Because your Finder has been removed, you should get a picture of a floppy disk with a question mark in it. If your computer starts up as normal, that indicates you had more than one System folder on your drive and at least one remains. Follow the previous steps 3 and 4 to remove additional System folders.

INSTALLATION

If installing System 7.1, insert your Install Me First disk. For System 7.0 or 7.01, insert the Install 1 Disk. Follow the screen prompts for either an Easy or a Custom install (usually an Easy install is best). For System 6, use the System Tools disk, and double-click on the installer icon. Follow the screen prompts. Either way, you'll end up with a new System Folder. For further details, see your Apple documentation. Restart and test your computer.

Note for users of Adobe Illustrator™: Select a printer from the Chooser (Apple Menu) before launching Adobe Illustrator the first time after a reinstall. Also see the section on System 7 Fonts.

CHECKING SUSPECT APPLICATIONS

If you reinstalled your system to check a program compatibility issue, run the program in question now, before reinstalling old INITs, drivers, and so on.

INSTALL CUSTOM DRIVERS AND PATCHES

Some printers require a custom driver or resources that should be installed now. If there are patches for your operating system, such as System 7 Tune Up v. 1.1.1, install them now.

ADDING ITEMS FROM OLD SYSTEM FOLDER TO NEW

Warning: Whatever corrupted your system in the first place may also have corrupted other items in your System folder. It is best to reinstall INITs, fonts, drivers, and other third-party items from original disks. If this is not possible, then do the following:

- 1 Open up both your new System and Old Sys folders, and put their windows side-by-side. View both by name (choose Name under the View menu).
- 2 Move old, non-Apple folders and files from Old Sys to the newly installed System folder. Do not replace Apple files in the new System folder with older versions from Old Sys. If your Old Sys was originally System 6, you can move fonts and desk accessories from your old System file to your new one with the Font/DA Mover. (See your Apple Documentation for instructions on use of the Font/DA Mover.) If your Old Sys was originally System 7, you will also need to open the Apple Menu Items, Control Panels, Extensions, and Preferences folders within it and transfer the non-Apple items in these folders to their equivalent folders in your new System folder. If you have installed System 7.1, do not place font files into the Extensions folder. See the section on fonts later in this Tech Note.

Note: You will lose some Apple preference information such as Finder Preferences (which include Monitor, Mouse, and General settings), User & Groups information, and Print Monitor and Trash Can settings. Set these up again under your new System.

- 3 After successfully testing and running your new system, throw away the Old Sys folder.

WHO LET THAT PROBLEM BACK IN?

If problems return after putting third-party items back into your new System folder, it's probably an INIT conflict. Follow the instructions in the technical note "INIT Conflicts" to troubleshoot the problem.

FONTS WITH SYSTEM 7

Your new System file/suitcase will contain only the basic sounds and fonts provided by Apple with System 7. These fonts will be in TrueType™ format – not PostScript™ Type 1 format. Although you can use both PostScript Type 1 and TrueType fonts in many applications, do not have the same font in both formats. To use PostScript Type 1 fonts (including those fonts that are included with Adobe Type Manager™ and other Adobe applications), make sure there is not already a TrueType version of that font in the System file. If there is, delete the TrueType fonts by removing all instances of the font name (bitmaps and TrueType outlines) before installing PostScript versions of these same fonts—whether using a font utility (Suitcase™, MasterJuggler™, or FontPorter™) or not. Reinstall additional sounds and fonts from original disks. Avoid copying these files from your old System file, because those files may have become corrupt along with the System file.

FONTS AND DESK ACCESSORIES (DA) WITH SYSTEM 6

Using Suitcase II or MasterJuggler:

Do nothing. You are already installed just as you were prior to reinstalling the System software. Though not required, you could delete the fonts installed in your System file using the Font/DA Mover. You are finished with your installation.

Using FontPorter:

For fonts, you are already installed just as you were prior to reinstalling the System software. Though not required, you could delete the fonts installed in your System file by using the Font/DA Mover. For DAs, follow the steps given next.

Using the Font/DA Mover:

Use the Font/DA Mover to reload all of the bitmap fonts and desk accessories from your original floppy disks onto your new system file. If you are unfamiliar with the use of the Font/DA Mover, read the directions in your Apple documentation.

PROPER FONT AND ATM™ PLACEMENT

The following table summarizes installation and placement of files for both Adobe Type Manager and PostScript fonts.

File name	OS version	Correct location
~ATM	6.0X	Loose in System folder.
	7.0, 7.1	In Control Panels folder.
~ATM 680XX	6.0X, 7.0X, 7.1	Loose in System folder.
Bitmapped fonts font	6.0X	System file. Use Font/DA mover or bitmap utility.
	7.0	System file. Drag and drop bitmap file or suitcase onto closed System folder icon.
	7.1	Fonts folder. Drag and drop bitmap file or suitcase onto closed System folder icon.
Outline fonts	6.0X	Loose in System folder.
	7.0X	Loose within the System folder (all versions) or in the Extensions folder (ATM 2.02 or later).
	7.1	Loose within the System folder (all versions) or in the Extensions folder (ATM 2.02 or later) or in Fonts folder ATM 3.0 or later.

HOW TO UPGRADE ATM

- If you have not yet upgraded to 3.0.x, call Adobe Inside Sales.
- If you are using System 6.0.x and have ATM v2.0 or higher, you do not need to upgrade.
- If you are using System 7.x and want to use 32-bit addressing, you should have at least version 2.0.2. Call Adobe Inside Sales.
- If you have a Quadra® or Centris®, you need at least version 2.0.3. Call Adobe Technical Support.

TROUBLESHOOTING

See below for a list of some common problems and solutions. The cause is not always attributable to an Adobe product, but because it hinders your use of our product, we have a vested interest. If you have one of the following problems, and the given solution doesn't help, call Technical Support to report the problem, and we'll help you discern the true cause.

Crashing due to Type 1, Type 3, Bad F-Line instruction; Math coprocessor not installed errors

Cause: Application/extension not compatible with system software or corrupt System file.

Solution: Reinstall System, or contact vendor for compatibility issues, or both.

Bitmap fonts not copying into the System File — “Because it is Damaged” error message

Cause: Corrupt Bitmap file or old version of virus software.

Solution: Remove virus software. May need to reinstall system after removing virus software.

TypeAlign crashing on Save

Cause: Old version of TypeAlign.

Solution: Call for upgrade to version 1.05 for System 7.

ATM causing application to quit on application startup or when any font is displayed

Cause: 32-bit addressing incompatibility.

Solution: If 32-bit addressing is on, upgrade to ATM 2.02 or later. Verify that the driver for ATM and the Control Panel Device for ATM are the same version.

Application bomb when accessing font menu

Cause: Corrupted bitmap or Type Reunion incompatibility.

Solution: Disable Type Reunion if installed. If problems go away, trash Type Reunion data file. Upgrade to version 1.03 if using 32-bit addressing. Remove version 1.0 Bitstream fonts if any are installed. If problems still occur, trash Type Reunion data file; then reinstall System.

System not starting successfully (for Quadra)

Cause: Incompatible version of ATM.

Solution: Must have ATM 2.0.3 for Quadra computers. Make sure ATM CDEV and driver are same version.

System not starting successfully (for accelerated SE or Plus)

Cause: Incompatible version of ATM.

Solution: ATM 2.03 not compatible with accelerators on these Systems. Use ATM 2.0. (2.02 is using System 7.0X).