



# Tech Info Library

## Workgroup Server Read Me (12/95)

Article Created: 6 December 1995

TOPIC -----

This article is the Workgroup Server ReadMe.

DISCUSSION -----

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## Windows Clients on AppleShare Servers

IMPORTANT: Be sure to review this entire document. It contains important information about your Workgroup Server and system software. You may want to print this document for reference.

## About Your System and Server Software

### About System Software Version 7.5.1

- Your Workgroup Server contains all improvements and new features for system software version 7.5 plus all enhancements and features included in the System 7.5 Update, version 1.0, and the Network Software Installer (NSI) version 1.4.5.

IMPORTANT: Be sure to check the Fixes folder, in the Extras folder, on the Workgroup Server Software CD-ROM disc for any late-breaking software fixes that you might want to add to your system.

- MacTCP network connection software is included with System 7.5 and users may ask you for help with it. The MacTCP control panel provides a way for users to connect to networks that use the TCP/IP protocol, such as the Internet. However, after setting up the MacTCP control panel, users still need one or more network applications to use TCP/IP. Example network applications include client software for the World Wide Web, terminal emulators, and Email programs. For information on MacTCP and TCP/IP in general, see the MacTCP Administrator's Guide version 2.0 in the Electronic Library folder on your Workgroup Server Software CD-ROM disc.

### System Software Exceptions for Workgroup Servers

- Starting with System 7.5 Update 1.0, the Power On key can also function as a Power Off key—but not for Workgroup Servers. To prevent accidental disruption of network services, this functionality has been removed.
- Although the CPU Energy Saver control panel is included in the Apple Extras folder on the server's hard disk, it is not recommended for use with servers. Moreover, this control panel only works with Workgroup Servers 8150 (80 MHz) and 9150 (80 MHz).

### Workgroup Server Warnings

- Do not turn on virtual memory
- The virtual memory option in the Memory control panel does not improve the performance of server applications. Some server applications, such as the Apple Internet Router, can't run with virtual memory turned on. To improve performance, install additional memory. The Technical Information booklet for

your server describes how much memory can be added.

- About installing more memory (DRAM SIMMS)

As you add more server applications, control panels, extensions, fonts, etc., you may want to add memory to the server. To avoid damage to your server, Apple Computer recommends that only an Apple-authorized dealer or service provider install additional memory packages, called DRAM SIMMS. The SIMMS must be the correct type for your server, added in same-size pairs, and installed in paired slots. Incorrect installation of DRAM SIMMS can result in errors, unpredictable results, and damage to your equipment and data.

#### Re-creating a Factory-Installed Startup Disk

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If your server's startup disk should become damaged, see the instructions for re-creating a factory-installed startup disk in the "About This CD" document on the Workgroup Server Software CD-ROM disc. If you need to re-install AppleShare after re-creating your startup disk, see the AppleShare Installation and Upgrade Guide.

NOTE: If you want to use the server's startup disk with Apple RAID Software, see the instructions for reformatting the disk in the Apple RAID Software Administrator's Guide.

#### About PowerTalk and QuickDraw GX

These optional programs are not recommended for use on a server, but if you want to use them, you can find the appropriate Installers in the System Software Installers folder on the Workgroup Server Software CD-ROM disc.

#### Order of Installing and Starting Up Server Software

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##### Check Before Installing

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If you plan to install server application software such as AppleShare, AppleSearch, or Apple Remote Access, the order in which you install and start these programs is important. Be sure to review the documentation for all the server application programs that you plan to use before installing and running them. Note that the order in which you install is dependent on whether you are using the server for file, print, or database applications. For example, AppleSearch uses the AppleShare File Server to transmit its reports, so AppleShare must start up before AppleSearch.

##### Use the Correct Versions

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Be sure to use these (or later) versions of server software with your Workgroup Server:

- AppleShare File and Print Server 4.1
- AppleTalk Internet Router 3.0.1
- Apple Remote Access 2.0.1
- AppleSearch Server 1.5

## Tips

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### Using the Auto Power On/Off Control Panel

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Starting with System 7.5, you can use the Auto Power On/Off control panel to set the WS 8150 and WS 9150 to automatically restart after a power failure. You can also use this control panel to set a time when the server automatically shuts down and starts up. Due to its hardware design, the WS 6150 cannot use this feature.

### Using the Energy Saver Control Panel

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You can use the Energy Saver Control Panel to set how long the server can remain idle before the system dims the monitor screen.

### Using the Shutdown Items Folder

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The Shutdown Items folder in the System Folder allows you to specify scripts or programs that automatically run during shutdown. This folder works much like the Startup Items folder. To specify an item to run during shutdown, put the item into the Shutdown Items folder and then choose Shut Down or Restart from the Special menu. (Do not choose Shut Down from the Apple menu. It will not launch items in the Shutdown Items folder.)

### Reconnecting to a Server

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When connection to a server is unexpectedly lost, the server's icon remains dimmed on the screen. If you double-click the dimmed icon or choose the server from the Recent Servers item in the Apple (🍏) menu, you see a message telling you that the disk could not be opened because you do not have the required access privileges. Before you can reconnect to the server, you must close any open files, and then drag the server's dimmed icon to the Trash. If you need to save your work on an open file, use Save As to save it on a different disk.

### Cleaning a DAT Drive

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The Workgroup Server DDS-2 DAT drive option is approved for use with the Apple cleaning cassette P/N 654-0002. This cleaning tape is the "dry" type cleaner. Don't use the "wet," alcohol style cleaning tapes. Note that, in general, cleaning tapes that work with DDS-2 drives also work with (the original) DDS drives, but DDS cleaning tapes should not be used with newer DDS-2 drives.

## Troubleshooting

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**IMPORTANT:** Be sure to review the Troubleshooting chapter of your Workgroup Server Administrator's Guide.

### Problems Starting Up on a Network

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Sometimes during heavy network traffic a server may not start up correctly. You may hear a prolonged "beep" during this process. Try disconnecting the Ethernet cable before startup, and reconnecting it after startup. You'll also need to switch back to EtherTalk in the Network control panel.

#### Problems Rebuilding the Desktop

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Some Apple and non-Apple extensions may interfere when you need to rebuild the server desktop. To prevent problems, turn off all extensions except Macintosh Easy Open before you rebuild. After rebuilding, turn the extensions you want to use back on.

To rebuild the desktop, follow these steps:

- 1) First, use the Extensions Manager to save a record of extensions that you use.
  - Open the Extensions Manager control panel.
  - Open the Sets pop-up menu, and choose Save Set.
  - When the Save Set dialog box opens, type a name (for example, 'My Extensions').
- 2) Turn off current extensions by choosing All Off in the Sets pop-up menu.
- 3) Turn on Macintosh Easy Open by clicking to put a checkmark beside it.
- 4) Restart your computer while holding down the Command and Option keys.
- 5) When you see the dialog box alerting you to the loss of your Info window comments, release the keys and click OK.
- 6) When the desktop is rebuilt, open the Apple menu and choose Control Panels.
- 7) Open the Extensions Manager control panel.
- 8) Turn extensions back on by selecting the set you saved in step 1.
- 9) To activate your extensions, restart the computer .

#### QuarkXPress Problems

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To use QuarkXPress with System 7.5 on a Workgroup Server, you must upgrade to QuarkXPress version 3.3.1 or later. For upgrade information contact Quark, Inc., at 1-800-788-7835.

#### ISO 9660 and High Sierra CD-ROM Disc Problems

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Discs in the ISO 9660 and High Sierra formats have version numbers attached to filenames. Some application programs need these version numbers in order to use the files. If you have problems using an ISO 9660 or High Sierra CD-ROM with a program, follow the instructions below to make the version numbers available to the program:

- 1) Make sure the application program you want to use with the CD-ROM is active.
- 2) Drag the CD-ROM icon to the Trash to eject the disc.
- 3) Hold down the Option key while you reinsert the disc. Keep holding down the Option key until the disc is in the player. The program should now be able to locate the filenames on the CD-ROM disc.

## If You Need to De-Install PowerTalk

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Follow the steps below if you need to remove PowerTalk software from the server.

- 1) Restart with all extensions off by holding down the Shift key during startup.
- 2) Open the System Folder and drag the PowerTalk Data folder to the Trash.
- 3) Open the Apple Menu Items folder, in the System Folder, and drag the Mail and Catalogs folder to the Trash.
- 4) Open the Control Panels folder and drag PowerTalk Setup to the Trash.
- 5) Open the Extensions folder in the System Folder and drag these to the Trash:
  - AppleTalk Service (the PowerTalk extension)
  - Catalogs Extension
  - Mailbox Extension
  - PowerTalk Extension
  - PowerTalk Guide (Apple Guide document)
  - PowerTalk Manager (system extension)
- 6) Open the Preferences folder, in the System Folder, and drag these to the Trash:
  - AppleMail Letterheads (folder)
  - PowerTalk Setup Pref (PowerTalk Manager preferences document)
  - PowerTalk Startup Pref (PowerTalk Manager preferences document)
- 7) Close the System Folder.
- 8) Drag the PowerTalk folder, in the Apple Extras folder, to the Trash.
- 9) Choose Empty Trash from the Special menu.
- 10) To complete the de-installation, restart the server.

## About Macintosh PC Exchange and DOS-Formatted Media

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### Apple File Exchange and Macintosh PC Exchange

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The Apple File Exchange software is not compatible with PC Exchange and should not be used while PC Exchange is installed. Version 2.0 of PC Exchange contains an easier and more intuitive method for accessing DOS and Apple II ProDOS disks on a Macintosh.

### AutoDoubler

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To use AutoDoubler with Macintosh PC Exchange, you must first open the AutoDoubler control panel and turn off the "Show DD on Compressed Files" option.

### ClarisWorks Version 1.0v2 or Earlier

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Some versions of ClarisWorks cannot read or write files on DOS-format floppy disks. To open a PC document in ClarisWorks, you must first copy the document to your computer's hard disk. Always save ClarisWorks documents on your Macintosh

hard disk. You can then copy the documents to a DOS-format floppy disk. Contact Claris to obtain version 1.0v3 or later of ClarisWorks.

#### Compressed PC Disks and Files

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Macintosh PC Exchange does not work with DOS-format floppy disks or SCSI hard disks that have been compressed using Stacker or other MS-DOS or Windows disk-compression utilities. Before transferring compressed DOS files to a Macintosh, you must decompress the files and save them to a noncompressed DOS-format floppy disk.

#### Working With PC-Format Disks Containing Multiple Partitions

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If a SCSI hard disk or removable media cartridge has been formatted to contain multiple partitions, you can use PC Exchange to mount the Macintosh-, DOS-, or ProDOS-format partitions as individual logical drives on the Macintosh desktop. If the disk contains both Macintosh and DOS-format partitions, however, PC Exchange will only recognize the Macintosh partition. In addition, PC Exchange will only recognize ProDOS-format partitions on SCSI hard disks that are less than 32 megabytes.

You can use PC Exchange to erase existing individual partitions on a SCSI hard disk or removable media cartridge if they have the same format. However, you cannot use PC Exchange to reformat and resize individual partitions contained on the disk. Nor can you format a Macintosh-format hard disk or removable media cartridge as a DOS-format disk. To resize or reformat multiple Macintosh, DOS, or ProDOS partitions, you need to use third-party software designed for partitioning hard disks and removable media cartridges.

#### Working With DOS-Format SCSI Removable Media Devices

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In order for PC Exchange to recognize SCSI removable media devices, you must turn on the device and eject any cartridges before you turn on your Macintosh system.

Do not install the device driver software that came with your removable media device. Instead, open the PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your Macintosh. PC Exchange will install its own device driver for that SCSI device.

The Eject Disk command is unavailable when you are working with removable media devices. To unmount and eject a removable media cartridge, drag the device's icon to the Trash. Once the device has spun down and the red light goes out, you can manually eject the cartridge from the drive. To access a removable media cartridge that has been ejected, simply re-insert the cartridge in the drive.

When initializing and formatting Bernoulli and SyQuest cartridges on an PC-compatible computer, use the disk setup and partitioning software that came with the SCSI controller card installed in your PC or that came with your Bernoulli or SyQuest device. Do not use the MS-DOS Fdisk command to initialize a removable media cartridge. In addition, you should use the MS-DOS Format command to format the disk before you copy DOS files to a newly initialized removable media cartridge on a PC.

When you initialize a removable media cartridge on an PC-compatible computer, you must fully partition, initialize, and erase the cartridge using the software that came with your SCSI controller card or removable media drive. If you do not, PC Exchange may not recognize the new DOS-format partitions on that cartridge.

#### Working With DOS-Format SCSI Hard Disk Drives

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In order for PC Exchange to recognize SCSI hard disk drives, you must turn on the drive before you turn on your Macintosh.

Do not install the device driver software that came with your removable media device. Instead, open the PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your Macintosh. PC Exchange will install its own device driver for that SCSI device.

For initializing an external SCSI hard disk on a PC-compatible computer, use the MS-DOS Fdisk command or the disk setup and partitioning software that came with the SCSI controller card installed in your PC. Use the MS-DOS Format command to format the disk before you copy DOS files to a new SCSI hard disk on a PC.

#### Macintosh PC Exchange Tips and Problems

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- A "Sad Mac" error may occur on your Macintosh if a removable media cartridge is left in the drive during startup. To keep this problem from occurring, manually eject removable media cartridges from the drive before you turn on your Macintosh.
- PC Exchange cannot recognize SCSI hard disks, removable media devices, or drive container files that contain more than one gigabyte of disk space.

#### Windows Clients on AppleShare Servers

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Mac OS and DOS/Windows systems store and maintain files differently. Use caution when sharing files on an AppleShare server accessible to DOS/Windows users. Follow these basic rules to avoid problems:

- Store your Mac OS files, especially applications, in different folders than your DOS/Windows files.

Opening, moving, copying, or duplicating Macintosh files on the server can damage those files. Separating the two types of files, especially applications (which can only work on one system) minimizes accidental damage. A DOS/Windows client can easily determine where a file originated.

- Set access privileges to prevent unauthorized use.

An innocent mistake by a DOS/Windows user, such as accidentally placing a DOS/Windows folder in a Mac OS folder, can cause damage.

- Inform users about how to avoid problems.

If your Mac OS and DOS/Windows clients need to share files, tell them to copy those files to their own system, modify them if necessary, and save them to the server under another name. They should not change the original file. Many files can be opened by applications other than those that were used to create them; once changed by a different application, a file could be permanently damaged.

- Use the more limited DOS/Windows conventions for naming shared files whenever possible.

The DOS/Windows file system supports filenames of eight or less characters with an optional extension consisting of a period and three or less characters. Most special characters (spaces, asterisks, brackets, and so forth) are not allowed; letter case is insignificant.

The server processes names of files that do not conform to DOS/Windows naming conventions so that DOS/Windows clients can view them. For your convenience, clicking the filename in an Info window for the file displays the filename that the DOS/Windows clients will see. (To display the Info window, select the file in the Finder and choose Get Info from the File menu.) Names that result from this processing begin with an exclamation mark (!).

Support Information Services  
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Keywords: <None>

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This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 19022