



Tech Info Library

Workgroup Server 95 Tech Tips: Customers Hear on Hold (4/95)

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TOPIC -----

These are the Tech Tips that customers calling in with an Apple Workgroup Server question hear while on hold.

DISCUSSION -----

Tech Tip 1: Recovering From A Crash

The following steps can be followed to recover from a crash on a WorkGroup Server 95. Attempting these steps in the order they are given will assure that the least trouble is encountered with the UNIX file system.

First depress Command-Control-E simultaneously and wait for at least one minute before proceeding. Depressing these three keys simultaneously forces a restart of the Macintosh process running within UNIX.

If no response is generated by Command-Control-E, turn the server off using the key switch on its front panel. Turning the key switch counterclockwise to the "off" position sends a signal to the motherboard to perform an orderly shutdown of UNIX processes. As with Command-Control-E, wait at least one minute for this action to complete before assuming it is unsuccessful.

The last resort for restarting the server involves pressing the reset switch on the front of the server.

After any abrupt restart of the server, it is recommended that a manual file system check be performed from the A/UX Startup Shell. Entering the Startup Shell involves restarting the server and clicking the "Cancel" button OR depressing the Command and Period keys when the Dialog Box appears saying "Welcome to the Apple WorkGroup Server...Launching". This will present a command line interface.

At the prompt type the following UNIX command:

```
fsck -y /dev/default
```

This command will perform a file system check of the default boot drive. It may take a few minutes to complete. If upon completion, a message indicating the file system was modified is displayed, it is a good idea to run the same command once more.

If a message indicating the file system was modified is NOT encountered, entering the command:

launch

will boot the server into its normal operating mode.

Tech Tip 2: Rebuilding the DeskTop

There are two ways to rebuild the desktop on an Apple WorkGroup Server 95: the Apple way and the UNIX way. Both approaches give the same result, but they also bear some explanation.

You may have already discovered that depressing Command and Option simultaneously while booting the server rebuilds the desktop for the MacPartition but not for the UNIX file system. The latter requires holding down the Command and Option keys as the Finder process is loading within A/UX. A simple way to accomplish this is to select LOGOUT from the Special Menu and depressing Command and Option simultaneously as the Finder loads. A dialog box will then appear asking if you want to rebuild the desktop.

The UNIX approach for rebuilding the desktop involves use of the command line interface. Use the rm command to delete each of the four files in /mac/sys/System Folder which include "desktop" in their name. Once these files have been deleted, the Desktop will automatically be rebuilt the next time the Finder loads.

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