



# Tech Info Library

## Power Macintosh 4400: Read Me (11/96)

Article Created: 18 November 1996

TOPIC -----

This article contains the ReadMe file for the Power Macintosh 4400 series computers.

IMPORTANT: The Power Macintosh 4400 series is currently available only in Europe.

DISCUSSION -----

This document provides late-breaking information that could not be included in your user's manual.

Contents

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Tips

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- Installing Peripheral Component Interconnect (PCI) Cards

Troubleshooting

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- Problems when Resetting Parameter RAM (PRAM)
- Problems Turning off System Extensions
- Problems Using a Video Adapter
- Printing Problems
- Performance Problems
- Problems with Sound
- Problems Using a RAM disk
- Problems with Programs Freezing or Quitting Unexpectedly
- Problems Selecting Video Resolution

Compatibility Problems

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- DOS Compatibility Cards
- CDPlusGraphics
- At Ease for Workgroups 3.0 and 3.0.1
- Ethernet Cards
- Japanese and Chinese Language Kits
- STF PowerFax PE
- Emagic Logic Version 2.0.1

- PCI Video Cards

## Video Support

-----

- DIMM Support
- Video DIMM Performance
- VGA-to-RGB Monitor Adapter

## Important Information About Virtual Memory

-----

## Important Information About Document Auto-Save

-----

- Other Document-Saving Products
- Self-Dismissing Dialogs

## Important Information About Macintosh PC Exchange

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- AutoDoubler
- Compressed PC Disks and Files
- Working With Disks Containing Multiple Partitions
- Working with DOS-Format SCSI Removable Media Devices
- Working with DOS-Format SCSI Hard Disk Drives
- Tips and Problems

## Tips

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## Installing Peripheral Component Interconnect (PCI) Cards

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Some PCI cards must be installed in a particular slot in your computer. Consult the PCI card's user's manual, ReadMe file, or the card manufacturer to determine if the card you are installing must be installed in a certain slot.

## Troubleshooting

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IMPORTANT: For more troubleshooting information on the problems described below and on other topics, refer to Macintosh Guide (available in the Guide menu when the Finder is active). The manuals that came with your computer may also contain helpful information.

## Problems when Resetting Parameter RAM (PRAM)

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When you restart your computer while holding down the key combination Command-Option-p-r, the PRAM is not reset. To successfully reset the PRAM, restart the computer but do not hold down the key combination until after you hear the computer's startup sound (usually a musical chord, chime, or beep).

## Problems Turning off System Extensions

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When you hold down the shift key while starting or restarting your computer, the

system extensions are not turned off. To successfully turn off system extensions, start or restart the computer but do not hold down the Shift key until after you hear the computer's startup sound (usually a musical chord, chime, or beep).

#### Problems Using a Video Adapter

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When you use a video adapter to connect a VGA display after using an RGB display with your computer, the VGA display is at a lower resolution than the RGB display. When you use a video adapter to connect a VGA display and an RGB display, the VGA display cannot provide the same resolution as the RGB display.

#### Printing Problems

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\* You have trouble printing on a StyleWriter or StyleWriter II printer. Use the StyleWriter 1200 printer driver that came installed on your computer. Do not install your older StyleWriter driver; it is not compatible with PowerPC-based computers.

\* You can't use the "Print Later" option with a non-networked printer. If you have the Assistant Toolbox extension installed on your computer and you want to use the "Print Later" option when printing on a non-networked printer, you must turn off the Assistant Toolbox extension and restart your computer.

To turn off the Assistant Toolbox extension:

1. Open the Apple (\*) menu and choose Control Panels.
2. Open the Extensions Manager control panel.
3. In the list of extensions, click next to the Assistant Toolbox extension to remove the check mark.
4. Restart your computer.

\* You see a low-memory warning when you print Stickies on a StyleWriter, StyleWriter II, or StyleWriter 1200 printer. This problem can occur when the amount of memory Stickies uses is set below 150K. Try increasing the amount of memory available to Stickies. For instructions on changing the memory a program uses, refer to Macintosh Guide (available from the Guide menu when the Finder is active).

#### Performance Problems

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\* You see a message that not enough memory is available. This problem can occur for several reasons. For detailed tips on memory-related problems, refer to both the troubleshooting information in the manuals that came with your computer, and to the information on memory in Macintosh Guide (available in the Guide menu when the Finder is active).

\* If this problem occurs after you have opened the Extensions folder in the System Folder and scrolled through a long list of extensions, you can restore normal performance by restarting your computer.

\* Microsoft applications such as Microsoft Word, PowerPoint, or Microsoft Excel display messages that not enough memory is available and that you need to increase the size of memory available. Try quitting all applications before launching Microsoft applications. This will free additional memory for the application. If this does not work, then try turning on virtual memory providing additional memory for the application and system. The documentation that came with your computer may contain more information about virtual memory.

#### Problems with Sound

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HyperCard version 2.3.3 or earlier does not record sound properly on your computer. Other sound recording application programs, including SimpleSound and the Sound control panel, can record sounds that you can import and play within HyperCard 2.3.

#### Problems Using a RAM Disk

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You notice performance problems when using a RAM disk. Make sure the RAM disk size is not set to 100% or you may experience performance problems.

#### Problems with Programs Freezing or Quitting Unexpectedly

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\* Maple V quits unexpectedly when you change your monitor resolution. This can occur if you use the Control Strip to change the monitor resolution while the Maple V program is active. Use the Monitors & Sound control panel instead of the Control Strip to change screen resolution. For instructions on using the Monitors & Sound control panel, refer to Macintosh Guide (available in the Guide menu when the Finder is active).

\* When you try to install Adobe Premiere Deluxe, the mouse freezes. This can occur if you have virtual memory turned on and AppleTalk active when you try to install Adobe Premiere Deluxe. Turn off virtual memory and make AppleTalk inactive before installing. For instructions, refer to Macintosh Guide (available from the Guide menu when the Finder is active).

This problem does not occur if you select Adobe Premiere 4.2 installation instead of Adobe Premiere Deluxe.

#### Problems With Monitors

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\* You have difficulty choosing a video resolution that works well with your hardware. To select the best video resolution to use with your display and computer, use the control strip displayed in the bottom left corner of your screen. (If the control strip is not visible, display it by choosing Control Strip from the Control Panels menu available under the Apple menu.) The recommended resolutions are listed in a plain font. The resolutions listed in italics may not work with your hardware.

\* While using video mirroring (a second monitor connected to your computer that shows the same images displayed on the first monitor), you restart or shutdown your computer and both of your monitors appear black or gray when the computer starts up again. Unplug the monitor cable that is connected to the PCI video card in your computer and restart the computer. Or, if you still want to use

video mirroring, leave the second display connected to the PCI video card and turn video mirroring off in the Monitors & Sound control panel (available under Control Panels in the Apple menu) before restarting or shutting down your computer. When your computer has restarted, you may turn video mirroring back on in the Monitors & Sound control panel.

## Compatibility Problems

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### DOS Compatibility Cards

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PCSetup is an application program that comes with DOS compatibility cards. PCSetup version 1.5 or earlier may not work with your computer due to minor incompatibility problems.

If you have the DOS compatibility card sound cables installed then the output from the audio will be reversed.

### CDPlusGraphics

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Your computer displays error messages when you use the CDPlusGraphics application to play a CD-ROM disc that contains both sound and graphics. The graphics tracks of CD+G discs and MIDI tracks of CD+MIDI discs cannot be played on the internal CD-ROM drive in your computer. (However, the audio tracks of these CDs can be played.) To play CD+G and CD+MIDI discs, use an external SCSI CD-ROM drive.

### At Ease for Workgroups 3.0 and 3.0.1

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In the At Ease Setup program, the "Lock startup volume" check box in the User Settings dialog box is dimmed and unavailable. To make the check box available, install the At Ease for Workgroups Updater version 3.0.2, which is in the Apple Extras folder on the system software CD that came with your computer.

If you are using a version of At Ease prior to 3.0.2, do not remove the "At Ease ATA Extension" in your Extensions folder. (This extension prevents the "Lock startup volume" check box from being available.) If you are using At Ease 3.0.2 or later or you are not using At Ease at all, you may remove the "At Ease ATA Extension."

For more information, refer to the SimpleText file in the the At Ease for Workgroups Updater folder in the Apple Extras folder on the system software CD that came with your computer.

### Ethernet Cards

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\* The Ethernet CS II Card requires Open Transport software. To use Open Transport, open the Network Software Selector application in the Apple Extras folder, and select Open Transport networking. Then use the AppleTalk and TCP/IP control panels to set up networking with the Ethernet CS II Card. (Do not use the Network and MacTCP control panels.)

\* MacIPX is not supported currently by Open Transport and therefore does not work with the Ethernet CS II Card or with any Ethernet PCI card.

\* The currently shipping versions of Apple IP Gateway and AppleTalk Internet Router are not compatible with Open Transport.

#### Japanese and Chinese Language Kits

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\* To use the Japanese Language Kit with your computer, you must install version 1.2 or later. In the United States, you can obtain an upgrade by calling Claris at 1-800-293-6617.

\* To use the Chinese Language Kit with your computer, make sure you use version 1.1.1 or later. To install the Chinese Language Kit version 1.1.1, follow these three steps:

1. Install the WorldScript Updater 1.0.
2. Install the Chinese Language Kit version 1.0 or 1.1.
3. Install the Chinese Language Kit Updater to update your software to version 1.1.1.

IMPORTANT: Be sure to follow the steps in the order shown.

#### STF PowerFax PE

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If you use PowerTalk Direct Dialup Mail and have trouble sending a fax, it may be because both Direct Dialup and STF PowerFax PE are set to auto-answer. To turn off STF auto-answer, open the STF Setup window and set 'n' to "never" (in the "Answer on 'n' rings" section).

#### Emagic Logic Version 2.0.1

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In order to use Emagic Logic version 2.0.1, the MIDI Manager extension may be required to enable this onto your computer. Similar applications may also require the MIDI Manager extension.

#### PCI Video Cards

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\* The Targa 1000 video card cannot be used with Adobe Premiere version 4.2.1 to capture movies on your computer (although other movie display and editing functions are still available).

\* In order to use the Targa 2000 card, you must install it in slot 2 and turn virtual memory off. The manuals that came with your computer may contain more information about turning virtual memory off.

\* In order to use Number 9's Imagine 128 video card with the HawkEye control panel version 4.0.6, you must install the card in either slot 1 or slot 2. If you do not install this control panel, the card can be installed in slots 1, 2, 3, 4, or 5. This card functions best when connected to a multi sync monitor.

\* In order to use the Media 100qx card, you must install it in slot 2 and turn virtual memory off. The manuals that came with your computer may contain more

information about turning virtual memory off. Also note that this card has special configuration requirements--consult the card's manufacturer to configure your system for best performance.

\* In order to use the ATI XClaim GA video card, you must have SGRAM video memory installed in your computer. This card is not compatible with systems containing EDO and SDRAM video memory.

#### Video Support

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#### DIMM Support

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4 MB EDO (Extended Data Output) video DIMMs will fit in the DIMM slots on your computer's main logic board, but they are not supported on your computer. Your computer supports SGRAM DIMMs in 1, 2, and 4 MB sizes, SDRAM DIMMs in 1, 2, and 4 MB sizes, and EDO DIMMs in 1 and 2 MB sizes.

#### Video DIMM Performance

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EDO DIMMs provide good performance. SDRAM DIMMs provide improved performance over EDO DIMMs. SGRAM DIMMs provide the highest level of performance.

Note that if you have EDO memory installed in your computer and have reinstalled system software using either the net install or floppy disks, you may see some very small images (small dots or lines) displayed outside the perimeter of windows displaying QuickTime movies or some video games. To eliminate this problem, drag the 4400/160 Graphics Extension from the Apple Extras folder of the system software CD-ROM disc to the System Folder on your computer's hard disk. Computers with SDRAM or SGRAM installed do not experience this problem.

#### VGA-to-RGB Monitor Adapter

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If you have a computer with an RGB video connector and a VGA monitor, you can use the black VGA-to-RGB monitor adapter (P/N 5900289-A) to connect this display to your computer to provide you with the maximum available resolutions and bit depths.

#### Important Information About Virtual Memory

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Virtual memory (VM) is a feature of the Macintosh that lets you use part of your hard disk as additional memory. If you are using an application program designed especially for Power Macintosh computers (often called a "native" application program), turning on virtual memory lets your application use less memory.

Your computer comes with virtual memory turned on. With virtual memory turned on, a Power Macintosh program uses less memory than when virtual memory is turned off. If you check the program's Get Info box before and after turning on virtual memory, you'll see that the numbers in the Memory Requirements box change. That is because turning on virtual memory allows the program to use memory more efficiently.

For information on how to turn virtual memory on and off, choose Macintosh Guide from the Guide menu when the Finder is active. Click the Memory topic area, and then click "How do I use hard disk space as memory?" and "Tips for PowerPC-based computers."

For best performance, try setting virtual memory to no more than 150% of the memory (RAM) installed in your computer, or no more than 50% of your currently available hard drive space, whichever number is lower. For example, if your computer has 16 MB of RAM and your hard drive has 50 MB of available space, set virtual memory to a maximum of 24 MB (this is 150% of your 16 MB of RAM, and less than 50% of the available space on your hard drive).

If virtual memory is turned on and you notice performance problems (such as unusually slow computer response) when using certain application programs, you may want to turn off virtual memory.

To improve performance, you can also install more memory (RAM) in your computer. See the user's manual that came with your computer for more information.

#### Important Information About Document Auto-Save

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The Energy Saver control panel contains a feature named "Document Auto-Save." The purpose of this feature is to automatically quit all open applications during an idle or scheduled shutdown, while saving changes to any open documents in each application. Since there are literally thousands of applications available for the Macintosh (with new ones always arriving), we cannot guarantee that Document Auto-Save will be compatible with every application. This is especially true for any application that does not use standard routines to implement the alerts or dialog boxes used to save changes to new or modified documents. When Document Auto-Save is incompatible with an application, it will either not automatically quit, or it will display alerts or dialog boxes that Document Auto-Save does not recognize and therefore does not dismiss.

If you intend to turn Document Auto-Save on, we recommend that you monitor its operation during the first attempted idle or scheduled shutdown and note if any of your applications are not compatible. You can avoid problems with incompatible applications simply by making sure you leave open no documents that are new or modified before an idle or scheduled shutdown is to occur. Alternatively, you can modify the Document Auto-Save preferences in the Energy Saver control panel so the computer will sleep rather than shut down when unsaved documents are open.

For instructions for using Energy Saver & Document Auto-Save, choose Macintosh Guide from the Guide menu when the Finder is active, and choose the Energy Saving topic area.

#### Other Document-Saving Products

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There are conflicts when non-Apple document-saving control panels or extensions are used in conjunction with Energy Saver's Document Auto-Save. Examples of such products are NowSave and SuperBoomerang. For best results, use the document-saving features of only one control panel or extension.

## Self-Dismissing Dialogs

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Under some rare conditions, the Energy Saver control panel may continuously dismiss dialog boxes if the Document Auto-Save feature unexpectedly fails during an idle or scheduled shutdown. (Whenever a dialog box appears, it is dismissed as if you have pressed the Return key.) To return things to normal, simply click the mouse button or press the space bar.

## Important Information About Macintosh PC Exchange

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### 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 from the DD menu.

### 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 DOS or Windows disk-compression utilities. Before transferring compressed DOS files to a Mac OS-based computer, you must decompress the files and save them to a noncompressed DOS-format floppy disk.

### Working With 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 Macintosh PC Exchange to mount the Mac OS-, DOS-, or ProDOS-format partitions as individual volumes on the Macintosh desktop. If the disk contains both Mac OS- and DOS-format partitions, Macintosh PC Exchange will recognize only the Mac OS partition. In addition, Macintosh PC Exchange will recognize ProDOS-format partitions only on SCSI hard disks that are less than 32 megabytes.

You can use Macintosh 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 Macintosh PC Exchange to reformat and resize individual partitions contained on the disk. Nor can you format a Mac OS-format hard disk or removable media cartridge as a DOS-format disk. To resize or reformat multiple Mac OS, 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 Macintosh PC Exchange to recognize any SCSI removable media device, you must turn on the device and eject any cartridges before you turn on your computer.

Do not install the device driver software that came with your removable media device. Instead, open the Macintosh PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. 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, click the device's icon to select it and choose Put Away from the File menu. 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 reinsert the cartridge in the drive.

When initializing and formatting Bernoulli and SyQuest cartridges on a DOS or DOS-compatible computer, use either the disk setup and partitioning software that came with the SCSI controller card installed in your PC or the one that came with your Bernoulli or SyQuest device. (Do not use the MS-DOS FDISK command.) Also, use the MS-DOS FORMAT command to format a newly initialized removable media cartridge on a DOS or DOS-compatible personal computer (PC) before you copy DOS files onto it.

When you initialize a removable media cartridge on a DOS or DOS-compatible PC, 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, Macintosh 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 Macintosh PC Exchange to recognize a SCSI hard disk drive, you must turn on the drive before you turn on your computer.

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

When initializing and formatting an external SCSI hard disk connected to a DOS or DOS-compatible PC, use the MS-DOS FDISK command or the disk setup and partitioning software that came with the SCSI controller card installed in your PC. In addition, you should use the MS-DOS FORMAT command to format and erase the disk before you copy DOS files to a new SCSI hard disk connected to a PC.

#### Tips and Problems

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\* A "Sad Mac" icon may appear on your screen at startup if a removable media cartridge has been left in the drive. To keep this problem from occurring, manually eject removable media cartridges from their drives before you turn on your computer.

\* Macintosh PC Exchange cannot recognize SCSI hard disks, removable media devices, or drive container files that contain more than one gigabyte of disk space.

Keywords: <None>

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This information is from the Apple Technical Information Library.

19961119 08:32:30.00

Tech Info Library Article Number: 20650