



Tech Info Library

Power Macintosh: Problems with non-native cc:Mail (10/94)

Article Created: 9 June 1994

Article Reviewed/Updated: 12 October 1994

TOPIC -----

Power Macintosh owners who use the non-native version of cc:Mail from Lotus may see some incompatibilities. This article describes some problems that may occur. The native version of cc:Mail does not exhibit these problems.

DISCUSSION -----

Some problems with the non-native versions of cc:Mail:

- 1) If you keep the application cc:Mail open, when it goes out to update your mailbox it bombs. If you start the application, get your mail and quit, the problem doesn't occur.
- 2) Some Power Macintosh customers are reporting a random problem where they pull down and release a menu, and a colored patch of dots remains on the screen where the menu rectangle was previously. Soon after this, the Macintosh freezes.

Upgrading cc:Mail to version 2.1.1 or later corrects these problems though it has been found that CC mail 2.1.1 is not compatible with 7.5 and QuickDraw GX.

cc:Mail 2.1.1 does have another problem with System 7.5. Actually, this problem first appeared with System Update 3.0 and only occurs when trying to open attachments when the application for the attachment is already running in the background.

When an attachment is double-clicked in cc:Mail, it is copied to the temporary items folder. The temporary items folder is an invisible folder at the root level of the startup disk. After copying the attachment, cc:Mail brings the target application to the front and forces it to display the open dialog box.

Normally, the directory in the open dialog is temporary items. System Update 3.0 and System 7.5 have a new version of the Standard File Package that will not display the temporary items folder. If an application sets the default directory to temporary items, Standard File sets the default to the desktop and displays the files, folders and volumes on the desktop. In this situation the user cannot get to the temporary items folder to open the attachment. If the target application is not running, attachments open without any problem.

The work around was to quit the target application and double-click the attachment again.

The next version of cc:Mail should fix both the problem printing with QuickDraw GX and the problem working with attachments. Lotus knows about both of them and they are working on fixing them in a future version of cc:Mail. Contact Lotus for further information.

Article Change History:

- 12 Oct 1994 - Additional issues and workaround documented.
- 27 Sep 1994 - Noted compatibility issues with System 7.5 and QuickDraw GX.
- 25 Aug 1994 - Combined two articles and reformatted text.

Support Information Services
Copyright 1994, Apple Computer, Inc.

Keywords: kppc

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 15572