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AppleShare Network Server 2.0.1: Installation & Error Message

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TOPIC -----

Here are a few tips on troubleshooting AppleShare Network Server installation problems:

DISCUSSION -----

Installing System 6.0.2

Under 6.0.2, the Server Installer disk appears to install normally, but when you launch Admin on the Server Administration disk you get a message: "FINDER IS OLDER VERSION".

The easiest solution is to copy Admin into the Server Folder on the hard drive and start it from there.

No "Apple II" Menu in Server Administration

APPLE II does not appear as a menu choice, until the "Apple II" box is checked in SERVER INFO under the SERVER menu. When that box is checked, Apple II users' folders and a folder called SYSTEM for the Apple IIs are created. You must restart the server before the Apple IIs will start up from the server.

No Boot Server - Apple IIGS

Check the Control Panel on the Apple IIGS. Under the Slots section, SLOT 1 should be YOUR CARD, SLOT 7 should be AppleTalk, and START-UP SLOT should be set to SCAN.

Access Not Allowed

This message can take several forms, but the basic content is always that a user does not have access to a particular file or folder.

In fact, users should see this whenever they try to get to something they shouldn't. If access should be allowed, check the access privileges of all the folders involved, either under SERVER ADMINISTRATION, or using a Macintosh SE logged on as "Administrator".

Access Privileges Are Not the Same as You Set Them

To save time, a person setting access privileges may choose an option on the ACCESS PRIVILEGES box called CHANGE ALL ENCLOSED FOLDERS. If you do this, you change the owner of the enclosed folders, the group designation, and the access privileges. Once this is done, you must go back in and change each of the folders back to the correct owner, group, and access privileges.

No ProDOS Memory Card Found

On the Apple IIe, this means exactly what it says -- you need a ProDOS memory card. Typically, an Apple IIe requires 128K to be a workstation and 512K to be a teacher station.

On the Apple IIGS, this means either not enough memory or, more commonly, that you need to set up a RAM disk using the Control Panel. If you have the current ROMs, a 256K RAM disk will suffice, but 512K is probably better.

No Users in Aristotle

When Aristotle menu management starts, it creates a user list. If no user list is found, it is normally because the groups "STUDENT" and "TEACHER" are not found. Remember, the group names must be exactly "STUDENT" and "TEACHER". Names like STUDENTS and TEACHERS, or STUDENT GROUP and TEACHER GROUP will not work. Many times, groups still appear correctly in Admin, but recopying the primary group into the User Information folder will correct the situation. CHANGE ALL ENCLOSED FOLDERS is often the culprit here.

(Important Note: STUDENT and TEACHER must be the Primary group.)

A User Still Doesn't Appear After Re-doing Group

If a student or teacher doesn't appear in Aristotle after restoring their group designation, delete the user and then recreate it.

You Must Be a Teacher To Use This Program

Aristotle menu management can be used only by users whose primary group is TEACHER. Check the user's primary group.

How Can I Keep Users From Copying Files to Floppies?

Under the FILES AND FOLDERS menu, choose GET INFO on the program file in question. In the upper-right corner there is a box named COPY-PROTECT. When this box is checked, users cannot make copies of the file.

How Can I Keep Users From Hiding Other Users' Folders, Trashing Them, Etc.?

Again, under the FILES AND FOLDERS menu, open the GET INFO on the folder. In the upper-right corner there is a box named LOCKED. With this box

checked, no one except the owner can move a folder, throw it away, or rename it.

Volume Name Must Be a Legal ProDOS Name

For Apple IIs to be able to use a server as a volume, the volume must have a legal ProDOS name. Unfortunately, this message usually appears when you check the APPLE II ADMIN box under the SERVER INFO menu, and there is no handy way to change it. Go back to the Finder and change the name of the disk.

Remember, a name has a maximum of 15 characters, no spaces, starts with a letter, and contains only letters, numbers, and periods.

Illegal ProDOS Name That Appears To Conform to Rules

Check for blanks preceding and/or following the volume name.

AppleTalk Must Be Installed

This usually occurs on a workstation and not the server. In either case, go to the Chooser and select the radio button that makes AppleTalk ACTIVE.

Administration Is an Unavailable Option

If Administration is an option that cannot be selected, then it does not reside in the server folder. This means someone probably copied the ADMIN program onto the hard drive, but not into the Server Folder. Go back to the Finder and drag it into the Server Folder.

Administrator Cannot Use All Folders

This normally occurs when using a Macintosh SE as a workstation logged on as Administrator.

If the Administrator is unable to see any folders or to change names, privileges, and so on, then Administrator was not given all privileges. Go to the SERVER ADMIN program, open the ADMINISTRATOR's user information, and check the ALL PRIVILEGES box.

Error/Unable To Load Application

On an Apple II running Aristotle, these messages appear when pathnames are incorrectly stated when creating an application for the application list. Aristotle WILL NOT catch this in menu management, but only when a user selects the menu option and tries to load the application. Correct the pathname. It should appear as follows:

```
/volumename/directory1/directory2...../application
```

Aristotle... Not Saved Properly

This message occurs when a student logs on, but the teacher has not saved

and quit Aristotle menu management. Have the teacher save any unsaved work and quit Aristotle.

Startup Configuration Not Properly Setup

This message occurs when access privileges to start-up files and folders have been corrupted. Check access privileges for the folders Aristotle, MENU.D, and DISPLAY, if the student is using Aristotle.

Garbage When Printing to the LaserWriter

To use the LaserWriter, an ImageWriter emulation program must be downloaded to it. You can do this by printing to the spooler or selecting the printer again in the Chooser.

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