



Tech Info Library

AppleShare and Personal File Sharing: FAQ (11/96)

Article Created: 18 December 1995

Article Reviewed/Updated: 25 November 1996

TOPIC -----

This article contains the answers to frequently asked questions (FAQ) on both AppleShare and Personal File Sharing.

Questions in this FAQ:

- 1) What do I do if my users cannot see the server?
- 2) What do I do if my users cannot log on?
- 3) My users get disconnected unexpectedly. What can I do?
- 4) I selected inherited privileges over explicit, but it is not working. What can I do?
- 5) I lost (or forgot) my administrator's password. What can I do?
- 6) What can I do to speed up my server?
- 7) I cannot get into the Users and Groups control panel on the server. What can I do?
- 8) My server crashes continually. What can I do?
- 9) I cannot eject removable media. What can I do?
- 10) How do current AppleShare users upgrade to AppleShare 4.2?
- 11) Is AppleShare 4.2 compatible with Open Transport?
- 12) Does AppleShare 4.2 run on PCI-based Macintosh systems?
- 13) Will AppleShare 4.2 run on 68040 machines? Will it run on non- Workgroup Server platforms?
- 14) Where is the Owner Name and Macintosh Name found in the Sharing Setup control panel stored?

DISCUSSION -----

1) Question: What do I do if my users cannot see the server?

Answer: Check the following for a possible solution.

- Make sure file server application has been launched.
- Make sure something has been shared with the Admin program.
- Make sure the proper network driver is chosen in Network control panel.
- Check that network cable connections are securely attached.

2) Question: What do I do if my users cannot log on?

Answer: Check the following for a possible solution.

- Make sure the client user has the correct name and password.
- Make sure the caps lock key has not been pressed.
- Make sure that login is enabled for the user in the Admin program.
- Make sure something has been shared in the admin program and that the user has access to the shared item.

3) Question: My users get disconnected unexpectedly. What can I do?

Answer: Check the following for a possible solution.

- Check to be sure the server has not crashed.
- Check for network problems, for example look for termination issues with the network.

4) Question: I selected inherited privileges over explicit, but it is not working. What can I do?

Answer: Refer to the Apple Technical Info Library, and use the search string "inherit and explicit", to find the article, "AppleShare: Inherited Privileges Problem".

5) Question: I lost or forgot my administrator's password. What can I do?

Answer: Procedures vary depending upon which version of AppleShare File Server software being used. Refer to the Apple Technical Info Library and use the search string "appleshare and admin key" to find the article "AppleShare Admin: What To Do If You Lose the Password".

6) Question: What can I do to speed up my server?

Answer: Check the following for a possible solution.

- Make sure remote user activity meter is set to 100%, which lets the

server access 100% of the available CPU cycles.

- Check to see if other applications are running on the server, like Apple Internet Router, Print Server, or an e-mail server. If possible transfer these applications to another computer. Remove third-party extensions from the computer to eliminate extension conflicts, or perform a clean system software installation if necessary. On AppleShare 4.0.x or 4.1 servers, you could experiment with different cache settings, as explained in the manual.
- Look for bottlenecks. If the server is using LocalTalk cabling, consider using Ethernet. Consider getting a higher performance hard disk drive or caching SCSI card. Consider upgrading to faster server hardware.
- There is no benefit in increasing RAM allocation to file server application in the Get Info window. The file server extension allocates the amount of memory it needs based on the number of concurrent users set in Admin program.
- Try adjusting Disk cache in the Memory control panel anywhere from 256K to 2048K. With AppleShare 3.0, there is no benefit to setting Disk cache above 2048K.

7) Question: I cannot get into the Users and Groups control panel on the server. What can I do?

Answer: To access users and groups information on an AppleShare server, you must use the Admin program. The Users & Groups control panel no longer works after AppleShare has been installed. If Apple Remote Access (ARA) is also installed on the server, you must use the AppleShare Admin program to change the users and groups information.

8) Question: My AppleShare file server crashes continually. What can I do?

Answer: Troubleshoot as you would any other system, for example, check for extension incompatibilities, SCSI bus, or corrupt software. Also make certain you at least have AppleShare v 3.0.1 of software.

If a clean installation of the system software and/or AppleShare software is required, BEFORE LAUNCHING THE ADMIN PROGRAM do the following to prevent loss of access privileges:

- Reset the server name in the Sharing Setup control panel. This can be any name, just do not leave the computer name field left blank.
- Restore the saved Users & Groups Data file to the Preferences folder in the System Folder.

These two items will prevent a new PDS file from being created, which would cause all access privileges to be lost. The AppleShare PDS file is an invisible file at the root level of each shared volume which keeps track of the access privileges for that volume. The Users & Groups Data File is the file that keeps the information about users, groups, and the Admin key (password).

9) Question: I cannot eject removable media. What can I do?

Answer: Try one or more of the following:

- If no users are logged on, drag the icon to the trash.
- If users are logged on, select the UnMount Volume command from the Server menu of file server application.
- If you tried the above but are still having problems, check the SCSI driver versions, the latest are recommended.
- A freeware utility, UnmountIt, may or may not help to unmount removable volumes. Look for it on ftp.apple.com, or through user groups. Note, this utility is not supported by Apple.

10) Question: How do current AppleShare users upgrade to AppleShare 4.2?

Answer: Customers who purchased AppleShare 4.0, 4.0.1, 4.0.2 or 4.1 prior to September 1, 1995 will pay an upgrade fee plus shipping and handling. Customers who purchased AppleShare 4.0.2 or 4.1 on or after September 1, 1995 will receive the AppleShare 4.2 Update for just the cost of shipping and handling. Call the Apple Order Center for further upgrade information.

NOTE: AppleShare 4.2 is supported only on NuBus equipped Power Macintosh and Workgroup Server computers.

11) Question: Is AppleShare 4.2 compatible with Open Transport?

Answer: AppleShare 4.2 is not compatible with Open Transport. AppleShare 4.2.1 will run on NuBus PowerPC Workgroup Servers 6150/xx, 8150/xx & 9150/xx with the classic AppleTalk stack. (Performance with the classic stack is still faster than Open Transport on these computers. With a future release of Open Transport or AppleShare this may change.) AppleShare 4.2.1 will also run on Open Transport based Workgroup Servers 7250/120 and 8550/132.

12) Question: Does AppleShare 4.2 run on PCI-based Macintosh systems?

Answer: AppleShare 4.2 will NOT run on PCI-based Power Macintosh computers. An AppleShare 4.2.1 is supported on these computers.

13) Question: Will AppleShare 4.2 run on 68040 machines? Will it run on non-Workgroup Server platforms?

Answer: AppleShare 4.2 will NOT run on 68040 or earlier computers. AppleShare 4.2 will run on NuBus equipped Power Macintosh computers, but is only available on Workgroup Servers or as an upgrade for previous owners of AppleShare 4.x.

14) Question: Where is the Owner Name and Macintosh Name found in the Sharing Setup control panel stored?

Answer: The Owner Name and Macintosh Name are stored in the System suitcase of the active System Folder.

The Tech Info Library article titled "Locating Vendor Information" can help you search for the Apple Order Center's phone number.

Article Change History:

- 25 Nov 1996 - Updated Open Transport information.
- 19 Nov 1996 - Added question and answer #15.
- 03 Jun 1996 - Updated for technical accuracy.

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Keywords: kfaq,ktoptil

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This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0019074

19970218 12:34:27.00

Tech Info Library Article Number: 19074