



# Tech Info Library

## AppleShare 4.2.1: Read Me (4/96)

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TOPIC -----

This article is the AppleShare 4.2.1 ReadMe file. A correction to the original ReadMe file was made to this Tech Info Library document.

DISCUSSION -----

AppleShare Read Me

This document provides important information about AppleShare version 4.2.1. Some of this information is not included in the AppleShare Administrator's Guide or in the Addendum to AppleShare Administrator's Guide. You may want to print this document and keep it with your guide.

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#### AppleShare Client for Windows

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AppleShare 4.2.1 includes a site license for AppleShare Client for Windows version 1.0.2. This product includes disc images of installation software and LaserWriter drivers on the AppleShare CD-ROM disc; the product also includes the printed guide Getting Started With AppleShare Client for Windows. You can create AppleShare Client for Windows floppy disks using the Disk Copy utility. The disk images, Disk Copy, and instructions on how to use this utility can be found in the AppleShare Windows Client 1.0.2 folder. For late-breaking information about AppleShare Client for Windows, see the README.TXT file on AppleShare Client for Windows Disk 1.

#### Share the Workstation Software 3.6.2 folder

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If you use the Easy Install method when you install your AppleShare server software or if you use the Custom method and select the AppleShare Workstation Network Install option, the Installer places a folder named Workstation Software 3.6.2 at the root of your startup volume. This folder contains all the components needed to upgrade any Macintosh computer to the latest version of the AppleShare Workstation program. Share this folder and its contents to make the workstation program available on the file server for installation over the network.

See the AppleShare Administrator's Guide for instructions on how to share a folder. The Workstation Software 3.6.2 folder should have See Files and See Folders privileges enabled for Everyone (do not allow Make Changes privileges). Do not allow the folder to be moved, renamed, or deleted. Change all the enclosed folders as well. Enable guest access to your server so that users can log on as guests and so that they can mount the Workstation Software 3.6.2 folder as a volume on their desktops.

You may also want to rearrange the folder so that only the Workstation User's Guide and the Installer application are visible when the volume is mounted. This will eliminate any confusion about how to use the contents of the folder.

#### Upgrade to AppleShare Workstation 3.6.2

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Macintosh system software includes AppleShare Workstation software, which users can use to log on to any AppleShare server, including an AppleShare 4.2.1 server. However, the AppleShare Workstation software supplied with system

software does not provide the increased performance of AppleShare Workstation 3.6.2 and may not accept the full range of server greeting messages that can be sent from an AppleShare 4.2.1 server; users may experience other problems with earlier versions of the Workstation Software. For these reasons, it is important to encourage all users to upgrade to AppleShare Workstation 3.6.2, following the complete instructions provided in the online Workstation User's Guide. The guide is in the Workstation Software 3.6.2 folder, which is located on the startup volume of your server or on the AppleShare CD-ROM disc.

#### Upgrade workstations to System 7.5 Update 2.0

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The Macintosh System 7.5 Update 2.0 Installer is on the AppleShare CD-ROM disc. You can use this Installer (or make it available over the network) to upgrade the systems of the workstations on your network. System 7.5 Update 2.0 is a set of system software enhancements that improves the reliability and performance of all computers running system software version 7.5, 7.5.1, or 7.5.2. You can install the update even if you (or users on your network) did not install Macintosh System 7.5 Update 1.0.

Note: Although Apple recommends that you install the update for the many enhancements it provides, be aware that once you install the update your users may notice a decrease in AppleShare performance. This decrease in AppleShare performance will be corrected in future releases of system software.

#### Sharing a volume over 2 gigabytes

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AppleShare 4.2 allows you to share a volume as large as 4 gigabytes (GB). However, when a user mounts a volume that's over 2 GB, the information that is displayed at the top of the volume window on the user's computer will be inaccurate. The line beneath the volume window title displays the number of items in the window ("n items"), the amount of memory used by items on the volume ("n MB in disk"), and the amount of additional memory that can be used ("n MB available"). The "n MB in disk" and "n MB available" figures will not reflect the total volume size.

#### Negative file sizes

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In some views, the Finder displays the size of a file next to the file's name. If users report that the Finder is displaying negative file sizes for files stored on AppleShare servers, instruct them to upgrade to System 7.5.1 or higher.

#### IMPORTANT:

In the original ReadMe document this section instructed users to upgrade to AppleShare Workstation 3.6.2. However, they should upgrade their system software, not their AppleShare Workstation software.

#### The Print Server program uses LaserWriter 7 drivers

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The AppleShare Print Server program can accommodate any model of Apple LaserWriter that is compatible with LaserWriter 7 drivers, ImageWriter printers, and any other printers compatible with the print drivers for these two classes of printers. The Print Server program is dependent on LaserWriter 7 drivers and

does not utilize LaserWriter 8 drivers. Client computers can have LaserWriter 8 drivers installed and use the print server; however, users will not get the functionality of LaserWriter 8 drivers (such as Automatic Setup) and server problems may occur. For instance, if client computers on your network have LaserWriter 8 drivers installed, print queue windows displayed on the server will display double entries for each print job.

Longer print time when printing through a print spooler

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The total elapsed time is longer when users print documents through a print spooler rather than printing directly to a printer.

Don't use QuickDraw GX with the Print Server program

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QuickDraw GX and AppleShare Print Server program are not compatible. Do not run them on the same machine.

Using the LaserWriter Bridge software

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The LaserWriter Bridge software that is included on the AppleShare CD-ROM disc is intended for classic AppleTalk-based machines only; the LaserWriter Bridge software is not compatible with Open Transport-based machines.

Use QuickTime 2.0 or later on workstations

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Workstations running both NOW utilities and QuickTime version 1.6 may hang when users log on to an AppleShare file server. To avoid this problem, instruct users to install QuickTime version 2.0 or later on their computers. Alternatively, removing QuickTime 1.6 or NOW utilities will fix the problem. Users may also experience problems with the HAM (Hierarchical Menu) utility. Solving this problem requires removing the utility.

QuickTime 2.1 is in the Extras folder, which is in the AppleShare Workstation 3.6.2 folder on the AppleShare CD-ROM disc. If AppleShare 4.2.1 has been preinstalled on your server, the Workstation Software 3.6.2 folder will be located at the root of the startup volume on your server. You can also find it on the AppleShare CD-ROM disc.

Opening applications over the network

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If users with 68040-based Macintosh computers running system software prior to version 7.5 are experiencing problems opening applications over the network, they need to install Network Launch Fix into the Extensions folder of the System Folder on their computer startup disk. (Computers running system software 7.5 or later have Network Launch Fix built into the system.)

Network Launch Fix is in the Extras folder, which is in the AppleShare Workstation 3.6.2 folder at the root of the startup volume on your server. You can also find it on the AppleShare CD-ROM disc.

Delayed response to the Cancel button

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When users click the Cancel button to stop a file transfer that is in progress,

the Finder may not respond immediately. The delay may be significant depending on the length of the round trip between the workstation and the server. Connections over multiple routers or over phone lines using Apple Remote Access may cause significant round-trip delays.

Tell users that if the Finder does not respond immediately, they should not assume that their computer has crashed or is frozen; they should wait several minutes before restarting.

#### Mounting the same volume twice in different zones

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If you have enabled multihoming on your network, tell users to be cautious when connecting to volumes and servers with the same name in different zones; the volumes may actually represent the same volume on your server that can be accessed in several zones. If you log on to the same server in two zones and you attempt to copy the same files or folders from one icon representing a volume on the server to another icon representing the same volume, data loss will occur.

#### Using System 7 disk cache with AppleShare

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In addition to the caching provided in AppleShare 4.2.1, your system software also provides disk caching. Depending on how you use AppleShare, you may notice an improvement in performance by adjusting the server computer's disk cache size. In general, increasing the size of the cache for your AppleShare file server will provide a more substantial performance improvement than increasing the size of the system software's disk cache.

Your server's system software ships with disk cache turned on and set to 96K. You may wish to experiment with different settings. (You adjust the cache size in the Memory control panel.)

If you change the size of the disk cache, be sure to restart the server computer for the new size to take effect.

#### Do not use virtual memory with AppleShare

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AppleShare 4.2.1 cannot run with virtual memory turned on. Do not turn on virtual memory with your server computer.

#### Do not turn on file sharing from the Automated Tasks submenu

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Do not use the Start File Sharing and Stop File Sharing commands from the Automated Tasks submenu under the Apple menu.

#### Choose screen savers carefully

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There are many screen savers on the market that can be used to prevent screen burn-in on AppleShare servers. Some screen savers are quite elaborate and perform many complex calculations to draw a single picture on the screen. Since they require significant amounts of CPU time, the more complex screen savers will reduce the performance of your AppleShare server. Please choose the screen saver that interferes the least with your AppleShare server.

Some screen savers are not compatible with AppleShare 4.2.1 and can cause your server to crash or hang. Before purchasing or using a screen saver, check with the screen saver's manufacturer to determine if the screen saver will work properly with your server.

#### Choose disk compression utilities carefully

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Most disk compression utilities are incompatible with AppleShare 4.2.1 and can cause your server to crash or hang. Before purchasing or using a disk compression utility, check with the utility's manufacturer to determine if the utility will work properly with your server.

#### Using Retrospect Remote with AppleShare

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If you are backing up a large number of files, you may need to give Retrospect Remote more application memory. See the Retrospect Remote User's Guide for information on when to increase the size of your Retrospect Remote program.

#### Using WebSTAR and AppleShare on the same server

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You may experience problems if you try to run WebSTAR and AppleShare on the same server and you are also using Open Transport. If you attempt to open WebSTAR when AppleShare is already running, your system may freeze. To avoid this problem, follow these steps:

- 1) Open the TCP/IP control panel.
- 2) Choose User Mode from the control panel's File menu and click the Advanced or the Administration button. Then click OK.
- 3) In the control panel, click the Options button.
- 4) In the TCP/IP Options dialog box, deselect (click to remove the "X") the "Load only when needed" option.
- 5) Click OK.
- 6) Restart your server computer.

#### Logging on to an AppleShare file server from a PhoneNet PC client

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Using the AppleShare Admin program, you can force new AppleShare users to change their password the first time they log on to your server. If new users are experiencing problems logging on to an AppleShare file server with PhoneNet PC, try letting them keep their original passwords.

#### Using Farallon Ethernet cards and multihoming

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If you are using a Farallon Ethernet card on your server and you enable multihoming, you must terminate the card. If the card is not properly terminated, your server may freeze or crash.

#### Incompatibility with Atto NuBus card

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AppleShare 4.2.1 is not compatible with Atto Technology's Silicon Express IV NuBus FAST/WIDE SCSI-2 SCSI Card. This is because AppleShare requires a system based on SCSI Manager 4.3. The Atto card uses its own SCSI manager.

## Using special characters in server names

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The AppleShare Admin program will not allow the administrator to enter a server name that contains a "/" character. If you must have a "/" character in the name of your server, use the following workaround:

- 1) Shut down file service.
  - 2) Quit AppleShare Admin.
  - 3) Drag the Users & Groups Data File from the Preferences folder to the System Folder.
  - 4) Using the Sharing Setup control panel, enter a new name in the Macintosh Name box.
  - 5) Start AppleShare Admin.
  - 6) Enter the appropriate information in the administrator information and serial number dialog box.
  - 7) When the file server information dialog box appears, do not change the server name. Just enter the Admin Key and click OK.
  - 8) Quit AppleShare Admin.
  - 9) Drag the Users & Groups Data File from the System Folder to the Trash (it is no longer needed).
- A new Users & Groups Data File has been created in the Preferences folder.

## Use separate aliases for shared items

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Aliases to shared folders can be created using the Finder on the AppleShare server computer. Those aliases can be shared with workstations by placing them in a shared folder. If a shared alias is accessed by a workstation, the alias may be modified in such a way that it is no longer usable by the Finder on the AppleShare server. This can only happen with shared-item aliases created on an AppleShare server.

To avoid this problem, use separate aliases for shared items. Create two aliases to the same shared item, using the Finder on the AppleShare server. Place one alias in a shared folder for use by workstations. Keep the other alias in a folder that is not shared with workstations.

## Serial numbers are not updated immediately

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Using the AppleShare Admin program, you can change serial numbers while file service is running. However, the old serial number will remain in effect until you shut down and restart file service.

Once you change to a new serial number, the old serial number will no longer be displayed in the Administrator Information and Serial Number dialog box (displayed by starting the AppleShare Admin program and choosing File Server Serial Number Preferences from the Server menu). To avoid confusion about which serial number is in use, restart file service immediately after changing the serial number.

## Working with a large Users & Groups Data File

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The AppleShare Admin program is configured to work with a Users & Groups Data File that has a maximum of 2000 users. If you have a large user community, you

may need to increase the capacity of AppleShare Admin by increasing the preferred memory size in the Admin Info window. (In the Finder, select the AppleShare Admin icon, then choose Get Info from the File menu.) AppleShare Admin needs a minimum memory of 400K. Increase Admin's preferred memory size by 100K for each additional 1000 users in your user community. For example, AppleShare Admin needs 500K of memory to handle 2900 users, but it needs 600K of memory to handle 3900 users.

#### Use AppleShare Admin to modify Users and Groups information

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If you install AppleShare on a server that also supports Apple Remote Access, you can't use the Users and Groups file from Apple Remote Access. Instead, use the AppleShare Admin program to work with Users and Groups.

#### Avoid giving users access to the root of a volume

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Using the AppleShare Admin program, you can give workstation users access to either the root of a volume or to specific shared items within that volume. To ensure the security of your file server, give workstation users access to shared items only.

#### Initializing floppy disks on an AppleShare file server

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If you are experiencing problems initializing floppy disks on an AppleShare 4.2.1 server that has connected users, try removing the PC Exchange control panel from the Control Panels folder in the System Folder and then restarting.

#### Don't select Folder Protection

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The General Controls control panel contains two checkboxes in the Folder Protection box: "Protect System Folder" and "Protect Applications folder." Because there is an incompatibility between this feature and AppleShare, make sure that no X's appear in these two checkboxes.

#### General Controls control panel updated

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When you install AppleShare 4.2.1 software on servers running System 7.5.1, the General Controls control panel is replaced by General Controls version 7.5.6. This update fixes bugs that affect AppleShare operations.

#### Don't install SAM Intercept on the server machine

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AppleShare 4.2.1 does not run with Symantec Antivirus for Macintosh (SAM) Intercept installed in your server's Extensions folder.

#### Article Change History:

30 Apr 1996 - Revised what software to upgrade if negative file sizes appear.



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