Tech Info Library

At Ease 2.0 for Workgroups: Questions and Answers (8/95)

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TOPIC ---

This article answer several frequently asked questions about At Ease 2.0 for
Workgroups.

DISCUSSION --

Making Existing Files Available to a User
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Question: How do I make existing documents available to a particular user?

Answer: In the Finder, place the items in the user's Documents folder. Here's
how:

Step 1

Log on to At Ease as the user to whom you want to make a document available. Use
the user's name, but the administrator's password.

Step 2

Go to the Finder (You may need to log on as a user who has access privileges to
the Finder.)

Step 3

Open the Documents folder.

Step 4

Find the user's own folder. Inside the Documents folder is an individual
Documents folder for each user who has logged on.

Step 5

Move the items into the user's Documents folder.

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Can't Open Requested File
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Question: The application several members of our workgroup use asks them to open
a file that is not on either At Ease panel. It's grayed out in the pop-up menu.

Answer: The administrator set a security feature not allowing users to access
documents outside of their own folder. To turn this feature off:

Step 1
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Open At Ease Setup.

Step 2
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Click Options.

Step 3
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Deselect the box next to "Keep users from opening documents anywhere else."

Step 4
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Click OK.


Auto Log Out Not Working
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Question: I set the computers in our workgroup to log out of At Ease if their
Macintoshes had been idle for more than 15 minutes. Now sometimes the
Macintoshes stay logged on well past that 15 minute limit. Why?

Answer: If a user has made changes to a document but has not saved them yet, At
Ease can't log them out. Save or cancel the changes to the document(s) and At
Ease will log that user off.


Items Not Copied From Floppy
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Question: I tried to copy some items from a floppy disk to a user's panel. Some
of them copied, but others didn't. Why?

Answer: At Ease panels displays only documents or folders that can be opened
from At Ease. If the user whose panel you tried to copy to does not have access
to the applications that created some of the items on the floppy disk, they will
not copy over to the User's panel.


User's Password Doesn't Work On Other At Ease Computers
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Question: A user changed his password, but it only works on the Macintosh he changed it on. Why don't the other Macintoshes recognize it?

Answer: If your workgroup is not on a server, you will have to update each Macintosh in the group separately so they "know" about the new password.

Network Update Does Not Take Effect
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Question: The administrator changed the configuration of one of the Setups, then tried to update the other computers. Why didn't the changes show up?

Answer: When you update over the network, each computer will receive the new information. However, At Ease will not reflect the changes on a Macintosh until At Ease is Quit and launched again on that computer.

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14 Aug 1995 - Corrected minor typo.
08 Aug 1995 - Added keyword and reviewed for technical accuracy.

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