At Ease: Unable To Access The Documents Folder Message (9/95)

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TOPIC ---

I am running At Ease for Workgroups and using a server as the At Ease disk. When
I turn on any of my client Macintosh computers running At Ease for Workgroups, I
get the message "Unable to access the documents folder on the At Ease disk.
Please contact your server's administrator." The server shows up on the network,
but no machine in the workgroup is able to find the documents folder.

DISCUSSION --

This message is indicating that At Ease cannot find the server, since the server
does show up on the network, the preferences file for At Ease has become
corrupted.

You can correct this by following these steps:

Step 1

Restart one of your client computers while holding down the Shift key until you
see the message, "Welcome to Macintosh, Extensions off".

Step 2

Enter the administrator's password when At Ease asks you to do so.

Step 3

Drag the At Ease Prefs file from the At Ease folder in your System Folder to the
Trash.

Step 4

Choose Restart from the Special menu.

Step 5

On the server you are using as the At Ease disk, open the At Ease folder.

Step 6

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Drag the At Ease Prefs file to the Trash.


Step 7
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On the client machine, mount the At Ease server volume.


Step 8
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Launch At Ease Setup.


Step 9
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If you are using At Ease 2.0, 2.0.1 or 2.0.3, under Options Choose "At Ease
Disk..."

Click the radio button next to Mounted Server, select the mounted volume, click
Okay.

If you are using At Ease 3.0, under Network choose At Ease Server, click the
button next to Mounted Server, select the mounted volume, click Okay.


You next need to update all the other computers on the network using the Remote
Administration features of At Ease. If the computers you wish to update are
unable to launch At Ease, follow the above procedure omitting steps 5 and 6.

If some of your At Ease client machines are able to launch into At Ease, update
them using the following procedure. From within At Ease Setup on the first
client you just reconfigured, follow these steps:


If you are using At Ease 2.0, 2.0.1, or 2.0.3
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Step 1
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Under Options choose Update Computers... A dialogue box appears with a list of
all the computers running At Ease with Allow Remote Administration checked in
the Security window under the Options menu.


Step 2
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Select each computer you want to update, click Okay.


If you are using At Ease 3.0
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Step 1
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Under Network choose At Ease Computers, a dialogue box appears with a list of
all the computers running At Ease with Allow Remote Administration selected in
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the User Settings window under the Security menu.

Step 2

Click each computer you want to update, click Okay.

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