PB 190,5300,2300: Sad Mac Error After Installing At Ease (1/97)

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TOPIC ---

We encountered a problem with a PowerBook 190 and At Ease for Workgroups v3.0.1.
Our new PowerBook 190 came with System 7.5.2, so I installed the System 7.5
Update 2.0 (7.5.3). No problem. Then after installing At Ease software, and
restarting, we were greeted with the Sad Mac icon, and the error code: 0000000F
00000001. We were unable to startup from a Disk Tools floppy disk.

DISCUSSION --

Issue
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The issue you describe may appear if you are using At Ease for Workgroups 3.0 or
3.0.1 and the following conditions are true:

* the At Ease administrator has set the "Lock startup volume" option,

* the Macintosh running At Ease is equipped with an IDE internal hard drive and
a recent version of the driver software. (This includes the PowerBook 190,
PowerBook 2300, and PowerBook 5300 series computers.) It should be noted that
this issue has nothing to do with installing the System 7.5 Update 2.0.

In these circumstances, turning on the computer and attempting to startup from
the internal hard disk will cause a "Sad Mac" window to appear. You will not be
able to get to the At Ease logon screen or to the Finder.

The Solution
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The At Ease-IDE Utility 1.0 fixes this issue. Follow these steps to correct it:

1. Insert a bootable floppy disk that contains the At Ease-IDE Utility and do a
restart while holding down simultaneously the Command-Shift-Option-Delete keys.
It will take some time before the Finder appears. (See instructions at the end
of this document for obtaining such a disk if you don't have one. It is also
possible to connect a bootable external hard drive containing the At Ease-IDE
Utility and, in the same manner, start up from that drive.)

2. If you see a dialog asking if you want to rebuild the desktop, click on cancel.

3. Once you have booted and are in the Finder, run the At Ease-IDE Utility. (Note that your internal hard disk will not be visible on the desktop.)

4. Choose "Restart" from the Special Menu in the Finder and allow the floppy disk to be ejected so that you are booting from the internal hard disk.

5. If At Ease is on, you will go to the At Ease logon screen as usual. (Note that if your computer's startup disk has been locked by At Ease for Workgroups, it will still be locked after running the At Ease-IDE Utility.)

6. If At Ease is off, you will go to the Finder.

7. Immediately upgrade to At Ease for Workgroups version 3.0.2 or later. (See below for information on obtaining version 3.0.2).

The data on your internal hard disk will not be affected by this problem or by running the At Ease-IDE utility.

On At Ease for Workgroups 2.x versions, IDE (ATA) drive locking was not supported, so the problem will not appear. You should still consider upgrading to At Ease 3.0.2 or subsequent versions.

Obtaining A Bootable Floppy Disk With The At Ease-IDE Utility
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1. If you have a Disk Tools disk for the computer with the problem, you can move the At Ease-IDE Utility to that disk -- there should be room -- and then startup from that disk.

2. If you have access to any of the following on-line services, you can download a bootable disk image called "At Ease-IDE Utility Disk" on the following online services and Internet sites:

* America Online - keyword: applecomputer

* CompuServe - GO APLSUP

* Internet -
   - Worldwide Web: <http://www.info.apple.com/swupdates>
   - ftp: <ftp://ftp.info.apple.com>

3. If you do not have on-line access, you can obtain the At Ease-IDE Utility by calling 800-SOS-APPL, or 800-767-2775. (Available in the US only.)

Obtaining At Ease For Workgroups 3.0.2 Update
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You can obtain the At Ease for Workgroups 3.0.2 update from any of the above
on-line services using the same path.

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17 Jan 1997 - Updated Online references.
18 Jun 1996 - Added information about solution.

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