



# Tech Info Library

## Power Macintosh 4400/200: Read Me (2/97)

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TOPIC -----

This article contains the Read Me file for the Power Macintosh 4400/200 computer.

DISCUSSION -----

This document provides late-breaking information that could not be included in your user's manual.

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## Tips

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### Installing Peripheral Component Interconnect (PCI) Cards

Some PCI cards must be installed in a particular slot in your computer. Consult the PCI card's user's manual, Read Me file, or the card manufacturer to determine if the card you are installing must be installed in a certain slot.

## Troubleshooting

IMPORTANT The troubleshooting information in this Read Me file supplements the information provided in Macintosh Guide (available in the Guide menu when the Finder is active) and the manuals that came with your computer.

## Printing Problems

You have trouble printing on a StyleWriter or StyleWriter II printer. Use the StyleWriter 1200 printer driver that came installed on your computer. Do not install your older StyleWriter driver; it is not compatible with PowerPC-based computers.

You can't use the Print Later option with a non-networked printer. If you have the Assistant Toolbox extension installed on your computer and you want to use the Print Later option when printing on a non-networked printer, you must turn off the Assistant Toolbox extension and restart your computer.

To turn off the Assistant Toolbox extension:

1. Open the Apple (\*) menu and choose Control Panels.
2. Open the Extensions Manager control panel.
3. In the list of extensions, click next to the Assistant Toolbox extension to remove the checkmark.
4. Restart your computer.

You see a low-memory warning when you print Stickies on a StyleWriter, StyleWriter II, or StyleWriter 1200 printer. This problem can occur when the

amount of memory Stickies uses is set below 150K. Increase the amount of memory available to Stickies. For instructions on changing the memory a program uses, refer to Macintosh Guide (available in the Guide menu when the Finder is active).

#### Performance Problems

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You see a message that not enough memory is available. This problem can occur for several reasons. For detailed tips on memory-related problems, refer to both the troubleshooting information in the manuals that came with your computer and to the information on memory in Macintosh Guide (available in the Guide menu when the Finder is active).

If this problem occurs after you have opened the Extensions folder in the System Folder and scrolled through a long list of extensions, you can restore normal performance by restarting your computer.

Microsoft applications such as Microsoft Word, PowerPoint, or Microsoft Excel display messages that not enough memory is available and that you need to increase the size of memory available. Try quitting all applications before launching Microsoft applications. If this does not work, then try turning on virtual memory. The documentation that came with your computer and Macintosh Guide (available in the Guide menu when the Finder is active) contain more information about virtual memory.

#### Problems with Sound

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HyperCard version 2.3.3 or earlier does not record sound properly on your computer. Other sound-recording application programs, including SimpleSound and the Sound control panel, can record sounds that you can import and play within HyperCard 2.3.

Some application programs that use sound require the Sound control panel, an older control panel that has been replaced on your computer by the Monitors & Sound control panel.

You can install the Sound control panel by doing a custom installation of system software. For instructions, refer to the information on doing a custom installation in the Troubleshooting chapter of the manual that came with your computer. When the custom dialog box appears, click "Sound control panel" in the list, then click Install.

#### Problems with Energy Saver

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When using Energy Saver, if you schedule a startup time for your computer of 24 hours (or more) after the scheduled shutdown time, the computer may not start up at the scheduled time.

To solve this problem, after you change the scheduled shutdown or startup time, click the "Sleep Setup" button in the Energy Saver control panel.

#### Problems Using a RAM Disk

You notice performance problems when using a RAM disk. Make sure the RAM disk size is not set to 100% or you may experience performance problems.

#### Problems with Programs Freezing or Quitting Unexpectedly

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Maple V quits unexpectedly when you change your monitor resolution. This can occur if you use the Control Strip to change the monitor resolution while the Maple V program is active. Use the Monitors & Sound control panel instead of the Control Strip to change screen resolution. For instructions on using the Monitors & Sound control panel, refer to Macintosh Guide (available in the Guide menu when the Finder is active).

When you try to install Adobe Premiere Deluxe, the mouse freezes. This can occur if you have virtual memory turned on and AppleTalk active when you try to install Adobe Premiere Deluxe. Turn off virtual memory and make AppleTalk inactive before installing. For instructions, refer to Macintosh Guide (available from the Guide menu when the Finder is active).

This problem does not occur if you select Adobe Premiere 4.2 installation instead of Adobe Premiere Deluxe.

#### Problems with Monitors

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You have difficulty choosing a video resolution that works well. To select the best video resolution to use with your monitor and computer, use the Control Strip displayed in the bottom left corner of your screen. (If the Control Strip is not visible, display it by choosing Control Strip from the Control Panels submenu in the Apple menu.) The recommended resolutions are listed in a plain font. The resolutions listed in italics may not work with your hardware.

#### Compatibility Problems

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##### DOS Compatibility Cards

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PCSetup is an application program that comes with DOS Compatibility Cards. PCSetup version 1.5 or earlier may not work with your computer.

If you have the DOS Compatibility Card sound cables installed, the output from the audio will be reversed.

#### CDPlusGraphics

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Your computer displays error messages when you use the CDPlusGraphics application to play a CD-ROM disc that contains both sound and graphics. The graphics tracks of CD+G discs and MIDI tracks of CD+MIDI discs cannot be played on the internal CD-ROM drive in your computer. (However, the audio tracks of these CDs can be played.) To play CD+G and CD+MIDI discs, use an external SCSI CD-ROM drive.

#### At Ease for Workgroups 3.0 and 3.0.1

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If you are using a version of At Ease prior to 3.0.2, do not remove the At Ease ATA Extension from your Extensions folder. (This extension prevents the "Lock startup volume" checkbox from being available.) If you are using At Ease 3.0.2 or later or you are not using At Ease at all, you may remove the At Ease ATA Extension.

#### Ethernet Cards

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The Ethernet CS II Card requires Open Transport software. To use Open Transport, open the Network Software Selector application in the Apple Extras folder and select Open Transport networking. Then use the AppleTalk and TCP/IP control panels to set up networking with the Ethernet CS II Card. (Do not use the Network and MacTCP control panels.)

MacIPX is not supported currently by Open Transport and therefore does not work with the Ethernet CS II Card or with any Ethernet PCI card.

The currently shipping versions of Apple IP Gateway and AppleTalk Internet Router are not compatible with Open Transport.

Shut down your computer before you connect or disconnect network cables from your computer.

If multiple network cards are installed, the AppleTalk Control Panel identifies the cards as A1, B1 or C1; slot A1 is the middle (PCI) slot, slot B1 is the top (PCI) slot, and slot C1 is the bottom (communication) slot.

#### External Modem Port

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The installation of any internal modem in the communication slot will disable the external modem port. You can configure the printer port for an equivalent use after turning AppleTalk off.

#### Japanese and Chinese Language Kits

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To use the Japanese Language Kit with your computer, you must install version 1.2 or later. In the United States, you can obtain an upgrade by calling Claris at 1-800-293-6617.

To use the Chinese Language Kit with your computer, make sure you use version 1.1.1 or later. To install the Chinese Language Kit version 1.1.1, follow these three steps:

1. Install the WorldScript Updater 1.0.
2. Install the Chinese Language Kit version 1.0 or 1.1.
3. Install the Chinese Language Kit Updater to update your software to version 1.1.1.

IMPORTANT: Be sure to follow the steps in the order shown.

#### STF PowerFax PE

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If you use PowerTalk Direct Dialup Mail and have trouble sending a fax, it may

be because both Direct Dialup and STF PowerFax PE are set to auto-answer. To turn off STF auto-answer, open the STF Setup window and set 'n' to "never" (in the "Answer on 'n' rings" section).

#### Emagic Logic Version 2.0.1

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In order to use Emagic Logic version 2.0.1 and similar applications, the MIDI Manager extension may need to be installed.

#### PCI Video Cards

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In order to use the Targa 2000 card, you must install it in slot A1 and turn virtual memory off. Refer to Macintosh Guide (available from the Guide menu when the Finder is active) for more information about turning virtual memory off.

In order to use the Media 100qx card, you must install it in slot A1 and turn virtual memory off. Refer to Macintosh Guide (available from the Guide menu when the Finder is active) for more information about turning virtual memory off. Also note that this card has special configuration requirements -consult the card's manufacturer to configure your system for best performance.

You may experience problems with other video capture cards on your computer. Please contact the card's manufacturer for instructions.

#### Important Information About Virtual Memory

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With virtual memory turned on, a Power Macintosh program uses less memory than when virtual memory is turned off. If you check the program's Get Info box before and after turning on virtual memory, you'll see that the numbers in the Memory Requirements box change. That is because turning on virtual memory allows the program to use memory more efficiently.

For information on how to turn virtual memory on and off, choose Macintosh Guide from the Guide menu when the Finder is active. Click the Memory topic area, and then click "How do I use hard disk space as memory?" and "Tips for PowerPC-based computers." Also, refer to the user's manual that came with your computer.

#### Important Information About Document Auto-Save

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The Document Auto-Save feature in the Energy Saver control panel automatically quits all open applications during an idle or scheduled shutdown, and saves changes to any open documents in each application. Since there are literally thousands of applications available for the Macintosh (with new ones always arriving), Apple cannot guarantee that Document Auto-Save will be compatible with every application. When Document Auto-Save is incompatible with an application, the application will not automatically quit and the computer will not be shut down.

If you intend to turn Document Auto-Save on, monitor its operation during the first attempted idle or scheduled shutdown and note if any of your applications are not compatible. You can avoid problems with incompatible applications simply by making sure you leave open no documents that are new or modified before a

scheduled shutdown is to occur. You can modify the Document Auto-Save preferences in the Energy Saver control panel so the computer will sleep rather than shut down when unsaved documents are open.

For instructions for using Energy Saver & Document Auto-Save, choose Macintosh Guide from the Guide menu when the Finder is active and choose the Energy Saving topic area.

#### Other Document-Saving Products

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There are conflicts when non-Apple document-saving control panels or extensions are used in conjunction with Energy Saver's Document Auto-Save. Examples of such products are NowSave and SuperBoomerang. For best results, use the document-saving features of only one control panel or extension.

#### Self-Dismissing Dialogs Boxes

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Under some rare conditions, the Energy Saver control panel may continuously dismiss dialog boxes if the Document Auto-Save feature unexpectedly fails during an idle or scheduled shutdown. (Whenever a dialog box appears, it is dismissed as if you have pressed the Return key.) To return things to normal, simply click the mouse or press the Space bar.

#### Important Information About Macintosh PC Exchange

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##### AutoDoubler

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Before you use AutoDoubler with Macintosh PC Exchange, you must open the AutoDoubler control panel and turn off the "Show DD on Compressed Files" option from the DD menu.

#### Compressed PC Disks and Files

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Macintosh PC Exchange does not work with DOS-format floppy disks or SCSI hard disks that have been compressed using Stacker or other DOS or Windows disk-compression utilities. Before transferring compressed DOS files to a Mac OS-based computer, you must decompress the files and save them on a noncompressed DOS-format floppy disk.

#### Working With Disks Containing Multiple Partitions

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If a SCSI hard disk or removable media cartridge has been formatted to contain multiple partitions, you can use Macintosh PC Exchange to mount the Mac OS-, DOS-, or ProDOS-format partitions as individual volumes on the Macintosh desktop. If the disk contains both Mac OS- and DOS-format partitions, Macintosh PC Exchange will recognize only the Mac OS partition. In addition, Macintosh PC Exchange will recognize ProDOS-format partitions only on SCSI hard disks that are less than 32 megabytes.

You can use Macintosh PC Exchange to erase existing individual partitions on a SCSI hard disk or removable media cartridge if they have the same format. However, you cannot use Macintosh PC Exchange to reformat and resize individual partitions contained on the disk. Nor can you format a

Mac OS-format hard disk or removable media cartridge as a DOS-format disk. To resize or reformat multiple Mac OS, DOS, or ProDOS partitions, you need to use third-party software designed for partitioning hard disks and removable media cartridges.

#### Working with DOS-Format SCSI Removable Media Devices

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In order for Macintosh PC Exchange to recognize any SCSI removable media device, you must turn on the device and eject any cartridges before you turn on your computer.

Do not install the device driver software that came with your removable media device. Instead, open the Macintosh PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. Macintosh PC Exchange will install its own device driver for that SCSI device.

The Eject Disk command is unavailable when you are working with removable media devices. To unmount and eject a removable media cartridge, click the device's icon to select it and choose Put Away from the File menu. Once the device has spun down and the red light goes out, you can manually eject the cartridge from the drive. To access a removable media cartridge that has been ejected, simply reinsert the cartridge in the drive.

When initializing and formatting Bernoulli and SyQuest cartridges on a DOS or DOS-compatible computer, use either the disk setup and partitioning software that came with the SCSI controller card installed in your PC or the one that came with your Bernoulli or SyQuest device. (Do not use the MS-DOS FDISK command.) Also, use the MS-DOS FORMAT command to format a newly initialized removable media cartridge on a DOS or DOS-compatible personal computer (PC) before you copy DOS files onto it.

When you initialize a removable media cartridge on a DOS or DOS-compatible PC, you must fully partition, initialize, and erase the cartridge using the software that came with your SCSI controller card or removable media drive. If you do not, Macintosh PC Exchange may not recognize the new DOS-format partitions on that cartridge.

#### Working with DOS-Format SCSI Hard Disk Drives

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In order for Macintosh PC Exchange to recognize a SCSI hard disk drive, you must turn on the drive before you turn on your computer.

Do not install the device driver software that came with your removable media device. Instead, open the Macintosh PC Exchange control panel, click the Options button, select your SCSI device from the list, and then restart your computer. Macintosh PC Exchange will install its own device driver for that SCSI device.

When initializing and formatting an external SCSI hard disk connected to a DOS or DOS-compatible PC, use the MS-DOS FDISK command or the disk setup and partitioning software that came with the SCSI controller card installed in your PC. In addition, you should use the MS-DOS FORMAT command to format and erase the disk before you copy DOS files to a new SCSI hard disk connected to a PC.



## Tips and Problems

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- \* A "sad Macintosh" icon may appear on your screen at startup if a removable media cartridge has been left in the drive. To keep this problem from occurring, manually eject removable media cartridges from their drives before you turn on your computer.

- \* Macintosh PC Exchange cannot recognize SCSI hard disks, removable media devices, or drive container files that contain more than one gigabyte of disk space.

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