File Assistant: For Which Computers and How To Install (1/96)

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TOPIC ---

Several users are reporting that "File Assistant" is getting installed as part
of the System 7.5 Easy Install. It also does not appear to be part of a clean
install on some computer models. This product ships installed on many Macintosh
computers, but if someone erases it there is no option in Custom Install to
reinstall it.

Does Assistant Toolbox and it's companion application File Assistant work on any
Macintosh computer?

What choice do users select in custom install to get File Assistant installed?

The Installer places this software on which computers during a Clean Install or
Easy Install?

Which computers come with the software installed on the hard drive?

DISCUSSION ---

File Assistant version 1.0 can be used on any Macintosh but there is a catch
with Power Macintosh computers. It turns out that during an Easy Install on a
Power Macintosh computer, the installer for File Assistant replaces the Finder,
Finder Help, and the Network extension with older versions.

The workaround is to use the Custom Install option to install 'File Assistant'
and 'Assistant Toolbox'. File Assistant then works without any problems on Power
Macintosh computers.

For non-Power Macintosh computers, you can use the Easy Install option on the
File Assistant 1.0 Installer Disk available online. When doing an Easy Install,
File Assistant will be installed if the target computer is a PowerBook or Duo.
It will also be installed during the Custom Install option if the you select
Software for Any Macintosh.

File Assistant is factory installed on PowerBook and Duo computers with the
Assistant Toolbox installed in the active System Folder, and PowerBook File
Assistant installed in the Portables folder inside the Extras Folder. It is also
included in the System 7.5 Install Folders on non-System 7.5 systems such as the

4 MB PowerBook configurations.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" -- Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
Apple Tech Info Library.

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08 Jan 1996 - Corrected minor typo.
16 Feb 1995 - Changed keyword and reviewed for technical accuracy.

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