KAISER PERMANENTE®

Oakland Campus Mac User Tips

Version 1.0

These suggestions were compiled by the Lotus Notes System Integrators and CND LAN Administrator to be used as a quick reference in helping to cure a number of simple problems.

As always, problems with or questions about your Macintosh System should be directed to The Help Desk @ 8-473-1140.

1) Don't drag or copy file or folder icons to the desktop! This can a) waste hard disk space and b) subject the file or application to corruption in event of a system crash.

Instead, highlight the icon, choose **File/Make Alias** and drag the *ALIAS* to the desktop. Think of the alias as a pointer to the selected file or folder.

In the case of a *folder alias*, all files and sub-folders will be referenced, too. When a new file is saved to the folder, it is automatically included in the alias.

2) If you have disconnected your laptop or docked powerbook from the network and then used it somewhere else to communicate with a LocalTalk device (e.g. an Apple Laserwriter printer at home or on a LocalTalk network), an occasionally surprising loss of functionality (printing to your favorite printer, running Lotus Notes, etc.) is the result of the *network connection in the Network Control Panel defaulting to LocalTalk from EtherTalk.* To restore these lost functions, double click on the Network Control Panel and select the EtherTalk icon.

3) It's easy to change the volume (hard disk) name of your Mac from its default--Macintosh HD (*you can do this by mistake*!) However, some applications reference this name when they run--Lotus Notes, for example. There may also be problems when renaming your Hard Disk if you have File Sharing turned on in the Finder File Menu, therefore, try not to rename your boot volume after the installation of networking software.

4) Avoid installing personal, decorative, or otherwise unneeded software (screen savers, pictures, sound and voice applications, etc.) on Kaiser Permanente Macs. These applications can use up scarce system resources or conflict with hardware or production applications. This can also effect Kaiser adversely if there's a software audit with no legal license available.

5) Avoid dragging application folders into or out of other folders once a program is installed. When installing, think first about where you would like to install your application, and then **leave** it there. If it's inconvenient to access the program where it was originally installed, create an alias and drag it to the desktop or to the Apple Menu Folder in the System Folder to make it appear in the Apple Menu.

6) If your Mac crashes (freezes, functions abnormally, etc.), only press the reset button on the *front* of the unit; never on the back. The reset buttons on the front of the Mac are 'program interrupt' switches, while the buttons on the back are power on switches which can damage the system board if used indiscriminately. You can also try a 'soft' reset by pressing the Apple- Option-Escape keys simultaneously. In any case, the first time your Mac crashes, restart it.

7) If the Mac doesn't restart properly, or crashes again, you should *rebuild your desktop*. This process deletes any left-over temporary files which can interfere with the proper operation of your computer.

To do this:

a) Turn off system extensions by restarting the Mac while holding the shift key down.

b) As soon as the dialog appears notifying you that Extensions are off, release the Shift key and press and hold the Apple-Option keys while the machine boots until you see the dialog that asks: "Are you sure you want to rebuild your desktop? Comments in Info Windows will be lost!" Then choose "Yes." Don't worry about losing comments in Info Windows-there's never anything there--*the Text Window in the dialogs that appear when you choose File/Get Info from the Finder.*

c) Remember to **restart your Mac once again** to **LOAD** your **extensions**, otherwise you won't be able to print, use applications, etc.

8) Apple Computer also recommends turning off extensions before installing software.

9) Programs can be adversely effected by using Apple Virtual Memory (which emulates RAM with unused disk space.) If you suspect this, you can turn this feature off in the Memory Control Panel and try the application again. Then if the program functions but you receive "Out of Memory" messages or your applications run too slowly, either install more physical RAM or possibly a better Virtual Memory Manager (i.e. the latest version of Connectix' RAM Doubler, etc.)

However, also be advised that some Macs (the PPC 7100, for example) are happier with Apple Virtual Memory turned *on*.

10) Programs should be checked for compatibility with Power PC Macintoshes. *When there is a choice*, only install applications optimized ('*native*') for the Power PC.

Well, good luck and the best of everything to you and your Macintosh. If you should have any comments or suggestions for this document, please contact Kaiser Permanente Oakland Campus LAN Administrator.