1 Additions and Enhancements in Mac OS 8

About the new and revised software

Apple recently made many enhancements to your computer's system software. These enhancements increase both stability and performance along with providing many new features. The new features include

- an improved interface to the Mac OS that provides an enhanced user experience

- integrated Internet setup with a complete set of Internet and intranet services

- access to comprehensive information about your hardware and system software

- additional features that help you increase your productivity along with making your computer faster and more reliable

Note: Since Mac OS 8 became available after your computer's manual was written, that book does not describe the most recent software features. Therefore, refer to this manual first when you have questions about using these new features of the Mac OS or reinstalling system software.

Note: The tutorial described in the manual that came with your computer does not come with Mac OS 8.

New features in Mac OS 8

New look and feel for the Mac OS

One of the first differences that you may notice between the manual that came with your computer and what you see on the screen is the new "look and feel" of the Mac OS 8 interface. Items such as icons and windows have a more three-dimensional (3D) appearance.

Window and folders prior to Mac OS 8 —

New 3D window and folders in Mac OS 8 —
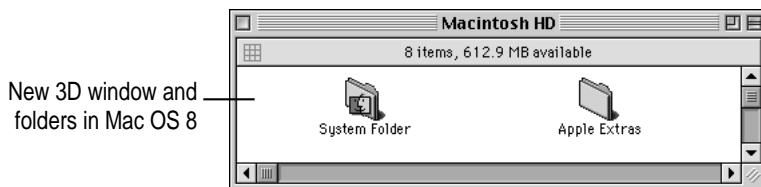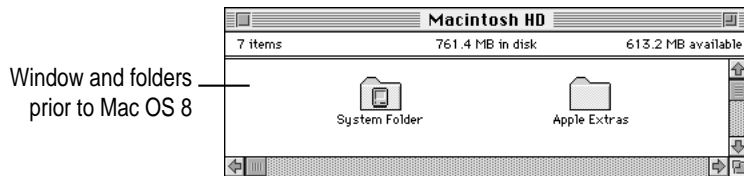
Mac OS 8 enhances the traditional Macintosh desktop, windows, menus, and folders with these features:

- Pop-up windows
- Spring-loaded folders
- Button View
- Contextual menus
- Finder preferences
- Desktop pictures

For a detailed description of these and other new features, see the online information in the Mac OS Info Center and in Mac OS Help. The next two sections tell you how to access the Mac OS Info Center and Mac OS Help.

The Mac OS Info Center

Mac OS 8 includes a new onscreen reference system called the Mac OS Info Center. The Info Center uses a type of application called a Web browser, such as Netscape Navigator™, to display information that is provided on your hard disk along with links to related content on the Internet. You can use the Info Center to find out about the latest enhancements and other features of the Mac OS.

IMPORTANT You do not need to be connected to the Internet or have Internet access to use the Mac OS Info Center. The information in the Info Center is contained in files on your hard disk. Internet access is only required if you want to explore the links to Internet Web sites provided in the Info Center.

Starting the Mac OS Info Center

1 **Double-click the Mac OS Info Center icon on your desktop.**

If you have the Launcher installed on your computer, click the Mac OS Info Center button.

Mac OS Info Center

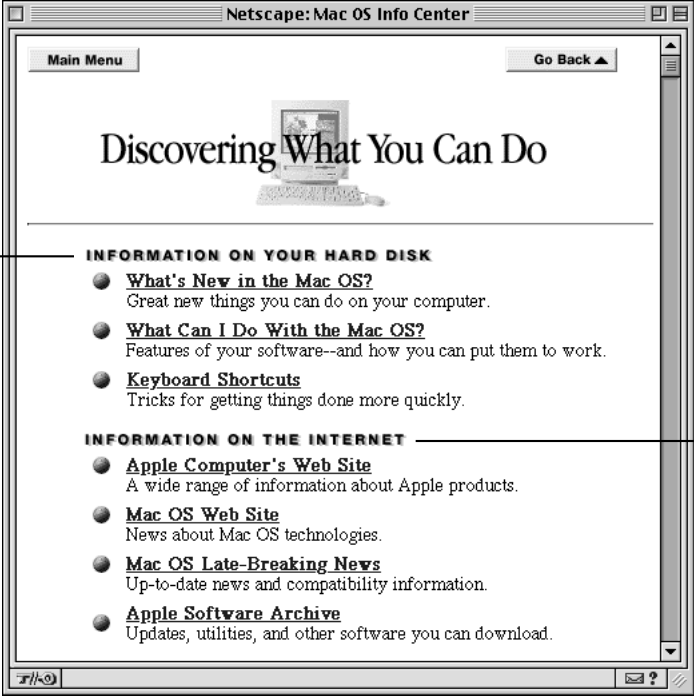The Web browser installed on your computer opens and displays the first page of the Info Center.

2   **Click a picture to select a topic.**

The first page of the Info Center shows the main topics that you can explore.

Using the Mac OS Info Center

The Info Center consists of pages of text and graphics. You can jump from one page to another by clicking a graphic, button, or piece of text known as a link. When you click a link, the Web browser takes you to the page that contains the information described by that link. Info Center links can be images, as shown above, or underlined text, as shown on the next page.

The Info Center also has links to World Wide Web sites on the Internet. These Internet links give you access to a vast amount of additional information on the Mac OS and to the rest of the Internet. You need to be connected to the Internet to explore these additional links. For more on setting up an Internet connection, see "Setting Up Your Computer to Access the Internet" in Chapter 2.

Click the underlined items in this section to see more information about the Mac OS.

Netscape: Mac OS Info Center

Main Menu   Go Back ▲

Discovering What You Can Do

INFORMATION ON YOUR HARD DISK

● **What's New in the Mac OS?**
Great new things you can do on your computer.

● **What Can I Do With the Mac OS?**
Features of your software--and how you can put them to work.

● **Keyboard Shortcuts**
Tricks for getting things done more quickly.

INFORMATION ON THE INTERNET

● **Apple Computer's Web Site**
A wide range of information about Apple products.

● **Mac OS Web Site**
News about Mac OS technologies.

● **Mac OS Late-Breaking News**
Up-to-date news and compatibility information.

● **Apple Software Archive**
Updates, utilities, and other software you can download.

If you are connected to the Internet, click the underlined items in this section to go to Web sites with additional information on the Mac OS.

Onscreen help

In Mac OS 8, the help system (known as Mac OS Help), along with Balloon Help and other application help files, is found in the Help menu instead of the ② menu as in previous versions of the Mac OS.

Help
About Help
Show Balloons
Help   ⌘?

Many Mac OS control panels have a Help button that takes you directly to Mac OS Help information about the control panel.

Click the Help button to open the Mac OS Help window for the specific control panel.

AppleTalk

Connect via: Modem/Printer Port

Setup

Current zone: < no zones available >
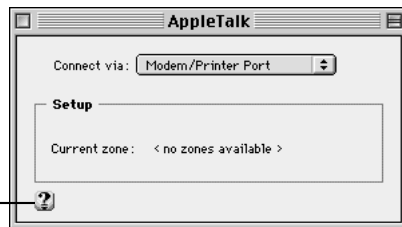
Mac OS Setup Assistant

Mac OS 8 comes with an application that makes it easier to configure your new computer. The program asks you a series of questions and then uses the answers you give to configure your computer.

1 **If necessary, open the Mac OS Setup Assistant.**

When you start up your new computer for the first time, the Mac OS 8 Setup Assistant may appear on the screen. If it does not appear, you can open it by double-clicking its icon in the Assistants folder on your hard disk. If you have the Launcher installed on your computer, click the Mac OS Setup Assistant button.
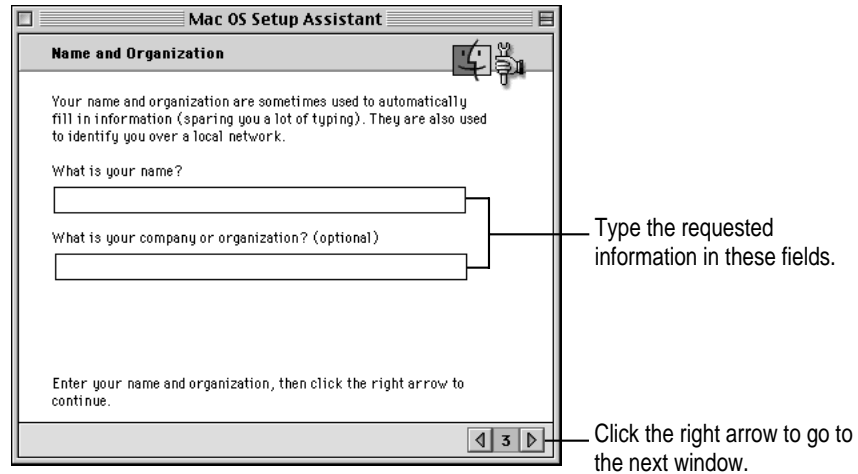

Mac OS Setup Assistant

You do not need to answer all the questions in the Setup Assistant the first time you start up your new computer. You can launch the Mac OS Setup Assistant later and answer any of the questions you left blank the first time.

2 Read the introduction; then click the arrow at the bottom-right corner of the window.

You can also navigate to the next window by holding down the ⌘ (Command) key and pressing the Right Arrow key.

Type the requested information in these fields.

Click the right arrow to go to the next window.

Mac OS Setup Assistant asks you information about yourself, your location, and the settings you want for your computer. For example, you can enter your name, the current date and time, and the type of Apple printer you have connected to your computer.

Integrated Internet setup

Mac OS 8 comes with several applications that make it easier to get online using an online service or connecting directly to the Internet. Some of the applications included with Mac OS 8 are

■ Internet Setup Assistant

■ Netscape Navigator

■ Microsoft Internet Explorer

■ Cyberdog

For more information on connecting to the Internet, see Chapter 2, "Accessing the Internet."

New software reinstallation procedure

Reinstalling Mac OS 8 system software is different from the process described in the manual that came with your computer.

For information about when you need to reinstall system software and a step-by-step description of the process, see Chapter 3, "Reinstalling Your Computer's Software."

New and enhanced software included with Mac OS 8

The following table lists some of the new and enhanced software that comes with Mac OS 8 and where you can go to find more information.

System software	Where to find more information
Apple System Profiler	Info Center, Help
ColorSync System Profile	Help
Control Strip	Help
Desktop Printing	Help
New Extensions Manager	Help
Multimedia software	
QuickDraw 3D	Info Center
QuickTime	Info Center
QuickTime VR	Info Center
Networking and Internet software	
Apple Remote Access	Info Center
Cyberdog	Info Center, Cyberdog Guide
Mac OS Runtime for Java™	Info Center
Open Transport	Info Center, Help
Personal Web Sharing	Info Center, About Personal Web Sharing

2 Accessing the Internet

Mac OS 8 comes with software to help you set up and connect to the Internet. This chapter describes what you can do on the Internet and how to set up your computer to access the Internet.

What is the Internet?

The Internet is a loosely knit federation of computer networks that "speak" the same language. The language is a communications standard known as the *Internet protocol,* or IP. The Internet gives you access to a wide variety of services and information. Some of the most widely used Internet services include

- electronic mail (e-mail) to exchange messages with other Internet users
- the World Wide Web to access information from all over the world, including text, color images, music, animation, QuickTime movies, and virtual reality scenes
- newsgroups (public discussion groups)
- file transfer protocol (FTP) to transfer files to or from other computers on the Internet

Once you are connected to the Internet, you will be able to get the latest software updates for your computer, read about new products, participate in user group discussions, and provide feedback to technical support.

What's the difference between an Internet service provider and an online service?

An Internet service provider lets you connect your computer directly to the Internet using a modem and phone line. Once you are connected to the Internet, you can send and receive e-mail using software like Claris Emailer™ Lite and explore the Internet using a Web browser like Netscape Navigator. See the Mac OS Info Center on your hard disk for information about the Internet software supplied with Mac OS 8.

Online services, such as America Online (AOL) and CompuServe, also require you to connect through a modem and a phone line. These services let you send and receive e-mail and also provide special content and services available only to their members. Though most online services allow access to the Internet, members may not necessarily have access to the full range of Internet information and services.

What you need to connect to the Internet and use your software

To connect to the Internet you need the following:

- A modem capable of transmitting data at 14,400 baud (28,800 baud or higher recommended) connected to an analog telephone line (the type found in most houses), or direct Internet access through a local area network

- 20 MB of RAM. If your computer does not have 20 MB of RAM, turn on virtual memory and set it to at least 20 MB. Choose Help from the Help menu on your computer and then select Virtual Memory from the Index for more information about using virtual memory.

Setting up your computer to access the Internet

If you are new to the Internet and need to set up access through a modem, you need to register with an Internet service provider. Follow the instructions in the next section, "Registering With an Internet Service Provider."

If you already have an account established with an Internet service provider and want to continue using that account, or if you want to set up access through a local area network (LAN), skip to the section "Adding, Modifying, or Removing an Internet Configuration."

Note: Online services, such as America Online, provide onscreen instructions for establishing an account the first time you launch their software.

Registering with an Internet service provider

To connect to the Internet with a modem, you need to establish an account with an Internet service provider, or ISP. The Internet Setup Assistant connects you to a registration server that lets you compare ISPs and register with one of them. Have your credit card handy and be prepared to write down some important information your service provider gives you. Then follow the steps below.

Note: The registration feature is available only in the U.S. and Canada. Canadian customers who don't already have an account with an Internet service provider should read the International Internet Access file located in the Internet Extras folder on your system software CD before using the Internet Setup Assistant. Customers in Latin America, Australia, New Zealand, and Asia should read the International Internet Access file for information on registering with an Internet service provider.

1 **Open the Internet Setup Assistant by double-clicking its icon, located in the Assistants folder on your hard disk.**

If you have the Launcher installed on your computer, click the Internet Setup Assistant button.

Internet Setup Assistant

The Internet Setup Assistant window opens.

2 **Click Register.**

Read the introduction and then click the right arrow at the bottom of the window.

You can also move to the next window by holding down the ⌘ (Command) key and pressing the Right Arrow key.

3 **Follow the onscreen instructions and type the appropriate information on each screen.**

You are asked to provide the following information:

- personal information, such as your name and phone number
- information about the modem you are using

Your computer dials the phone and connects to the Netscape Registration Server. It then launches a World Wide Web browser. Once the browser opens, you see the Netscape Internet Account Server window, which lists Internet service providers for your region. (The screen you see may not look exactly like this one.)
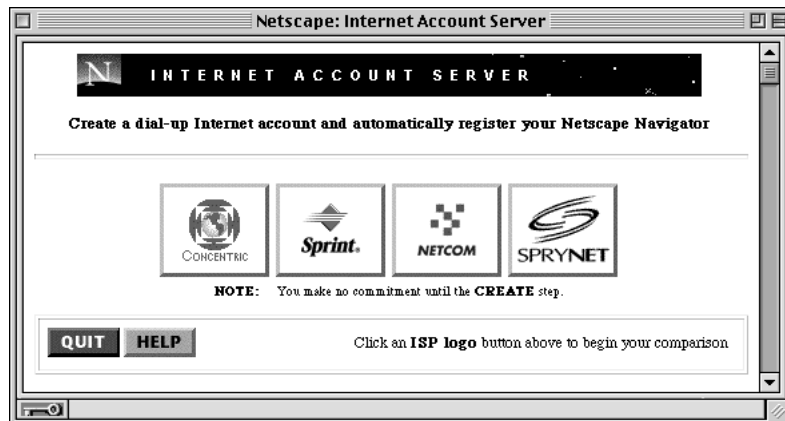
4 **Follow the onscreen instructions for selecting an Internet service provider (ISP) and for establishing a dial-up Internet account.**

Note: The ISP you select may not have dial-up access available in your local area. Check the phone numbers carefully to be sure you won't be accruing long-distance or toll charges when you use the service.

5 **Write down the important information about your account and about your provider, such as your e-mail address and the provider's support number.**

Keep the information you've written down in a safe place.

Do not store your password where anyone else can access it. For best security, choose a password that has numbers as well as uppercase and lowercase letters.

6 **Complete the steps for creating an account, then click Configure.**

The Netscape Registration Server sends information about your new account to your computer. Your Web browser quits automatically, and the Internet Dialer window appears.

7 **Choose your new ISP from the Connect Via pop-up menu.**

8 **Click Connect to use your new account.**

If you do not want to connect to your new account now, choose Quit from the File menu.

You now have an Internet account.

Adding, modifying, or removing an Internet configuration

You use the Internet Setup Assistant to add, modify, or remove Internet
service provider or LAN information. You may need to contact your Internet
service provider or your network administrator to get details about your
Internet service provider account.

**1   Open the Internet Setup Assistant by double-clicking its icon, located in the Assistants
folder on your hard disk.**

If you have the Launcher installed on your computer, click the Internet Setup
Assistant button.

Internet Setup Assistant

The Internet Setup Assistant window opens.

2   Click Update.

Read the introduction and then click the arrow at the bottom of the
Introduction window.

3   Select the appropriate action, then click the right arrow to continue.
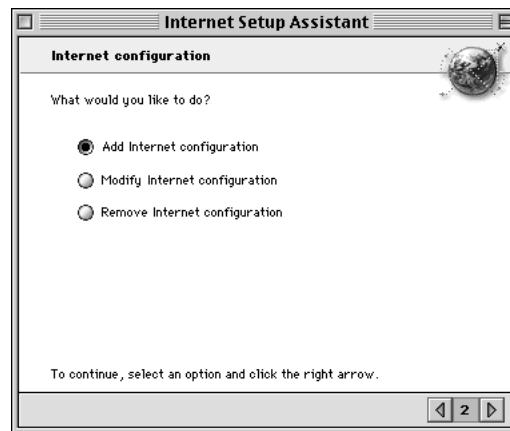
4   **Follow the onscreen instructions and type the appropriate information on each screen.**

You are asked to provide the following information:

■ a name for your configuration

■ a static IP address or a protocol for dynamic configuration

If your dynamic configuration is MacIP, select a MacIP zone where the IP server is located.

If you are using a static IP address, you are asked to provide a subnet mask and router address. You may need to ask your network administrator for these values.

■ one or more domain name servers (DNS)

■ a domain name

■ your e-mail address

■ your e-mail password

■ the e-mail account—the name of the remote computer that receives your e-mail, also called a Post Office Protocol (POP) account

■ the e-mail host—the name of the computer that processes your outgoing mail, usually called the Simple Mail Transfer Protocol (SMTP) host

■ the newsgroup host—the name of the remote computer that provides you with the Internet news service (Usenet) using Network News Transfer Protocol (NNTP). (This information is optional.)

Consult your network administrator or Internet service provider if you do not know the appropriate information for your computer.

Setting your preferences for connecting

You use the Internet Setup Utility to choose applications, documents, or files you want to open automatically after connecting to the Internet, and to select your active ISP or LAN connection.
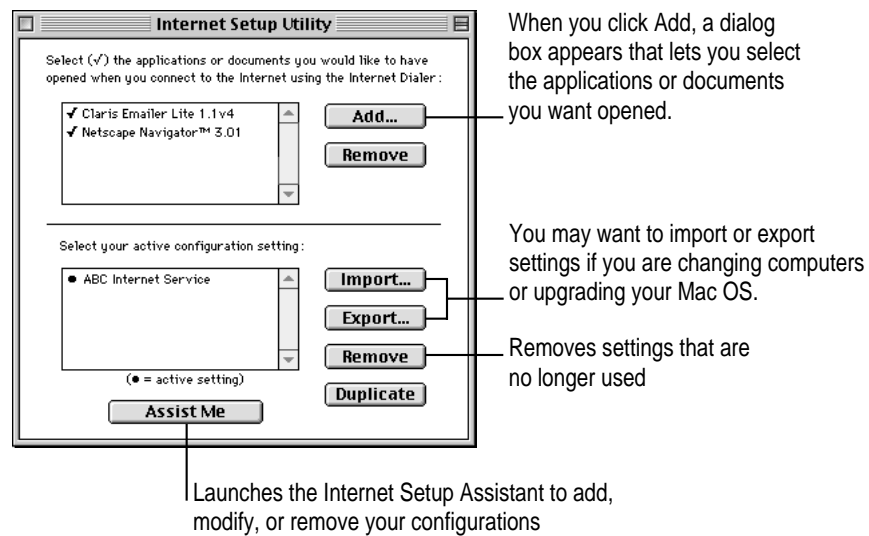
To choose applications or change default settings, do the following:

1 Open the Internet Utilities folder located in the Internet folder on your hard disk.

2 Double-click the Internet Setup Utility icon.

Internet Setup Utility

The Internet Setup Utility window opens.

3 Select the appropriate action.

When you click Add, a dialog box appears that lets you select the applications or documents you want opened.

You may want to import or export settings if you are changing computers or upgrading your Mac OS.

Removes settings that are no longer used

Launches the Internet Setup Assistant to add, modify, or remove your configurations

Connecting to the Internet

If you use a modem, your computer dials your Internet service provider automatically when you open an application that requires an Internet connection, such as Netscape Navigator. You can turn off the auto-dial option in the PPP control panel. Choose Help from the Help menu and click PPP control panel from the index for more information. If you are connected to a LAN, your computer connects automatically to the Internet when you launch an Internet application.

If you turn off the auto-dial option in the PPP control panel, or you have more than one Internet configuration (such as two ISP accounts or an ISP account and a LAN connection), you use the Internet Dialer to connect.

Follow these steps to use the Internet Dialer:

1 **Open the Internet folder on your hard disk.**

2 **Double-click the Internet Dialer icon.**

Internet Dialer

3 **Choose the connection you want to use from the Connect Via pop-up menu.**
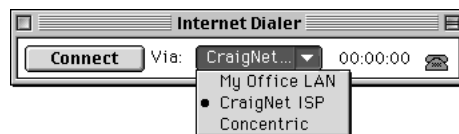
4 **Click Connect.**

Once a connection is established, the Connect button changes to Disconnect. You can use this button to disconnect from the Internet when you are done. See the next section, "Disconnecting from the Internet."

You can leave the Internet Dialer window open to keep track of how long you're connected to the Internet.

5 **Once you are connected, open the Internet application that you want to use.**

Disconnecting from the Internet

If you use a modem, don't forget to disconnect from the Internet. Quitting an application program won't automatically hang up the phone. When you quit an application such as Netscape Navigator or Claris Emailer Lite, you are still connected to the Internet, and you will accrue connection time and potentially be charged for that time.

Your computer is set to disconnect your modem after ten minutes of network inactivity. You can adjust the amount of inactive time needed to trigger an automatic disconnection, or turn off this option, in the PPP control panel.

To disconnect when using a modem, do this:

1   Quit each of the Internet applications you have open.

2   Click the Internet Dialer window to make it active.

If the Internet Dialer is not already open, double-click its icon, located in the Internet folder on your hard disk.

3   Choose Disconnect.

To disconnect when connected through a LAN, do this:

■ **Quit each of the Internet applications you have open.**

Once you have quit Internet applications such as a Web browser and an e-mail program, you will be disconnected from the Internet. You do not need to do anything else.

3 Reinstalling Your Computer's Software

System software is the set of programs and other files that your computer uses to start itself up, keep track of your files, and run the application programs you use. System software is kept in the System Folder. When you turn on your computer, it looks for a startup disk that contains the system software. The startup disk is usually the hard disk inside your computer, though another hard disk or a compact disc (CD) can also be a startup disk.

This chapter describes the process of reinstalling system software using the Mac OS 8 Installer which may be different from the one documented in the manual that came with your computer.

When should you reinstall system software?

Your Macintosh came with all the necessary system software installed on its internal hard disk, so you don't need to install system software on that disk. If you encounter software problems that cannot be solved by following the steps in the "Resolving Software Conflicts" section of Chapter 4, you should reinstall system software.

Follow the instructions in this chapter only if

■ you encounter software problems and need to reinstall system software

■ you want to add or remove system software components

Important information for PowerBook users

This chapter describes the software reinstallation process using the system software CD that came with your Macintosh. If your PowerBook does not come with an internal CD-ROM drive, you can do one of the following:

- Connect an external CD-ROM drive to your PowerBook.
- Connect your PowerBook to a desktop machine with a CD-ROM drive and install system software over the network.
- Connect your PowerBook to a desktop machine with a CD-ROM drive using SCSI disk mode and install system software.
- Use the set of system software floppy disks that you made using the disk images found on your hard disk or CD.

For more information, see the user's manual that came with your computer.

Restoring custom settings and special software

Your computer may have come from the factory with

- additional applications such as ClarisWorks™
- system software settings such as a customized Launcher
- the Mac OS Info Center customized for your computer

When you reinstall system software using the Mac OS 8 Install program described in this chapter, it will not reinstall bundled applications, reset customized settings, or provide customized information about your computer.

If you want to restore your computer to its custom settings, use the restore program that is included either on your system software CD or additional CDs that came with your computer. Follow these steps:

1 **Restart your computer using your system software or restore CD, as described in the next section.**

2 **Follow the instructions in the Read Me file for more information about restoring your system software or bundled applications.**

Using a CD to start up your computer

Before you reinstall software onto your hard disk, you need to start up your computer with the CD-ROM containing system software. This allows the Mac OS Install program to repair any problems on your hard disk and update the disk driver before you install the software.

Before you begin the installation, do the following:

- Turn off any virus-protection software and disk-security software you may have.
- If At Ease software is installed on your computer, turn it off before you install Mac OS 8. For instructions, see the manual that came with your At Ease software.
- If you are using a PowerBook, plug it in and set it so it doesn't go to sleep.
- If you are using a PowerBook, turn off password protection in the Password Security control panel.

Note: If you are using a PowerBook that does not have a CD-ROM drive, as described in the section "Important Information for PowerBook Users," you will not be able to start up from the CD. Skip to the section "Installing Mac OS 8."

Follow these steps to start up from the CD containing system software.

1 **Press the Open/Close button of your CD-ROM drive to open the CD-ROM tray.**

2 **Place the CD-ROM disc containing system software in the tray with the disc label facing up.**

Make sure the disc is lying flat in the tray.

3 **Close the CD-ROM tray by pushing in the tray or pressing the Open/Close button.**

4 **Hold down the C key on your keyboard while you choose Restart from the Special menu and wait for the message "Welcome to Mac OS" to appear.**

PowerBook 1400 users, you'll need to hold down the ⌘ (Command), Option, Shift, and Delete keys instead of the C key.

If you have trouble starting up from the CD-ROM disc, see "Problems During Installation" in Chapter 4.

5 **When you see the screen that says "Mac OS" and the phrase "Starting Up," release the C key.**

In a few seconds the desktop appears. Your computer is now using the system software that's on the CD-ROM disc. You'll know you've started up from the CD-ROM disc if you see the CD-ROM disc icon at the top-right corner of the desktop, above your hard disk icon. The desktop pattern will also be different.
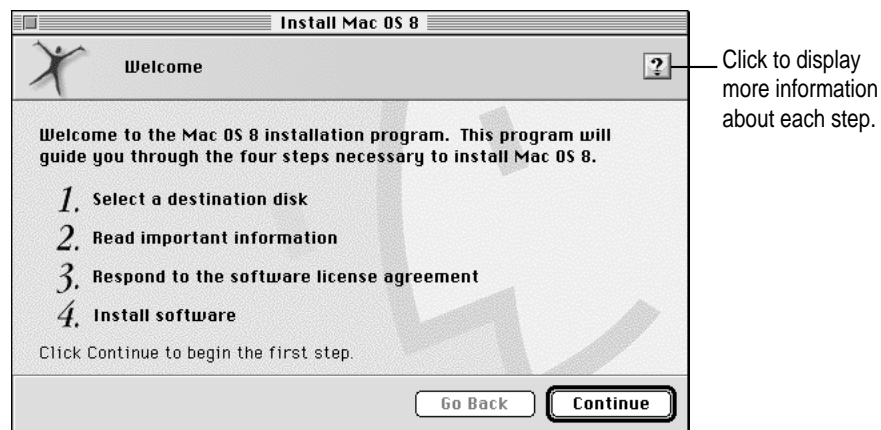
Installing Mac OS 8

After you've started up your computer using the CD-ROM disc, use the Mac OS Install program to install the software.

1 **Double-click the Mac OS Install icon.**

Mac OS Install

After a moment, a screen appears describing the four steps in the installation process.

Click to display more information about each step.

The Mac OS Install program guides you through the steps necessary to install the software. To learn more about each step, click the Help (②) button in the upper-right corner of the window.

2 **When you're ready to begin, click Continue and follow the instructions you see on the screen.**

Note: The Mac OS Install program automatically runs the applications Drive Setup and Disk First Aid before starting the installation process. Prior versions of system software required that you run these applications separately. If you need information on how to use these applications, see the Troubleshooting section of the user's manual that came with your computer.

As part of the normal software installation process, the Mac OS Install program replaces changed system files and adds new ones, but leaves others alone. In addition, the Mac OS Install program provides an option for doing a clean installation of system software.

IMPORTANT You should only perform a clean installation if you have already tried reinstalling system software as described in this section and are still experiencing the same problems with your system. For more information on when you should do a clean installation, see "Performing a Clean Installation" in Chapter 4.

Responding to messages about your hard disk

The Mac OS Install program checks the destination hard disk for errors before installing the software. If your hard disk was formatted with an Apple disk utility program, the Installer updates the hard disk drivers with the latest version of the driver software. If your disk was formatted with a disk utility from another company, the drivers are not updated. You should use the third-party disk utility to update your hard disk before installing Mac OS 8.

If there are errors during these procedures, you will see messages on your screen. See "Problems During Installation" in Chapter 4 for help.

Selecting which software to install

The Mac OS Install program installs the basic components of the system software along with additional software features such as QuickDraw 3D and Personal Web Sharing.

After you select a drive for installation, you will see these choices:

■ Reinstall Mac OS 8

Select this option if you need to reinstall system software to solve system software problems or repair a damaged hard disk. This process is known as a standard installation. If you select this option, go to the next section, "Select Software to Install Using a Standard Installation."

■ Add or remove software features

Select this option if you want to install specific components of Mac OS 8 or additional software features. You can also use this option to selectively remove software components. This process is known as a custom installation. If you select this option, skip ahead to the section "Select Software to Install or Remove Using a Custom Installation."

For most computer users, the standard installation is best, because it automatically installs everything you need for your model of computer. However, if you'd like to select only the software specific to your needs, you can customize your installation. You can install or update one or more specific files, or save space on your hard disk by installing only the files you want.

Select software to install using a standard installation

The next step in the installation process is to select the software that you want to install along with Mac OS 8.
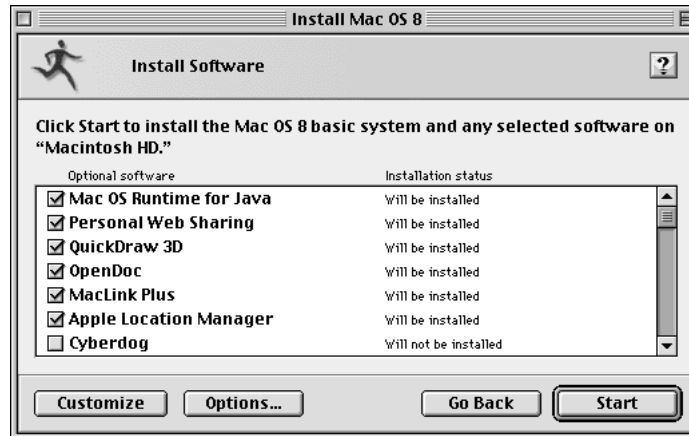
1 **Select the software to install along with Mac OS 8.**

The Install Mac OS 8 window provides a list of items that you can select or deselect. Boxes that are already selected are those items that are normally installed as part of the Mac OS.

2 **Click Start.**

Mac OS 8 along with any additional software you selected is now installed on your computer.

If you see messages about problems with your hard disk, see "Problems During Installation" in Chapter 4.

3 **After you've installed all the software you selected, restart your computer.**

If you can't restart the computer, see "Problems Using Mac OS 8" in Chapter 4.

Select software to install or remove using a custom installation

The next step in the installation process is to select the software that you want
to install along with Mac OS 8.
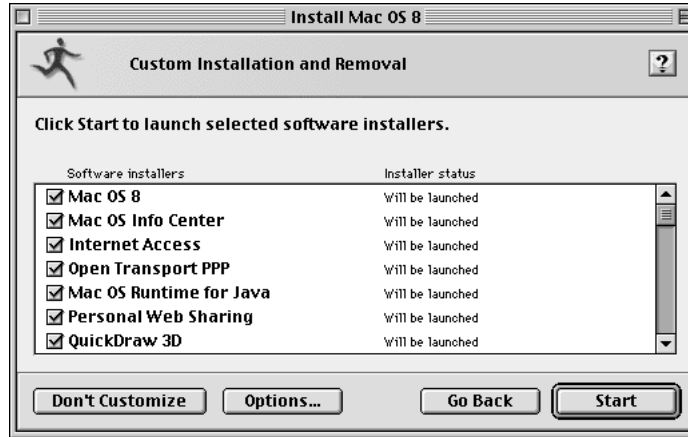
1 **Select the software to install, or the software to remove, or both.**

As you proceed in the custom installation process, you'll be able to determine
exactly which components will be installed or removed for the software you
select.

When performing a custom installation you can choose whether to install
Mac OS 8. If you select Mac OS 8, you will be able to add or remove specific
components of Mac OS 8, such as fonts and printer drivers.

2 **Click Start.**

If you see messages about problems with your hard disk, see "Problems
During Installation" in Chapter 4.

The Installer for the first software product you selected appears. You'll use
the Installer to specify which components of the product you want to install.

3 **When you see the Installer's welcome screen, click Continue.**

If you want all the recommended components for this product, click Install. Then skip to step 8.

If you want to install specific components of the software, or remove the software, follow steps 4 through 6 below.

4 **Open the pop-up menu and choose a menu item.**

- If you want to install software, choose Custom Install.

- If you want to remove software, choose Custom Remove.

```
   Easy Install
 ✓ Custom Install      ▸
   Custom Remove
```

All available components for the software product appear in the Installer's window.

5 **Scroll through the list of components and click the checkbox next to each component you want to install or remove.**

You can see and select individual items within each component by clicking the arrow to the left of the component, then clicking the item you want to install. To get additional information about each component listed, click the box with the letter *i* in it to the right of the component.

6 **Click Install or Remove.**

If you are installing software, the selected items will be installed on your computer. If you are removing software, the selected items will be deleted from your computer.

The Installer may also remove or delete associated files that are required for the items you choose.

If you have problems while installing, see "Problems During Installation" in Chapter 4.

7 **Repeat steps 4 through 6 for all the software you selected.**

After you finish installing or removing a software product, the Installer for the next product you selected opens automatically.

8 **After you've installed all the software you selected, restart your computer.**

If you can't restart the computer, see "Problems Using Mac OS 8" in Chapter 4.

4 Troubleshooting

If you encounter problems when reinstalling or using Mac OS 8, read this chapter for some common solutions, along with looking in the user's manual that came with your computer. The information in this chapter supersedes any conflicting information in the user's manual.

Problems during installation

This section helps you solve problems you may encounter while installing your software.

You can't start up the computer using the system software CD-ROM disc.

Cause: Your computer located the system software on your hard disk before it located the system software on the CD. If you have an external hard drive with system software, the computer may have started up from that device instead of the CD-ROM disc.

Solution: With the CD in the drive, open the Startup Disk control panel and click the CD icon. Then restart the computer.

You'll need to reselect your hard disk as the startup disk after you install the software. Open the Startup Disk control panel again and click the icon for your hard disk. Then restart your computer.

The Installer cannot repair your hard disk.

Cause: The Mac OS Install program is unable to repair a problem with your hard disk.

Solution 1: If you see a message that the disk can't be fixed because a file is open or file sharing is on, make sure that you have started up your computer from the system software CD. See "Using a CD to Start Up Your Computer" in Chapter 3.

Solution 2: Use a third-party disk repair utility to repair the disk.

If you don't have a third-party utility, or if that utility can't repair the disk either, you may need to reinitialize the hard disk.

First, back up your hard disk because reinitializing erases everything on the disk. Then use the Drive Setup utility program to reinitialize the disk. If your hard disk is not an Apple hard disk, use the disk utility software provided by the manufacturer instead of Drive Setup.

You can find Drive Setup in the Utilities folder on your system software CD-ROM disc. To reinitialize your startup disk (the disk with system software on it), you need to start up the computer from a different disk. You can start up using your system software CD-ROM disc. See "Using a CD to Start Up Your Computer" in Chapter 3 for instructions.

After you've reinitialized the disk, use the Mac OS 8 Install program to reinstall system software. Then reinstall your application programs.

For more information about reinitializing your hard disk, see the manuals that came with your computer.

You see a message that there's not enough memory to use the Installer.

Cause: You didn't start up the computer using the system software CD.

Solution: See "Using a CD to Start Up Your Computer" in Chapter 3.

You see a message that there's not enough disk space.

Cause: Your computer's hard disk has less than the minimum amount of space required to install the software.

Solution: Make more space available on your hard disk by removing some files from the disk. Make backup copies of the files, if desired. Then drag them to the Trash and choose Empty Trash from the Special menu. You don't need to quit the Installer before you remove the files from the disk.

When you see this message, some of the software you selected may have been installed. The Install Software window in the Installer program indicates which software has already been installed.

You see a message that the System file cannot be modified.

Cause 1: You have installed virus-protection software that guards against modification of the System file.

Solution 1: Start up your computer from your system software CD-ROM disc as described in "Using a CD to Start Up Your Computer" in Chapter 3.

Solution 2: Drag any virus-protection software out of the System Folder and restart your computer. You can put the virus-protection software back after installation.

Cause 2: The System and Finder files may be locked.

Solution 2: Make sure that you have started up from the CD. Then, to see if your System file or Finder file is locked, select the file's icon. Then open the File menu and choose Get Info. To unlock the file, click the Locked checkbox to remove the mark.

Problems using Mac OS 8

This section helps with problems you may encounter using the computer after you have installed Mac OS 8.

You can't start up or restart the computer, or when you do you see a "bomb" message.

Cause 1: You probably have an incompatible item in the System Folder.

Solution 1: Follow the instructions in "Resolving Software Conflicts," later in this chapter.

Cause 2: Your system software may have been damaged.

Solution 2: Follow the instructions in "Performing a Clean Installation," later in this chapter, to reinstall system software.

Application programs freeze, crash, or require you to restart the computer.

Cause: You may have an incompatible item in the System Folder or the application program is incompatible with Mac OS 8.

Solution: Follow the instructions in "Resolving Software Conflicts," later in this chapter.

For compatibility information on application programs, contact the program's manufacturer. You may have a version of the program that doesn't work with Mac OS 8.

None of your network devices appear in the Chooser.

Cause 1: AppleTalk is not turned on.

Solution 1: Make sure AppleTalk is turned on in the Chooser and that the correct port is selected in the AppleTalk control panel. If AppleTalk is turned on, make sure you have chosen the correct port in the "Connect via" pop-up menu in the AppleTalk control panel.

Cause 2: There is a conflict between your network number and another network number.

Solution 2: If your network number or node number has been set to User Defined, turn off the User Defined setting in the AppleTalk control panel. Then close and reopen the control panel.

For complete AppleTalk setup instructions, see Mac OS Help, available in the Help menu when the Finder is active.

You notice visual inconsistencies or odd appearance in some programs.

Cause: Some programs are not compatible with the new appearance of Mac OS 8.

Solution: These cosmetic problems do not affect the way the programs work. If the inconsistencies bother you, turn off the "system-wide appearance" checkbox in the Appearance control panel. Contact the manufacturer of the program to see if an updated version is available.

Resolving software conflicts

If your computer does not start up properly or behaves erratically, you probably have an incompatible extension, control panel, or application.

Step 1: Verify the problem

To verify that you have a compatibility problem, follow the steps below.

1 Start up your computer while holding down the Space bar.

Holding down the Space bar opens the Extensions Manager control panel during startup.

2 Release the Space bar when the Extensions Manager control panel opens.
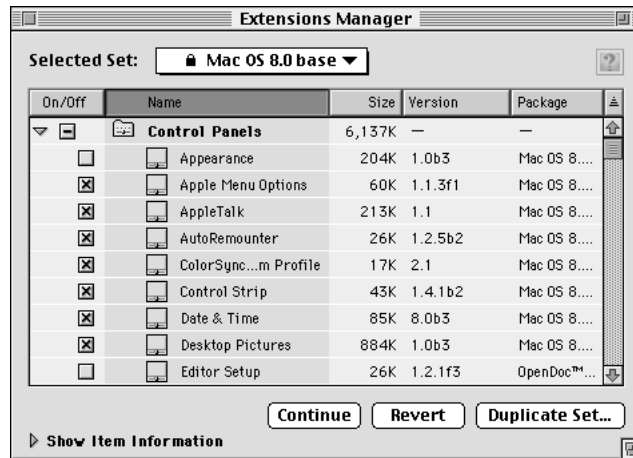
3 Open the Selected Set menu and choose "Mac OS 8.0 base."

This turns off all extensions and control panels except those installed with Mac OS 8.

4 Close the Extensions Manager control panel to continue startup.

5   **When the computer is ready, try the same actions that caused the problem.**

If the problem no longer occurs, you probably have one or more extensions or control panels that don't work with Mac OS 8. Continue with the steps in "Step 2: Test Individual Extensions and Control Panels" to identify the item that is causing the problem.

If the problem still occurs, try checking your hard disk for problems with the Disk First Aid utility. You can find Disk First Aid in the Utilities folder on the system software CD. Also make sure that your application programs are compatible with Mac OS 8. If the problem occurs only when you use a certain program, that program is probably not compatible. Check with the program's manufacturer for information.

Step 2: Test individual extensions and control panels

To test an individual extension or control panel for compatibility, follow the steps below.

1   **Start up your computer while holding down the Space bar.**

Holding down the Space bar opens the Extensions Manager control panel during startup.

2   **Release the Space bar when the Extensions Manager control panel opens.**

3   **Turn on the item you want to test by clicking its checkbox.**

4   **Close the Extensions Manager to continue startup.**

5   **Try the same actions that caused the problem.**

If the problem does not occur again, then the item is probably compatible with Mac OS 8.

If the problem occurs again, the item is probably incompatible. Open the Extensions Manager control panel and click the item's name to remove the mark from the checkbox.

6   **Repeat steps 1 through 5 for each item you want to test.**

If you find that a piece of software is incompatible, turn it off or remove it from your computer. Then contact the manufacturer of the software to see if an updated version is available.

Performing a clean installation

This section provides instructions for what is commonly called a *clean installation* of system software.

A normal system software installation replaces changed system files and adds new ones, but leaves other files alone. When you install system software using a clean installation, the Installer creates a new System Folder on your hard disk. The old System Folder is renamed Previous System Folder. Since your computer has a new System Folder, you must reinstall any third-party extensions and control panels after a clean installation. Application programs and documents are not replaced or changed.

Performing a clean installation can be a complicated procedure, but if you are experiencing problems or your computer seems slow, it may help.

If your computer came with software that was already installed, some of those programs might need to be reinstalled after you perform a clean installation. See the manuals that came with your computer for information.

Follow these steps to perform your clean installation.

1 **Start up your computer from your system software CD-ROM disc, as described in "Using a CD to Start Up Your Computer" in Chapter 3.**

2 **Open the Mac OS Install program.**

3 **In the Welcome dialog box, click continue.**

The Select Destination dialog box appears.

4   Click the Perform Clean Installation checkbox so that it has a mark in it.

5   Click Select.

6   Select the software products you want to install.

For more information about the choices available, or for instructions on further customizing your selections, see "Selecting Which Software to Install" in Chapter 3.

7   Click Start to install the software you've selected.

A new System Folder is installed on your hard disk. (The old System Folder is renamed Previous System Folder.)

When the Mac OS Installer is finished, you can reinstall extensions, fonts, control panels, and other items not installed with Mac OS 8 from their original disks. If you don't have the original disks, you can drag these items one at a time from the Previous System Folder to the new System Folder. Restart your computer after you reinstall each item to make sure the software is compatible with Mac OS 8.

After you're sure that you've copied all the items you want to save into your new System Folder, delete the Previous System Folder from your hard disk.

Problems setting up Internet access

The list of modem types in the Modem Settings window does not include the name of your modem.

Solution: Copy the modem script file (CCL) supplied with your modem into the Modem Scripts folder in the Extensions folder. Additional modem scripts may be available in the CD Extras folder on your system software CD. If you can't find a script for your modem, contact the manufacturer of the modem to get this file. Once the file is copied into the Modem Scripts folder, your modem will appear as a choice the next time you launch the Internet Setup Assistant.

You have an internal modem, but the Modem Port menu in the Modem Settings window does not include Internal Modem as a choice.

Solution: If your computer has an internal modem, but it does not appear as a choice, select Modem Port.

Your modem appears in the list of modem types in the Modem Settings window, but your modem does not seem to be working.

■ Check to see that your modem is turned on and connected to your computer and to your phone line correctly.

■ You may need to contact the modem vendor to get an updated modem script. Once you get this script, copy it into the Modem Scripts folder in the Extensions folder located in your System Folder.

Problems creating an Internet account or connecting

While you are attempting to create a new account, the line seems to have dropped or you get no response from the computer your modem has called.

Solution: When you try to create an account, the Internet Setup Assistant places a call to an Internet registration server and launches a World Wide Web browser. If you experience problems at that point, you must quit the Web browser. If you see a dialog box that asks you if you want to continue, click Continue. Sometimes the remote computer is busy temporarily and you can try to create the account again almost immediately.

You cannot connect to an online service using the Internet Setup Assistant.

Cause: The Internet Setup Assistant is designed to connect your computer to an Internet service provider. It is not designed for use with online service providers such as America Online or CompuServe.

Solution: Contact the online service for software and instructions on how to set up an account with them.

You see a "Trouble with Assistant" window when you attempt to connect.

■ Check to see that the correct port is selected for your modem, and that your modem is turned on and connected properly to your computer and to an analog phone line.

■ Your modem initialization string may not be working correctly. You may need to contact the modem vendor to get an updated modem script.

You cannot set up Internet access through a LAN and you used BootP or DHCP with your previous version of the Mac OS.

Solution: You need to use the TCP/IP control panel to configure your Internet access manually. Choose Help from the Help menu on your computer for information about the TCP/IP control panel.

Problems with your World Wide Web browser

The following problems may occur when you use the Internet Setup Assistant. See the documentation for your World Wide Web browser or contact the manufacturer of the browser directly for assistance and troubleshooting information.

Your Web browser "freezes" (nothing can move) whenever it's opened.

Cause: You may need to increase the amount of RAM available to this application.

Solution 1: If your computer does not have 20 MB of RAM, turn virtual memory on so that your RAM and virtual memory total at least 20 MB. For more information, see the "Memory" topic in the onscreen help, available in the Help menu on your computer.

Solution 2: If you have at least 20 megabytes of RAM, you may need to quit other applications that you have running, and you may need to increase the amount of RAM available to your browser by using the Get Info command. For more information, see the "Memory" topic in the Help menu on your computer.

You see a message saying "This server does not have a DNS entry."

Cause: The server that you are attempting to access may be shut down or not operating correctly.

Solution 1: Since the situation may only be temporary, try connecting at another time.

Solution 2: If you typed the URL (uniform resource locator) of the intended page, check to be sure that you've typed it correctly. You may have omitted a letter or used incorrect capitalization.

You see a message that your browser is "unable to create a network socket connection."

Cause: Your connection to the Internet may have closed.

Solution 1: Check the status on the Internet Dialer. You may need to connect to the Internet again.

Solution 2: In some cases, you may need to quit and restart your browser.

Mac OS 8
Software Update

New features and reinstallation procedures

Contents

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Use This Book Along With Your User's Manual

Welcome to Mac OS 8, an updated version of system software available for Macintosh computers. Mac OS 8 is a significant upgrade that provides a number of new features and makes your computer faster and more reliable. Since Apple developed and tested Mac OS 8 after your computer's manual was written, you need to use this manual to get the most recent information about using your system software. The manual that came with your new computer documents an earlier version of the Mac OS.

Most of the information in the computer's manual is still relevant, though there are differences introduced by the new system software. Use that manual to set up your computer and learn the basics. When you are ready to learn about some of the latest enhancements to the Mac OS, or if you need to reinstall your system software, use this manual.

Chapter 1 of this manual provides an overview of the new features of Mac OS 8 and how they affect you. Chapter 2 shows you how to get on the Internet using the new Internet Setup Assistant. Chapter 3 describes the new system software reinstallation process. Chapter 4 helps you solve some problems you may encounter when reinstalling system software or using the new features of the Mac OS.