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SERVICE & SUPPORT **NEWS**

1-800/SOS-APPL ONE HOT NUMBER!

Apple has recently announced comprehensive changes to the service and support options available to its customers. These changes enhance the range of service options already available to Apple customers.

UP AND RUNNING

All Apple products are now enhanced with up and running 800-number support. By dialing 1-800/SOS-APPL any U.S. Apple customer can get help on issues like installation, set-up, configuration, compatibility, troubleshooting, and referrals to third parties. This support is available for all Apple products (excluding developer tools), regardless of purchase date, for the lifetime of the product.

NEW SERVICE OPTIONS

Should a product need repair 1-800/SOS-APPL helps guide users to a range of

service options, including:

On-site/in-home service: All CPUs (except POWERBOOKS which carry their own comprehensive warranties) and LaserWriters Purchased after 2/1/93 now carry a one-year on-site warranty.

Apple or participating Apple Authorized Service Providers (AASP) will dispatch a repair technician to the customers location. Apple's goal is for repairs to be scheduled within 4 hours and completed within two business days. This service applies to customers within a 60-mile radius of a participating AASP.

Similar coverage can be purchased for most other products through Applecare
Mail-in service: If on-site repair isn't an option, 1-800/SOS-APPL will arrange pick-up and delivery of the product at no charge to the customer. Apple's goal is for repair to be completed in three business days from the time of pickup

Carry-in service: 1-800/SOS-APPL will tell customers about local AASP's who can provide service to their products, including Authorized Apple Resellers who provide this service

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Meeting Notice

The next meeting date is
August 19, 1993

7:30pm

'the computer store'

444 Ferry St

We will be viewing the
'Apple II Review' video

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Meetings - Regular Membership

The regular membership meeting is held on the third Thursday of the month, with a start time of 7:30 p.m.. The meeting is held at:

"the computer store",

444 Ferry Street, Salem, OR.

The general public is invited to attend.

Meetings - Board of Directors

The Board of Directors meeting is held before the regular meeting or as otherwise arranged.

Annual Membership Dues

Individual member \$15.00

The WAC BBS is currently provided at no charge, however if you would like to make a donation to keep the BBS running, contact:

Neal Layton
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Salem, Oregon 97305

Wac Journal

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Authors should submit their articles in hard copy, 3 1/2 inch disk or send it via modem to the editor by the first of the month. Copy should be submitted in **"ANY"** form that you wish. If you think you have a format I can't read I challenge you to submit it!

The WAC Journal is published monthly.

Contributing writers are needed, especially for the Who's Who column. This is a member written column dealing with what each individual is doing with their computer, what kind of computer and programs you use, and how long you've had your computer. I can accept your article at any time for this column. Call me!

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Quickie w/inwords,
Pointless, Vitesse printer drivers,
Appleworks and Appleworks GS.

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GLOBAL WARRANTY

Apple has also enhanced its Global Warranty, making it easier for users to obtain service worldwide. Now, no-cost, carry-in warranty service is available for all Apple products, regardless of country of purchase. If your planning to travel with Apple equipment, call 1-800/SOS-APPL for specific information. 1-800/SOS-APPL is available to Apple Customers in the U.S. Monday-Friday, 6:00am - 6:00pm PST

The previous article was reprinted from the MAY/JUNE 1993 Quick Connect - The Apple Newsletter for Apple User groups.

Editor's Note:

I called the number 1-800/SOS-APPL number just to see how it worked. For the most part it is all an automated system for use with a touch-tone phone. If you want Macintosh information press 1, Pinter information please press 2 Etc. To find any Apple // information however you need to follow the prompts for either education information or "other" CPU's. Nice! Not once is the term Apple // mentioned. I played with the system for quite awhile (It's a 1-800 number so it doesn't cost you anything) I found that if you want Macintosh information it available 24hrs a day via recorded messages but if you want Apple // help you need to call during business hours and speak to a human. While on hold waiting to ask an Apple //GS question. I was forced to listen to a recording of Macintosh System 7 tips and hints. When I did get through to a person they were very helpful and friendly but they had no idea about the question I asked. I just figured I'd test them out a little so I asked how to upgrade the memory in my GS. How to I go from 1.25 megs to 4megs. Well I was shocked at the response. They said just pull the chips off my Apple memory card and buy higher capacity

chips from a 3rd party vendor and plug them in to Apple's card. Then I would have more memory. Even though I knew that they had answered the question incorrectly I thanked them and hungup. To keep record of all calls that require human help they require that you give your name and address. Probably so they can mail out some type of MACintosh junk mail to you. I do have to give Apple credit for trying but it would be nice if they could at least get an old Apple // product team member to answer the calls. The person I talked to was noticeably uncomfortable trying to answer my question and they had to keep referring to a book of some sort. (THEY NEED A NEW BOOK!!!)

One other neat feature of the 1-800/SOS-APPL number is the fax capabilities that it has. You can get Apple product information sheets faxed to your fax machine 24 hours per day! All you need is a touch tone phone and a fax machine and your set. Just call the 1-800/SOS-APPL number and follow the prompts to the automated fax-back section you can listen to pre-recorded message telling you all the products available or you can have them fax you the whole catalog. I had them fax me the whole catalog it was about 5 pages long and included almost all of Apple's current products. I am happy to note that it wasn't all Macintosh products on the list. I am sorry to note that there are only to Apple // related items on the list. The first item is the Apple //e CPU product info sheet. The second and last thing available was the product info sheet for that Apple superdrive. (A product shared with the MAC)

-nl

BBS Notes.....

We have now had over 4000 calls to the BBS! Not bad for a little Apple // users group. Keep telling all your friends about us! In the semi-near future I will be playing with a 14400 Bps modem for WAC so be watching for that. I'll let you know how it works as soon as it's online.

COMPUTER QUIZ #2

1. Press this key to leave a program _____
2. Puts information on/off a disk _____
3. Integrated Circuits (another name) _____
4. Controls the computer system _____
5. Abbreviation for read only memory _____
6. Abbreviation for random access memory _____
7. Microprocessor loads this first _____
8. DOS "loads itself" _____
9. Each file on a disk must have this _____
10. Save info at least this frequently _____
11. Information saved on disks _____
12. This information cannot be modified _____
13. New lines or columns come into view _____
14. A disk used to store information _____
15. Information a computer is especially good at working with _____
16. Program to type/edit documents _____
17. Program to keep track of many related pieces of data and information _____
18. Program to manipulate numerical in rows and columns _____
19. An operating system (OS) available for the Apple IIc _____
20. Software that allows one to work with many applications _____

Your choices are as follows:

(terms may be used more than once)

- | | | |
|------------------------|-------------------|--------------------------|
| A. Escape | I. Files | S. Operating System (OS) |
| B. Disk drive | K. Filename | T. Booting |
| C. Chips | L. Ten minutes | U. One Hour |
| D. Integrated Software | M. Thirty minutes | V. GS/OS |
| E. ProDOS | N. Scrolling | W. DOS 33 |
| F. Spreadsheet | O. Data Disk | X. Pascal |
| G. Microprocessor | P. Applications | Y. Unix |
| H. RAM | Q. Data Base | Z. EPROM |
| I. ROM | R. Wordprocessor | |

BEGINNER'S GUIDE TO SYSTEM DISKS

Part 1 - A Brief Overview

By Joe Wankerl

You're home from the computer store with your brand new Apple IIGS computer. You set it up, as per the instruction manual. You turn it on. You get a nice error message, "Check Startup Device." Wow, you sure wasted a lot of money on a toy that can only move an apple back and forth across the screen. Or did you? What you need is a System Disk. Sure, sure, you got one with the computer, but do you know what goodies are on it? What it's really for? How to make the most of it? And just what is a System Disk, anyway?

Well, a System Disk is a disk that contains programs and information that your computer needs to start up and launch other programs. A System Disk is designed to let you interact with your computer and all its internal and external devices easily, as well as providing a consistent interface for desktop programs by allowing the Toolbox and ROM to be modified. Without a System Disk you would just have a toy that can move an apple across the screen.

There are three kinds of System Disks that will work with the IIGS. One kind is a ProDOS 8 System Disk, which I will not discuss since it mostly applies to regular Apple IIs, not the GS. Another kind is a ProDOS 16 System Disk, which I will not discuss since it is very outdated. The kind of System Disk I will be talking about is the GS/OS system disk. This means that the System Disk is version number 4.0 or higher. Apple currently ships the IIGS with System Disk version 5.0.2. This is the disk that I will discuss in these articles.

Most of the information on the System Disk is contained in a directory called *:System. In fact, everything on the System Disk is in the *:System directory except for the bootstrap program (which helps the computer load in the rest of the operating system), the BASIC Command Interpreter, the BASIC Launcher, and the Finder icons.

The *:System directory contains all the operating system files for both GS/OS and ProDOS 8. There are only two files that can be deleted from this directory. The first is the ExpressLoad file. This is a system program that causes certain files to load much faster. It is not necessary for this program to be on the System Disk, but I highly recommend that it stay there, as anything that speeds up GS operations is a plus. The other file that can be removed is the P8 file. This file is actually ProDOS 8 and if you don't plan to do any switching between the GS/OS and ProDOS 8 operating systems, this file can be killed along with the two ProDOS 8 BASIC support files (BASIC.System and BASIC.Launcher, both of which are on the root directory). In addition to these files, there are also many directories packed full of operating system extensions, ROM and Tool Set patches, desk accessories, and much more.

The *:System:CDevs directory contains Control Panel Devices which are support files for the control panel desk accessory. The control panel device files are used to control various system options such as the modem port. So, for example, if you don't have a modem, then there is really no use in keeping around the modem CDev. The CDev files are not crucial to the system and any of them may be deleted without harm.

The *:System:Desk.Accs directory contains the various New Desk Accessories and Classic Desk Accessories that your system automatically loads at boot time. If you don't want a particular desk accessory, feel free to delete it. However, these are the files that you will probably want to add, not delete. Most of your time will

probably be spent debating which CDev or font to kill to make room for the newest desk accessory you recently got a hold of. The standard desk accessory that is in this folder is the Ctl.Panel (the Control Panel NDA). This file, as well as any other desk accessory, may be deleted at will. If the Ctl.Panel file is gone, you may as well go ahead and delete the control panel initialization file (CDev.Init in directory *:System:System.Setup) and all the CDevs (in directory *:System:CDevs) as it would be pointless to have all the support files on the disk if the main program isn't there to take advantage of them.

The *:System:Drivers directory contains various and sundry files which GS/OS uses to "talk" to each device. Some of these files are optional, however it is not recommended that you delete them unless you know exactly what you are doing. For example, if you delete the AppleDisk5.25 driver you won't be able to use your 5.25" disk drives!

The *:System:Fonts directory contains the fonts that are recognizable by desktop applications such as AppleWorks GS or EGOed. You may delete any of the fonts that you don't want. However, this will limit the amount of your textual creativity. There are two files in this directory that aren't standard font files. One file is the Font.Lists file which contains information about which files are in the *:System:Fonts folder. It is automatically updated each time the Font Manager tool set thinks that things have changed in the *:System:Fonts directory. The other file, FastFont, is a preshifted version of Shastoa 8 which QuickDraw II uses to make drawing faster. You may delete this font at will, but I suggest that you delete this file as a last resort since it seriously speeds up desktop drawing and the GS needs all the speedups it can get!

The *:System:FSTs directory contains the different file system translators that GS/OS will interact with. This folder should be left alone! Currently the only FSTs that Apple supplies are the ProDOS FST which must be available or the System Disk won't even boot, the character FST which must be active or else you wouldn't be able to take advantage of character type devices such as modems, printers, and advanced textual entry and display, the CD-ROM FST which you don't need unless you have a CD-ROM device, and lastly, the AppleShare FST which is only used if you are on an AppleTalk network with a server. The CD-ROM and AppleShare FSTs are only needed if you have those devices, however the System Disk ships with these FSTs optional, meaning that you have to use the Installer program to install them.

The *:System:System.Setup directory contains the various patches to ROM and other initialization files that automatically get executed at boot time. The Tool.Setup file loads in the appropriate ROM patch file. The Tool.Setup file must not be deleted. There are two ROM patch files. One may be deleted depending on which system you have. If you have a ROM 01 machine, you may delete the TS3 file which contains patches to ROM 03 machines. If you have a ROM 03 machine, you may delete the TS2 file which contains patches to ROM 01 machines. Other files in this directory are the Resource.Mgr and Sys.Resources file which must not be deleted as they are actually the Resource Manager Tool Set and the system standard resources, and the CDev.Init program which is used in conjunction with the Control Panel NDA. If you have deleted the Control Panel NDA then you can delete this file too.

The *:System:Tools directory contains all the latest and greatest Toolbox programs. You must not delete any of them unless you know for a fact that nothing you use will take advantage of the Toolbox. It is safest to leave this directory alone.

Understanding System Disks is a fairly easy process once you have a guide to what things are. In the next installment of The Beginner's Guide To System Disks I will explain exactly what each file on the System Disk is for and the interrelationships between these files. I will also talk about exactly how the machine starts up and loads in all these files. There will be lots of comments on the uses of NDAs, CDevs, font files, initialization files, drivers, FSTs, and I will answer some questions as well. See you next time!

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Membership Application
Willamette Apple Connection, Inc.
An Apple II & Compatible User Group
P.O.Box 7252 Salem, OR 97303-0053
Voice 585-0811 BBS 363-0861

Name _____

Address _____

City _____

State _____

Zip _____

Phone _____

Please list computer(s) and software you use regularly:

Please list areas of interest (i.e. DTP, graphics, spreadsheets, etc.):

Membership fee is \$15.00 annually.

Please make your checks payable to: Willamette Apple Connection, Inc.

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