# Apple Directions 95
# Macintosh User Profile Study

## Compares Mac with DOS/Windows market ...

Highlights of the proprietary Apple study include the following:

**CD-ROM penetration** has more than doubled in the Macintosh market and for the first time has reached parity with the Windows market. **Modem ownership** has also grown significantly, but modems still remain highly underutilized. Although the **Internet** has aroused much interest, it remains a mystery to most customers. Eighty-five percent of U.S. Macintosh users are now running a version of **System 7**. The average amount of memory installed in Macintosh systems has doubled in one year, from 4 MB last year to **8 MB** this year. By comparison, the average **DOS** machine is installed with **2.5 MB**; the average **Windows** system, **5.5 MB**.

**CD-ROM Growth:** The CD-ROM connection rate has more than doubled in the Macintosh installed base, increasing from 8 percent in 1993 to 19 percent in 1994, the same rate as in the Windows market. The CD-ROM connection rate should continue to surge upward. Apple's monthly Macintosh Recent Buyer study shows that approximately 50 percent of Macintosh systems selling today are CD-ROM-equipped.

**Modem Growth:** The modem connection rate has also shown extraordinary growth over the past year; currently, 42 percent of U.S. Macintosh systems include a modem, compared to 28 percent in 1993. This increase is largely attributable to the bundling of modems with Macintosh Performa and PowerBook computers and the availability of cheaper add-on modems. Although nearly half of the Macintosh installed base now has the capability to access the information superhighway, Apple customer research has shown that many of these customers don't know how to reach the on-ramp. Many users who have a modem either haven't gotten around to using it or simply don't know what to do with it. Only half of all modem owners—in both the Macintosh and Windows markets—access online services and use e-mail. Most of the remaining modem owners use their modems infrequently or not at all.

**The Internet:** The Internet is attracting a vast amount of interest, but it's creating confusion, as well. Only about 6 percent of Macintosh and Windows customers have used the Internet. Most users don't even know how to connect, let alone know what to do once they get there. Many of the customers who have used the Internet complain that it's a nightmare to navigate.

**System Software Usage:** Overall, 85 percent of U.S. Macintosh customers are running System 7. Nearly all the owners—more than 90 percent—of Macintosh LC and Macintosh II models are running System 7. However, a substantial proportion of low-end customers continue to use System 6. Nearly one-half of Macintosh Plus, SE, and SE/30 customers are running System 6, and over half of Macintosh Classics users run System 6.

**Memory and Hard-Disk Drives:** With Macintosh computers having shipped with larger amounts of memory and more hard drive capacity for some time, the average Macintosh system is now equipped with 8 MB of memory and an 80 MB hard disk drive, compared to the 4/40 system of just a year ago. By comparison, DOS users have an average of 2.5 MB of memory; Windows users, 5.5 MB. Nearly half of the Windows customer base has 4 MB of memory, making it the most common Windows memory configuration.

## What is System 7.5 Update 1.0?

System 7.5 Update 1.0 consists of four floppy disks for installing fixes and updates to an existing System 7.5 operating system. The update provides a new Finder, an important, new System 7.5 Update enabler file, a new SCSI Manager and many other new files. After a successful installation, the operating system identifies itself as System Software 7.5.1, although the System file itself remains at Version 7.5.

Apple's FTP (file transfer protocol) servers were initially overloaded with people trying to download the update, but the company provided various solutions at its main software distribution link: Apple Software Updates

Apple didn't include all the essentials with System 7.5 Update. You'll need to obtain the following components separately (from the same sources): Network Software Installer 1.5 (with LaserWriter Bridge), LaserWriter 8.2.2 (supersedes the older 8.2 version in System 7.5 Update and fixes multizone network problems), QuickDraw GX 1.1.1 and new PowerTalk updates.

You can also get this software from Apple Software Updates libraries on AppleLink, eWorld andCompuServe's APLSUP forums.

## System 7.5 Update Problems

**Apple Menu Options** Apple Menu Options is updated with System 7.5.1, but glitches and incompatibilities with third-party menu enhancers may remain, and users still report menus shifting off the menu bar with the new version. Use Extensions Manager (or the trash) if you want to disable AMO.

**Apple Guide** Apple Guide 1.2.5, new and faster with the update, will not work if it sees Apple Guide documents that do not apply to the particular hardware configuration running the program at the moment.. Apple Guide 1.2.6 should fix this problem when it arrives. See Apple's documentation files for more details on workarounds for this version.

**Accelerator incompatibilities** Don't install the System 7.5 Update on any accelerated system without first checking with the accelerator vendor and preparing a backup and recovery procedure. A temporary workaround for incompatibilities is to remove the System 7.5 Update enabler file, which eliminates the core of the update but leaves such pieces as the updated Stickies desk accessory.
DayStar Digital's original Turbo 601 PowerPC upgrade card software had a problem with System 7.5 Update 1.0, producing crashes at startup. DayStar's new Turbo 601 Control 1.1 control panel should work successfully. Contact the company for the update before installing System 7.5.1.
Some people have reported problems after installing System 7.5 Update on older systems with DayStar 68040 accelerators. DayStar says that System 7.5.1 should work with these cards, but you may need to upgrade the accelerator ROM to the latest version. Again, contact DayStar for help, before doing the System 7.5.1 installation.
The Radius Rocket is reportedly incompatible with System 7.5, and there is no apparent fix.

**Clock-chipped Macs** Power Mac 7100 and 8100 systems accelerated with faster clock crystals are not recognized by System 7.5 Update, preventing it from loading. Clock-chip vendors, including Output Enablers, have free patches available: Output Enablers patch

**CopyRight** Some versions of the AllRight Enhancements' CopyRight utility are reported to be incompatible with System 7.5 Update. The latest update, CopyRight Pro 1.0.3A (available on America Online), should work successfully.

**Debugger incompatibilities** Apple debugging routines used in Metrowerks' CodeWarrior and in Apple and Symantec development environments were incompatible with System 7.5.1. Get DebugServices 2.0b14 for compatibility: DebugServices 2.0b14

**File-sharing** File-sharing is completely new in System 7.5.1. The new version, built on AppleShare code, is faster but appears to introduce new problems. If you encounter crashes, missing files or other trouble with System 7.5.1, and file-sharing is running, try turning it off to see if it affects the problems.
The most distinct problem is an incompatibility with RAM Doubler 1.5.1 in combination with various other software when file-sharing is running. A typical symptom is files disappearing from folders on a CD-ROM with file-sharing and RAM Doubler running, or errors doing file transfers in the same scenario. There also may be freezes and crashes when doing backups.
There are some reports that ejecting a removable volume while file-sharing is running may produce a crash, but I could not reproduce this problem in simple tests.
A conflict with NFS/Share from Intercon can corrupt its preferences file and prevent startup, according to John Pope. He suggests keeping spare copies of both the NFS/Share extension and the preferences in a safe place, turning off file-sharing, and reinstalling NFS/Share from the copies.

**General Controls** System 7.5 Update introduces a new version of the General Controls control panel, and it has problems, including conflicts with Aladdin's StuffIt SpaceSaver. It may cause a variety of other problems, too.
Here are some workarounds:  Revert to an older version of General Control (e.g. the System 7.5 version)
Disable General Controls with Exten-

sions Manager or an equivalent. This prevents its startup code (INIT) from loading, but you can still use it to change various Mac settings.

Make sure to avoid Folder Protection. It creates problems and confusion without offering any real protection. It will not work with file-sharing running.

Try removing the General Controls Prefs file from the Preferences folder. Reset Parameter RAM (PRAM) on restart by powering on the computer while holding down the *Command-Option-P-R key* combination. Wait for an extra system "bong" sound and reset your control panel preferences after you reach the desktop.

When General Controls conflicts with an extension, such as SpaceSaver, you can sometimes get them working together by renaming files so General Controls loads after the extension.

**Mac Tools** Mac Tools TrashBack 4.0 and 4.0.1 are incompatible with the update, creating crashes or freezes at shutdown. A TrashBack 4.0.2 patcher is supposed to fix the problem. You can try to find it at ftp.symantec.com or www.symantec.com.

**Norton Partition** Norton Partition 2.0 has problems with the update, but they are not triggered in all Mac configurations. A hack is being developed to work around the problems, but a better solution may be to use "hard partitions" created with a disk formatter. Norton Partition is not a current product, and Symantec is not likely to address the issue.

**PowerKey** from Sophisticated Circuits Some older versions of Sophisticated Circuits' PowerKey ADB device have a problem with System 7.5 Update that prompts a shutdown dialog when you use modifier keys (Command, Control, Option). The company will replace these units free of charge, and you can disable the shutdown dialog with the company's freeware Shutdown Control control panel. E-mail support at: Sophisticated Circuits support

**Shutdowns** In addition to the PowerKey issue, there appears to be another glitch that causes the Shutdown dialog to occur at unexpected times. This is still unresolved.

**SpeedyFinder** Speedy Finder 1.5.9i is reportedly incompatible with the update, but registered owners can contact Victor Tan for an update.

**Wunderbar** Ziff-Davis' Wunderbar utility could no longer move files to the trash under System 7.5.1, but a new version, 1.0.2, adds compatibility with System 7.5.1 and support for PC Exchange. Updates are available through ZiffNet/Mac.

## Installation Tips

1. Do a complete backup before installation. Really. And have another startup volume handy.

2. Read the "Read Me" file before installing. Some serious tricks and traps are documented in there.

3. Update your disk driver software before installation. It may save crashes on post-install restart.

4. Disabled extensions and control panels can confuse the Installer. Delete them or put them in their normal folders before installation.

5. Back up your PPD files before installation and check them afterwards.

6. Save your MacTCP settings (you can save the MacTCP Prep file). They may get wiped out.

7. Disable extensions before installing, to avoid some serious problems, and consider starting up with extensions disabled after installation.

8. Consider disabling SCSI Manager 4.3.1 for now, and be sure to delete SCSI Manager 4.3 if you find it anywhere on your disks.

9. Don't install LaserWriter 8.2 as part of System 7.5 Update 1.0. Just install LaserWriter 8.2.2 afterwards, if desired.

10. Apple's instructions for network installs may be bogus. Drag floppy icons all into one folder on the server, then pull the Installer and Installer script out of the Disk 1 folder into the enclosing folder. Drag the Installer script onto the Installer to start the installation.

11. You can install from floppy images mounted as RAM disks by using ShrinkWrap or a similar utility.

12. Don't forget Network Software Install 1.5 after you get System 7.5 Update installed and running.

13. The update doesn't include or replace Apple Multimedia Tuner 2.0.1.

14. The update supersedes earlier system enablers.

15. If you have problems on restart, reset PRAM. (Hold down Command-Option-P-R at power-on time or use the freeware utility TechTool.)

16. Removing the new General Controls control panel or its Prefs file may resolve some problems.

17. Turning off file-sharing may resolve some problems.

## Performance

Performance of System 7.5.1 seems a little smoother than that of System 7.5, but the real difference is in floating-point math on Power Macs. A new math library speeds native-PowerPC math applications dramatically. A new version of Apple Guide is faster, too.

## Features & fixes

The update installs a file called "System 7.5 Update" in your System Folder. The new file provides the following enhancements to System 7.5:
* improves system stability when memory is very low
* fixes a potential crash problem when pasting large blocks of data
* no longer opens the wrong original when you select an alias on the desktop of a disk other than the startup disk.
* no longer interferes with custom colors that some applications use in the Open and Save dialog boxes
* The keyboard Power key can now be used to turn the computer off. To shut down the computer, press the Power key. When the dialog box

appears, you can shut down your computer, restart your computer, put it to sleep (if it supports sleep) or cancel the shutdown.

**\* PowerBook 100 series:** These computers do not have a Power key on their built-in keyboard. However, if you attach an external keyboard, the keyboard Power key can now be used to turn the computer off. To shut down the computer, press the Power key. When the dialog box appears, you can shut down your computer, restart your computer, put it to sleep, or cancel the shutdown.

**\* PowerBook Duo docks:** Pressing the eject button automatically launches items in the Shutdown Items folder and shuts down the computer. No dialog box appears.

**\* PowerBook 500 models:** improves trackpad performance

**\* PowerBook 150:** The update extends battery life by reducing power requirements during sleep mode. It also fixes a potential system freeze problem that occurs when you use the internal modem several times without restarting the computer. The PB150 Update system extension is no longer needed and is automatically removed from the Extensions folder (inside the System Folder) during installation.

**\* Power Macintosh:** Native QuickDraw speeds up operations such as scrolling, image filtering, and pattern and text drawing. The updated Serial Driver fixes a potential crash problem.

**\* Power Macintosh** (including those with the Power Macintosh upgrade card), Centris 660AV, Quadra 660AV, and Quadra 840AV: Updated video software prevents scrambled video when the computer starts up.

**\* For PowerBook** 150, **Quadra 630, and LC 630**(models with internal IDE hard disks): The update fixes a problem that prevents the internal IDE disk from appearing on the desktop. The

problem occurs when the internal IDE disk is the selected startup disk, but the computer is started up from an external hard disk by holding down the Command-Shift-Option-Delete keys during startup. The MountIDE system extension is no longer needed and is automatically removed from the Extensions folder (inside the System Folder) during installation.

**\* Quadra 700**: An ADB patch fixes a potential problem that can slow down the mouse or trackball.

**\* Quadra 840AV:** The updated Display Manager ensures that a multi-sync monitor is set to the correct resolution when you restart the computer.

**Launcher Enhancements**
Launcher version 2.7 supports Macintosh Drag and Drop so that it's easier to add or remove items

**System Extension Enhancements**
**\* File Sharing version 7.6.1** improves overall performance and provides new functionality. When file sharing is turned on, removable disks and CD-ROMs will automatically be shared-except for audio CDs, which will no longer be shared. You no longer have to turn off file sharing in order to eject a removable disk or CD-ROM.

**\* Apple Guide version 1.2.5** improves performance, runs native on Power Macintosh models, and is compatible with At Ease.
**\* SCSI Manager version 4.3.1** - works with PowerBook 150, Quadra 630, and LC 630. - fixes a potential data corruption problem on Quadra 840AV and Quadra 660AV models. - fixes a potential crash problem when using some external hard disks.

**\* Speech Manager version 1.3** is provided. (It was not provided on the System 7.5 upgrade disks.)

**\* The System 7.5 Update file** contains the functionality of and

removes the following extensions: EM Sound Update, PowerBook 150 Update, and Mount IDE Drive.

**\* The updated Math Functions Library (MathLib)** boosts performance of math operations on Power Macs.

**Control Panel Enhancements**
**\* Apple Menu Options version 1.0.1** improves performance and shows non-AppleShare servers in the Recent Servers submenu.

**\* Keyboard version 7.5.1**, by default, does not allow a keyboard shortcut for changing keyboard layouts. To turn on the shortcut, open the Keyboard control panel and click the Command-Option-space bar checkbox to put a check in it.

**\* WindowShade version 1.3.1** fixes a potential crash problem that occurs when memory is very low.

**\* MacTCP version 2.0.6**- shortens retransmission delays. - prevents potential out-of-memory errors. - makes configuring communications easier. - gives you more control over the choice of server(s) to contact and the order in which they are contacted.

**\* Macintosh Easy Open version 1.1.1** works better with drag and drop on document converters and fixes problems with cut and paste between Macintosh and PC applications on Macintosh computers with a PC Card installed.

*See the Read Me file included with the System 7.5 Update Disks for additional details on application specific fixes.*