

DiskDoubler™ Troubleshooting Guide

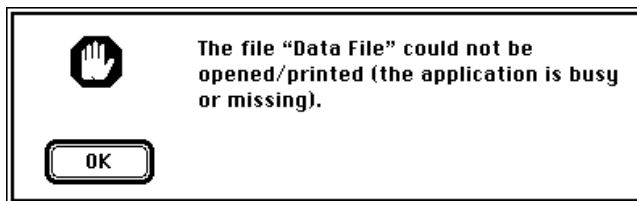
These questions and answers are arranged in order of frequency of occurrence. Thus, it would be wise to start with the first one and look until you find the answer to your question. Try to look through this list before calling tech support at (415)-321-5375.

Known Bugs/Compatibility Problems

- When running Excel 1.5 or earlier or Canvas (any version), DiskDoubler may not be able to open compressed files. These programs leave too little stack space for DiskDoubler to operate. The stack space cannot be changed unfortunately. If you are a QuicKeys² user, you can use the supplied extensions when working in these programs to work around this problem.
- DiskDoubler App works fine with System 7.0 in both 24 bit and 32 bit modes. However, the DD menu will not appear in the Finder under System 7.0. The only functional feature in DiskDoubler INIT is the ability to open compressed files in the open dialog. A future version of DiskDoubler will provide 100% compatibility.
- The Talking Moose causes the Finder to restart if you use either of the popup menus in DD's Settings dialog and then click Cancel or OK.
- The INIT "Directory Assistance" (from Norton Utilities) must load BEFORE DiskDoubler in order for DiskDoubler's "Compressed Files Appear In Open Dialog" setting to work. Unless you rename them, they already load in the proper order.
- The anti-virus INIT "Guard-Dog" interferes with DD. You shouldn't use it with DD.
- Kensington Turbo Mouse has a conflict with system 6.0.5. It is *not* a conflict with DD. Kensington has an INIT which fixes the problem.
- Send PS (an unsupported Adobe product) crashes with a system error 84 when DD is installed. The problem is a bug in Send PS. Send PS has purgeable menus. Marking the menus as non-purgeable fixes the problem. You can use ResEdit to do this. This problem has been reported to Adobe.
- MacMoney: Some older versions of MacMoney are incompatible with DD. Make sure you have the latest version of MacMoney.
- File Launchers {OnCue, Handoff II, DiskTop, DiskTools, etc}: Most file launchers do not yet understand compressed files. This is not harmful, but may be inconvenient. A future version of HandOff II will be DiskDoubler-friendly. For this reason, we recommend HandOff II as the best choice for a file launcher.
- Panorama users: Panorama normally sets aside 160K of its memory for use by other programs (such as DD). If you want to open compressed databases inside Panorama, you should raise this limit. To do so, you should hold down the option key when double-clicking Panorama. A dialog will appear. Set the memory to 600K.
Note: If you have a 1MB machine, you should not do this; there is not enough memory to set aside.
- On a MacPlus, SUM Shield INIT will not prompt you for a volume save disk when you shut down when DD is installed. We are investigating this problem.

Other Problems

I double-click on a file, but the Finder puts up the following message.




This message occurs because the application that created the file can't be found by the Finder. For example, if you get that the above message when clicking on a DiskDoublers file, then you need to install DiskDoublers App on your disk. If DiskDoublers App is already on your disk, then put it into your system folder, or rebuild the desktop file. See **Appendix A: Rebuilding The Desktop File** for details.

Do I need to install both the DiskDoublers application and INIT on my disk?


It is not absolutely necessary, but it is highly recommended. Some features will not work without one or the other. Without DiskDoublers INIT, many features will not be available, and the DD menu will not appear in the Finder. Without DiskDoublers App, double-clicking a file will not expand it, and compressed files will not have the proper icons. You should follow the installation instructions in the manual.

The DD menu doesn't appear in the Finder.

(1) You didn't install DiskDoublers INIT in your system folder. The real system folder should have a small

mac inside of a folder icon, like this: . You need to be in the View by Icon or View by Small Icon in the Finder to see this icon. Both these commands are in the View menu. You should find the real system folder, and install DiskDoublers into it.

(2) DiskDoublers INIT did not load because of an error. In this case the icon should show up with an X

over it at boot time . Most likely the version of the system you are using is too old. You should upgrade your system.

(3) You are using a program such as InitPicker which is set to disable newly installed INITs. You should enable DiskDoublers INIT.

(4) You are running System 7.0. The DD menu does not yet appear in System 7.0.

I double click on a file to expand it. DiskDoublers expands it, but it doesn't open.

First, check to see if the **Double-Click Opens Compressed Files** option is turned on in the Settings dialog. Second, you must double-click on a file in the Finder, or use the Open or Print commands for this feature to work. Finally, if you installed DDEExpand, the Finder may be running DDEExpand instead of DiskDoublers App. Remove DDEExpand from your disk, or compress it to hide it from the Finder. Finally, if you are running MultiFinder, and the application for the document is already running, then you will have to open the document from within the application.

I try to open a compressed document from within Excel 1.5 or Canvas, but DiskDoublers tells me there was a "stack overflow" error.

Excel 1.5 and Canvas do not leave enough stack space (an area of memory) for DiskDoublers to expand a file. This should only happen on the MacPlus and MacSE. The solution is to use Excel 2.2. With Canvas, you must open the file by double-clicking it, or expand it manually.

I compressed an application along with some of its files, and then expanded the application (but not the files). Now when I run the application, it crashes.

Some applications fail to check the type of some of their preferences and/or data files. Since some of these files are still compressed, the application fails. To fix this, expand the data files along with the application. Better yet, place the uncompressed preference file in the system folder instead of in the folder with the application. That way, you won't accidentally compress it.

When I try to open a file or folder in the Finder, my machine freezes or bombs.

There are many possible reasons for this behavior. In general, something is wrong with your system.

- Check for viruses using a commercial virus program such as S.A.M. or Virex. The WDEF virus in particular can make your Macintosh very unstable. Be sure to use the latest version, as new viruses are constantly being introduced.
- Rebuild your desktop file. It may be corrupted. (This also eliminates the WDEF virus). See **Appendix A** for how to do this.
- Use Disk First Aid to check your disks (it comes with Apple's system software). It is possible that the file system on your disk is damaged.
- If you have many files on your disk, you may be reaching the limits of the Finder's ability to handle files. This can not only cause the Finder to bomb, but the Finder can actually corrupt files as well. In general, if you have fewer than 2000 files, you probably do not need to be concerned. This number is not a constant however; if you have many applications, it can occur with fewer files. See the DiskDoublor manual in Appendix C: Macintosh Disks Explained.

When I try to expand a compressed file DiskDoublor bombs or freezes.

First, install DiskDoublor on a bootable floppy disk with no other INITs installed, and boot from it. See if the problem still occurs. If the problem does not occur, most likely there is an INIT conflict or damage to your system software. Try disabling some of your INITs and/or reinstalling system software.

Another possibility is hardware error. In particular, if the disk activity light comes on and stays on for long periods of time it is likely that there is a hardware error of some kind when trying to access this file. In this case, other applications (such as the Finder) may also have problems trying to access the file. A solution that may work is to duplicate the file and try to expand the duplicate.

Another possibility is damage to the disk file system. Try running Disk First Aid (it comes with Apple System Software) to check your disk. Norton Utilities, Sum II, 1st Aid Kit and DiskExpress II also are capable of checking for disk damage. Erasing the disk will also fix this damage, but of course you'll have to back up the entire disk first.

Compressed files don't show up when I try to open a file.

First, check to see that the **Compressed Files Appear In Open Dialog** option is turned on in DiskDoublor's Settings dialog. Second, files show up only if they would show up when not compressed. Third, some applications do not leave enough memory for the expansion process. In this case, DiskDoublor will not show compressed files. This happens most frequently with machines that have only 1 MB of RAM. The best solution is to buy more memory.

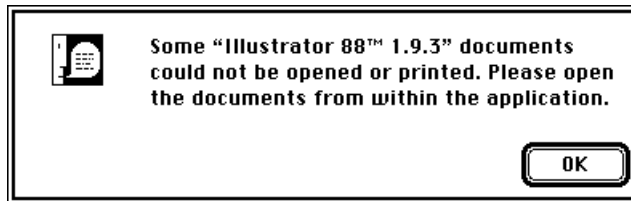
I try to compress files on a floppy disk, but DiskDoublor tells me the disk is full.

When you compress a file, DiskDoublor temporarily needs enough space to hold both the compressed and uncompressed versions of the file. To get around this, make more space on the floppy disk or copy the file to a hard disk first and compress it there. Temporary space is a drawback, but it is the only way to insure that the original file is OK in the case of a power outage or system crash.

I'm trying to get DiskDoublor to run in the background, but am having trouble getting it to switch to the background.

First, you must be running MultiFinder. Second, you must use DiskDoublor App to run in the background; DiskDoublor INIT cannot run in the background. Here is a simple set of steps to follow: (1) Start up DiskDoublor App, (2), start the desired operation, (3) switch to another application
 Note: if DiskDoublor is accessing the disk heavily (for example, with many small files), it may be difficult to switch to another application. This is a shortcoming of MultiFinder; you'll just have to keep trying until successful.

I expand a file, but the file doesn't open in the appropriate application; I get the following message:



This message should only occur under MultiFinder when the application is already running. DiskDoublor cannot open documents when the application for them is already running.

I installed DiskDoublor, and now my machine crashes during startup.

You may have an INIT conflict. Try renaming DiskDoublor to zzDiskDoublor or aaDiskDoublor. This will cause DiskDoublor to load in a different order. You can use the same technique with most other INITs. If that doesn't work, try removing INITs, to isolate the culprit.

I try to expand a document, but DiskDoublor tells me that the document was created by an unknown version of DiskDoublor..

The document was created by a later version of DiskDoublor. Call tech support at (415)-321-5375 to upgrade to the latest version of DiskDoublor.

Appendix A: Rebuilding The Desktop File

The desktop file is a special invisible file that the Finder uses to keep track of your applications. For every disk icon that you see on the desktop there is a desktop file. The Finder is not very good at keeping the desktop file up to date, which can cause a variety of problems. Most of these problems can be resolved by “rebuilding” the desktop file.

To rebuild the desktop file, hold down the command and option keys when you startup your Macintosh. The Finder will ask you:



You should rebuild the desktop on all of your volumes, so keep the command and option keys held down until you've done them all. It's a good idea to rebuild your desktop periodically to clean up “dead wood”. It may also speed up operations in the Finder, such as copying files. It also eliminates the WDEF virus, if present. Also, it often eliminates the “application is busy or missing” message. We recommend rebuilding the desktop file at least once a month (it doesn't hurt to do it as frequently as you want).

Note: as a side effect, you will lose all comments in the Finder's Get Info box for all files. This is a shortcoming of the Finder.

Note: If you are running MultiFinder and you get the message “the desktop file could not be completely rebuilt”, then turn off MultiFinder and reboot before rebuilding, or increase the Finder's memory allocation using the Get Info dialog, then reboot before rebuilding.

Note: You can rebuild the desktop on a floppy disk by holding down the command and option keys when you insert the disk. The disk must be unlocked before inserting it.

If you are running plain Finder, you can also delete Desktop on the desired volumes using a program such as ResEdit . The Finder will recreate the desktop file automatically.