

PureEdge Support for the Mac

PureEdge recognizes that Macintosh is a popular operating system and that support for the Mac is often required by our customers. In most cases, this means offering support for the PureEdge Viewer on the MacIntosh platform.

With this in mind, PureEdge is offering support to MacIntosh users by embracing recent developments in Microsoft's direction. With the release of Office 10 Professional, Microsoft has begun bundling Virtual PC for Mac with their office software as well as providing it as a separate product. Virtual PC is a Windows emulator that allows users to run PC software on a MacIntosh platform.

By bundling Virtual PC with its Office software, Microsoft has ensured broad distribution of the Virtual PC emulator, since most users rely on Microsoft Office to meet their day to day needs. Furthermore, it is clear that Microsoft will continue to support and update this product as needed.

Given this large install base and on-going development by Microsoft, PureEdge has decided to adopt the Virtual PC emulator as its primary means of providing support for MacIntosh computers.

About Virtual PC for Mac

Virtual PC for Mac is an emulator that allows you to run PC applications on your MacIntosh without any additional hardware. Virtual PC is owned and developed by Microsoft, and is bundled with Office 10 Professional.

For more information, see the Microsoft website at:

<http://www.microsoft.com/mac/products/virtualpc/virtualpc.aspx?pid=virtualpc>

System Requirements

Virtual PC for Mac version 6.0 requires the following hardware:

- Any native G3 or G4 MacIntosh with a CD-ROM drive.
- Mac OS 9.2.2, Mac OS X version 10.1.5, Mac OS X version 10.2.1 (or later)
- To run Virtual PC in Mac OS X, a 500 Mhz or faster processor.

Disk and memory requirements depend on the Windows OS you want to emulate. In general, these requirements do not exceed:

- 2 GB free disk space
- 320 MB RAM (420 recommended)

Additionally, users must ensure that they meet the requirements for PureEdge Viewer:

- 24 MB RAM (32 recommended)
- 25 MB of free disk space

- Web browser:
 - Netscape Navigator/Communicator 4.0 or higher (excluding Netscape 6.0 and 6.01)
 - Internet Explorer 4.0 or higher

Software Versions Tested

PureEdge has tested Virtual PC for Mac version 6.0 on the following platforms:

- MacOS 9.2.2 emulating Windows 98
- MacOS 9.2.2 emulating Windows XP Professional
- MacOS 10.2 emulating Windows 98
- MacOS 10.2 emulating Windows XP Professional

In these scenarios, PureEdge Viewer worked as expected in all standard operations.

Known Issues

The following issues arose during testing:

- The form used by PureEdge Viewer to report an error to the user was sometimes slow to open. This may lead the user to assume that the computer is not responding. This problem can be fixed by ensuring that Virtual PC is properly configured for the Viewer's memory and display requirements.
- In some cases, attempts to open forms from a network resource or network drive failed. These cases all involved long filenames (longer than the 8.3 standard). This problem can be addressed by opening the forms in Internet Explorer rather than the Viewer.
- In some cases, saving a form to a network drive that represents a Mac directory can cause an error. This can be addressed by saving the form to the root directory of the network share, and then copying the file to the desired location.
- In some cases, enclosing a file in a form may fail. These cases all involved long filenames. This issue can be addressed by ensuring that all files intended to be form attachments meet the 8.3 standard.
- Viewer settings may be lost after closing the Virtual PC session. This depends entirely on the Virtual PC settings, and can be corrected by changing those settings or by shutting down Virtual PC in the proper manner.
- Forms may also be lost after closing the Virtual PC session. This issue depends entirely on the user's actions (disregarding changes to the Virtual PC session, saving forms to the image, and so on) and are most likely to occur with new or inexperienced users. Users can avoid this issue if users save their forms to a shared directory on their MacIntosh.

- Windows 98 has a known issue with resource allocation when run with a second operating system. As a result, large forms with many items may stop responding if users try to close the Viewer. Users can minimize this issue by saving their forms before closing the program. This problem is specific to Viewer version 6.0.