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System 7.5.x Troubleshooting (2/97)

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TOPIC -----

This article provides troubleshooting tips to help solve problems with System 7.5 Update 2.0 and a Mac OS-based computer.

DISCUSSION -----

Print this document This document contains troubleshooting information that you may need when the computer is not turned on. For reference, keep a printed copy of this document near your computer. To print this document, open the File menu and choose Print.

Contents

This document provides information about what to do if your computer freezes:

- when the "happy Macintosh" icon appears during startup
- while system software extensions are being loaded during startup
- after startup as the Finder is being started
- while the computer is turned on but not being used (idle)
- when starting, using, or quitting an application program
- when printing from an application program

Before You Read This Document

It is a good idea to try to pinpoint when the freezes or hangs you experience with your computer first began to occur. For instance, if you installed additional memory in your computer and the freezes or hangs began to occur after that, the problems are likely to have something to do with the memory or the way it was installed. Two other actions that sometimes cause problems are connecting a new SCSI device to your computer (the device, its cable, or its SCSI ID number may cause problems), or installing new software (the software may contain incompatibilities or need more memory than is actually available).

Other Sources Of Troubleshooting Information

Besides this document and online services, there are several other good sources

of troubleshooting information:

- User's manual. See the troubleshooting section of the user's manual that came with your computer for detailed troubleshooting instructions.
- Macintosh Guide. Open the Guide menu and choose Macintosh Guide. (The Guide menu is under the question mark near the upper right corner of your screen). Click the Index button in Macintosh Guide, and choose a topic from the index.
- Apple Technical Information Library (TIL). The TIL can be found on several online services including America Online and Compuserve, and Apple Computer's Internet web site @ <http://www.info.apple.com/>.

The Computer Freezes When The Happy Macintosh Icon Appears During Startup

When the computer first starts up you see a smiling "happy Macintosh" icon. (If you see a "sad" icon or one with a question mark, refer to the user's manual that came with your computer.) If the computer freezes while the happy Macintosh icon is on the screen, follow the steps below.

- 1) Remove any SCSI or serial devices attached to your computer:
 - Turn the computer off by pressing the power switch on the back of the computer.
 - Disconnect any devices attached to the computer's external SCSI and serial (printer and modem) ports.
 - Wait 7-10 seconds. This allows time for the hard disk drive to stop spinning.
 - Turn the computer on by pressing the power switch on the back of the computer.
- 2) If the computer starts up successfully, try the following:
 - Shut down the computer and plug the devices back in one at a time. The problem may be with one of the devices. Restart after each device to identify which one is causing the problem.
 - Refer to the user's manual that came with the computer for more information about SCSI devices, and refer to the devices' manuals and manufacturers.
- 3) If after unplugging all SCSI and serial devices the computer continues to freeze at the "happy Macintosh" icon, try the following:
 - Start up from a CD-ROM disc that contains system software for your computer, or a Disk Tools floppy disk. Then run Disk First Aid to make sure that the hard disk is OK.
 - Test the hard disk using Apple HD SC Setup or Drive Setup (whichever came with your computer).

Refer to the user's manual that came with your computer for instructions on starting from a CD-ROM disc or Disk Tools disk and using Disk First Aid, Apple HD SC Setup, or Drive Setup.

If the computer does not start up successfully after you test the hard disk, perform a clean installation of system software. Follow the instructions for

doing a clean installation in the Troubleshooting section of the user's manual that came with your computer (for Power Macintosh 5200/5300 LC computers), or in the Macintosh Performa CD booklet (Performa computers).

If the computer still freezes during startup after a clean installation of system software, or if it freezes at the "happy Macintosh" icon while starting up from the compact disc or Disk Tools floppy disk, take the computer to an Apple-authorized service provider.

Computer Freezes While System Software Extensions Are Loading

During startup a line of icons "march" across the bottom of your screen. These icons represent the system software extensions being loaded (started) on your computer. If the computer freezes at this point in the startup, follow the steps below.

- 1) Remove any SCSI or serial devices attached to your computer:
 - Turn the computer off by pressing the power switch on the back of the computer.
 - Disconnect any devices attached to the computer's external SCSI and serial (printer and modem) ports.
 - Wait 7-10 seconds. This allows time for the hard disk drive to stop spinning.

- 2) Turn off all unnecessary system software extensions:
 - Open the Special menu and choose Restart while holding down the space bar. The Extensions Manager control panel opens.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously while holding down the space bar. The Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)
 - Open the "Sets" pop-up menu and choose "System 7.5.3" or "System 7.5" (whichever is available).
 - Open the Special menu and choose Restart.

- 3) If the computer starts up successfully, try the following:
 - Open the Apple menu and choose Control Panels.
 - Double-click the Extensions Manager to open it. In the list of extensions only the ones required for system software version 7.5.3 are turned on (marked with a check mark); the rest are turned off (disabled).
 - The problem may be with an extension or control panel that is not compatible with your computer. Try turning on each of the disabled extensions, restarting after each extension, to identify which one is causing the problem. (To turn on an extension, click to put a check mark next to it.)

For more information about incompatible extensions and other software, refer to the user's manual that came with your computer or contact the company that supplies the software.

If the computer does not start up successfully after you follow steps 1-3 above,

perform a clean installation of system software. Follow the instructions for doing a clean installation in the Troubleshooting section of the user's manual that came with your computer (for Power Macintosh 5200/5300 LC computers), or in the Macintosh Performa CD booklet (Performa computers).

If the computer still freezes during startup after a clean installation of system software, take the computer to an Apple-authorized service provider.

IMPORTANT: Before you plug your SCSI or serial devices back into the computer, be sure the computer is shut down and turned off.

The Computer Freezes As The Finder Is Being Loaded

During startup the Finder (the program that runs your computer and keeps its activities organized) is loaded after the line of icons representing your computer's system software extensions have finished "marching" across the screen. If the computer freezes at this point in the startup, follow these steps:

- 1) Turn off all unnecessary system software extensions:
 - Open the Special menu and choose Restart while holding down the space bar. The Extensions Manager control panel opens.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously while holding down the space bar. The Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)
 - Open the "Sets" pop-up menu and choose "System 7.5.3" or "System 7.5" (whichever is available).
 - Open the Special menu and choose Restart.

- 2) If the computer starts up successfully, try the following:
 - Open the Apple menu and choose Control Panels.
 - Double-click the Extensions Manager to open it. In the list of extensions only the ones required for system software version 7.5.3 are turned on (marked with a check mark); the rest are turned off (disabled).
 - The problem may be with an extension or control panel that is not compatible with your computer. Try turning on each of the disabled extensions, restarting after each extension, to identify which one is causing the problem. (To turn on an extension, click to put a check mark next to it.)
For more information about incompatible extensions and other software, refer to the Troubleshooting section of the user's manual that came with your computer or contact the company that supplies the software.

- 3) If the computer still freezes as the Finder is being loaded, try the following:
 - Open the Special menu and choose Restart while holding down the Option key. The Extensions Manager control panel opens.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously while holding down the Option key. The

Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)

If the computer still does not start up successfully, perform a clean installation of system software. Follow the instructions for doing a clean installation in the Troubleshooting section of the user's manual that came with your computer (for Power Macintosh 5200/5300 LC computers), or in the Macintosh Performa CD booklet (Performa computers).

If the computer still freezes during startup after a clean installation of system software, take the computer to an Apple-authorized service provider.

The Computer Freezes While It Is Turned On But Not Being Used

- 1) Turn off all unnecessary system software extensions:
 - Open the Special menu and choose Restart while holding down the space bar. The Extensions Manager control panel opens.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously while holding down the space bar. The Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)
 - Open the "Sets" pop-up menu and choose "System 7.5.3" or "System 7.5" (whichever is available).

- 2) Remove any screen saver programs:
 - Double-click the System Folder (on the hard disk) to open it.
 - Check to see if any screen savers are in the System Folder. The screen saver programs may be inside the Control Panels folder or the Extensions folder.
 - Temporarily disable or remove any screen saver programs. Some incompatible screen savers can cause freezes. For more information about incompatible software, refer to the user's manual that came with your computer and contact the company that supplies the screen saver.
 - Open the Special menu and choose Restart.

If the computer still freezes when it is not in use perform a clean installation of system software. Follow the instructions for doing a clean installation in the Troubleshooting section of the user's manual that came with your computer (for Power Macintosh 5200/5300 LC computers), or in the Macintosh Performa CD booklet (Performa computers).

If the computer still freezes during startup after a clean installation of system software, take the computer to an Apple-authorized service provider.

Computer Freezes When An Application Is Being Started, Used, Or Quit

This problem can occur when an application program needs more memory than is actually available, or when a program is incompatible with the computer's system software.

- 1) Check to see how much available memory your computer has:
 - Open the Special menu and choose Restart.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously. The Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)
 - After the computer starts up, open the Apple menu and choose About This Macintosh.
 - Make a note of the number next to "Largest Unused Block." This is the amount of available memory on the computer.

- 2) Check to see how much memory the application program requires:
 - Click the icon for the application program you are trying to open or use.
 - Open the File menu and choose Get Info.
 - Check the Memory Requirements box. In order to open and run properly, the computer's available memory must be greater than the number next to "Minimum size" in the Memory Requirements box.

- 3) If necessary, make more memory available for the program:
 - To learn how to make more memory available for a program, look for help in Macintosh Guide. Open the Guide menu and choose Macintosh Guide. (The Guide menu is under the question mark near the upper right corner of your screen).
 - Click the Index button in Macintosh Guide, and choose "memory" in from the index. The help topics appear on the right. The "How do I" help topics contain the information you need, particularly the topics regarding making more memory available, changing the memory a program uses, and using hard disk space as memory.

- 4) If the computer still freezes when you use the program, turn off all unnecessary system software extensions:
 - Open the Special menu and choose Restart while holding down the space bar. The Extensions Manager control panel opens.
(If you can't open the Special menu, press the Command, Control, and Power keys simultaneously while holding down the space bar. The Command key is marked with a "curly" icon, and the Power key is marked with a triangle.)
 - Open the "Sets" pop-up menu and choose "System 7.5.3" or "System 7.5" (whichever is available).
 - Open the Special menu and choose Restart.

- 5) If the computer still freezes when you use the program, turn off the Modern Memory Manager or 32-bit addressing:
 - Open the Apple menu and choose Control Panels.
 - Double-click the Memory control panel to open it.
 - Turn off the Modern Memory Manager (for Power Macintosh computers) or 32-bit addressing (for earlier Macintosh computers).

Some older programs may not be compatible with these options. If the program works with these options turned off, contact the company that supplies the program for a more recent version.

If the computer still freezes when you open or use the program, the program may

not be compatible with your computer. Check the manuals that came with the program or contact the company that supplies the program to determine if the program is compatible with your computer.

The Computer Freezes When Printing From An Application

First, follow all the instructions under "The computer freezes when an application program is being started, used, or quit," above.

If the computer still freezes when printing, follow the additional steps below.

- 1) If the problem only occurs during Background Printing, increase the Memory Requirements for the PrintMonitor program:
 - Double-click the System Folder (on the hard disk) to open it.
 - Double-click the Extensions folder (inside the System Folder) to open it.
 - Click the PrintMonitor program to highlight it.
 - Open the File menu and choose Get Info.
 - In the Memory Requirements box, increase the number next to "Minimum size" to at least 160.

Note: You can also try turning on virtual memory. See the instructions earlier in this document for opening Macintosh Guide and learning about virtual memory.

- 2) If the computer still freezes when printing, turn off Background Printing:
 - Open the Apple menu and choose the Chooser.
 - In the upper left box in the Chooser, click the software for your printer (for example, "LaserWriter 8") to highlight it.
 - Under Background Printing on the right side of the Chooser, click the Off button.

If the computer still freezes when printing, the print driver may not be compatible with the application or system software. Check the manuals that came with the printer documentation or contact the manufacturer of the printer to determine if the print driver is compatible with your computer.

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