

Mac Troubleshooting

STEPS	ACTION	OK	NOT OK
1	Open the System > Preferences Folder and trash Finder Preferences then restart your computer. Test for problem.	Do Step 10	Do Next
2	Restart computer while holding down the Command+Option+P+R keys until you hear the Start-Up tones 4 times (Zap PRAM), then...	Do Next	
3	Immediately continue to hold down the Command+Option keys until you see the message " do you want to rebuild the desktop ". Answer YES. Test for problem...	Do Step 10	Do Next
4	Restart your computer while you hold down SHIFT key until a message says " extensions off ". Open Apple Menu > Control Panels > Extensions Manager Choose MacOS All then restart. Test for problem...	Do Next	Do Step 11
5	Extensions Manager window, choose File Menu > Duplicate Set Rename the copy of MacOS All ie. <i>YourName+date</i> .	Do Next	
6	Begin by turning on (tick in check box) a few of the extensions and /or control panels that are now turned off and MAKE a note of what you are activating. Then restart...	Repeat Step 6	Do Next
7	One of your extensions or control panels is either in conflict or corrupt. You need to turn off the last CP or Ext activated in step 6 to isolate which one is causing the problem. Restart...	Do Next	Repeat Step 7
8	Continue testing as in Step 7 to ascertain exactly which CPs or Ext's are causing the problem. If you have identified a single item you should check: a) troubleshooting notes/readmes associated with the software that loaded those CPs or Extensions. b) Reload or replace the corrupt CP or Extension. Restart machine	Do Step 10	Do Next
9	Scan your hard disk(s) using a recent version of VIRUScheck software. Scan directly from the CD by holding down the C-key while restarting your computer. Eradicate detected virus and restart ...	Do Next	Contact Apple Service
10	You need to routinely use a file repair and hard-disk maintenance program ie. Norton Utilities . If you haven't done so in the last 2 months, reboot from Nortons 6 CD by holding down the C-key while restarting your computer. Run Disk Doctor and Speed Disk...	That's All!	
11	Restart holding down Shift Key. Open CP>Ext Manager and choose MacOS Base then restart. OK – perform re-install of MacOS to replace damaged MacOS files.	Do Next	Contact Apple Service
12	Turn on all 3 rd -party extensions/CPs and restart. If problem occurs you have damaged 3 rd -party extension/ CPs, or preferences or fonts. Perform Clean-install of MacOS and reload 3 rd party software.	See notes #3	

Mac Troubleshooting Guide

Notes:

1. Always have a backup of your data, this includes all documents you have created. If documents are current works in progress you should back up daily.
2. Back up fonts and shareware software that you do not have a disk for reinstalling (ie. downloaded from internet). In addition you need to backup any Extensions or Control Panels associated with the software. Most preferences are updated every time you use an application however some preferences contain important information such as serial numbers. Internet related preferences usually contain data for you dial-up access codes, numbers etc plus your email address book, favourite web-links etc.
3. There are three distinct ways of installing MacOS – Re-Install, Clean-Install and Full-Install. They should be attempted in the following order of preference:

Re-Install – simply replaces any damaged MacOS resources without losing your settings, preference settings or disturbing 3rd-party software components.

Clean-Install – creates a new System Folder on your hard drive and renames the original system folder without changing any of its content. What I am now going to suggest is not recommended by Apple however may be seen as preferable in diagnosing problems with 3rd Party software especially when you are faced with reinstalling a lot of software and do not have your disks readily at hand, and where time is of the essence. Be warned this process is time-consuming. You need to transfer back to the new System Folder those Extensions, Control Panels and Preferences related to 3rd Party software that are relevant for your immediate use. You should carefully note the following:

- If the Clean-Install has created a new Ext/CP file with exactly the same name then you can delete the old file.
- If the Clean-Install has created a new Preference file retain the old Preference file only if you suspect that it might contain serial numbers or other data that you can't easily recreate. You will soon realise if there is a problem when you go to use the related application.

Be prepared for a few days of fine-tuning. You will possibly find obsolete files related to old software that no longer exists on your system. These can be deleted, but as they do not take up too much space keep them in the Old System Folder for several months just in case they relate to software that you seldom use and have overlooked.

Full-Install – wipes out the old System Folder and replaces it with the new. You will lose all 3rd Party extensions, control panels and preferences and you may need to reload 3rd party software to get it functioning. Sometimes technicians find a Full-Install the most expedient way to remedy a problem. Therefore it makes sense that you attempt to resolve problems yourself. A full install does not delete your documents, software or other data.

4. Where data problems become hard to remedy a hard disk can be reformatted and then a Full-Install is required. You will lose everything stored on your computer. Regularly back-up new data and run Nortons – a major crash can happen every 2 years.