

Basic Troubleshooting- A Problem with your computer?

First: Restart your computer

PART 4.1

Do Regular Maintenance (Onyx)

Remove unwanted files, Repair disk permissions, Verify the Disk, check SMART status, BackupDisk not verified? Boot from Software Install/Restore (“C”) and run Disk Utilities-Repair Hard Drive/Boot Volume
Hard Drive- how much free space? Clean up hard drive.

Computer Will Not Boot

Check all cables/connections/battery
Display on. Other Power Adapter
Power-Command-Option-P-R (2)
Unplug all peripherals. Boot computer.
Reconnect one at a time. Boot
Off to technician

Freezes During Startup

Force Quit– Dock icon/Right (Control) Click
Unplug peripheral devices.
Hardware Test- Boot from Software Install/Restore-Option
Disk Utility (Software Install/Restore)- Repair Disk
Reinstall system software (take care)

Unexpected Quits in a Program

Reopen the Program
Restart computer
Software update? Read Me file?
Open fresh document with the program
Trash Preferences File
Unplug and check peripheral devices
Uninstall and Re-install
Log in using different account

Computer Takes Ages to Boot

Too many Login items. Need to reduce!
System preferences--> Accounts--> Login Items
Delete unwanted Login items by highlighting the
item and clicking on the minus sign

Application Will Not Start

Software update? Read Me file?
Trash the Preferences File (Preferential Treatment)
Unplug and check peripheral devices
Uninstall program (AppDelete)
Install the program

Kernel Panic

Restart your computer
Unplug peripheral devices- plug in each one at a
time booting the computer each time
Check the manufacturer’s site- firmware or
driver or software update?
Boot up in Safe Mode (Option key)-->
System--> Library--> Extensions and Trash the
associated file

Cannot Empty Trash

Boot computer clicking mouse on Trash icon
Message: Could not be completed...” then another
Users information in Trash
Create a new User Account

SBOD/Computer Wont Respond

Close open applications/Force Quit
Wont quit--> Hold down Power key
Restart computer
Maintenance tasks
Fails to boot--> Command-Control-Power

Printing Problems

Check cables/connections/ink
Refer to Printer Manual--> Troubleshooting
System Preferences--> Print/Fax--> settings
Click Printer icon in Doc
Print from a different application
Printer Setup Repair
www.fixamac.net/software/psr
Go to the manufacturer’s Internet site-->
download/install the latest printer driver

Display Problems

Turn up brightness- check
System Preferences- check Energy Saver
System Preferences--> Display-->
Detect Displays
Colours? Display--> Display
Display Pref--> Colour--> Calibrate

Cannot Eject a Disk

Press the F12 key or the Eject Button
Using Finder, highlight the disk--> File--> Eject Disk
Restart the computer holding down the trackpad button
Advanced: Reset the PRAM and/or PMU