



Tech Info Library

Performa: AtEase System Error Type 41 (8/95)

Revised: 8/8/95
Security: Everyone

Performa: AtEase System Error Type 41 (8/95)

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TOPIC -----

I tried to shutdown while in At Ease on my Performa 405, but I repeatedly get a system error message, type 41, saying I would have to restart and either turn off At Ease or shut down from Finder to successfully shutdown. What can I do?

DISCUSSION -----

Error 41 is a "Can't load Finder" error. When you have At Ease turned on, Finder is not running. First, try reinstalling your system software. That should solve the problem.

To reinstall your system software:

- 1) Startup with Utilities disk in your floppy drive.
- 2) Open your hard-drive window.
- 3) Open your System folder and throw away Finder.
- 4) Close your System folder.
- 5) Rename your System folder something like Storage.
- 6) Close your hard-drive window.
- 7) Run Apple Restore.

This created a new System folder for you. Any fonts, or additional Control Panels and Extensions are still located in your Storage folder. You will need to move these over to your new System folder to enable them.

If you continue to get the error message on shutdown, your problem is probably either a corrupted Finder, or an extension problem. If you have any disk compression applications like Autodoubler, TimesTwo, or E-Disk you should remove these items and copy the Finder from the Utility disk to your System Folder on your hard drive, then restart.

It is possible that you might have some other extension conflict. The best thing to do would be to remove all of your third-party extensions and control panels (place them in a folder on your desktop), then one by one place them back into the System folder. After you place one into the System folder, try shutting down from within At Ease. As soon as you place one into the extension folder, then try to shut down and receive the error message, you will know which is causing the problem.

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Support Information Services

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