Tech Info Library

Performa: Saving Data When the System Hangs (8/93)

```
Revised:        9/20/93
Security:       Everyone
```

Performa: Saving Data When the System "Hangs" (8/93)

===

Article Created: 16 August 1993
Article Reviewed/Updated: 16 September 1993

TOPIC ---

My Performa 450 just stopped. The screen looks normal, but I can't move the
pointer. I checked the ADB connection between the mouse, the keyboard, and the
computer. Now I'm afraid I'll lose what I was working on.

DISCUSSION --

If there is no problem with your mouse or keyboard, you are probably
experiencing a system "hang" or "freeze-up." It's a kind of quiet crash that
doesn't provide you a failure notification or an error message.

There is a chance that your Performa is still able to communicate with the
keyboard. Press Command-S to try to save what you were working on. Quit the
application by pressing the Option, Command, and Shift keys simultaneously to
quit the application you are in.

Then restart either by pressing the restart button on the side or back of your
Performa (marked with a triangle), or by turning your Performa off, then on
again. In either case, you will probably lose any information or documents you
have not saved yet.

Unless you were in the process of saving a document when the system hung, the
portions of what you were working on that you saved are safe. If you were
saving when it happened, there is a good chance that the save was not
successful and you will lose everything since the previous save.

Crashes or hangs while saving may indicate that:

1) the disk you are trying to save to is damaged; or

2) the application you are using has been corrupted (If you determine that
   this is the case, try reinstalling the software from the master disks);

3) the application is buggy or incompatible with the system software on your
   Macintosh.

In any of these cases, first try saving to another disk before attempting to
troubleshoot your problem.

Article Change History:
16 September 1993 - UPDATED for technical accuracy.

Copyright 1993, Apple Computer, Inc.

Tech Info Library Article Number:12972