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PowerBook: How To Recover From A System Hang (7/96)

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TOPIC -------------------------------------------------------------

If your PowerBook refuses to respond to the keyboard, trackball, or trackpad
input, you are experiencing what is known as a "freeze," "hang," or "crash." To
recover from this condition with the least amount of data loss and the least
amount of corruption of your system, you will have to reset your PowerBook.
According to the model of PowerBook you are using, follow the resetting
procedure explained below.


DISCUSSION --------------------------------------------------------

Attempt to Quit or Cancel
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Try these steps in the order presented first. If the first step is not
successful in cancelling the action, try the second step. If the second step
does not make the application quit, try the last step. If this still does not
work, move on to the Resetting section.

Step 1
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Press Command-Period

Step 2
------
Press Command-Q

Step 3
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Press Option-Command-Escape (Forced Quit)


Resetting
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PowerBook 100

The reset button is on the left side of the unit, marked by a triangle. Push the
button to reset your PowerBook. Since the PowerBook 100 has no Power On button,
this is the only way to escape a freeze.

Remaining Powerbook 100 Family (except the 190)

The reset button is on the back of the unit, inside a little hole next to the
power button. The hole is marked with a triangle. Push the button using a
straightened paper clip.

PowerBook (Duo) 200 Family & 2300 Series

Press the Control, Command and Power On keys simultaneously.

PowerBook 500, 190, & 5300 Series

Simultaneously press the Control, Command, and Power On keys.

Note: Do not turn the computer off with the power button when it is frozen.
Doing so can damage or corrupt your system software.

Diagnosing System Hangs or Freezes
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Most system hangs, freezes, and crashes are caused by software.

After you experience several repeated system hangs or freezes, try to power on
your computer while holding down the Shift key. This will disable software
extensions that could be the cause of the problems.

If, after you turn off the extensions, you no longer experience the freezes and
crashes, you will need to narrow your search for the suspect extension.

To do this, first note when the freeze occurred. If you see a pattern, you may
be able to identify which application or control panel is to blame.

For instance, if you continually crash when you're in a particular
word-processing application, remove all of the extensions related to that
application from your System folder and/or Extensions folder.

If you consistently crash when running a particular Control Panel, such as a
clock or screen saver, remove that item from the Control Panels folder. If you
recently loaded new items into your System folder, Control Panels folder, or
Extensions folder, remove those items first.

Compatibility Issues
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If you identify or suspect that you have identified an extension that is causing your system to freeze, the application, extension, or control panel may be incompatible with the PowerBook. In these cases, contact the software vendor.

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02 Jul 1996 - Added Fax Doc word
17 Nov 1995 - Corrected minor typo.
02 Nov 1995 - Added PowerBook 190, 2300, & 5300 information and initial steps.
28 Sep 1994 - Reviewed for technical accuracy.

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