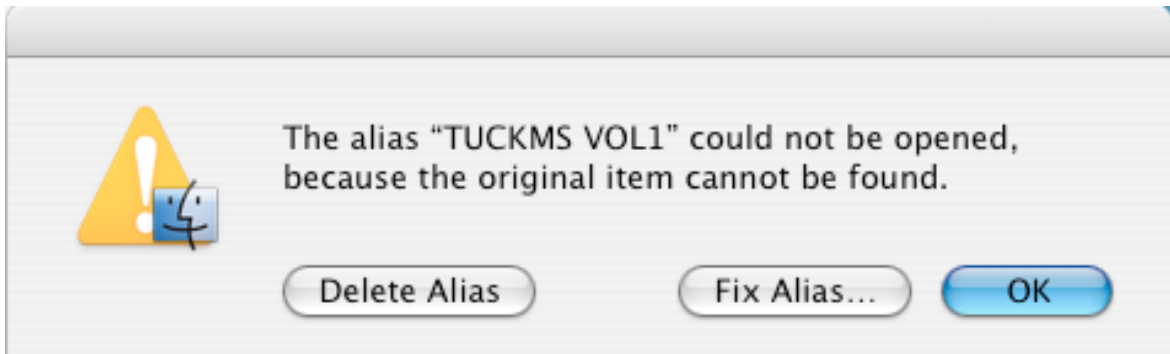


## Trouble Shooting OS X

### Connecting To Servers

If you get the following error message, it usually means that you are unable to connect the server due to a problem with your airport signal or a problem with the server. Click OK. **DO NOT** Delete the Alias or Fix the Alias at this time.



Since your computer is set to **AUTOMATIC**, it is set to pick up the wireless signal at school automatically. If you have problems connecting to the server, check the following things:

- Do you have airport signal? If not, check to be sure airport is cut on.
- Restart your computer. Moving from one network to another can sometimes cause problems that restarting usually corrects.
- If you are still experiencing problems, your airport card or antenna may not be working properly. Take your iBook to the help desk.


### THE SPINNING BEACH BALL OF DOOM

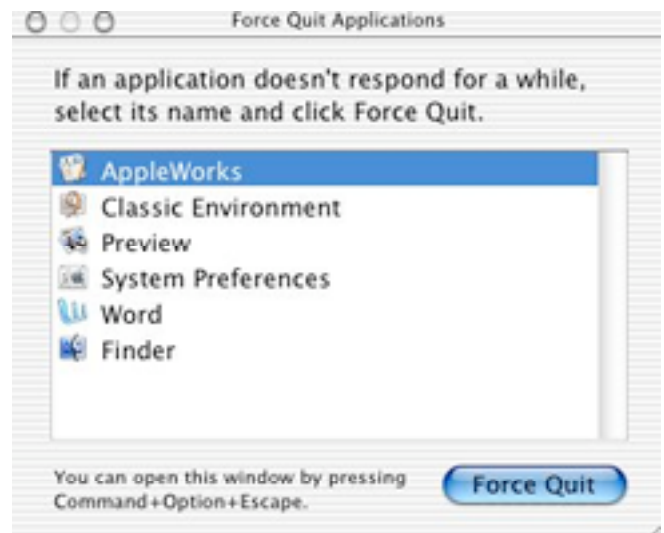


In OS X, the computer does not freeze but instead you will see the "spinning beach ball of doom." The colored beach ball spins and spins and spins. This usually indicates that the program is not responding. To get out of a freeze, a.k.a. the "spinning beach ball of doom", **FORCE QUIT** the program.

### TO FORCE QUIT A PROGRAM:

There are two methods to **FORCE QUIT**

1. Hold down the **OPTION-APPLE- AND ESC** keys OR  **ESC** keys OR
2. Click on the Finder on the Dock.
3. Click on the Blue Apple and then click Force Quit from the drop down menu.  
You will see the following screen:



The program that you are going to force quit will be highlighted in the window. Click on the **FORCE QUIT** button. The following message will appear:



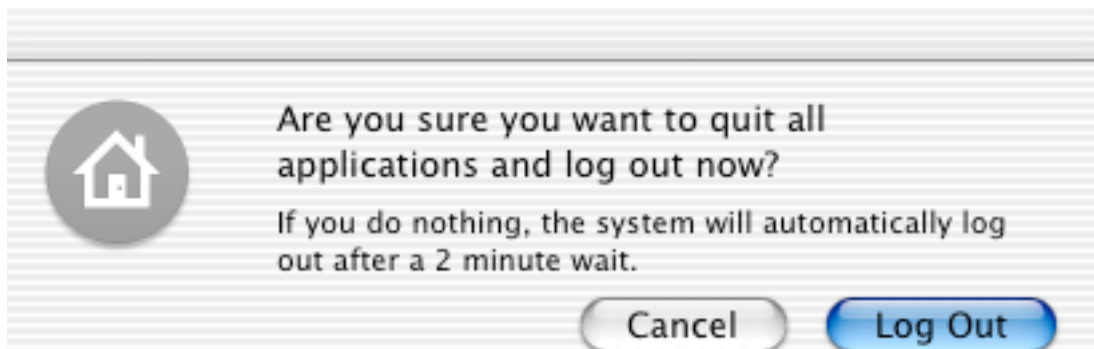
Click on **FORCE QUIT** and Appleworks will force quit. The Force Quit Applications window will reappear and Appleworks will no longer be listed. You do not need to force quit all of the applications listed in the window. **CLOSE THE FORCE QUIT APPLICATIONS WINDOW** by clicking on the red button on the upper left-hand corner. In OSX, it is much better to force quit a program than to force restart the computer. You can open Appleworks again immediately and use it.

### RESTARTING YOUR COMPUTER

Occasionally a program will repeatedly quit for no reason. To solve this problem, log out and then log back in.

To log out:

- Go under the Blue Apple to **LOG OUT**.
- Click the **LOG OUT** button



- You will be taken to your login screen. Log in as you normally would when you start up your computer.

If your continue to experience problems, Restart your machine by going to the Blue Apple then clicking on Restart from the drop down menu.

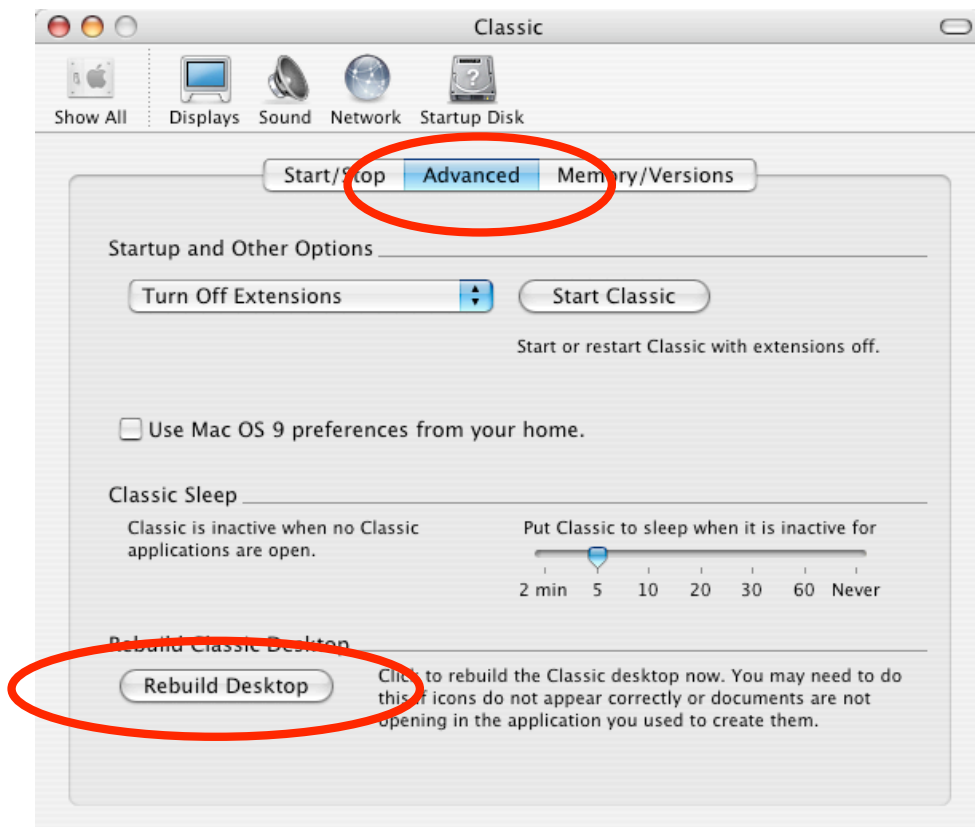
### **Force Restarting (When All Else Fails)**

If you have tried all of the above methods but still have the "spinning beach ball of doom", you will have to force restart your computer. To perform this task, hold down the Control (ctrl) and Apple keys while pressing the power button.

## Rebuilding the Classic Desk Top

Since we will be using several programs that still run in Classic, you may occasionally have to rebuild the Classic desktop if you are having trouble opening Classic Applications or if they are running slowly. As general maintenance, rebuild the Classic Desktop once or twice a month. To rebuild the desktop, do the following:

- Go under the Blue Apple to **SYSTEM PREFERENCES**
- Click on the **CLASSIC BUTTON**
- Click on the **ADVANCED TAB**
- Click on **REBUILD DESKTOP**. The desktop will rebuild in about 20-25 seconds.
- Quit System Preferences. (**⌘Q** or **SYSTEM PREFERENCES>QUIT**)



## WHAT TO DO IF AN APPLICATION QUILTS

If an application suddenly quits, you will see the message below. You can go ahead and click "Cancel" and restart the application. If it quits again, logout and log back in. Should it continue to quit, restart the iBook.

