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

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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.

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