



# Tech Info Library

## Macintosh: Troubleshooting Frequent System Crashes (4/94)

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### TOPIC -----

This article documents some troubleshooting steps if your Macintosh is suffering unusual and periodic crashes.

### DISCUSSION -----

1) These types of problems are caused most commonly by conflicting extensions (INITs) or control panels in the System Folder, a corrupted System file, or software that is incompatible with your System and its combination of extensions and control panels. Check for a pattern in the crashes and the exact configuration of the system (extensions and control panels being used, for example). Noting the times at which the crashes actually occur, and the specific series of steps needed to reproduce them, are vital to pinpointing a possible software problem.

2) If you have a large amount of hardware (large monitors, printers, scanners, etc.), it is possible that you are overloading the circuit on which you are running your equipment. For instance, the LaserWriter II itself draws more than 7 amps. Most circuits are only 15-amp circuits, so this doesn't leave much for the Macintosh, large display monitor, scanner, and external hard drive. Thus, it is possible that you are getting low voltage situations. Such situations can cause unusual or periodic crashes. If you have specific hardware problems, like failing hard drives, investigate the electrical circuit as the source of the problem.

For more information, search under "Troubleshooting".

### Article Change History:

5 April 1994 - Revised formatting, clarified topic.

### Support Information Services

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