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Macintosh: Troubleshooting ID=15 Segment Loader Error

Article Created: 15 April 1991

Article Last Reviewed: 21 July 1992

Article Last Updated:

TOPIC -----

I have frequent system errors on a Macintosh II with internal CMS hard disk running Quark Xpress 3.0, Illustrator 1.9.x, and Aldus Freehand. The most frequent and consistent error is a System Error ID=15 (Segment Loader Error). It most frequently occurs when launching Quark Xpress by double-clicking a Quark document, although it has happened while opening documents from Illustrator and Freehand. Most of the time, launching the application using the "Open" command seems to work okay.

DISCUSSION -----

It sounds like a software problem. What other files are in the System Folder? Try removing any added INITs (screen dimmers, sounds, mail, menu clocks, and the like). It may be that their software is fine, but when you combine this particular version of the system software with this particular version of Xpress you get a bomb. Make sure you are using a simple System Folder and the current versions of all the software.

Whenever you are troubleshooting a problem, always try to eliminate as many variables as possible. This would include eliminating third party hardware as well as any INITs or third party software that could affect the system folder.

Also, check with the software manufacturers for information on latest revisions, what version of the system should be used with what version of the application, and incompatibilities.

If problems continue after all software situations have been explored, look at hardware, particularly memory or memory management. The problem could be with RAM or the logic board.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 7672