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Troubleshooting Macintosh System 6 INIT Conflicts (8/94)

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TOPIC -----

An "INIT conflict" results when a startup document or control panel is incompatible with other software on your Macintosh computer. This document will help you determine whether an INIT is causing erratic or unexpected behavior. An example of erratic behavior is a "frozen" screen that prevents continued use of the computer. This document also tells you how to resolve the conflict.

DISCUSSION -----

These instructions call for you to test for the problem at regular intervals. To test for a problem, repeat the actions you took just before you saw the problem on your computer.

An easily reproducible problem is easy to test (for example, if your screen freezes whenever you insert a floppy disk). However, you can also use this procedure to troubleshoot intermittent problems - it will simply take longer to test for them.

WHAT'S AN INIT?

System files that contain INIT resources are collectively referred to as INITs (pronounced in-its). The purpose of an INIT resource is to load into random access memory (RAM) at startup time and modify the standard behavior or add new features to the Macintosh operating system.

Control panels (cdevs) and Chooser extensions (rdevs) may contain an INIT resource. Control panels differ from Chooser extensions in that a control panel has a user interface where you can modify the parameters. Chooser extensions have no user interface to modify parameters.

In general, the term extension is used interchangeably with INIT, and refers to any of those files that contain an INIT resource.

TROUBLESHOOTING PROCEDURE

Follow these instructions in the order presented.

Turn Off INITs

Note: In cases where it isn't feasible to turn off all INITs (for example, if you're having problems launching an application that requires a particular INIT), skip to the Isolating INITs section.

- 1) Create a new folder on your hard disk named "INITs."
- 2) Move all items of kind "Startup Document" or "Control Panel" from the System Folder to this new folder. When you open the System Folder, choose by Kind from the View menu to help identify the files you need to move.
- 3) Close the System Folder, restart the Macintosh, and attempt to recreate the problem. If an INIT conflict is causing the problem, you won't be able to reproduce the problem at this step.

Note: If the problem still occurs, check your System Folder and make sure you've removed all the startup documents and control panels. If you've followed these instructions correctly, then your problem isn't related to INIT conflicts. You may want to try other troubleshooting methods, such as reinstalling your application or system software.

- 4) Move one item from the INITs folder to the closed System Folder and restart the Macintosh.
- 5) Attempt to recreate the original problem.

Repeat steps 4 and 5 with each item in the INITs folder until the original symptom recurs. The last item returned to the System Folder is probably the cause of the problem.

Install the Compatible Version

Contact the INIT developer for compatibility information. If you have the compatible version, reinstall it from the original floppy disks or from your backup.

If you still have problems with an INIT which should be compatible, follow the instructions for isolating this INIT from the others on your system.

Isolating INITs

Follow the steps in this section when you need to test a single INIT in isolation. For example, if you just installed a new control panel, and it doesn't work properly, the cause may be a conflict with another INIT.

Make sure you have a startup floppy disk available (that is, a floppy disk containing a System Folder). You can use the System Tools, Utilities 1, or System Startup disk for this purpose.

- 1) Open the hard disk icon and create a new folder called "Test Folder."

- 2) From the root (top) level of the System Folder, drag the System and Finder files to the Test Folder.
- 3) Drag the startup document or control panel you wish to test in isolation to the Test Folder as well.
- 4) Restart the Macintosh.

Note: If you experience problems starting up, restart with the startup floppy disk, and make sure you've moved the correct files to the Test Folder.

- 5) Test for the problem.
- 6) If the problem recurs, you may have an incompatible INIT, or some damage to the System file. Check the compatibility and reinstall the INIT and the system software if necessary.
- 7) If the problem doesn't recur, there's some incompatibility between INITs. Drag the System, Finder, and the INIT you're testing back to the System Folder.

Follow the instructions in the Identify Conflicting INITs section, with this important exception -- remove all startup documents and control panels from the System Folder except the one you're testing. Begin with this INIT in place, and add the others one at a time until the problem recurs.

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