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Photoflash: Opens and Quits Immediately (1/96)

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TOPIC -----

I use the PhotoFlash software on my Macintosh computer. Lately, when I double-click the application to open it, it begins to open and then immediately quits with no error message. I have tried the following but get the same failure:

- Reinstalled the PhotoFlash application
- Tried to launch it after booting with extensions off
- Made sure there is enough free memory available in the Finder before launching the application
- Adjusted the application's memory preference in the Get Info window
- Reset the PRAM

DISCUSSION -----

You may have a corrupted PhotoFlash preference file. Locate the PhotoFlash preference file in the Preferences folder of your System Folder. Drag the file to the Trash and choose Empty Trash from the Special menu.

The next time you launch PhotoFlash, it will create a new default preference file. Any changes you had made to your Preferences will have to be reset under the Edit menu.

If PhotoFlash still fails to launch, see TIL article "Macintosh: System Crashes and Basic Troubleshooting" for more help with troubleshooting extension conflicts and system software corruption.

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05 Jan 1996 - Corrected minor typo.

Support Information Services

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