Macintosh: If It Crashes or Hangs While Saving (4/94)

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TOPIC ---

I get error messages when I try to save files to my hard drive. What's the
problem?

DISCUSSION --

If your computer crashes or hangs while saving, chances are you have a
conflict with an extension or Control Panel. In this case, you should try
removing non-Apple additions to your extensions folder or Control Panels as the
first step towards resolving the problem.

However, crashes specifically when saving may also indicate that:

• The disk you are trying to save to is damaged

• The application you are using has been corrupted

In any of these cases, first try saving to another diskette before attempting to
troubleshoot your problem.

If the Macintosh offers you a Continue button, click it and select Save As
from the File menu. Save the file to a different disk, preferrably a floppy. If
you do not get a Continue button, there are two ways to escape:

1) Try a force-quit by pressing the Command, Option, and Escape buttons on your
   keyboard simultaneously to quit the application you're in. You won't be able
   to save open documents, however.

2) Press the reset button on the programmer's switch on the side or back of
   the computer. The button is marked with a left-pointing triangle.

• If you suspect that the disk is damaged, try running Disk First Aid (on the
  Utilities disk included with your computer). If it cannot be repaired by the
  utility software, you may need service.

• If you suspect that the application you are using has become corrupted,
  reinstall the application from the master disks.

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