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Macintosh: Application Troubleshooting

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TOPIC -----

I using Microsoft Works on a Macintosh with an Apple external hard drive. Whenever I try to save or quit, the hard drive runs a little with the watch on the screen, then the screen goes blank and the computer hangs. The only way to quit is to turn the Macintosh off and then on again.

DISCUSSION -----

This sounds like a software problem. Here are some basic steps you should take:

- 1) Check to be sure your System software version is compatible with the version of the application that you are running. If not, replace your application with a more current version.
- 2) Verify that there is only one System on your hard drive.
- 3) Reinstall your System using the Installer on the System Tools disk.
- 4) Remove all INITs and CDEVs from the System Folder before rebooting.
- 5) If all this fails, replace your application.

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