

# Troubleshooting

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## Some frequently asked questions

This quick reference provides answers to some common problems that may occur when using Eclipse. If your question is not listed here, please contact us for further assistance (see the Registration and Contact Info chapter for more information).

### Eclipse doesn't launch at start-up time. Why not?

When you run Eclipse, it checks in your Startup Items folder for its startup document. If it's not there, Eclipse creates a new one. If Eclipse is not launching at startup, check to see if the "Eclipse Startup" file is in the Startup Items folder. If it's not, simply run Eclipse manually (by double-clicking on the Eclipse icon). A new startup document will be created.

### When Eclipse dims the screen, I do not see anything, even though I have the preferences set to display a graphic. The screen just goes black. What's happening?

There are two separate controls that affect what appears on your screen, the Display Settings and the Dimming Settings. If the screen is being dimmed to total black, the graphic or clock will not be seen. To solve this, raise the dimming percentage above 0 percent.

### Why doesn't Eclipse display my QuickTime movies?

To have Eclipse display QuickTime movies, the QuickTime extension needs to be installed on your system. Without this extension, QuickTime movies and graphics in the JPEG format can't be shown; Eclipse skips them.

### Why doesn't Eclipse display all of the graphics in the Eclipse Graphics folder?

Eclipse can display PICT, JPEG, GIF files and QuickTime movies. However, Eclipse needs the QuickTime extension installed to display any JPEG files or QuickTime movies. If a graphic is not displayed, it's probably because the file is in the wrong format or the QuickTime extension is not installed.

### Why does Eclipse skip over some of the aliases in my Eclipse Graphics folder?

Eclipse resolves aliases to files if the aliases are placed in the Eclipse Graphics folder. But, if the file is not in the right format or if the QuickTime extension is not installed (see above question), aliases to these files will be skipped. Eclipse will also skip over aliases whose files are no longer available.

### I placed a folder in the Eclipse Graphics folder, but nothing in the new folder is displayed. Why not?

Eclipse sees a folder (or an alias to a folder) in the Eclipse Graphics folder as a file it cannot

display and will skip over it. Place the files, or aliases, directly into the Eclipse Graphics folder.

### Can I place an alias to the Eclipse Graphics folder in the Eclipse folder?

Yes, if you have a folder filled with graphics somewhere on your system, you can make an alias of that folder, move it to the Eclipse folder, and rename it “Eclipse Graphics.” Eclipse will display the files located in the aliased folder. Move the original Eclipse Graphics folder out of the Eclipse folder or rename it.

### Why doesn't Eclipse work with Now Menus™ running?

It does, but only if “Auto-hide Application Menus” is de-selected in your Now Menus preferences. Otherwise, Eclipse will only blink on for a second if it is not in the foreground.

### I have an application chosen in the Application Settings dialog box, but Eclipse still dims the screen when the application is running. Why?

Eclipse will only prevent itself from dimming the screen if the application is in the foreground. If the application is running, but is in the background, Eclipse still dims the screen.

### At startup I receive an alert stating that the Eclipse Startup document can not be opened because the application that created it could not be found. Why?

This is caused by the system looking for the Eclipse application and not finding it. For the system to locate Eclipse, it needs to be somewhere on the start-up drive. Startup Items are opened before SCSI and networked volumes are mounted. If Eclipse is not on the startup volume, you will receive this message. You will also receive this message if Eclipse is removed from the system altogether and the Eclipse Startup document is still in the Startup folder.

### I was using Eclipse and received a message that stated: “Eclipse is critically low on memory.” I have plenty of RAM. What's happening?

Chances are you are using an extension that allocates memory in Eclipse's memory space (such as Speed Doubler™). There are two solutions: you can disable the extension, or raise Eclipse's memory allocation by 10K and try running Eclipse again.

### When I click on the Register... button, it says it can't find the “Register Eclipse” application. Why?

Probably because it is no longer on your system, or has been moved out of the folder as the Eclipse application. If the Register Eclipse application has been moved, you need to move it back into the same folder as the Eclipse application. If you no longer have the Register Eclipse application, you will need to download a new copy of Eclipse or reinstall from a backup. The Register Eclipse application is used to register your copy of Eclipse and to enter your license code. You should not throw it out or move it in case you need to reenter your license code in the future.

