

Appendix D: Help, Taking Care of Problems

This manual may help you correct most problems that you encounter. However, if you experience a problem you can't resolve on your own, you may want to write to Westing Software for assistance. Please be sure to mention that you are using Bookends Plus, the version number and serial number. The version number is displayed in About Bookends under the Apple menu. The serial number is stamped on the front page of this manual.

We also need to know:

- The make and model of your computer (i.e., PowerMac, Quadra, etc.).
- How much memory your computer has and if you are using System 7.
- A disk containing a copy of the reference database and step-by-step instructions explaining how to reproduce the problem you encountered.

Also, please include your daytime phone number. We may need further information.

Curing The Problem

If you are having a problem with one database, there may be a quick fix. Try following the procedure for updating a database described in Appendix A. This may take care of any problems you have.

Problems can also arise when insufficient memory is allocated for Bookends to perform its tasks, a situation that occurs more frequently as databases become larger. If a problem occurs, you might try allocating more memory to Bookends Plus. This can be done in the Finder by clicking on Bookends Plus file once, choosing Get Info... from the File menu, and increasing the Preferred memory size.