



# Troubleshooting System Errors

## Low Memory Conditions

Many errors can be traced to low memory conditions. To make sure an application receives its full allotment of memory, quit other applications and close unnecessary windows. Next, try increasing the memory allocated to the application --

## How to increase Application Memory...



Step 1) Click once on the application to select it, then choose "Get Info" from the File menu.



Step 2) Increase the "Preferred Size" to at least the Suggested Size. If it is already larger than the Suggested size, try increasing the Preferred Size in increments of 500.

### Apple-recommended procedures

It's a good idea to save your work frequently, and keep current backup copies of your hard disk data. When a system crash occurs, you'll lose less data if you've taken these precautions.

If you're getting system errors frequently, investigate these possibilities:

- Try to open the document with a current version copy of the application.
- Try opening other documents with the same copy of the application.
- Check to see if the document size exceeds the application size limits.
- Boot your system with extensions off (restart while holding the Shift key down).
- Any changes (new Control Panels, extensions, etc.) you've made to the system might give you a clue to the cause of the crashes.
- Make a note of the desk accessories you had open at the time of the crash and exactly what you did before the crash.
- Also make a note of the error ID or text, and the version numbers of the application and system software you were using.
- Try to recreate the problem on another Macintosh.
- Cleanly install your system software and try the application again.