

# Bugs & Fixes:

## Real World Troubleshooting

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Note: This PDF of the Keynote presentation omits many graphics etc. that would not be viewable in a PDF.

# The end of troubleshooting?

- In early days: We relied on a small collection of general tools to fix almost all problems.
- Today: We rely on a variety specific fixes with little generality.

# Troubleshooting Basics

Classic Mac OS - Basic “fix-it” tools were the norm

Many of these tools are now retired...

- Check for Extensions conflicts
- Reinstall System and/or Finder
- Rebuild the Desktop
- Slam computer sharply with fist

# Troubleshooting Basics

Mac OS X: A mix of Classic and new tools

Most still used only rarely...

- Restart your Mac!
- Run Disk Utility's Disk First Aid
- Do a Safe Boot
- Use Terminal...or..
  - Boot in single user mode

# Troubleshooting Basics

More Mac OS X tools

- Use diagnostic tools
- Use “fixit” tools

# Troubleshooting Basics

What about calling tech support?

Can sometimes be helpful, but...

# Troubleshooting Basics

So what *can* you do?

- Try to isolate the cause
- Search the Web!
- ...leading to...

# Troubleshooting Basics

The “4” R’s

Retry

Reinstall

Edit System files

Delete files



# Delete files to fix crashes

## Bugs & Fixes: Delete files to prevent crashes in OS X 10.5.6

by [Ted Landau](#), [Macworld.com](#)

Apple has recently posted several articles that offer advice on how to prevent crashes and freezes related to the [Mac OS X 10.5.6 update](#). The fixes all involve deleting files, most often heretofore little-known system files.

### Prevent a Configuring Installation error

When installing an OS X update, the Installer may stall or freeze at the stage where a "Configuring Installation..." message appears. The good news is that this bug has been eradicated in Mac OS X 10.5.6. The only problem is that you may still see this error while attempting to install the very 10.5.6 update that fixes it! If so, the solution is to go to the [/Library/Updates](#) folder and delete its contents.

I am not certain (and [Apple does not explain in the relevant article](#)) exactly why deleting this folder's contents eliminates the Configuring Installation error. But after a bit of investigation, I at least know a bit about the overall function of this folder.

#### RELATED MAC OS X ARTICLES

[Bugs & Fixes: Delete files to prevent crashes in OS X 10.5.6](#)

[OnyX OS X maintenance tool update to 2.0](#)

[Google, Apple, Microsoft sued over file preview](#)

[The night before Christmas](#)

[OS shoot-out: Windows vs. Mac OS X vs. Linux](#)

[Recent Mac 911 Posts](#)

- Delete contents of `/Library/Updates`
- Delete files via a Safe Boot
- Delete plug-ins in `~/Library/Mail/Bundles`

# Edit .plist file

To fix “bug” after updating

## Bugs & Fixes: OS X 10.5.5 causes hassles for some apps

by Ted Landau, Macworld.com | Sep 26, 2008 9:11 am | 27 Comments

As with any OS update, [Mac OS X 10.5.5](#), released nearly two weeks ago, is a bit of a mixed bag. While the update fixes a slew of bugs, it inevitably introduces a few new ones. In this case, the bug is more the result of a third-party application having problems with the update than the update itself. Here are two examples:

### Adobe printing errors

According to an [Adobe TechNote](#), after updating to Mac OS X 10.5.5, “printing to certain printers from Illustrator, InDesign or InCopy results in pages rendering with incorrect scaling and/or rotation.” Based on reports in [Adobe's forums](#), the most common specific symptom appears to be that, when printing to Adobe PDF 8.0, a resulting image is half its expected size.

### RELATED MAC OS X

Sep 26 Sep 26  
[Secret controls in iTunes 8 visual](#)

Sep 26 Sep 26  
[Bugs & Fixes: OS X 10.5.5 causes hassles](#)

Sep 25 Sep 25  
[Apple's new OS X 10.5.5 update](#)

- Example: After 10.5.5, EyeTV display has green-purple cast
- “Cause” is OpenGL in 10.5.5
- Work-around is...

.plist file edit work-around:

In Terminal: enter:

```
defaults write com.elgato.eyetv "Use OpenGL" -bool NO
```

# Delete .plist files and Uninstall/Reinstall



**Zinio Reader Rejection** If you use the Zinio reader ([www.zinio.com](http://www.zinio.com)) to subscribe to digital ver-

sions of magazines, you may find that it refuses to open or download your issues after you transfer your data to a new Mac or restore a hard drive. To fix this, delete the Zinio application and a trio of files located in *your user folder/Library/Preferences*: ContentGuard, com.zinio.reader.plist, and Zinio.plist. Be sure to empty the Trash after putting the files there. Finally, reinstall Zinio Reader, and the application should once again see you as a valid subscriber.

# Replace missing (kext) file



## Snapz Pro X 2 Audio Woes

Ambrosia Software's Snapz Pro X 2 ([macworld.com/1473](http://www.macworld.com/1473))

isn't just for taking static screen captures. If you have the \$69 version, you can just as easily make a movie of what's happening on your display—and even include a soundtrack. With the Snapz Pro palette open, click on Movie and then choose the Mac Audio Track option. One glitch: you may not be able to select the audio check box. If that's the case, your Ambrosia-AudioSupport.kext file, stored in /System/Library/Extensions, is missing in action (probably lost when you reinstalled Mac OS X). Reinstall Snapz Pro to get everything working again.

# Reinstall Language Files?

## Bugs & Fixes: When updating Microsoft Office fails

by [Ted Landau](#), [Macworld.com](#)

It happened with the recent 12.1.3 update to Microsoft Office 2008. It will inevitably happen again with the [just-released 12.1.4 update](#). In fact, it's a long-standing glitch in Microsoft's update process, one that plagued numerous versions. What happens is this:

The Microsoft AutoUpdate application notifies you that an update is available. You select to download it and run the Installer. And that's about as far as you go. The Installer complains "No version of the software found on volume" and the installation halts. You scratch your head, fully aware that the relevant software is indeed available, and wonder what went wrong.

The most likely cause is that, to save disk space, you previously removed unwanted language-specific files in Office. You can do this with utilities such as [Macaroni](#). Having done this, the Microsoft Installer no longer recognizes the Office software as updatable.

### RELATED SOFTWARE ARTICLES

[Microsoft replaces Mac GM with 12-year veteran](#)

[See time remaining during video clip playback](#)

[Bugs & Fixes: When updating Microsoft Office fails](#)

[Review: InDesign CS4](#)

[Publish iWeb pages without MobileMe](#)

- Office update won't install.
- Quick fix: reinstall Office to return language files
- Otherwise...edit package\_updatable file

# Avoid Input Managers?

**Mac 911**  
Tips, tricks and solutions for your Mac problems

Macworld » Mac » Software » E-mail and Internet

Dec 5, 2008 8:18 am | 12 Comments | + 4 Recommendations | [Digg](#) [submit](#)

## Bugs & Fixes: Safari 3.2 plus Input Managers equals crashes

by Ted Landau, [Macworld.com](#)

The recently released [Safari 3.2](#) and [3.2.1 updates](#) have triggered a spate of complaints, claiming that the new versions are crashing all the time. While there may be multiple causes for this symptom, there is one cause that likely accounts for the vast majority of the complaints: Safari add-ons, most especially Input Managers. These include [PithHelmet/SIMBL](#) and [AcidSearch](#). This is not new to Safari 3.2.x. A similar precipitation of crashes was reported immediately after updating to earlier versions of Safari.

As noted in [this Apple document on the Cocoa Application Framework](#): "The automatic loading of bundles located in InputManagers folders is now officially unsupported. The conditions for valid input manager bundle is further tightened. This functionality is likely to be disabled in a future release."

RELATED E-MAIL AND INTERNET ARTICLES

[Bugs & Fixes: Safari 3.2 plus Input Managers equals crashes](#)

[The 24th Annual Editors'](#)

- Input Managers modify the way applications work.
- They are no longer supported by Apple.  
**Avoid using them if possible.**

# Solve Console errors



## Tracking Down Strange

**Errors** A puzzling stream of “swizzle errors,” reported in my

Console log (/Applications/Utilities), seemed to coincide with sluggish performance on my Mac. A posting at [Cocoabuilder.com](http://Cocoabuilder.com) pointed to Script Software’s \$20 ChatFX (🐞🐞🐞; [macworld.com/2619](http://macworld.com/2619))—specifically the ChatFXloader item in the /Library/InputManagers folder—as the likely culprit. Sure enough, when I used ChatFX’s Uninstaller to remove the program, the errors vanished. The general lesson here is worth noting: when you’re troubleshooting a new, mysterious problem with your Mac, check folders such as Application Enhancers and InputManagers (in both the /Library and *your user folder*/Library folders) for items installed by third-party software you’ve acquired recently. If you spot a new addition, remove it from the relevant Library folder and restart your Mac. If the symptom disappears, you’ve found the cause.

# Desktop Items MIA

## Bugs & Fixes: Desktop items MIA

by [Ted Landau](#), [Macworld.com](#) | May 9, 2008 10:07 am | May 9, 2008 10:07 am | 9 Comments

Most of the time, I'm busy ferreting out the latest in freshly-minted bugs so that I can report them to you here. Every once in a while, however, it pays to take a look back at a bug that has stood up to the test of time and still remains unfixed.

One such frustrating bug involves the Finder. It occurs when you select to save items to the Desktop. I see this most frequently when saving Web pages from Safari. After selecting to save a Web Archive file, for example, I go to the Desktop only to find no trace of the file anywhere. Even if I start typing the first letters of the file's name—which should highlight the file—nothing happens.

### Recent Mac

May 12 May 12  
[Alphabetizing bookmarks](#)

May 9 May 9  
[Bugs & Fixes MIA](#)

May 7 May 7  
[Mail and its](#)

May 5 May 5  
[Sending iCal many](#)

May 2 May 2  
[Bugs & Fixes](#)

- Item saved to Desktop from Safari may not appear on Desktop.
- It does appear in Desktop folder.
- No known fixes. Resaving file is one potential work-around.



The iPhone!

# iPhone Sync Problems

## Bugs & Fixes: Fixing iPhone 2.0 sync problems

by Ted Landau, Macworld.com | Jul 18, 2008 9:57 am | Jul 18, 2008 9:57 am | 8 Comments

It's been a tough week for Apple. First, there were the [activation hassles during the iPhone launch day](#). Next up were the numerous complaints about poor 3G network signal strength and batteries that lose their charge too quickly. (Expect these to be resolved via future updates to the iPhone software.)

And then there's MobileMe. It had so many launch problems that Apple felt compelled to [offer an apology](#) and give all current subscribers a [free 30-day extension](#).

Amidst all of this, it's hard to choose exactly which one or two issues to highlight here. Ultimately, I decided to focus on two lesser known fixes for iPhone problems—fixes that, nonetheless, can resolve a wide range of sync symptoms.

### RELATED PHONES ARTICLES

Jul 21 Jul 21  
[Apple: iPhone coming to more countries Aug. 21](#)

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[Bidding for iPhone 3G \\$1,000 on eBay](#)

Jul 21 Jul 21

- Contacts syncing unidirectional?
  - **Reinstall iTunes.**
- Custom ringtones vanish in Contacts?
  - **Don't sync via MobileMe.**

# Blurry iPhone photos

## Bugs & Fixes: Blurry photos after updating to iPhone 2.2

by [Ted Landau](#), [Macworld.com](#)

Many iPhone owners are complaining about a bug in the [iPhone 2.2 Update](#) that images are displayed. The problem notably affects photos received as e-mail attachments. When viewed in Mail, the attached image appears fine. However, if you select to save the image and then view the image in the Photos app, the photo appears blurred or fuzzy.

On this [Apple Discussions thread](#), you'll find posts from a half dozen or more people complaining about these blurred photos. [Two](#) other [Web pages](#) report the same symptom and have posted blurry photos to prove their point.

### RELATED SOFTWARE ARTICLES

[Review: World iPhone](#)

- Take photo with iPhone camera and email it.
- Save email image back to Photos.

<http://discussions.apple.com/thread.jspa?messageID=8526530>

# More help from me at...

- Macworld ([www.macworld.com](http://www.macworld.com)):  
Bugs & Fixes (at Mac 911)  
Other occasional articles
- MacFixIt ([www.macfixit.com](http://www.macfixit.com)):  
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