

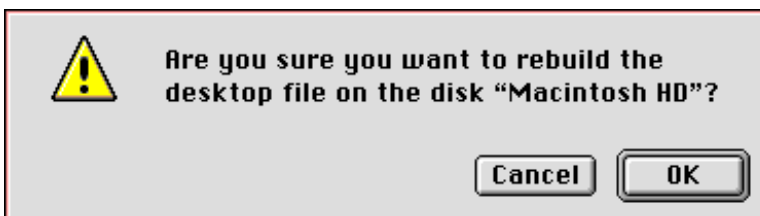
TROUBLESHOOTING

Try as we might to make *Grade Busters Mac: Making the Grade* as user-friendly and trouble-free as possible, an occasional misunderstanding or electronic malfunction will rear its ugly head. However, after eight years of faculty workshops, telephone technical support, and personal on-site usage, we think we've seen just about everything that can—and sometimes does—go awry with our program. Even if you've experienced no difficulties whatsoever with *MtG* and its data files, you might wish to examine carefully the anomalies listed here . . . just in case. Perhaps you can come to the rescue some day for a colleague who's in dire need of your expertise.

1. **When I double-click on a class file to launch Making the Grade, I get a message saying, “The application is either busy or missing.” I can see the program sitting right there in the same folder, so I know it's there on my hard drive. What gives?**

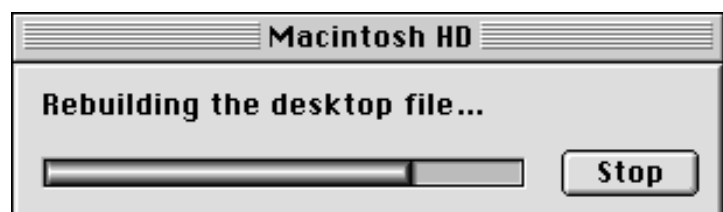
It's the responsibility of the Macintosh Finder to locate and launch documents and their creator applications. Sometimes, however, the finder becomes “confused,” frequently because of a corrupted **Desktop** file. It is precisely this invisible file which needs to be rebuilt to bring your Mac to its senses. The Desktop contains a wealth of information about folders and files on hard drives (and floppies), and when it becomes damaged or befuddled, your Mac will appear to have lost its mind. That is, applications will unexpectedly and mysteriously **quit** because of “Type x” errors, files and folders will suddenly display weird or incorrect icons, and so on.

SOLUTION: Close all open applications and then restart your Mac. Hold down the **Option** and **Command** keys simultaneously and continuously until you see the message below. Answer



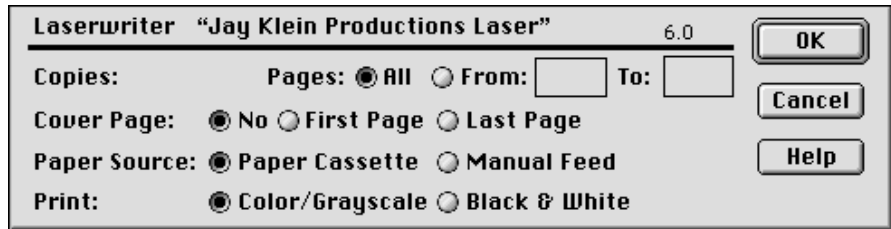
affirmatively, for unless you're a true Mac OS power user, you've probably never entered a comment in an info window in your life. (The **Norton Disk Doctor**TM utility can be most helpful here, for it contains a “Rebuild Desktop and

Restore Comments in Info Windows” option. In truth, it's difficult for us to imagine anyone using a Macintosh on a regular basis *without* this, **Disk First Aid**TM, or a comparable program. Bad things can and do happen to one's hard drives and floppies.) Now, once the rebuilding process is complete, restart and double-click the *MtG* file once again. The previous problem should have righted itself. We recommend that you rebuild your Desktop at least once a month, by the way—and more frequently if you have time.



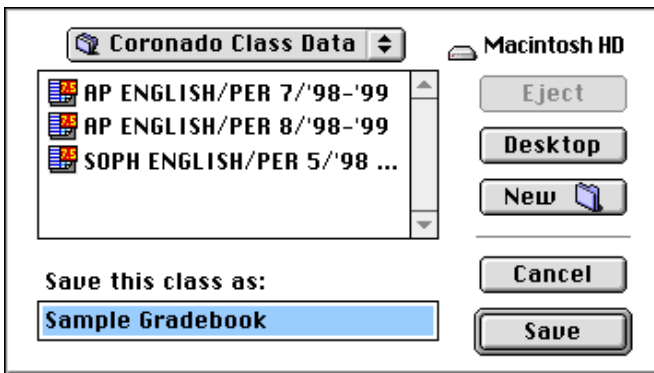
2. **I just printed copies of a class’s Gradebook and Daily Record, and they’re almost impossible to read. Except for student roster position numbers, which are nice and black, the pages are completely grayed/dimmed as if every score, assignment title, student, etc., had been “dropped.” Did I do something wrong?**

No. This phenomenon is a gift from Apple Computer and other printer manufacturers who, in their infinite wisdom, make **color** their default printer setting rather than **black and white**. All of our documents print in glorious color on such printers as the HP DeskJet 850, and the printer driver in your system folder is simply trying to cooperate.



SOLUTION: You must hand-select **Black & White** instead of **Color/Grayscale** when printing a *Making the Grade* document. Our color/black-white option under **MtG Preferences** in the **File** menu will effect the same result if your printer driver lacks the flexibility shown above.

3. **I just set up my first class with MtG and saved it to my hard drive. Now I can’t find it anywhere! What did you guys do with my class?**



What did *we* do with it? Nothing at all! It’s still sitting right where you told your Mac to put it. At left is the Macintosh **Save** screen, which shows that the class just created will be saved in a folder called **Coronado Class Data**, one which already contains three class files. If you wish to change the destination for your data to another folder or hard drive, click on the header bar (“Coronado Class Data” in this example) and select a new location for your files.

SOLUTION: Do **not** just type in a class name and click blindly on the **Save** button, trusting the Macintosh to place your file in a safe, logical place. It won’t. Instead, click on the header bar first to see what directory and pathway is active at the time and then maneuver carefully from there.

4. **I wish I could put my finger on what’s happening with my Mac, but I can’t. It crashes all the time, refuses to save MtG files every once in a while, and even displays error messages in another language. My Mac has gone bonkers! Any suggestions?**

Actually, we have a host of user-effected solutions for dealing with such irritating phenomena. Try all of the steps below first, but if they fail to alleviate the problem, you may have to take your computer to a qualified service representative for a professional diagnosis.

SOLUTIONS:

- a. **Check to see if the difficulty lies within an INIT conflict.** This is especially easy for System

7.+ and 8.+users, for all you must do is hold down the **shift key** upon start up. That disables all system extensions (INITs) and allows you to retest your Mac “clean.” (System 6.x users must drag all INITs and cdevs from the System folder by hand—not an easy task, to be sure.) If the problem disappears with extensions off (or out), then move half of them at a time from (or back into) the System Folder and restart to see when the problem returns. The moment it does, the culprit lies within *that* group. Once it has been discovered, remove it from your System Folder and call the publisher to see if a more recent version is available. (Please permit us to recommend Casady and Greene’s **Conflict Catcher™** as a software aide in this odious process—it has bailed us out of a serious system conflict on more than one occasion!)

- b. Rescan your hard drive(s) and often-used floppies with the latest set of definitions from your virus protection utility.** We cannot overemphasize the importance of keeping current with the most recent virus detection efforts of Virex®, S.A.M.®, *et al.* It never ceases to amaze us in workshops around the country when teachers admit they haven’t updated their virus definition file since the day it was bought—often years ago. The fact is that at least three new viruses are distributed by malcontents worldwide each and every day of the year. So, if you haven’t updated your virus definition file within the last couple of months, you’re *begging* to become a victim of someone’s electronic terrorism.
- c. Reinstall your System software from a CD or locked set of floppies.** This step often resolves a plethora of PrintMonitor problems, font conflicts, and the like. The only problem is that Apple’s Installer program merely *updates* the current System rather than replacing it—*unless* you move the Finder completely out of the folder first. Do so, reinstall the System (preferably with the latest version of 6.x, 7.x, or 8.x as you prefer), and see if your problems persist.
- d. Make sure that only one System Folder is present on your primary hard drive and connected peripherals.** As you know, publishers sometimes place a System Folder on floppy diskettes containing their application software. If you accidentally move this folder to your hard drive along with the application—and if it’s not exactly the **same** System version—a hard rain is definitely gonna’ fall.

SOLUTION: Using the **Find** function under the **File** menu in System 7 and OS 8 (and **Find File** under the **Apple** menu in System 6), search all attached drives for **System**. If you find more than one such file, you’ve solved part of the problem. Delete it—and all of its accompanying extensions—without delay and you’ll be on your way back to happy computing!



- 5. Every once in a while, I click on one of my Making the Grade class files, and the opening screen of my team-teaching partner’s program appears. How come?**

The Macintosh Finder has no way of knowing how many different copies of an application exist on a hard drive, nor which of those copies may have created an individual document. So when one clicks on a document, the Finder locates the first copy of the creator application contained in its directories—which may be **your** copy of *MtG* or that of your partner.

SOLUTION: If more than one copy of *Making the Grade* exists on a hard drive (a frequent

occurrence at school), you must open **your** copy of the program first, and then access your classes from within (using **Open a class** under the **File** menu). It's that simple.

6. Yesterday afternoon I saved several classes to my trusty data diskette (High Density), and today one of them won't open! Something about an input-output error came up on the screen, and nothing I do will open that class. What happened?

You've just become an unwitting and unwilling victim of fragile computer storage media—so welcome to the club. Membership is up to about a zillion or so computer users now, so don't feel as if you've been singled out for the honor. The truth is that if you save your class files exclusively to a floppy diskette—and never to a more reliable and stable hard drive—the above scenario will inevitably be yours.

SOLUTION: If at all possible, **always** save your class files to—and read them from—a hard disk. Use your floppy diskettes for backup or transport purposes only. The surfaces of these media, on the whole, are much less reliable than they should be, and, frankly, we just don't trust them in these parts. The High Density variety of floppies is especially suspect here in Colorado, where we have an average relative humidity factor of 1% (perhaps I exaggerate a tad). Static electricity is less popular in Colorado Springs than bubonic plague, and most of us are accustomed to losing at least one HD diskette every week. Once again, our recommendation is that you always save your class files to your hard disk and then drag those files to a floppy for backup or carrying-home purposes only. The Macintosh Finder does an excellent job of reading, writing, and verifying data during the copying process, so your chances of being stuck with a bad class here are immeasurably reduced. Forewarned is forearmed!

7. It's time to start a brand new year, and I want to get rid of my old classes from last year. How do I do this?

Before we answer this common question, a quick word of advice: **NEVER** delete old gradebook files from your hard drive or gradebook folder without archiving at least one copy of them first. If the information in those class files was important to you once, it may—no, most likely *will*—become important to you again when you least expect it.

Now, to answer your question: *Making the Grade* creates and reads data files which are completely separate from the application itself. All you must do to delete them from your hard drive is drag them into the **Trash Can** on your Macintosh desktop and then empty the trash. It's that simple.

