



# Tech Info Library

## Macintosh: If It Crashes or Hangs While Saving (4/94)

Revised: 4/8/94  
Security: Everyone

Macintosh: If It Crashes or Hangs While Saving (4/94)

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TOPIC -----

I get error messages when I try to save files to my hard drive. What's the problem?

DISCUSSION -----

If your computer crashes or hangs while saving, chances are you have a conflict with an extension or Control Panel. In this case, you should try removing non-Apple additions to your extensions folder or Control Panels as the first step towards resolving the problem.

However, crashes specifically when saving may also indicate that:

- The disk you are trying to save to is damaged
- The application you are using has been corrupted

In any of these cases, first try saving to another diskette before attempting to troubleshoot your problem.

If the Macintosh offers you a Continue button, click it and select Save As from the File menu. Save the file to a different disk, preferably a floppy. If you do not get a Continue button, there are two ways to escape:

- 1) Try a force-quit by pressing the Command, Option, and Escape buttons on your keyboard simultaneously to quit the application you're in. You won't be able to save open documents, however.
  - 2) Press the reset button on the programmer's switch on the side or back of the computer. The button is marked with a left-pointing triangle.
- If you suspect that the disk is damaged, try running Disk First Aid (on the

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Utilities disk included with your computer). If it cannot be repaired by the utility software, you may need service.

- If you suspect that the application you are using has become corrupted, reinstall the application from the master disks.

Article Change History:

8 April 1994 - Reviewed for technical accuracy.

Support Information Services

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