Tech Info Library

ClarisWorks 4.0-4.0v4: 32 MB RAM Causes Crash (9/96)

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Revised:        9/18/96
Security:       Everyone


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Article Created: 18 September 1996


TOPIC -------------------------------------------------------------


I have ClarisWorks installed on my Macintosh computer (v4.0). I just upgraded my
computer's memory to 32 MB. Since this upgrade, I no longer have to use Virtual
Memory, but my computer crashes a lot in ClarisWorks. Do you have any idea what
is wrong?


DISCUSSION --------------------------------------------------------


Issue
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If you 32 MB or more of *physical* RAM (not Virtual Memory) installed in your
computer, ClarisWorks 4.0 (all versions including 4.0v4) will randomly crash
when the you click on the close box to close a ClarisWorks document.
Additionally, this problem will sometimes manifest itself when you select Save
or Save As from the File menu.


Workaround
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There are two workarounds. One workaround is to open SimpleText and keep it open
in the background while you work in ClarisWorks. The second workaround is to
open another application and increase its memory partition to about 10,000K to
reduce the amount of free RAM.


Resolution
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Claris Technical Support has confirmed the issue and the workarounds.  Claris
plans to address this issue in the next release of ClarisWorks.


NOTE:
This article provides information about a non-Apple product. Apple Computer,
Inc. is not responsible for its content. Please contact the vendor, Claris, for
additional information.
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