



Conflict CatcherTM 8

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CONTENTS

CHAPTER 1: WELCOME TO CONFLICT CATCHER	3
What Conflict Catcher Does.	3
Extensions: a Crash Course.	4
Installing Conflict Catcher.	5
What's New in Conflict Catcher 8.	7
CHAPTER 2: MANAGING YOUR EXTENSIONS AND CONTROL PANELS	11
How to Open Conflict Catcher	11
The Conflict Catcher Window.	12
Everyday Conflict Catcher	22
The Conflict Catcher Columns.	23
Fun Things to Do During Startup	28
Reports	30
Online Help.	32
CHAPTER 3: EXTENSIONS EN MASSE: SETS AND LINKS	37
Sets: Pre-defined File Lists	37
Links: Clusters of Related Files	49
CHAPTER 4: CONFLICT CATCHING	57
How Conflict Catcher Catches Conflicts.	58
Conducting a Startup Test	59
Crashes At Startup: Automatic Conflict Testing	71
What to Do about Problem Files.	73

CHAPTER 5: MANAGING SPECIALTY FOLDERS	77
Managing Fonts, Plug-ins, and Other Files	77
CHAPTER 6: SYSTEM FOLDER MERGING	95
When to Use the Clean-Install Merge Feature	96
How to Use the Clean-Install Merge Feature	97
Switching Between System Folders	104
Switching Between Startup Disks	105
CHAPTER 7: TROUBLESHOOTING THE MAC—AND CONFLICT CATCHER	109
Macintosh Problems	109
Macintosh Solutions	117
Troubleshooting Conflict Catcher Itself	123
When You Suspect that Conflict Catcher is Causing the Problem	126
Uninstalling Conflict Catcher	127
CHAPTER 8: CONFLICT CATCHER, MENU BY MENU	131
The File Menu	131
The Edit Menu	134
The Sets Menu	148
The Startup Menu	149
The Web Menu	149
The Special Menu	150
The Help Menu	152
APPENDIX A: UPGRADING FROM ANOTHER STARTUP MANAGER	155
Upgrading from Extensions Manager	155
Upgrading from Now Startup Manager	156

APPENDIX B: USING CONFLICT CATCHER WITH APPLE LOCATION MANAGER . 161

- How to Make Location Manager Control Conflict Catcher .. 161
- How to make Conflict Catcher Control Location Manager .. 165
- Using Conflict Catcher to Govern Which
Location Manager Modules are Available.....166

GETTING IN TOUCH WITH CASADY & GREENE 167

- Have Your Technical Information Ready.....167
- Technical Support Contacts167

GLOSSARY..... 169

INDEX 173

MORE SOFTWARE TITLES FROM CASADY & GREENE..... 177



**CHAPTER 1:
WELCOME TO CONFLICT CATCHER**

CHAPTER 1: WELCOME TO CONFLICT CATCHER

Welcome to Conflict Catcher! You now own one of the most powerful and effective software tools available for the Macintosh—and you’ve just taken a big step toward making troubleshooting faster and easier.

WHAT CONFLICT CATCHER DOES

At the heart of Conflict Catcher is its ability to manage *extensions and control panels*. You’re probably familiar with these software add-ons already—they’re the little icons that march across the bottom of the screen when you turn on the Macintosh. These files are a mixed blessing: each adds some useful new feature to your Macintosh—the ability to use the Internet, CD-ROMs, or networking, for example—but each slightly increases the likelihood of system problems, such as freezes and crashes.

Conflict Catcher’s ability to tame these little programs can have considerable impact on your daily Macintosh life:

- For the first time, you’ll have plain English descriptions of thousands of files that may be in your System Folder. Conflict Catcher tells you what each one is for ([see page 20](#)), so that you can turn off the ones you’ll never use. Remember—the fewer of these startup files you have, the more stable your Macintosh.
- Conflict Catcher lets you turn extensions and control panels on or off with a click (see [Chapter 2](#))—in fact, you can switch on or off entire *groups* of related files with a single click, such as the seven extensions required for an Apple CD-ROM drive. As you’ll find out in [Chapter 3](#), Conflict Catcher also lets you manipulate your startup files in countless other ways, too—rearrange them, colorize them, discover how much memory and loading time they take up, and so on.
- When your Mac is afflicted with an extension conflict, Conflict Catcher can automate the troubleshooting process (see [Chapter 4](#)). Even if you have hundreds of startup files, in just a few minutes, Conflict Catcher can help you determine exactly which one—or ones—were causing your grief.
- Because out-of-date extensions and control panels are more likely to cause problems than current versions, Conflict Catcher has built-in hotlinks to the Web, which is the primary source of updated versions ([see page 20](#)).

- If you decide your System Folder is deeply corrupted, an excellent way to restore order is to install a fresh System Folder, a process known as a *clean installation*. After a clean installation, Conflict Catcher can save you time and hassle by reinstating your fonts, preferences, extensions, control panels, Apple (🍏) menu items, and other customized components from your outgoing System Folder into your new one (see [Chapter 6](#)).
- Conflict Catcher can manage more than the files in your System Folder. It can also manage your fonts, startup items, shutdown items, Apple menu items, other System Folder items, and even the plug-ins you use for your Web browser, Adobe Photoshop, and other programs (see [Chapter 5](#)).

⚠ Are you having system freezes, crashes, or bombs right now? Turn directly to [page 59](#) for instructions on using Conflict Catcher to ferret out the problem.

EXTENSIONS: A CRASH COURSE

Since most of Conflict Catcher's functions revolve around the files in your System Folder, it's worth learning why these files can be a problem. The answer lies in the history of these strange little programs.


When you turned on the first Macintosh model in 1984, not a single icon appeared at the bottom of the screen during the startup process. There was no such thing as an extension.

In fact, extensions weren't even Apple's idea. The first one was a software hack written by some programmer who wanted the Mac to keep a program in memory all the time the computer is on. This fellow wanted to write a screen saver that would automatically darken the screen after you hadn't used the computer for awhile. So he created a little program that launched itself during startup process and remained available during your entire work session—and the ancestor of today's *extensions* was born.

Nowadays, of course, thousands of extensions are available—including several hundred that come from Apple itself. These days, it's a rare Macintosh that doesn't need a minute or more to start up while all those extension and control panel icons, row after row of them, get copied into memory.

But as a result of the *ad hoc*, unofficial origins of extensions, the Mac OS wasn't originally designed with a mechanism to prevent conflicts among all these tacked-on system software components. There's no registry to make sure that two extensions don't duplicate each other's functions, no committee at Apple to oversee the writing of these thousands of competing mini-programs. Whenever you turn on your Macintosh, it's every extension for itself.

As you've undoubtedly discovered, the result of this disorganized internal rowdiness can sometimes mean crashes, freezes, and bombs. As you use Conflict Catcher and as you read this manual keep these basic golden rules of startup files in mind:


- The icons that parade across the bottom of your screen during the startup process are represented on your hard drive by actual files that you can look at, move, or throw away. To see them, open your hard drive; open your System Folder; and examine the contents of the two folders inside called Extensions and Control Panels. In general, whenever you install a new extension or control panel, it gets put into these folders.
- The fewer startup files, the better. Each one takes up memory, makes your Macintosh take longer to start up, and increases the likelihood of conflicts. (There are exceptions to this golden rule, such as *shared libraries*—but you can read about them in [Chapter 2](#).)
- In an emergency, you can always start up your Mac with no extensions or control panels at all. Press the  key just after you hear the tone for startup, and hold it down until you see the message “Extensions off” or “Extensions disabled.” You’ve just turned all of them off—including, by the way, Conflict Catcher, which is itself an extension. (Of course, doing so also temporarily disables your Mac of all the features those extensions make *possible*—using the Internet, sending faxes, using your CD-ROM drive, and so on.)

If you understand these basic concepts, you're in great shape for understanding Conflict Catcher and what it can do for you.

INSTALLING CONFLICT CATCHER

Before you install Conflict Catcher for the first time, be sure to turn off At Ease, security programs, and virus-protection software, if you have them. These programs can interfere with the installation of Conflict Catcher or any other software.

If you have a previous version of Conflict Catcher on your Mac, you don't have to do anything special; the Conflict Catcher installer will automatically update your older copy, smartly preserving all of your preferences, sets, and other setup.

 **SYSTEM REQUIREMENTS NOTE:** *With any luck, you made sure that you have the necessary system software and Macintosh model before you bought Conflict Catcher.*

For the record, however, you need any Macintosh computer with a CD-ROM drive, running Mac OS 7.5-8.x. Does not work on Macintosh Plus, SE series, Classic series, or Powerbook 100.

Then, when you're ready:

1. **Insert the Conflict Catcher CD-ROM.**

The CD-ROM window should open automatically. If you don't see it on the screen, double-click the CD-ROM icon (see *Figure 1-1*).

2. **Double-click the icon called CC Installer.**

A welcome screen appears.

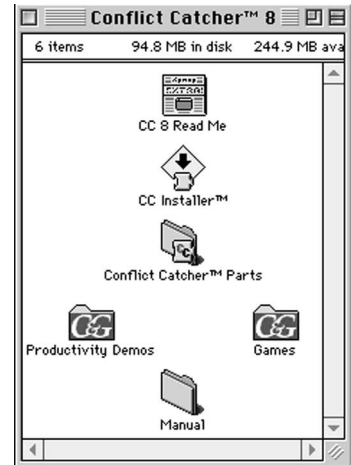


figure 1-1: CD-ROM window.

3. **Click **Continue** to dismiss the welcome screen.**

Now you arrive at the main installation screen, shown in *Figure 1-2*. Most people install Conflict Catcher onto the main internal hard drive. If your Mac has multiple disks attached, and you want to direct Conflict Catcher to install itself onto a different hard drive or disk, click the **Switch Disk** button until you see the name of the disk you want.

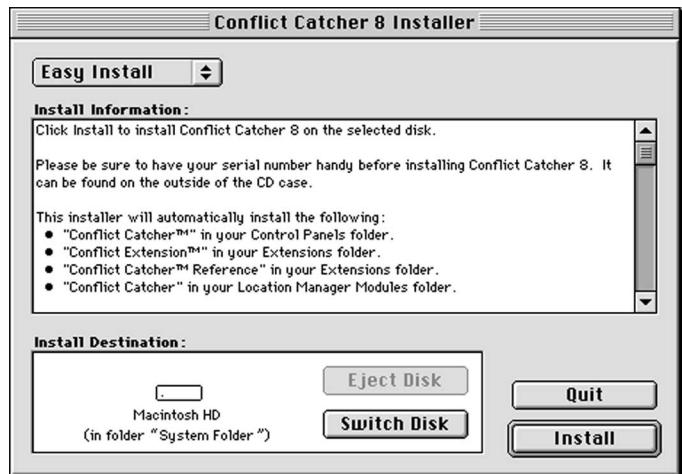


Figure 1-2: Main installation screen.

At this point, you can take a moment to read the text in the installer window. It tells you exactly what files Conflict Catcher is about to install on your hard drive, and where.


4. **Click the **Install** button to begin the installation process.**

When the installation is over, you'll be offered two buttons: **Quit** and **Restart**. Click **Quit** if you want to return to doing other things on your Macintosh—but with the understanding that the newly installed Conflict Catcher won't be visible until you restart the computer.

Click **Restart** if you'd like the Macintosh to safely turn itself off, then on again, this time with Conflict Catcher in control.


5. **Type in your serial number, and then click **OK**.**

The first time the computer starts up after you've installed Conflict Catcher, a message appears during startup process that asks you to type in your name, company (optional), and serial number. (You can press the **tab** key to jump from one of these blanks to the next.)

 *Your Conflict Catcher serial number is printed on the back of the CD-ROM envelope. Don't lose this number! If you ever need to re-install Conflict Catcher—when you upgrade to newer Macintosh, for example—you'll need this number again.*

If the serial number you typed was correct, you now arrive at Conflict Catcher's [main screen](#), described in the next chapter.




Congratulations—you've successfully installed Conflict Catcher. You're ready to begin taking control of your Mac's wily startup files.

 *If you've already been using another startup-file manager, such as the Extensions Manager program that comes with every Macintosh or Now Startup Manager, see [Appendix A](#) for optional instructions on importing your existing preferences into Conflict Catcher.*

WHAT'S NEW IN CONFLICT CATCHER 8

If you've used previous versions of Conflict Catcher, you may wonder what's new in this version. The answer is: plenty.

- **Redesigned main window**—Conflict Catcher's main display window has been enhanced in a number of ways. For example, if you have Mac OS 8 or later, you can **control**-click items in the main window to produce a pop-up menu at your cursor containing useful commands. You can add more columns of information to the primary display, too, listing such useful information as memory use, software company name, file type and creator codes, and so on—and you can sort these columns in either ascending or descending order. Conflict Catcher 8 even offers a tip-of-the-day feature to help you master the program more quickly.
- **Clean-Install System Merge**—After performing a clean install of your System Folder, Conflict Catcher can automatically copy into it all the customized fonts, preferences, Apple menu items, and so on from your old System Folder. (See [Chapter 6](#).)

- **Group link Info**—A *group link* is a cluster of startup files that you'd like to switch on and off as one. In Conflict Catcher 8, you can click just the left of any group link's name to see exactly which startup files belong to that group. (See [Chapter 3](#).)
- **More sets power**—*Sets* are predefined lists of extensions and control panels. You might create one set that contains nothing but your CD-ROM extensions, for example, and another that includes your full suite of preferred startup files. In Conflict Catcher 8, the Sets dialog box contains a new information panel that summarizes your settings for each set. (See [Chapter 3](#).)
- **Switch System Folders on the fly**—Conflict Catcher's Startup menu lists every disk attached to your Mac; as in previous versions, this menu lets you specify a different startup disk simply by choosing a name from this menu. But in Conflict Catcher 8, this menu also lists every *System Folder* on your hard drive, so that you can switch from one to another with each restart of your Mac. That's useful if you like to keep, for example, both Mac OS 8 and Mac OS 8.5 on your Mac, using one or the other as suits your fancy.
- **Location Manager savvy**—The Location Manager is a complex but useful Apple control panel that lets you change many of your Mac's settings—preferred printer, speaker volume, AppleTalk on/off status, time zone, and so on—with a single click. Conflict Catcher 8 can now change your Location Manager setting—and vice versa. (See [Appendix B](#).)
- **Smarter conflict testing**—Conflict Catcher's namesake feature, its ability to figure out which extensions or control panels are causing headaches for your Mac, has been improved in a number of ways. You can now backtrack through Conflict Catcher's tests, for example. And a new overview window helps you see where you are in the testing process. (See [Chapter 4](#).)
- **Restricted Mode**—If you use Conflict Catcher in a school, on a network, or somewhere else where mischievous or inadvertent damage may be done to your Conflict Catcher setup, you'll appreciate Restricted Mode. In this limited operational mode, your students or coworkers can't create or edit sets or links, turn files on or off, or make certain other changes—unless they know the password that takes Conflict Catcher out of Restricted mode.
- **New options during the startup display**—Conflict Catcher 8 enhances the startup process in more ways than ever before. You can hold down the - keys before Conflict Catcher loads to bring up the Rebuild the Desktop dialog box. And if you press  as your icons load, Conflict Catcher halts the startup process after the last icon has loaded, so that you can survey your array of startup icons. You can even click any loading icon during the startup process to view its information screen, without even having to open Conflict Catcher.

And that's just the beginning. You'll notice subtle improvements and enhancements in almost every corner of Conflict Catcher.



CHAPTER 2: MANAGING YOUR EXTENSIONS AND CONTROL PANELS

CHAPTER 2: MANAGING YOUR EXTENSIONS AND CONTROL PANELS

Unless your Macintosh has *really* bad karma, you'll spend most of your time with Conflict Catcher when your Mac *isn't* having trouble. Many of Conflict Catcher's features were designed to make your life easier when everything is working fine. That's the purpose of this chapter: to acquaint you with Conflict Catcher's main window, and to show you how it can help streamline your Mac's everyday operations.

HOW TO OPEN CONFLICT CATCHER

If you've installed Conflict Catcher, you've probably seen its main window at least once—this window appears automatically the first time the Mac starts up after you install Conflict Catcher. But forever after, whenever you want to open Conflict Catcher, you have three options:

- Just after turning on or restarting the Mac, *hold down the space bar* until Conflict Catcher's window appears.
- To open Conflict Catcher when the computer is already on, look for the tiny CC icon at the upper right corner of your screen (shown at right in *Figure 2-1*). That's Conflict Catcher's menu; it's available regardless of the program you're currently using. Choose "Open Conflict Catcher" from this menu.
- Finally, you can open Conflict Catcher just the way you'd open any control panel. For example, choose its name from the Apple menu's Control Panels submenu, shown above in *Figure 2-1*.

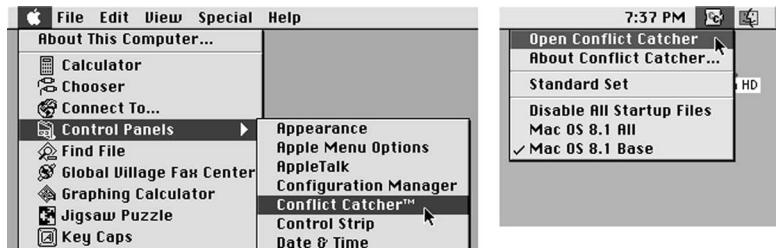


Figure 2-1: Opening CC from Control Panels menu, and from the CC icon.

You may notice a few subtle differences in the Conflict Catcher window depending on how you opened it. (For example, if you pressed the space bar during startup process, you'll see a **Continue Startup** button in the lower-right corner of the window.) But in general, all three Conflict Catcher-opening methods take you to the same main window, described next.

When you open Conflict Catcher for the first time, a Tip of the Day greets you. In fact, every time you open Conflict Catcher, you'll be greeted by this handy reminder of one Conflict Catcher feature or another—unless you turn this feature off. (Can't wait for tomorrow? Then click the **Next** button to view the next tip.)

If you'd prefer to jump directly to the Conflict Catcher window each time you open the program, click the "Display tip when starting Conflict Catcher" checkbox so that the check mark disappears. (You can always turn the daily tips back on again using Conflict Catcher's Preferences dialog box, described in [Chapter 8](#).)

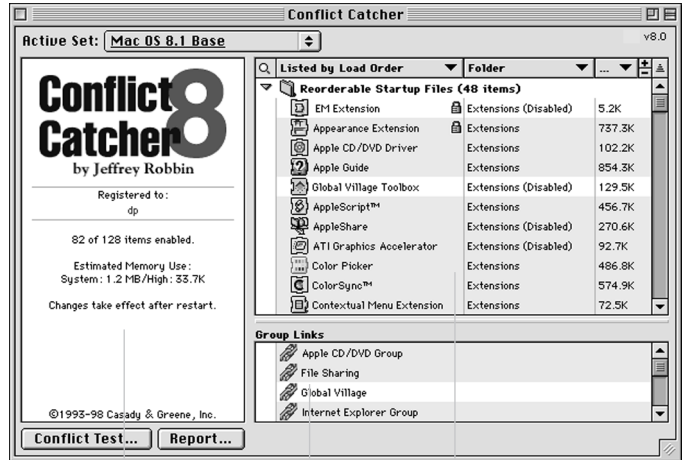
THE CONFLICT CATCHER WINDOW

When Conflict Catcher is open, it displays its own set of menus at the top of your screen. Various buttons and pop-up menus also appear in the Conflict Catcher window. You'll read about all these elements in the upcoming sections.

However, Conflict Catcher's most important information appears in the three white areas of the main screen, as shown in *Figure 2-2*.

THE FILE LIST

The upper right quadrant of the window is the heart of Conflict Catcher. When Conflict Catcher is first installed, it shows a list of every extension and control panel on your Macintosh. It can also display the files of additional folders which you choose to display using the Folders section of Conflict Catcher's preferences (as described in [Chapter 5](#)).



Inspection Panel Group Links File List

Figure 2-2: Conflict Catcher's main window.

You can perform a wide variety of Macintosh housekeeping tasks within this list alone. For example:

- **Click a file's name to turn it on or off.**

Unless you've been fooling around with Conflict Catcher's preference settings, *highlighted* files are turned on and unhighlighted files are turned off. *Figure 2-3* should make this clear.

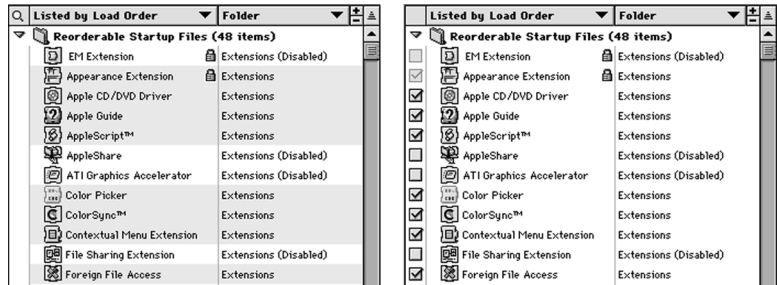


Figure 2-3: Displaying which files are on or off.

Remember, however, that your Macintosh loads extensions and control panels *during the startup process*. In other words, if you turn your screen saver off by clicking its name in Conflict Catcher's list, you won't notice any immediate difference—your screen saver still works. Only when you restart the Macintosh does your new selection of control panels and extensions kick in.

To restart the Macintosh after making a change in Conflict Catcher, choose Restart from Conflict Catcher's Special menu. (Or, if you opened Conflict Catcher by pressing the space bar during startup, just click the **Continue Startup** button.) See [Turning Files On and Off](#), later in this chapter, for details on the on/off process.

Tip: Conflict Catcher offers two different visual cues to show you which files are turned on. Its normal behavior is to highlight with a colored background any files that are turned on, as shown above in Figure 2-3.

If you prefer, you can opt for a checkbox display, as shown at right in Figure 2-3. To do so, choose Preferences from Conflict Catcher's Edit menu; click Display; and turn on the "Use Checkmark Display" option.

- Click the “flippy triangle” to collapse the list of files.

Unless you’re still using the Macintosh you bought in 1985, your list of startup files is probably very long. You would need one of the extremely rare 2,385-inch monitors to display all of them on a single screen.

For that reason, Conflict Catcher offers several ways to move through this list and control your view of it.

For example, you can use the scroll bar at the right side of the list to move up and down through the list, just as you can in any Macintosh window. (The up-arrow, down-arrow, Page up, Page down, Home, and End keys on your keyboard also work, letting you scroll up or down by one file, one screen, or the entire list at a time.)

You can also collapse the list—make it shorter—by clicking the tiny blue triangles that appear in the list of files. Known affectionately by programmers as “flippy triangles,” these tiny buttons work exactly as they do in Macintosh Finder list-view windows, as shown in *Figure 2-4*. Exactly which flippy triangles appear here depend on how you’ve chosen to view your list of files—sorted by folder, size, software company, installation date, and so on, as described next.

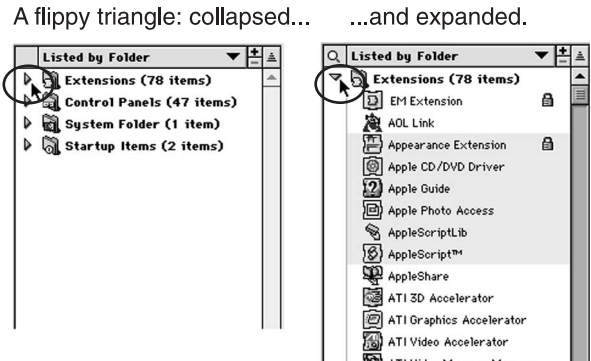


Figure 2-4: Flippy triangles.

 *Tip:* If you **Option**-click a flippy triangle, you expand or collapse all of the folders listed in the file list—instead of only the one whose triangle you clicked.

- “Type select” to highlight a specific file and view its description.

You can also “type select,” just as you can in the Macintosh Finder—that is, you can type the first couple of letters of a file’s name to jump directly to it, so that you don’t have to scroll or use the mouse at all. (Unless *no* file begins with those letters, in which case Conflict Catcher highlights the closest match.) Not only does type-select highlight the file, it also opens the *inspection panel* for that file—that is, a description of the file appears in the white panel at the left of the Conflict Catcher main window. You’ll read more about this [inspection panel](#) later in this chapter.

Tip: After you've typed a couple of letters to select the file, there's a pause while Conflict Catcher waits to make sure you are finished typing, before selecting the corresponding file.

If you'd rather not wait for that extra second or two, press `return` after typing the letters. That keypress tells Conflict Catcher to scurry off and highlight the corresponding name without waiting for any further keystrokes.

- **Choose from the “Listed by” pop-up menu to control how your files are sorted.**

When you first open Conflict Catcher after installing it, the main window shows three columns of information. The first column shows all your startup items, sorted in the order they load during the Mac's startup process. The second column indicates where these files are on your hard drive—in the Extensions folder, in the Control Panels folder, and so on. The third column shows how much disk space each of these files takes up.

By making selections from the pop-up menus above each column, you can change the way these columns are sorted. You may want the largest files listed first, or the ones that take the longest to load, or (especially when troubleshooting) the ones you've installed most recently. See [The Conflict Catcher Columns](#), later in this chapter, for more detail on these useful information-management tricks.

- **Click in the strip beside a file's name to view its description.**

As shown in *Figure 2-5*, your cursor turns into a tiny magnifying-glass whenever you position it in the very first skinny column of the file list. When you click in this column, next to a particular file, the inspection panel at the left side of the screen changes to reveal a host of information about the file.

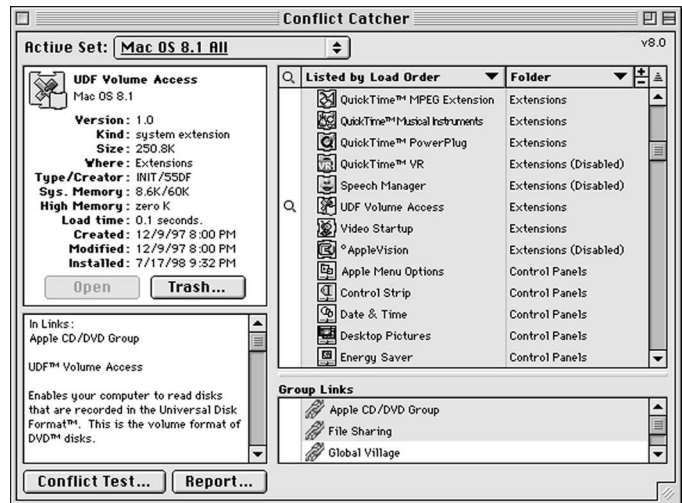


Figure 2-5: Magnifying-glass cursor and inspection panel.

THE INSPECTION PANEL

Most of the time, the tall, left-hand side of the Conflict Catcher window shows the Conflict Catcher logo and statistics about the currently selected set of files such as how many there are, and how much memory they use.

When you click in the skinny column to the left of a file's name, however, the information panel splits into two separate panes.

THE TOP PANE

The top pane shows the name of the file, a picture of its icon, and several other interesting characteristics:

- **Version**—The software companies who create these files constantly revise their products. That's a good thing, since out-of-date extensions and control panels are a leading cause of system conflicts. Noting the version number of a file can be extremely useful in troubleshooting, such as when you're on the phone with a software company's help-line representative.
- **Kind**—This line indicates exactly what kind of file you're looking at. It's at this point, for example, that you discover that everything inside your Extensions folder is not, in fact, an extension. (Many are *Chooser icons*, *shared libraries*, and other harmless, conflict-exempt files.) Nor is everything in your Control Panels folder a control panel; many are standard application programs, filed in your Control Panels folder merely for convenience.
- **Size**—"Size," in this case, refers to the amount of disk space that this file consumes. It has nothing to do with how much *memory* the file or program takes up, which is described below.
- **Where**—This line tells you where the actual file is on your hard drive—that is, which folder it's in.
- **Type/Creator**—Behind the scenes, every file on your Macintosh has two four-letter codes. The first code, known as the *type code*, tells the Mac what kind of data is in that file, such as TEXT (for SimpleText text files), PICT (for simple Mac graphics), or APPL (for double-clickable programs).

The second four-letter code, the *creator code*, identifies the parent program, the one that gave birth to a file—which application to launch when you double-click a document's icon.

For example, the creator code for all Microsoft Word documents is MSWD; for File-Maker files, it's FMP3; and for ClarisWorks documents, it's BOBO. Ordinarily, of course, you never see these codes, but they can be useful for the troubleshooter or the curious.

- **Sys. Memory**—The two numbers shown here—separated by a slash—are extremely technical parameters. They indicate how much of your Mac's memory each control panel or extension actually uses, as compared with how much it requested from the Macintosh during the startup process.

Why does Conflict Catcher show you both numbers? It turns out that some startup files' memory consumption actually *changes* depending on your Mac's current circumstances. Suppose there's a font-management program, for example, that requires more memory if you have a large number of fonts. That program's author might have written his software to request a large amount of memory from the Mac during startup process, so that the software will be able to handle a case where you have hundreds of fonts. But once your Mac has started up, the font program may discover that, in fact, you have only a few fonts. It gives back the excess memory that has been set aside. In such a case, Conflict Catcher might show "115K/500K" as the system memory statistic—in other words, this particular extension requested 500 K during startup, but is actually only using 115 K.

There's only one instance where these numbers might concern you—and that's if one of your startup files is actually using *more* memory than it asked the Mac to set aside. Such a program was given an inch, but is now taking up a yard, and the result may be system crashes or other instabilities.

Conflict Catcher is constantly on the alert for such poorly programmed software. It alerts you to such programs by displaying their system memory information in bold-face, in the particular file's inspection panel—such as **423K/300K**. When trouble arises, programs that use more memory than they actually requested should be among your first suspects.

If you see ??? listed as the first number, you're looking at a startup file that's turned off, and therefore, Conflict Catcher can't measure how much memory it ordinarily uses.

N/A stands for "not applicable" or "not available." You'll see this abbreviation for any file that doesn't use *any* memory when the computer turns on. (As noted above, just because a file is in your Extensions or Control Panels folder doesn't necessarily mean that it loads during the startup process.) You'll also see N/A listed beside startup files that load very early in the startup process—before Conflict Catcher even has a chance to begin monitoring their memory usage.

If you see a *dash* following the slash in these numbers, the file in question falls into one of two categories: either it requires less than 24 K of memory, or the programmer didn't even *make* a correct request for the Mac's memory. Neither situation is cause for concern, except to shake your head sadly that programmers without the highest standards of excellence have been allowed to write software.

- **High Memory**—A few rare extensions require more memory than the standard amount normally set aside at startup time. These programs also dip into a different pool of RAM known as *high memory*. There's nothing wrong, programming-wise, with doing so—Conflict Catcher shows you this statistic only to help you figure out where all your RAM is going.
- **Load Time**—Macs sure seem to take a long time to start up, don't they? Thanks to Conflict Catcher, you can now pinpoint exactly what the heck is taking so long. This statistic indicates exactly how long you sat and waited for this particular file to load into memory during the most recent startup.

If you're examining a file that doesn't load into memory at all, loads very early in the startup process (before Conflict Catcher can monitor it), or was turned off during the last startup, you'll see "unknown" or "N/A" here.

- **Created and Modified**—These dates help you see exactly how old your files are. The creation date is the date the software was written; the modification date shows when the file was most recently changed. (For control panels and extensions, the creation and modification dates are almost always the same. But, if all your files suddenly seem to have been recently modified, it's remotely possible that a virus is at work on your system.)
- **Installed**—This date indicates when you first put this file onto your hard drive. When it comes to solving extension conflicts, this information can be extremely useful—after all, if your Mac was working well for several months, and suddenly starts acting up, chances are good that something installed recently is responsible.

Conflict Catcher understands this, too. When you ask it to perform a Conflict test (described in [Chapter 4](#)), its first suspects are the most recently installed files.

(By the way, don't be surprised if many of these files all seem to have the same date—the date you originally installed Conflict Catcher. That's because Conflict Catcher can track the arrival only of files that arrive on your Macintosh *after* Conflict Catcher is installed.)

- **Open**—The upper pane of the information panel also offers an **Open** button (except when you’ve launched Conflict Catcher during the Mac’s startup process). Clicking **Open** (or pressing $\text{⌘} - \text{O}$) opens whatever file you’re inspecting, exactly as though you had left Conflict Catcher, opened your System Folder, and double-clicked the actual icon.

When it comes to applications and control panels, this **Open** button can be a useful feature—for example, you might find some control panel’s name that you don’t recognize; with a click of the **Open** button, you can launch that actual control panel to see what it does. (Alternatively, you can jump directly to that file’s icon in the Finder *without* opening it by choosing “Reveal in Finder” from the File menu.)

The **Open** button is greyed out and does not work when you’re examining extensions, preference files, and other files that are designed primarily for the Mac’s own use. Opening them—by double-clicking them in the Finder—produces little more than an error message.

Tip: You don’t necessarily have to open the inspection panel for a certain file to gain access to the Open, Trash, and Edit Description commands described in this section.

Instead, **control**-click any file in the file list. If you have Mac OS 8 or later, a contextual pop-up menu appears at your cursor tip. It lists several useful commands pertaining to the file you clicked—such as Open, Move to Trash, Edit Description, Lock, and Get Info.

- **Trash**—Suppose you’re looking over your files in Conflict Catcher one day, and you discover a file called *Swahili BK Enabler*. You click the inspection strip to the left of its name, and you read, in Conflict Catcher’s description panel, that this extension is used primarily to allow Mac SE models to interact with Swahili-language beekeeping software. Since you don’t have a Mac SE, can’t speak Swahili, and aren’t a beekeeper, you conclude, after some deliberation and discussion with your family, that you can safely remove this particular extension from your system.

Conflict Catcher makes it easy to do so. Just click the **Trash** button (or press $\text{⌘} - \text{D}$). After you confirm that you truly want to delete this file, Conflict Catcher moves the actual icon out of your System Folder and into the Mac’s Trash can.

You may find it peculiar, at first, that you’re actually moving files around on the desktop by remote control, without even seeing the icons go. But, in times of troubleshooting or system cleaning, you’ll be grateful for the **Trash** button’s step-saving directness.

THE LOWER PANE


The lower half of the information panel contains what may be the most valuable information of all: a description of whatever file you clicked. In most cases, you'll also find the contact information for the software company that created that file.

That contact information generally includes two Web addresses: One from which you can download updates to the file you're inspecting (a critical feature, since out-of-date startup files are a leading cause of system instability), and one that connects you to a general information page. If you have an Internet account, click one of these blue, underlined Web addresses to launch your preferred Web browser, such as Netscape Navigator or Internet Explorer, and jump directly to the Web site in question. (You can specify which Web browser you prefer by choosing Preferences from Conflict Catcher's Edit menu, clicking the Internet icon, and clicking **Select Browser**.)

As you read the descriptions of the various extensions and control panels in your System Folder, you'll discover that most are quite informative: "This control panel lets your Mac read disks from Windows computers," for example. Others, however, may leave you without a clue: "Provides hardware decoding and scaling of YUV data stream for QuickTime Acceleration." You're entitled to start wondering where, exactly, these blurbs came from.

Conflict Catcher identifies the source of the text at the end of the description. If you're inspecting AutoRemounter, and the last line of text says "Description from AutoRemounter," then the original programmer wrote the description. (Caution: Programmers tend not to be English majors.) If the tag line says instead "Description from Conflict Catcher," then the original programmer *didn't* provide a description; you're viewing the one of the thousands of supplementary descriptions that come with Conflict Catcher. (These descriptions are stored in a file called Conflict Catcher Reference, which is in your Extensions folder.)

Rarely, you may even find a file whose description is simply, "No description available." In that case, you're inspecting a file that even Conflict Catcher doesn't know about. If this happens, you may want to e-mail [Casady & Greene](mailto:casady@greene.com) the name of the file so they can research and add it to Conflict Catcher's reference library.

 *Tip: If you stumble upon a file whose description you think could be improved, feel free to play editor. Simply click in the description area to open up an editing box, where you can add to the description of any file.*


THE GROUP LINKS PANEL

The remaining white-background section of the main window is the area at the lower right—the one labeled Group Links.

These days, it's increasingly common for extensions to arrive on your Macintosh in batches, even though they make possible only a single new feature. The Apple CD-ROM drive, for example, comes with *six* extensions—Apple CD-ROM, Foreign File Access, Apple Photo Access, Audio CD Access, High Sierra Access, and ISO 9660. (And if you have a DVD drive, you get a few more.) Want to connect to the Internet or to a network? Apple's Open Transport networking software suite dumps *12* extensions and control panels onto your hard drive. Microsoft Office blesses you with up to *20* different files. And so on.

Until the day the programmers of those programs can concatenate their efforts into a single file for our convenience, Conflict Catcher can make life easier. Instead of making you hunt for all 20 extensions each time you want to turn Microsoft Office on or off, Conflict Catcher lets you switch all of the required extensions on or off together, with a single click on any one of them. That's the purpose of *Group Links*—suites of related startup files that get turned on or off all together.

For details on setting up and editing group links, see the [next chapter](#). For now, just notice four things about the Group Links area on the main Conflict Catcher screen:

- Click the name of a group link to turn all of the related files on or off.
- You can click to the left of the group link's name, too, to fill the inspection panel with information about the files that belong to that group.
- You can edit a group link by -clicking its name. A contextual pop-up menu appears at your cursor tip; choose Modify to open the Edit Group Links dialog box, described in the [next chapter](#).

- You can control how much space is dedicated to the group link list relative to the individual file list above it—just drag the divider bar up or down, as shown in *Figure 2-6*.

Drag the horizontal bar... ...to change the pane proportions.

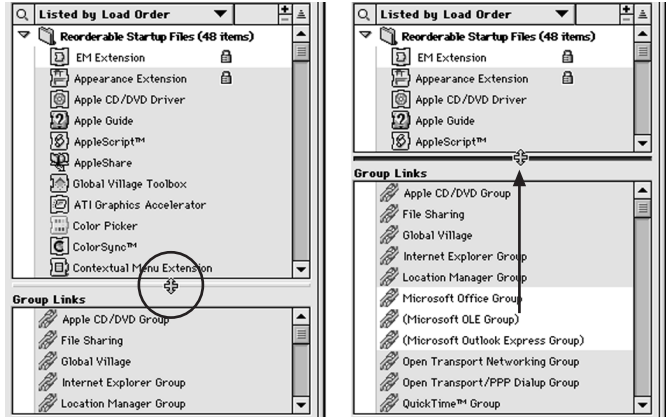


Figure 2-6: Dragging the divider bar up and down.

EVERYDAY CONFLICT CATCHER

Now that you've met the primary information areas of Conflict Catcher, it's time to put the program to use in your everyday Mac work. True enough, using Conflict Catcher is as simple as clicking the mouse—but you have to know where to click.

TURNING FILES ON OR OFF

As described [earlier in this chapter](#), which extensions, control panels, and other files load when you turn the Macintosh on is up to you. Just open Conflict Catcher, click a file's name, and restart the computer.

HOW IT WORKS

Behind the scenes, Conflict Catcher carries out your request to turn a certain file on or off by *moving icons around*. As you probably know, most extensions reside in your Extensions folder (inside your System Folder) and most control panels normally lie inside the Control Panels folder.

To prevent a certain file from being loaded the next time you turn the computer on, Conflict Catcher does something sneaky, but sure and safe: it moves that file out of its folder—into a folder called *Extensions (Disabled)* or *Control Panels (Disabled)*. If you open your System Folder right now, you'll see these two special folders. The Macintosh ignores any files inside of these folders during the startup process.



The beauty of this method is that, if the worst comes to pass, and you find yourself without Conflict Catcher one desperate day, you can turn any disabled files back on simply by dragging them

manually back into their original folders. Conflict Catcher doesn't change, hide, or otherwise mess with the integrity of the files themselves.

As you'll find out in a moment, Conflict Catcher is actually handy with many other kinds of files—fonts, desk accessories, Control Strip modules, Mac OS 8-style contextual menus, plug-ins for many programs (including Adobe Photoshop, Adobe Illustrator, Web browsers, Starry Night, and QuarkXPress), startup and shutdown items, and much more. In each case, however, Conflict Catcher's method is exactly the same: it moves items you turn off into new folders whose names end with the word (*Disabled*).

LOCKING FILES ON OR OFF

Some files, such as the Appearance extension of Mac OS 8 and 8.1, are so important that the Macintosh can't even start up without them. They show up in the Conflict Catcher file list with a tiny padlock icon beside their names (see *Figure 2-4*)—these files have been *locked* on or off, so that they can't be switched on or off accidentally.

You can unlock such files if you really want to, and you can also lock files of your *own* choosing on or off. To do so, -click a file's name. If it was locked, it's now unlocked, and vice versa. (You can even lock or unlock *group links*, as described later in this chapter. In fact, if you -click a file's name and you discover that several other files have been simultaneously locked or unlocked, group links are the explanation—when several files have been made part of the same group, you can't lock or unlock them independently.)

 *Tip: You can also lock or unlock a file by -clicking a file's name. The Lock or Unlock command appears in the pop-up menu that appears at your cursor tip.*

THE CONFLICT CATCHER COLUMNS

Some people want Conflict Catcher to stay quiet, out of the way, to be called up only in times of troubleshooting. Other people are information gluttons, eager to pry under the hood to find out what secrets lurk in the System Folder. Conflict Catcher can accommodate both kinds of people.

For example, Conflict Catcher can display up to nine different columns of information about the files on your Mac. You can control whether the lists are sorted from A to Z or from Z to A. You can adjust the widths of the columns, change the colors or fonts used in the lists, and add or remove columns as your whim suits you.

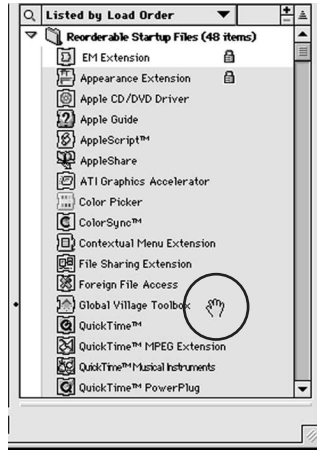
CONFLICT CATCHER'S COLUMN CRITERIA

The column with the most possibilities is the leftmost one. This is the column that shows your files' names. Using the "Listed by" pop-up menu above the list, you can view these files organized in any of the following ways:

- **by Company**—Your files are grouped in clusters according to the software company responsible for them: Adobe, Apple, Microsoft, Claris, and so on.
- **by Date Changed**—The files that have most recently been modified are listed at the top. (As noted earlier, however, most startup files never change at all.)
- **by Date Installed**—This extremely useful option can be a godsend in times of troubleshooting. It lets you see which extensions or control panels you've most recently added to your System Folder—and therefore which are most likely to be causing whatever problems you're now experiencing.
- **by Enabled**—Conflict Catcher lists all the files that are currently turned on together, followed by all the files that are turned off.
- **by Folder**—This view shows your files according to the folder they're in: Extensions, Control Panels, loose in the System Folder, and so on.
- **by Kind**—As noted earlier in this manual, not everything in your Extensions folder is actually an extension, and not everything in your Control Panels folder is actually a control panel. No list view makes that point more clearly than this one, which sorts your files according to what kind of file they actually are—applications, Chooser extensions, true control panels, shared libraries, and so on—regardless of what folder they're actually in.

- by Load Order**—This listing groups your files in four basic clusters: Early Startup Files, which are files that load so early in the Mac's startup process that they precede even Conflict Catcher; Reorderable Startup Files, which are extensions and control panels that load at startup time; other extensions, which in this case means files in your Extensions folder that don't actually load anything into memory during the startup process; and other control panels, which means items in your Control Panels folder that don't actually load during startup. In this list view, the files listed under Extensions and Control Panels are ones you don't need to worry about. They don't contribute to the time your Mac takes to startup, don't use up RAM, and don't cause startup conflicts.

Drag a file's name...



...to change its loading order.

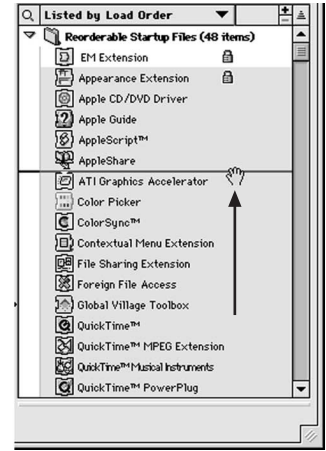


Figure 2-7: Rearranging the loading order.

The files that do occasionally contribute to all those unhappy affairs are listed in the Reorderable Startup Files cluster. In certain troubleshooting situations, you can actually solve extension conflicts by commanding a problematic extension to load *before or after* other files. The “by Load Order” list view is the ideal option for such occasions—it lets you rearrange the loading order of your files simply by dragging them, as shown in *Figure 2-7*.

Tip: After you drag files up and down the list to rearrange them, there's an easy way to change your mind and restore their original order: choose *Reset Load Order* from the pop-up menu at the top of this first column. (This command is available only when you're looking at the list of files as sorted by load order.)

- by Load Time**—This sorting order shows which startup files are making you wait. It shows how long each extension took to install itself the last time you turned on the Macintosh, in seconds. You may decide, for example, that the fax software that's making you wait 5.2 seconds every morning isn't worth leaving on if you fax only occasionally.

- **by Memory Use**—If you want to know where all your Mac’s memory goes, this view is a good starting point. It shows how much memory each of your startup files is using—the greedy ones listed at the top. See [The Inspection Panel](#), earlier in this chapter, for a discussion of why there are two different memory numbers provided here, separated by a slash.
- **by Name**—This sorting order simply lists every file in your Extensions, Control Panels, and System Folders (plus whenever other folders you’ve told Conflict Catcher to manage), in one gigantic alphabetical list, regardless of what kind of files they are.
- **by Package**—In programmerese, a *package* is a clump of software components installed as a group by a single installer. For example, when you install Apple Remote Access (a software kit that lets you dial into one Macintosh from another over telephone lines), you get five control panels and other programs, all part of the same software package.

This list view can be useful if you’re trying to figure out where some file came from. “Darn it,” you might mutter one day, “I don’t remember installing anything called *jpgdw.ppc*. What program put *that* into my System Folder?” Viewing by package would quickly reveal that Microsoft Internet Explorer donated this particular file.

- **by Size**—In these days of multi-gigabyte hard drives, you might not spend much time worrying about 500K extensions eating up your disk space. However, if you do worry about such things, this list view is ready to serve you. It simply lists your startup files with the largest ones at the top.

Tip: In the previous discussion, you’ve read that Conflict Catcher sorts your startup files with the largest, most recent, or alphabetically earliest files at the top of the list. But you can reverse the sorting order, regardless of the criterion you’ve chosen for listing—just click the tiny pyramid-shaped button in the upper-right corner of the file list, as shown in Figure 2-7. (Click that tiny button again to restore the initial sorting order.)

MANAGING THE OTHER COLUMNS

When you first install it, Conflict Catcher shows you three different information columns, as shown in *Figure 2-2*. But you can add more columns, if your curiosity demands it, simply by clicking the tiny plus sign at the upper-right corner of the screen, as shown in *Figure 2-8*. (Click the tiny minus sign, conversely, to decrease the number of visible columns, starting from the right side.)

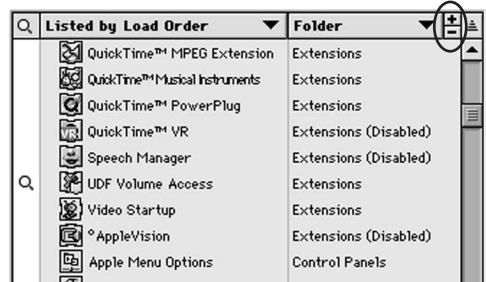


Figure 2-8: Adding more columns.

Tip: The bigger your screen, the more information you can see in the main Conflict Catcher window. To enlarge Conflict Catcher's window to accommodate more columns, drag the resize box at the lower-right corner.

But even if you don't have a gigantic monitor, you can still enjoy multiple columns—just make them narrower to fit your screen. To adjust the widths of your columns, horizontally drag the divider line between the pop-up menus that head up each column, as shown in *Figure 2-8*.

As with the first column, the additional columns you add can also show almost any information you like about your files. But the options are slightly different here. Instead of “by Folder,” “by Name,” and “by Load Order,” the add-on columns offer these additional possibilities:

- **Restart**—If you choose to display this information, you'll see one of two things in this column: the words “Restart if changed”—or nothing at all. Understanding the purpose of this information requires a little technical background.

As you may recall, there are two ways to open Conflict Catcher: either while the Mac is starting up (by pressing the space bar) or after the Mac is already on (by using the tiny CC menu or by opening the Conflict Catcher control panel). As you may also recall, you must restart the Mac in order to activate *any* changes to its list of active extensions or control panels. Therefore, this column's Restart information might strike you at first as redundant.

But what about when you open Conflict Catcher during the startup process? You've caught the Macintosh at a moment before most of its startup files have loaded. In theory, you should be able to make changes to the list of startup files—and then let the Mac continue the startup process from where it left off.

And indeed, that's the way things work much of the time. That's the big advantage of opening Conflict Catcher by pressing the space bar as the Mac starts up: you can choose the extensions you want for the work session that's about to begin, and then simply let the Mac finish starting up with the new selection of startup files in place.

Alas, there are some exceptions to this convenient setup. For example, although Conflict Catcher is designed to load very early in the startup process, a few extensions and software components load even before Conflict Catcher—such as the very software resources necessary for Conflict Catcher itself to appear on your screen.

That's why sometimes, after you've summoned Conflict Catcher during the startup process and made a few changes to the status of your file list, the Mac *doesn't* continue merrily on with the startup in progress. Instead, Conflict Catcher informs you that it's about to restart the Mac, beginning the startup process all over again.


And *that's* why Conflict Catcher offers you a Restart column. It identifies for you the files that will force it to restart the Mac from the beginning—if you turn them on or off in the middle of a startup.





- **Type and Creator**—For definitions of the Mac's invisible, four-letter *type and creator codes*, see [The Inspection Panel](#), earlier in this chapter. This column option shows the type and creator codes for each file in the list.
- **Version**—This final option shows the version number of each startup file—an important statistic when, for example, you're on the phone with the tech-support staff for some extension that's giving you trouble. Extensions and control panels are often updated, and you may be directed to visit the software company's Web page to download a newer version.



FUN THINGS TO DO DURING STARTUP





Some of Conflict Catcher's most interesting features begin before the Macintosh is even fully powered up. For example, once you've installed Conflict Catcher, you may notice with delight that, for the first time in your Mac's life, the *names* of the icons that appear during the startup process are shown on the screen. No more wondering what that strange-looking beer-can icon represents.

Also for the first time in your Mac's life, the startup process is now an interactive event. You're no longer condemned to sit there and drum your fingers until the entire file-loading process is complete. For example, during the extension-loading process, you can do any of the following:

 *Tip: Conflict Catcher checks to see whether or not you're pressing any of the keystrokes listed below only when it's not busy loading your icons—that is, in the brief delay between the appearances of your icons. Therefore, you may need to hold down or repeatedly press the keys in question to make Conflict Catcher respond.*

- Hold down the space bar. As you've read [earlier in this chapter](#), pressing the space bar *just* after turning on, or restarting, the Mac makes the Conflict Catcher window appear.
- Press . If you remember to engage the  key early enough in the startup process—even before any icons have appeared—you force the main Conflict Catcher window to open automatically, without your having to continuously hold down the space bar. (This feature works only if you've turned on the corresponding option in Conflict Catcher's Preferences window, as described in [Chapter 8](#).)
- Click an icon. Conflict Catcher halts the startup process and displays an information panel about the icon you clicked, including its name, memory use, installation date, and so on. As the onscreen message tells you, you can press the space bar to resume the startup process.
- Press - during the icon-loading process to jump directly to the Finder desktop. Only the extensions whose icons have already appeared are loaded—all remaining extensions are ignored.

This can be a handy technique when, for example, you're in a hurry and just want to make sure that your CD-ROM extensions are loaded—you don't care about any other features. Wait until after you've seen the CD-ROM extension icon—and then press - to get started with your work session. (On the other hand, of course, doing so turns off other features whose icons hadn't yet had a chance to load.)

- Press -. This keystroke immediately restarts the Mac, abandoning the startup in progress. This keystroke can be useful if you discover, midway through the loading process, that the wrong set of extensions is loading, or that you've missed your chance to open Conflict Catcher by pressing the space bar.
- Press -. This keystroke immediately shuts down the Mac (if you press it during the icon-loading process). This can be a useful option if (a) in ending your work session, you accidentally chose Restart instead of Shut Down, and don't want to sit through the entire startup process again; (b) your beeper has just gone off, summoning you to an important promotion meeting; or (c) your spouse is coming up the stairs to your office to see if you're honoring your promise not to check your e-mail one last time.

- Press **⌘**. If the **⌘** key is pressed at the end of the loading process, Conflict Catcher pauses, freezing the display with all of your loaded icons on the screen in their glory. Only when you press the space bar does the Mac take you to the desktop.
- Press **⌘-P**. This keystroke makes the startup process pause, freezing in its tracks, until you press the same keystroke a second time.

REPORTS

You may have noticed one other prominent element of the main Conflict Catcher window: the **Reports** button.

Conflict Catcher's reports feature lets you view, copy or paste, print, or e-mail detailed information about your Macintosh, the contents of your System Folder, Conflict Catcher's sets and links, and so on.

Most of this information is extremely technical, designed primarily for the benefit of programmers or technical-help agents who are trying to assist you over the phone.

To create a report, open Conflict Catcher. Click the **Report** button at the bottom of the screen. After a moment, you'll see the window shown in *Figure 2-9*. The Topic pop-up menu lets you specify what kind of report you want to generate.

Your choices are:

- **System Information**—The System Information report lists the version numbers of the primary chunks of software in your System Folder; statistics about your Mac model (including its processor chip's name and speed); how much memory your Mac has (both real [*physical*] and with virtual memory turned on [*logical*]); details about your monitor's current settings; statistics about the disks attached to your Mac (including how much free space they have); and, finally, a list of *drivers* (the software that communicates between your Mac and its disk drives, keyboard, mouse, and so on).

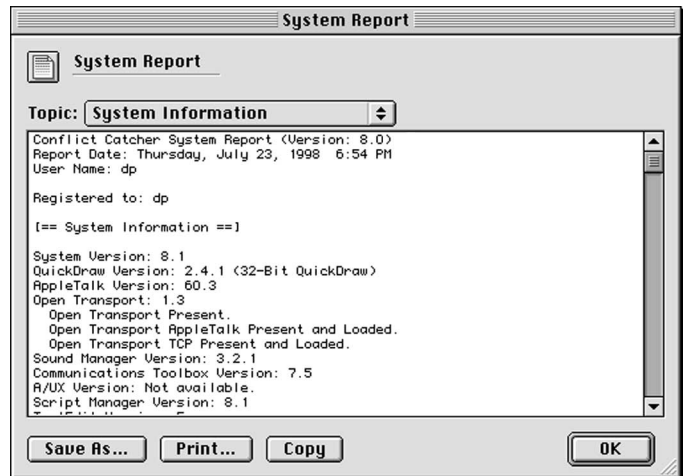


Figure 2-9: System report.

- **File Information**—This report identifies every extension, control panel, font, Apple menu item, and other file that Conflict Catcher can recognize, along with its memory use, version number, and current on/off status. (You'll see these files grouped by the four-letter codes Conflict Catcher uses to identify them, as described [earlier in this chapter](#). If you *made up* a four-letter code—in order to teach Conflict Catcher to manage a new kind of file, for example—you'll see it listed here, too.)
- **Conflict Catcher Sets**—Here's where you can see a listing of which files get turned on and off by your various Conflict Catcher *sets*. (See [Chapter 3](#) for details about creating and managing sets.)
- **Conflict Catcher Links**—*Links* are also described in [Chapter 3](#). This report lists each link created by you or by Conflict Catcher, along with the files they govern.
- **Conflict Catcher Preferences**—The headings in this report correspond to the various icons in Conflict Catcher's Preferences dialog box: General, Display, Startup, Folders, and Internet. Each of these sub-reports details your current preference settings.
- **Patched System Traps**—For very technical reasons, certain extensions and control panels may slow down a Power Mac (or other Mac with a PowerPC processor).

To identify which of these files may be causing a slowdown, look for asterisks (*) next to the technical information following each file's name in this report. The occasional asterisk is nothing to be worried about. But if you see a file that lists *several* or *many* asterisks, your Mac could be experiencing a dramatic slowdown because of these older, “non-PowerPC savvy” extensions. Experiment with turning off these control panels and extensions to see if there's a noticeable speed increase.

After viewing the report you want, you have several choices. Click **Save As** to preserve this report as a text file on your hard drive, which you can then edit in a word processor, import into an e-mail message, and so on. Click **Print** to print a copy of the report, and click **Copy** to copy the entire report to your invisible Macintosh Clipboard. From there, you can switch to almost any word processor or e-mail program and then paste the report.

ONLINE HELP

Conflict Catcher offers two ways to learn about the program (other than this manual): Balloon Help and online help.

Balloon Help makes a balloon appear on the screen, identifying whatever Conflict Catcher element your cursor is pointing to, as shown in *Figure 2-10*. To turn Balloon Help on, choose Show Balloons from Conflict Catcher's Help menu. (To turn Balloon Help off, choose Hide Balloons from the same menu.)



Figure 2-10: Conflict Catcher balloon help.

Tip: Balloon Help is especially useful in identifying your extensions and control panels. Just point to each of them as you move the cursor; no clicking is required.

To open Conflict Catcher's online help, choose Conflict Catcher Help from Conflict Catcher's Help menu. The help window appears, as shown in *Figure 2-11*.

Choose a topic from the Topic menu. The main window changes to show you a chapter on the topic you selected; click **Save As** to create a text file of this window; **Print** to print a copy; or **Copy** to copy the information to your Macintosh Clipboard, ready to paste into another program.

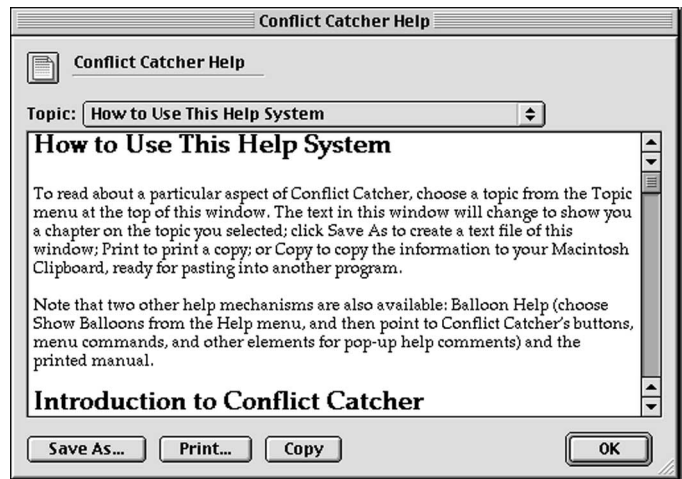


Figure 2-11: Conflict Catcher's help window.



CHAPTER 3: EXTENSIONS EN MASSE: SETS AND LINKS

CHAPTER 3: EXTENSIONS EN MASSE: SETS AND LINKS

Your Macintosh came with a basic extension manager. By upgrading to Conflict Catcher, however, you've gained a host of features that save you time and effort. For example, in Conflict Catcher, you don't have to turn extensions off one at a time; instead, you can switch huge groups of them on or off with a single click.

This chapter shows you how to harness Conflict Catcher's two "en masse" features, each of which can turn bunches of files on or off simultaneously. These two features are:

- **Sets**—A *set* is a pre-defined, memorized arrangement of your extensions, control panels, and other files. You might have one set called Minimal, in which only the essential startup files are turned on—just enough to run your Mac, its CD-ROM, and its Internet software, for example. You might have a second set called The Whole Enchilada, a less stable but extremely full-featured group in which all of your extensions are turned on.

Conflict Catcher not only lets you create sets, but also lets you switch from one to another just by holding down a single key as the Mac starts up.

- **Links**—A *group link* is a cluster of startup files that get turned on or off all together when you click any one of them in the Conflict Catcher window. Conflict Catcher 8 already has many built-in links for common uses, such as the CD-ROM, and Microsoft Office. Most of the time, you'll set up group links for extensions and control panels that all pertain to a specific feature, such as the Internet, and so on.

Conflict Catcher also lets you create *incompatibility links*—sets of files that can't ever be turned on the same time, such as competing font-management programs—as well as *forced order links*, startup files that must load in a certain order relative to each other.

You'll read about all of these [links](#) later in this chapter.



SETS: PRE-DEFINED FILE LISTS

As time goes by, many people get to know their extensions and control panels like old friends. "Ah," Mac veterans say, "there's the old Microsoft Office Manager control panel, the little devil!" With Conflict Catcher as your guide, you may, in time, come to make it a habit never to have (for example) your fax software turned on when your Microsoft Office extensions are turned on. If you have a PowerBook, you may routinely want to switch off the battery-eating extensions you won't be needing on the plane—and yet you'll want to switch them all back on again when you're at your desk.

It's for these reasons that Conflict Catcher offers *sets*. Thanks to sets, you can jump from one canned list of startup files to another simply by holding down a letter key or by choosing from a menu. In fact, Conflict Catcher comes pre-installed with a few useful sets that may help to illustrate the principle:

- **Standard**—This is the set you'll use for most purposes—the everyday set you've worked the kinks out of.
- **Mac OS 8 Base**—(Instead of “Mac OS 8,” you'll see the name of whatever system-software version you're currently using.) In times of troubleshooting, this can be a useful set. It turns off any add-ons you've installed since the day you bought the Mac, leaving nothing on except the extensions and control panel that came from Apple. Only the most basic functions of your Macintosh are left intact—no faxing, no screen saver, no Microsoft Office, just your CD-ROM, printing, Internet, and a few other features. (The Mac OS 8 All set is similar, but includes a handful of additional files.) Conflict Catcher doesn't let you make changes to these “system-software only” sets.

This “Base” set is a good one to use when you're about to install any new software onto your Mac. It provides a clean, safe environment—free from virus checkers and other extensions that could interfere with a software installation.

- **Disable All Startup Files**—This set isn't really what you'd think of as a set, since its purpose is to turn off *all* extensions, just as though you'd held down the  key when the Mac was starting up. Using this “set” has one distinct advantage over holding down the  key, however—you can use this one when your keyboard is broken or missing.

But after several months of using Conflict Catcher, you may wind up creating a few new sets of your own. Here are some typical sets you might find in experienced users' copies of Conflict Catcher:

- **CD-ROM Only**—If you *really* care about creating a safe environment for the installation of new programs onto your Mac, do so only after having turned off *all* your extensions and control panels except those needed for your CD-ROM drive (when the new software comes on CD). Creating a set of this kind makes it easy to switch to and from such a clean startup.
- **Fax Software Only**—Suppose you're using a fairly old modem whose fax software is no longer compatible with many of your other extensions. If you send faxes only occasionally, you might create a set like this that includes only the necessary files for your word processor and your old fax software.
- **Airplane Set**—If you have a PowerBook, Conflict Catcher makes it easy to define a set that drains your battery as little as possible. When you're flying across the country in a plane, you can probably do without your Internet, scanner, and color printing software, for example.

- **Boston Set**—Because Conflict Catcher can operate Apple's Location Manager control panel (and vice-versa), you can even have a set that's specific to a particular location, right down to the time zone and local America Online or Internet phone number. (See [Appendix B](#) for details on Location Manager.)
- **Annual Report Set**—Conflict Catcher can manage more than just extensions and control panels. It can also control which *fonts* load when you turn on the Mac. Yet the more fonts you have installed, the longer most programs take to launch. You might, therefore, decide to create a special set just for use when you're desktop publishing—one in which all of your fonts are turned on. The rest of the time, you can switch back to your Standard set, which includes a more reasonable list of fonts.

Tip: Sets are an optional feature. If you're happy using Conflict Catcher manually, opening it only occasionally to turn on or off an extension or two, no problem—you're still getting your money's worth.

In fact, the Standard initially reflects the state of your files when you first install Conflict Catcher, and is designed precisely for people like you. For example, unless you instruct it to do so in Conflict Catcher's Preferences dialog box, the Standard set doesn't ask for confirmation when you make changes to it, as all other sets do. The Standard set is also the only one you can't delete, and it controls every kind of System Folder component (extensions, control panels, and any of the other system components you've set up as described in [Chapter 5](#)).

The Standard set is the low-maintenance one, requiring the least effort on your part; it's the set you'll use if you don't particularly feel like learning to use sets. That's useful to remember if you prefer Conflict Catcher to stay out of your way as much as possible.

HOW TO DEFINE A NEW SET

You create a new set in the Create Set dialog box, shown in *Figure 3-1*. The most direct way to get there is:

1. **Open Conflict Catcher.**

You can use any of the usual methods: hold down the space bar as the Macintosh is starting up, or choose Open Conflict Catcher from the tiny CC menu at the upper-right corner of your menu bar.

2. From the Sets menu, choose Save Set As.

Now you've arrived at the Create Set dialog box.

STEP 1: SETTING UP A NEW SET

The purpose of this dialog box *isn't*, by the way, to select which files you want to be active in this particular set. You'll do that in [Step 2](#), described later in this chapter.

Instead, this dialog box is where you specify the name and other attributes of the set you're about to create. Here, for your reference pleasure, are the available options:

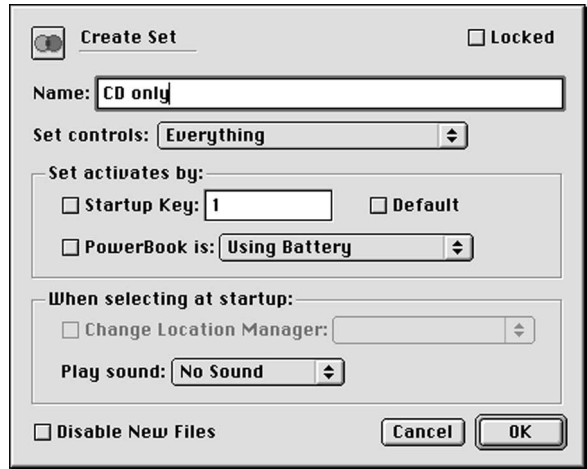


Figure 3-1: Create Set dialog box.

- **Name:**—Give your new set a descriptive name, but don't lose sleep over it—you can always edit it later.

Tip: Consider typing the startup key for this set, described below, in brackets following the set's name, like this: Faxing Extensions [F]. That way, whenever you glance at the name of your set, you'll be reminded of what letter to hold down to select this set during startup.

- **Set controls [Everything]**— As you may know, Conflict Catcher isn't limited to governing which startup files load when you turn the computer on. It can also control which plug-ins load whenever you launch a Web browser, Adobe Illustrator, Photoshop, QuarkXPress, and so on.

When you want it to control Plug-ins as well as startup files, leave the pop-up menu on its Everything setting. When you use Conflict Catcher in its traditional function—as an extensions/control panels controller—choose *System Folder Items* from this pop-up menu. And if you want this particular set to refer only to plug-ins, choose the kind of plug-ins in question from the pop-up menu.

For details on setting up plug-in sets, see [Chapter 5](#).

- **Startup Key**—As you'll read later in this chapter, Conflict Catcher offers several ways to switch from one set to another. The long way is to open Conflict Catcher, choose the

new set's name from the Standard Set pop-up menu, close Conflict Catcher, and then restart the computer.

The much quicker way, though, is to press a key on your keyboard that you've chosen for a particular set—the first letter of the set's name, for example—*as the Mac is starting up*. If you hold down this key very early in the startup process—before Conflict Catcher's own icon has even appeared—you'll succeed in changing to a different set without even having to open Conflict Catcher.

To make this happen, first turn on the Startup Key checkbox, shown in *Figure 3-1*. Then press the key on your keyboard you'd like to designate for this set. (You can use almost any key on your keyboard—not just the letters of the alphabet. For these purposes, the numbers on your numeric keypad are different from the numbers on the top row of your keyboard.)

- **Default**—Under normal circumstances, Conflict Catcher starts up your Mac using the set you last selected using Conflict Catcher.

If you prefer, however, you can designate a *default set*—one that Conflict Catcher always snaps back to the next time the Mac is restarted, regardless of what set you've chosen from Conflict Catcher's menus or pop-up menus. Use this option with caution, however; otherwise, weeks from now, you may be confused by the fact that whenever you choose a set, Conflict Catcher stubbornly insists upon snapping back to a different one (the default).

In fact, once you've designated a default startup set, there are only four ways to use any other set *at all*: (a) Hold down a key as the computer is starting up, as described in the previous item; (b) Hold down the space bar at startup time, and when Conflict Catcher comes up, select another set; (c) Set up a special set for your PowerBook, as described in the next item; or (d) Turn off the Default checkbox.

- **PowerBook is: [Using Battery/Using Power Adapter]**—If you have a PowerBook laptop, saving battery juice is often a concern. Unfortunately, extensions and control panels are among the files that can increase your PowerBook's battery use. A screen saver, for example, prevents the PowerBook's own screen-dimming technology from kicking in; Norton and some other hard-drive utilities continually scan the hard drive for damage in the background, preventing the hard drive from going to sleep to save power; and so on.

That's why Conflict Catcher lets you designate one set for use when using the laptop's battery (choose Using Battery from the pop-up menu), and another set (Using Power Adapter) for use when the laptop is plugged into a wall outlet.

The beauty of this feature is that the PowerBook switches to the correct set *automatically* when you turn the computer on.

The pop-up menu also contains a command called Not Docked. This option is exclusively for owners of the discontinued PowerBook Duo. It lets you create a special set for use when the Duo is away from its minidock or dock, when your scanner, networking, and printing extensions are of little use to you. In fact, you can even set up a different set of extensions for each dock you own—choose your dock’s name from the pop-up menu. (You won’t see the name except when your Duo is actually connected to the dock.)

- **Change Location Manager**—Do you use Apple’s Location Manager control panel? If so, choosing a location’s name from this pop-up menu makes Conflict Catcher switch to that location when you startup with this particular Conflict Catcher set. (If you don’t have Location Manager installed, these options are unavailable.)

For instructions on setting up Location Manager, see [Appendix B](#).

- **Play sound**—If you’ve specified a startup key to hold down as the Mac starts up, Conflict Catcher gives you two kinds of feedback when it switches from one set to another. First, it shows the name of the new set you’ve selected at the top of the screen. Second, if you like, it can play a sound whose name you’ve chosen from this pop-up menu.

Associating a sound with a particular set is a useful option. When you use a startup key to change sets, the sound lets you know that Conflict Catcher has gotten the message, and that you can now lift your finger off the key you’ve been holding down.


- **Disable New Files**—Specifying a particular arrangement of your files for a particular set is all well and good—for the moment. But how is Conflict Catcher supposed to handle any *new* files you install? Suppose you add a virus-checking program or screen saver next week. Should Conflict Catcher make those new files part of a particular set?

In general, Conflict Catcher leaves anything new you install *on*. If you’d rather keep this set in its pure, virginal condition, however, turn on the Disable New Files checkbox. (Doing so doesn’t prevent you from turning files on *yourself*. It simply means that the *first time* you install something new, it will start out, in this set, turned off.)

- **Locked**—This checkbox, in the upper-right corner of the Create Set dialog box, is for special cases only. When you lock a set, you’re telling Conflict Catcher that you don’t want this particular arrangement of files disturbed under any circumstances. (The built-in Conflict Catcher sets, such as “Mac OS 8 All,” are locked sets.)


You might conceivably use this option, for example, after enduring a particular grisly troubleshooting session, at the end of which you've finally found a set of extensions that works perfectly together. As you turn on this checkbox, you might mutter: "I never want to go through *that* again!"

To unlock a set, choose Edit Sets from Conflict Catcher's Sets menu; in the next window, double-click the name of the locked set; and, finally, click this checkbox again to remove the check mark.


 *Tip: Despite the apparent permanence of a locked set, you can make changes to your list of startup files, turning some on or off, by clicking their names in the Conflict Catcher file list. Even if you're working with a locked set, the changes you make in this way will "stick," even if you restart the computer.*

So what's locked about a locked set? You can't save any of these manual changes. As soon as you switch to another set, the changes are forgotten. When you return to your locked set, it will be in its original configuration.

STEP 2: TURNING FILES ON AND OFF

Having specified the startup characteristics of a set—name, startup key, and so on—in the Create Set dialog box, click  to return to the main Conflict Catcher window.

At this point, you've succeeded in creating a new set, but you haven't yet specified which files you want on or off within the set. See [Chapter 2](#) for instructions on turning individual files on or off.

 *Tip: When it comes to your extensions and control panels, a set memorizes only the on/off status of each one. A set doesn't preserve such information as loading order, whether or not files are grouped into links, whether or not individual files have been locked on or off, and so on—all of which applies to all sets. See [Chapter 2](#) for information on these universal characteristics.*

As you turn files on and off, you may notice that Conflict Catcher underlines the name of the set you're editing in its Active Set pop-up menu, as shown in *Figure 3-2*. That underline simply means that you've changed a set without saving the changes.

To preserve these changes, choose Save Set from the Sets menu. (Alternatively, just close the Conflict Catcher window—the program will save or offer you the chance to save your changes.)

Or, to undo these changes, choose Revert Set from the Sets menu.



Figure 3-2: Active Set pop-up menu.

Tip: For those in a hurry, Conflict Catcher's friendly "Save changes to this set?" message, which appears whenever you close Conflict Catcher after having made changes to a set, can be a nuisance. Of course you want to save the changes—why otherwise would you have made changes at all?

If that's how you feel, choose Preferences from the Edit menu. In the Preferences dialog box, turn off the option called Ask Before Saving Sets. From now on, Conflict Catcher will always save the changes you make to a set—without asking your permission.

HOW TO CHANGE SETS

All right: you've spent a Saturday afternoon creating a few useful sets. You've got one stripped-down set called Photoshop Set, which maximizes your Mac's free memory, and another called Fax Software Only (because your fax software conflicts with just about everything). How do you specify which set your Mac uses to start up from?


Let us count the ways:

- **Choose a set's name from the Conflict Catcher Finder menu**—This menu is the tiny CC icon in the upper-right corner of your screen. Click the icon to see a list of all your sets, as shown in *Figure 3-3*.

Of course, you can't change sets of extensions and control panels without restarting the Mac. Therefore, after choosing a set's name from this menu, you still have to restart the computer to make the new startup files kick in. (It's not necessary to restart the Mac if you're just choosing a different set of *plug-ins*; see [Chapter 5](#).)



Figure 3-3: CC icon on Finder menu.

Tip: If you'd like to choose a new Conflict Catcher set and restart right away, hold down the  key as you choose the set's name from the CC menu. Sure enough, the computer restarts instantly—with your new set in charge.

- **Hold down a letter key as the Mac is starting up**—If you've previously defined a startup key for each set, as described in the previous section, you can change sets automatically as the Mac starts up by holding down the associated key. (You must hold down the key very early in the startup process—before Conflict Catcher's own icon appears, in fact.) You'll see the name of the new set at the top of the window, and you'll hear the sound you associated with this set (if any).
- **Open Conflict Catcher and choose a different set name from the Active Set pop-up menu**—While this is the longest method of changing sets, it's also the only one that lets you adjust which files are on and off in the process.

Of course, those methods of switching sets don't include the two *automatic* switching options: [PowerBook sets](#) and the [Default set](#), described earlier in this chapter. If you've set up either of those options, Conflict Catcher switches to the corresponding set at startup without any effort on your part.

MANAGING YOUR SETS

It's easy to duplicate, delete, print, or even change the settings associated with your sets. Just choose Edit Sets from the Conflict Catcher Sets menu. The dialog box shown in *Figure 3-4* appears, offering a wealth of options:

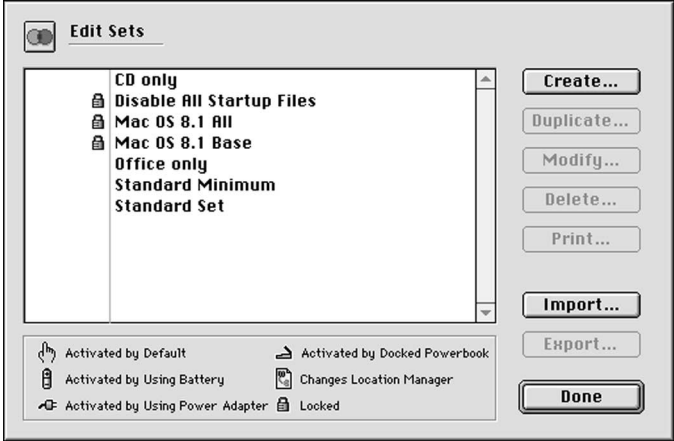
- Your list of sets**—As you can see in *Figure 3-4*, tiny icons indicate which set is the Default set (if any); which are PowerBooks sets that are chosen automatically when the laptop is connected to battery, power adapter, or Duo dock; which create changes in the Location Manager control panel (see [Appendix B](#)); and which are locked. This handy list also shows you which startup keys, if any, you've associated with your sets; you'll see these keys listed [in brackets].
- 
- Create...**—Click this button to open the [Create Sets dialog box](#), described earlier in this chapter, where you can set up a new set's characteristics.
 - Duplicate...**—To create a copy of one of your existing sets, click the set's name and then this button. Doing so is useful when, for example, you want to create a new set that's only slightly different from one that's already working well.
 - Modify...**—To make changes in the startup characteristics of a particular set, click the set's name and then click this button. *Shortcut:* Simply double-click a set's name.
 - Delete...**—After asking your confirmation, this button removes the highlighted set's name from the list. (Of course, you're not actually deleting any files from your Mac—only the *set* information you had created.)
 - Print...**—Click this button to print out a report that describes the highlighted set or sets in great detail, including the name, startup characteristics, and on/off status of the files in each set.

Figure 3-4: Edit Sets dialog box.

- **Import...** and **Export...**—If you manage more than one Macintosh, you may find it useful to transfer set information from one to another. These buttons let you create an intermediary transfer file, which you can back up, copy to a disk, e-mail, transfer over the network, and so on.

First highlight the names of the sets you want to export, using any of the group-selection methods described above. Click **Export...**, specify a name and location for the export file, and click **Save**.

Then, to import the file you've just created onto another Mac, click **Import...**, locate the file, and click **Open**. (At this point, you'll be asked which of the transfer file's sets you want to import.)

Tip: When you import set information, Conflict Catcher is extremely careful not to obliterate any information on the Mac that's doing the importing. For example, if you import a set whose name matches a set that's already on your Mac, the one you've already got takes precedence; the imported duplicate is ignored. Startup key, PowerBook, default set, and startup sound settings are also ignored when you import set information.

COMPARING SETS

Fool around with your Macintosh long enough, and it will happen: you'll wind up with two sets of extensions. One works great, the other crashes your Mac—but at a glance, you can't figure out what the difference is.

Sure, you could take a day off from work to painstakingly compare one set against the other. Fortunately, Conflict Catcher makes this comparison process much easier, as follows:

1. **Open Conflict Catcher. From the Active Sets pop-up menu, choose one of the two sets you want to compare.**

If one of the two sets is already selected when you open Conflict Catcher, skip this step.

2. From the Sets menu, choose Compare With Set.

The dialog box shown in *Figure 3-5* appears, listing all of your sets. (You'll even see the name of the active set listed here, thus letting you compare a set with *itself*. That's not a mistake—the active set is listed here so that you can compare the *saved* version of this set with the active one, which you may have modified by clicking some files on or off.)

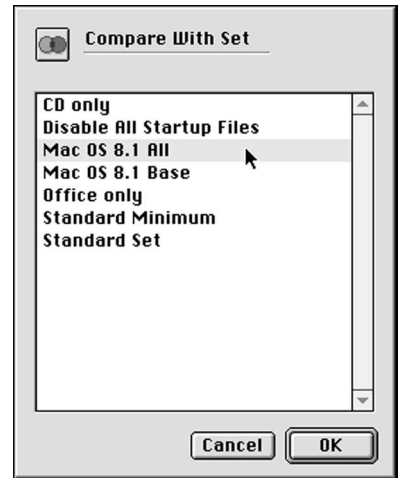


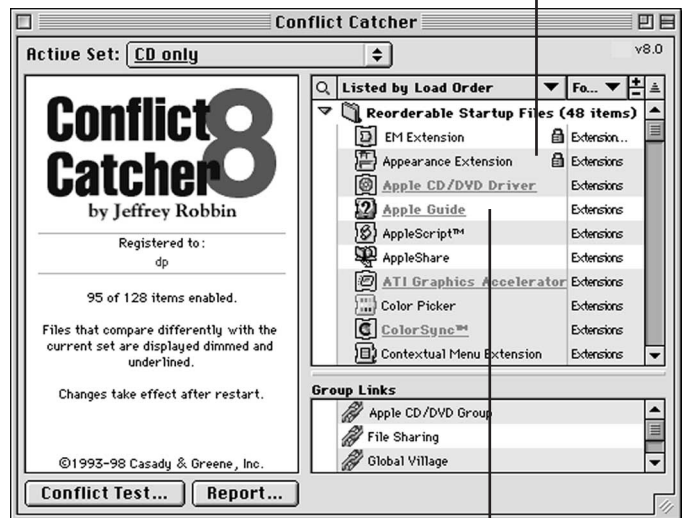
Figure 3-5: Compare With Set dialog box.

3. Double-click the name of the set you want to compare against.

At first, you may think you've just returned to the main Conflict Catcher window. If you look at the names of the files closely, however, you'll see that a few of them appear in gray, underlined type (see *Figure 3-6*). These are the files that differ between the two sets you've specified.

For example, if a highlighted file in the list is underlined, Conflict Catcher is telling you that in the second set, this file is off. Conversely, if a file is not highlighted (turned off) in this list, but its name is underlined, then in the second set you specified, this file *is* turned on. *Figure 3-6* should make this clear.

Turned on (highlighted) in this set;
off in the other set.



Off (not highlighted) in this set;
on in the other set.

Figure 3-6: Display of the files that differ.

If you don't see anything that's in gray, underlined lettering, then one of the following conditions may be at work:

- The sets are identical after all.
- Some files are gray and underlined, but they're currently hidden because their “flippy triangles” are closed. Click the tiny triangles so that they point downward to reveal the hidden files.
- You're trying to compare two sets that can't be compared. For example, you might be trying to compare one set that governs extensions and control panels with a set that governs only Web browser plug-ins. Obviously, there's no overlap between the two.

To end the comparison, getting rid of the underlined text and getting on with your life, choose Stop Comparing Sets from the Sets menu.

LINKS: CLUSTERS OF RELATED FILES

As noted at the beginning of this chapter, it's increasingly common for a *single* feature of your Mac—Internet access, your CD-ROM drive, your scanner, Microsoft Office, and so on—to require a large number of extensions or control panels. Suppose that, one bright morning, you decide to turn off your Microsoft extensions (because you won't be using your Microsoft programs today). That's great—as long as you're willing to hunt down each of the pertinent startup files in your Conflict Catcher list and click them off, one at a time.

Fortunately, Conflict Catcher's *group links* feature makes such tedium a thing of the past. As shown in *Figure 3-7*, the main Conflict Catcher window already shows a list of such required startup-file clusters—groups of extensions and control panels that turn on and off simultaneously with a single click. You can turn off an entire feature just by clicking its name in this list—or by clicking any *one* of the required extensions or control panels in the main file list.

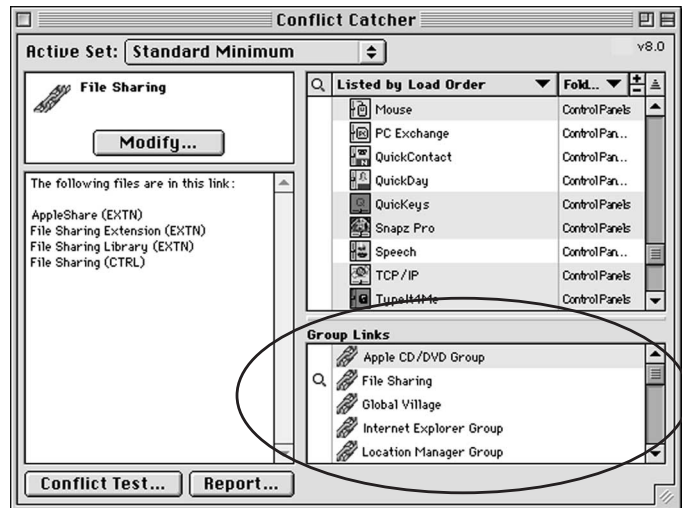


Figure 3-7: Group links.

In fact, although simultaneous on/off switching is the most common use of links, this feature has two other useful abilities:

- An *incompatibility link* prevents two conflicting extensions from being turned on at the same time. For example, you'd be wise to prevent your Mac from having two screen savers at work simultaneously, or two virus checkers, or two font-management programs. Links can ensure that such a problem never arises; when you turn one on, the other automatically snaps off.
- A *forced order link* enforces a loading sequence among certain extensions, so that, for example, FaxCrasherPlus always loads before ISO 9660, no matter what.

TO CREATE A LINK

Conflict Catcher comes with a number of useful, predefined links. To save you unnecessary screen clutter, they show up on your main Conflict Catcher screen only if your system actually *has* the extensions that make up that group. For example, if you have a QuickTake camera (and its required software), you'll see something called the QuickTake Group in your list of group links. (It's made up of four extensions: QuickTake Access, QuickTake Camera, QuickTake Image, and QuickTake Image Access.) But if you don't have a QuickTake camera, you won't see the QuickTake Group in your list at all.

But suppose you buy a new program whose startup files aren't covered by Conflict Catcher's predefined links, such as the imaginary hit CD action game Carnivorous Wombat Virtual Pet. In such a case, you may want to create a link for all its required startup files. To create a new link:

1. From the Special menu, choose **Edit Links**.

The dialog box shown in *Figure 3-8* appears. As you can see, it lists all of Conflict Catcher's predefined links—including many that don't show up on your main Conflict Catcher screen. This Links list shows all the links Conflict Catcher knows about—almost every conceivable cluster involving software from Apple, Microsoft, and other major software companies.

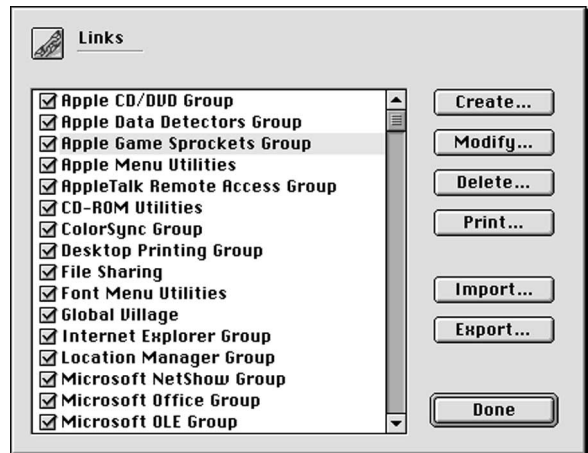


Figure 3-8: Edit Links dialog box.

2. Click **Create**.

Now the dialog box shown in *Figure 3-9* comes up. Conflict Catcher shows you every extension, control panel, and other Conflict Catcher-supervised file in a tall, scrolling list in the middle of the window. (You can change the way they're listed and sorted here just as you can in the main Conflict Catcher window: by using the "Listed by" pop-up menu above the list.)

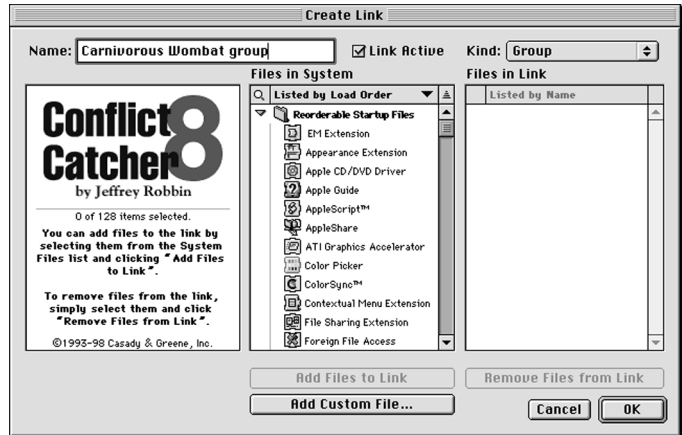


Figure 3-9: Create Link dialog box.

3. **Type a name for the new group you're creating.**

Make it as descriptive as you can, such as "ATM vs. Suitcase" or "GlobalFax before MS Office" or "Olympus Camera."


4. **To create a *group* link, make sure the upper-right pop-up menu says *Group*. Then specify which files you want included in this group.**

Remember, a *group* link is a set of files that all turn on and off together.

To include one of these files in your group, double-click the file's name. It suddenly appears in the list at the right side of the window, in the column labeled Files in Link. (Instead of double-clicking, you can also single-click a file's name and then click the **Add Files to Link** button.)

Keep double-clicking until you've added all the files you want to be part of this group.

If you make a mistake, and you want to delete a file's name from the group, double-click its name in the right-side list. (Alternatively, click its name once and then click the **Remove Files from Link** button.)

 *Tip: It's actually possible to include, in a link, a file that isn't currently in your System Folder at all. You might do so, for example, in anticipation of distributing your link setups to other Macs (using the [Export](#) feature described later in this chapter) that may have files not currently on your Mac.*

To include such a missing file, click the **Add Custom File** button. In the resulting dialog box, type the exact name of the missing file. Also use the Folder pop-up menu to tell Conflict Catcher where (in which folder) it can expect to find the missing file. Finally, click **OK**. Conflict Catcher adds the name of the phantom file to the list on the right—in italics, so that you know that the file isn't present on the current Mac.

5. To create an *incompatibility* link, choose Incompatibility from the upper-right pop-up menu. Then specify which files you want included in this group.

In most cases, you'll choose only two files to be part of such a “this-town-ain't-big-enough-for-the-two-of-us” link. Remember, the idea is to identify files that can't coexist. When one of them is on, the other must be turned off.

In any case, you choose files you want included in this link the same way you choose them when setting up a group link (see [Step 4](#))—by double-clicking their names in the left-hand list (or by single-clicking each and then clicking **Add Custom File**).

6. To create a *forced-order* link, choose Forced Order from the upper-right pop-up menu. Then specify which files you want included in this group.

Once again, select files from the list at left and add them to the list at right.

This time, however, as you add files to the list at right, they appear in a virtual folder called Reorderable Startup Files. (If you can't see the contents of this folder, click the flippy triangle beside its name.)

And now comes the moment of truth, the purpose of this entire exercise: drag the names of these Reorderable files up or down to specify their loading order.

From now on, whenever you turn on the Macintosh, regardless of the currently selected set, your extensions, control panels, and other files will load into the Mac's memory in the order you've specified (relative to each other).



7. Click **OK to close this dialog box; click **Done** in the next one to return to the main Conflict Catcher window.**

That's all there is to it. Your link is now in effect.

MANAGING YOUR LINKS

Conflict Catcher lets you organize and control your links in a number of useful ways. (If you read the discussion of [Sets](#), earlier in this chapter, these functions will sound distinctly familiar.) You do most of this organization in the Links dialog box. To get there, choose Edit Links from Conflict Catcher's Special menu. The resulting dialog box, shown in *Figure 3-8* offers the following features:

- **Your list of links**—You can see this list in *Figure 3-8*. To temporarily disable one of your links, click its checkbox so that the check mark no longer appears. (And why not simply delete the link? By turning it off instead, you preserve all the work you've done to set the link up. If you ever decide to restore it, simply click the checkbox.)
- **Create...**—Click this button to open the Create Links dialog box, described in the previous section, where you can set up a new link.
- **Modify...**—To make changes in the setup of a link, click the link's name and then click this button. *Shortcut*: Double-click a link's name. Either way, you wind up in the Modify Link dialog box, which is essentially identical to the box shown in *Figure 3-9*.
- **Delete...**—Click a link's name and then click this button; after asking for confirmation, Conflict Catcher deletes the link's name and its information.
- **Print...**—Click this button to print out a report that describes the highlighted link or links, including name, participating files, and so on.
- **Import...** and **Export...**—As with sets, you can transfer link information from one Macintosh to another. These buttons let you create an intermediary transfer file, which you can transfer to another computer in any of the usual ways.

Select the names of the links you want to export, using any of the usual Conflict Catcher list-selection methods (clicking, -clicking, -clicking, and so on) described earlier in this chapter. Click **Export...**, specify a name and location for the export file, and click **Save**.

To import the file you've just created into another Mac, click **Import...**, locate the file, and click **Open**. (You'll be asked exactly which of the transfer file's links you'd like to import. Select the ones you want and then click **Open**.)



CHAPTER 4: CONFLICT CATCHING

CHAPTER 4: CONFLICT CATCHING

If you're new to Conflict Catcher, you may have just read through three chapters of manual—without even a clue as to why the program is called Conflict Catcher. In this chapter, you'll find out.

It so happens that conflicts among extensions and control panels are among the most frequent causes of instability—crashes, freezes, bombs, error messages, and other bizarre behavior—on the Macintosh. As you can read in [Chapter 1](#), under the hood of your computer, something of a free-for-all may be going on. Your startup files may not be expertly programmed, may be out-dated or incompatible with the latest version of the operating system, may be fighting each other, or may have become corrupted over time.


In the days before Conflict Catcher, you could figure out, all by yourself, which of your extensions were conflicting. The process took hours, but it could be done. You'd go by trial-and-error. You'd open up your System Folder and drag half of the extensions onto your desktop—and restart the Mac. If the problem you were having was now gone, you could assume that one of the extensions in the desktop half was responsible—or perhaps was conflicting with one of the extensions still in your System Folder.

So you'd swap halves, putting the desktop half back in, and dragging the System Folder half of your extensions out to the desktop. And you'd restart the Mac. And you'd see if the problem had now gone away. If not, you'd now remove half of the half of your extensions that were still in the System Folder, restart the Mac, and try again.

And so you'd go, on and on, long into the night, whittling away at your extensions until you found out which precise one was causing the problem.

Unfortunately, this system of finding extension conflicts has several drawbacks:

- It can help you find which *single* extension was crashing your Mac, but is nearly hopeless at pinpointing a conflict between two extensions, let alone three or more.
- It requires incredible discipline and a stack of legal pads to help you keep track of which batch of extensions you've already tested.
- Life is just too doggone short.

 *Tip: Throughout this manual, you'll encounter the term startup files. In Conflict Catcher parlance, startup files are items in your System Folder that could conceivably cause problems. When you first install Conflict Catcher, startup files include extensions, control panels, items in your Startup Items and Shutdown Items folders, and files loose in your System Folder.*

If you choose Preferences from Conflict Catcher's Edit menu, however, you can click the Folders button to turn on additional categories of files to be included in Conflict Catcher's startup-file testing features. These options include fonts, Apple Menu Items, Contextual Menu Items, and Control Strip Modules. (All other items listed in this preferences panel—Location Manager modules, OpenDoc Parts, and plug-ins—are not considered startup items.)

Now you can see why Conflict Catcher needs a term like startup files. It would be a little unwieldy to refer, four times per paragraph, to "extensions, control panels, startup and shutdown items, System Folder items, and any other items whose checkboxes you've turned on with Conflict Catcher's Preferences command."

HOW CONFLICT CATCHER CATCHES CONFLICTS

Conflict Catcher is a very smart, modern, efficient program, loaded with features that make life with your Mac easier. Yet at its heart, Conflict Catcher is little more than an automated robot that, in a fraction of the time, performs the trial and error tests described above.

Conflict Catcher does all the math for you, all the moving extensions around, and all the keeping track. All you have to do, after each of Conflict Catcher's experiments, is answer a simple question: did Conflict Catcher's latest test get rid of the problem you were having? If you can answer this question, Conflict Catcher can find the files responsible for your headaches.

In other words, Conflict Catcher is great at catching *repeatable, consistent problems* and should be your first thought whenever you can describe your Mac's problem with a sentence that begins, "*Every time I...*"

WHAT CONFLICT CATCHER IS GOOD AT

Conflict Catcher excels at locating the source of problems like these:

- Every time you try to print from Netscape Navigator, your system freezes.
- Every time you choose the Futura Oblique font in QuarkXPress, you get a type 11 error.
- Every time you try to play your favorite CD-ROM game, you get a crash at the opening animation screen.
- Every time you turn on the Mac, you get a flickering system bomb message.

Because these are *regular, repeatable* problems, a trial-and-error process like the one Conflict Catcher uses can find them.

Actually, Conflict Catcher's testing process is considerably more intelligent than the trial-and-error process a human being might use. For example, Conflict Catcher starts by turning all of your extensions off, thus helping you determine whether a startup file is the problem in the first place. Conflict Catcher also smartens up the testing process by checking the most recently installed extensions first, inspecting files for damage, and even considering the possibility that multiple files are involved in this conflict.

WHAT CONFLICT CATCHER ISN'T GOOD AT

Conflict Catcher can't find *intermittent* problems, glitches you might describe by saying: "Every now and then, I seem to notice that..."

Conflict Catcher also can't do much more than *identify* the problem file. It can't fix it, update it, or make any other decisions without your input. And, of course, Conflict Catcher can't solve problems that have nothing to do with your startup files, such as SCSI, mechanical, or electronic problems. (But [Chapter 7](#) can go long way toward helping you solve such problems.)

CONDUCTING A STARTUP TEST

Here's the basic structure of a conflict test: you restart the computer, check to see if you're still having the problem, and then restart the computer again. After each restart, Conflict Catcher interviews you to find out whether or not the problem's gone at the moment. By carefully tracking your answers as it turns various sets of files on and off, Conflict Catcher gradually homes in on the precise files that are causing the problem.

Here are the essential steps in putting Conflict Catcher to work ferreting out a problem.

- 1. Restart the Mac. Just as it's beginning to start up again, hold down the space bar until the Conflict Catcher window appears.**

Why is it better to open Conflict Catcher this way, rather than just choosing Open Conflict Catcher from the Finder's CC menu? Because Conflict Catcher loads so early in the startup process, it precedes many of the very files that may be causing your problems. Opening Conflict Catcher in the Finder—after the Mac has already started up—means that your troublesome files could even be acting on Conflict Catcher itself.

2. In the main Conflict Catcher window, click the **Conflict Test...** button.

This button is shown at left in *Figure 4-1*.

Conflict Catcher's first reaction is to suggest that you let it scan all of your system files to make sure that they're not corrupted (as shown at right in *Figure 4-1*). After all, if something is actually wrong with one of these files, there's no point in wasting time on a startup-file witch hunt.

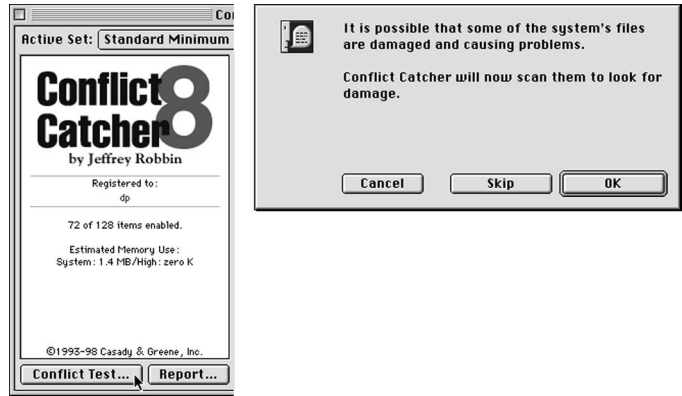


Figure 4-1: Conflict Test button.

3. Click **OK** to begin the startup-file scan, or **Skip** to bypass this test.

If Conflict Catcher now tells you that no problems were found in its scan, click **OK** to continue. (If, on the other hand, Conflict Catcher *does* find that one of your files is damaged, its job is done here. The rest—replacing the corrupted file with a fresh copy—is up to you.)



Figure 4-2: "Are you having a Mac problem" message.

Now Conflict Catcher is ready to begin the test in earnest. The message it displays, shown in *Figure 4-2*, announces that a conflict test is only useful if you're *having* a Mac problem. (This message is provided for the benefit of people who bought Conflict Catcher thinking that it could *prevent* problems from developing.)

4. Click **Yes** to dismiss the message.

Now Conflict Catcher asks you to type a short description of the problem you're having (see *Figure 4-3*). Whatever you type here is for your own reference, not for Conflict Catcher's benefit. (Conflict Catcher doesn't actually interpret typed English.)

5. **Type some short description—“Microsoft PowerPoint crash,” for example.**

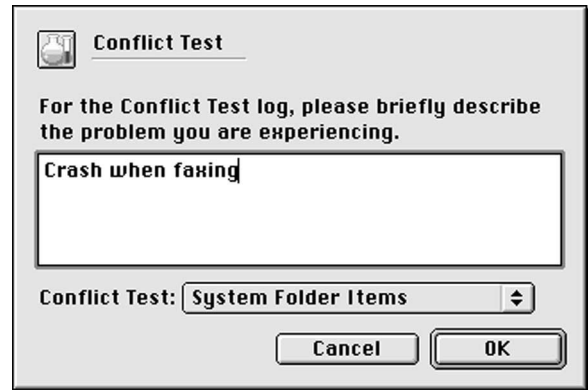


Figure 4-3: Type a description.

In the next step, you'll be asked to specify which kinds of files you want to test. System Folder files, such as extensions, control panels, and so on, are the most likely to cause Mac problems, so you'll generally want to leave System Folder Items selected in the pop-up menu (as shown in *Figure 4-3*).

But Conflict Catcher can test for conflicts caused by other kinds of files, too. This pop-up menu lists commands that restrict Conflict Catcher to testing your Fonts, Startup Items, Netscape Navigator Plug-ins, and so on. If, for example, your Mac began having problems just after you installed a new set of Illustrator plug-ins, choose Illustrator Plug-ins from this pop-up menu and proceed with the testing.

You can also choose Everything, which tests both System Folder items and fonts, plug-ins, and so on. (The testing takes much longer in this case.)

6. **Specify which kind of file you want to test, and click **OK**.**

Now you arrive at the Conflict Test Summary window, shown in *Figure 4-4*. It offers several time-saving options, which you can read about in steps 7, 8, and 9.

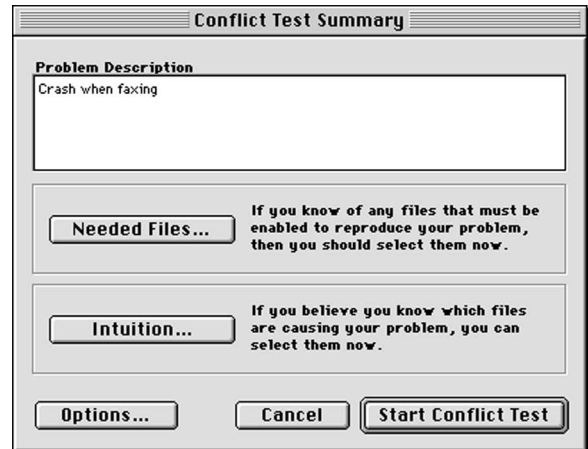


Figure 4-4: Conflict Test Summary window.

7. **If certain startup files must be turned on in order to reproduce your problem, click **Needed Files**. In the list that appears, click the names of those files.**

For example, Microsoft Office can't run without its shared libraries and extensions. Therefore, if you're having a system freeze every time you place a graphic into Microsoft Excel, you must tell Conflict Catcher to keep Excel's startup files turned on throughout this conflict test. (Without those files, you wouldn't even be able to launch Excel, let alone experiment to see if the problem was gone.)

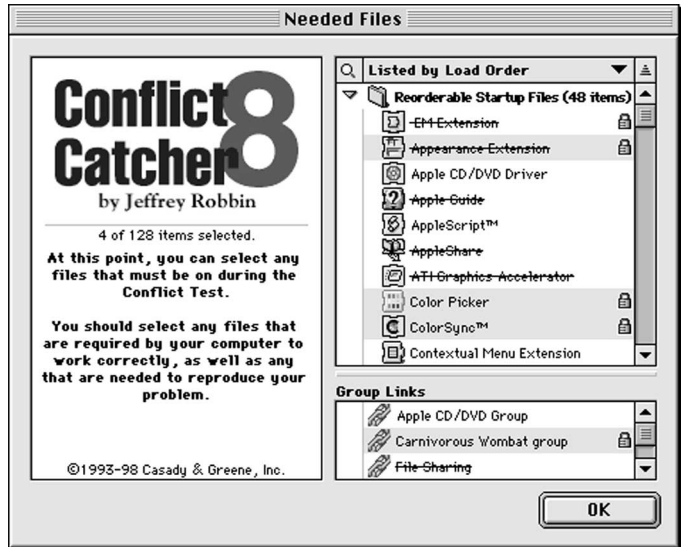


Figure 4-5: Locking on necessary files.

Similarly, if the system problem you're having takes place only when you're connected to the Internet, you'll need your Internet extensions, such as the Open Transport files, locked on while Conflict Catcher does its testing. And if you're having a printing problem, you'll have to "lock on" the Chooser extension that corresponds to your printer.

When you click the **Needed Files** button, you're shown a list like that in *Figure 4-5*. Click the names of the files that must be turned on in order to conduct your test. As you click them, a small padlock icon appears next to their names.

Tip: Don't be alarmed to see that some files have lines through their names. Those are files that were already turned off when you began the Conflict test—and therefore couldn't possibly be responsible for the problem you're having.


Click **OK** when you're done.

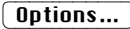
8. **If you think you know which startup files might be causing your problem, click **Intuition**. In the list that appears, click their names.**

Suppose, for example, that on Sunday you downloaded a shareware control panel—and on Monday your Mac begins acting up. Yet when you turn off all of your extensions *except* for that shareware control panel, you have no problems. You conclude, therefore, that this piece

of shareware is conflicting with another extension. This would be a perfect situation for using Conflict Catcher's Intuition feature. In effect, you're telling Conflict Catcher: "I'm pretty sure this shareware control panel is part of the problem. Focus on it first."

By sharing your hunch with Conflict Catcher, you may drastically cut short the time it takes Conflict Catcher to complete its investigation. (If you're wrong, by the way, no big deal; Conflict Catcher proceeds automatically with a normal conflict test. You've lost only a minute or two in exploring your hunch.)

When you're finished specifying which files you'd like Conflict Catcher to investigate first, click .




9. **For extra control over the testing process, click the  button.**

A small dialog box appears, offering you two options.

As you'll read in the following steps, Conflict Catcher's normal procedure is to start up the Mac with a subset of your startup files turned on; ask you if that solved the problem; restart the Mac again with a different set of files turned on; interview you again; and so on. But in order to interview you each time, Conflict Catcher must interrupt the usual Mac startup process by displaying its interview window.

In certain rare circumstances, you may suspect that this window itself is interfering with your ability to check out the existence of your problem. On those occasions, you can turn on the Restart Between Tests checkbox. Now, after each appearance of the interview dialog box, Conflict Catcher will restart the computer, and this time it won't display any dialog boxes or windows.

As for the other checkbox in this window: under normal circumstances, after each "interview" with Conflict Catcher, you're supposed to restart the Mac so that Conflict Catcher can proceed with its testing. If you turn on this option, however, called "Automatically Continue Test," Conflict Catcher counts down quietly from 10—and then restarts the computer automatically. Your presence is still required during an entire Conflict test, so that you can tell Conflict Catcher after each round whether or not you're still having the problem. But this way, you don't have to remember to use the Restart command after each cycle.

If you clicked  to enter the Customize Conflict Test dialog box, click  or  to return to the Conflict Test Summary window.

10. Click **Start Conflict Test**.

The dialog box fades away. Now you arrive at what looks like Conflict Catcher's main window; only the large red words "Conflict Test In Progress" (at the top of the screen) tip you off that something unusual is going on.

As shown in *Figure 4-6*, the upper-left information panel is Conflict Catcher's running narrative, a blow-by-blow description of what Conflict Catcher is doing. The lower-left information panel keeps track of how many times you've had to restart the computer and how you answered Conflict Catcher's question each time: did the problem go away?

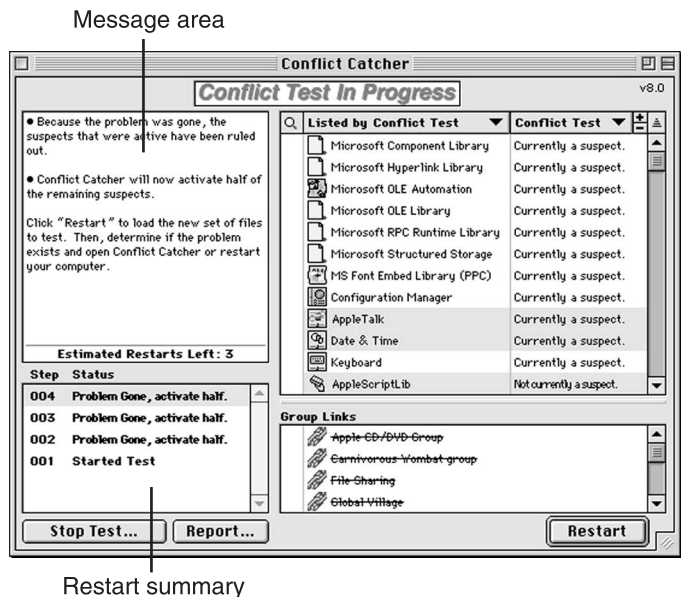


Figure 4-6: "Conflict Test in Progress" main window.

11. Click **Restart**.

As your icons are loading during the startup process, you'll see the words "Conflict Test In Progress" at the top of the screen.

When you arrive at the desktop, Conflict Catcher displays a message like the one shown in *Figure 4-7*.

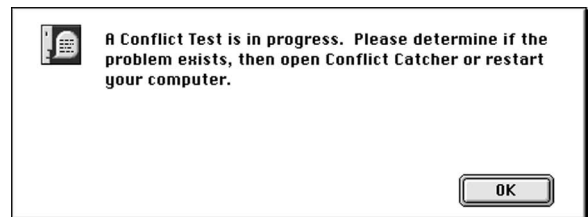


Figure 4-7: "Check to see..." message.

12. Click **OK**. Then, as you've been instructed, check to see if the problem is still there.

Do whatever it is that triggers this particular glitch, even if that means launching some program, signing onto the Internet, trying to print a document, or whatever.

You must not only check to see whether or not the problem is present, but you must *remember* the answer to that question for the next two minutes—or as long as it takes your computer to start up.

⚠ *Tip: Don't stop the test when the problem disappears!*

It's perfectly normal for the problem to disappear during certain rounds of the conflict test, but that doesn't mean that your problems are solved. Making the problem go away isn't the point of running a conflict test—Conflict Catcher has simply turned off a group of startup files, one of which (or some combination of which) is responsible for your Mac's problem.

But you won't know which files unless you let the conflict test proceed to its conclusion.

13. From the Special menu, choose Restart.

Or, if your computer is completely frozen, you may have to restart it manually by pressing **⌘-control-⏏** key. (The key with a left-pointing triangle on it is the power key.) And if even *that* doesn't work, unplug the computer, plug it back in, and then turn it on.

Regardless of how you restart the computer, the result is the same: the all-important interview dialog box shown in *Figure 4-8*.

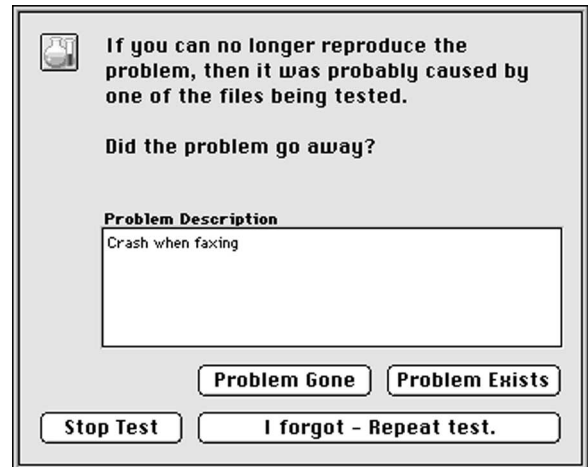



Figure 4-8: Interview dialog box.

 *Tip: You can cut almost in half the number of times you restart the Mac during a conflict test if, in step 13, you open Conflict Catcher instead of restarting the computer. (Choose “Open Conflict Catcher” from the tiny CC menu on your menu bar in the Finder.)*

Conflict Catcher asks you now whether or not the problem currently exists—instead of making you wait for another entire restart before asking this question (in step 14).

Here’s a summary of these two different ways of proceeding:

The traditional way: Restart the Mac so that Conflict Catcher can try a certain combination of files (step 11). Check to see if the problem is there (step 12). Restart the Mac (step 13). Tell Conflict Catcher whether or not the problem was gone (step 14).

The faster way: Restart the Mac so that Conflict Catcher can try a certain combination of files (step 11). Check to see if the problem is there (step 12). Open Conflict Catcher—and now tell it whether or not the problem is gone (step 14). Your savings: one restart with each testing cycle.

-
14. Click **Problem Exists** if the problem was still present in step 12. Click **Problem Gone** if the problem wasn’t there. And if, during the Mac’s subsequent startup, you forgot whether or not the problem was there in step 12, click **I forgot; Repeat test**. And then go back to step 12.


Eventually, you wind up back at the screen shown in *Figure 4-6*. As you can see, Conflict Catcher shows you how many more times you’ll have to repeat this restart/interview process, and keeps track of what your answers have been up to this point. The list at the right side of the screen shows all of your startup files, and whether or not they’ve been proven innocent in Conflict Catcher’s process of elimination.

Click **Continue Startup**. Based on your answer to its question in step 13, Conflict Catcher continues its experimentation. It either continues the startup process already in progress, or restarts the Mac again, depending on which files it’s experimenting with at the moment.

15. Repeat steps 12 through 14.

Each time, the process is the same. Each time, Conflict Catcher turns on a smaller number of startup files, using the process of elimination to hone in on the precise one or ones that are giving your Macintosh grief.

After a few rounds of this cycle—between five and ten restarts, for example—Conflict Catcher wraps up its test with one of the messages described in the next section.

 *Tip:* Each time you arrive at the “Conflict Test In Progress” window (shown in Figure 4-6), you see, in the lower-left quadrant of the screen, a list of the conflict-test cycles you’ve been through so far, numbered as steps.

By clicking on a row of this log, you can go backward or forward in time. If you realize after seven restarts, for example, that you gave an incorrect answer to the “problem gone?” interview in round 5, click the row for round 5 in the list. Conflict Catcher resets all its counters, updates the list of suspects on the right side of the window, and picks up from where it had been at that time.

HOW CONFLICT TESTS END

If you’ve patiently answered all of Conflict Catcher’s questions, and restarted the Mac as directed by the program, then one of several things will occur at the end of the conflict test. Here’s how to proceed in each case.

CONFLICT CATCHER IDENTIFIES THE CULPRIT

If you truly had a repeatable, consistent problem, and if you then answered all the questions correctly, Conflict Catcher shows you the name of the problematic startup file, as shown in *Figure 4-9*. (If the file belongs to a group link, as described in [Chapter 3](#), Conflict Catcher has no way of knowing which of the files in that group is causing the problem—remember, all of the files in that group switch on and off together. Therefore, Conflict Catcher identifies which group link contains the problem file.)

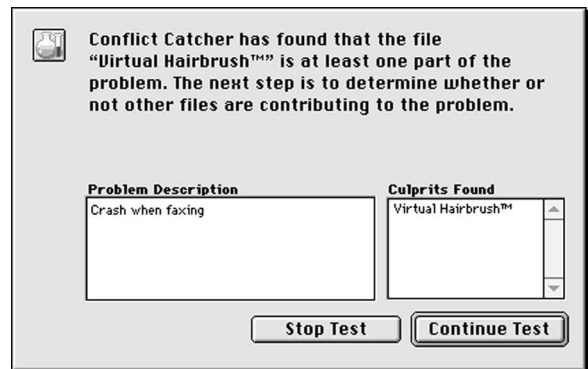


Figure 4-9: Culprit found.

Notice the wording of its message, however. Conflict Catcher is telling you that it has been pointed *one* of the problematic startup files—but there may be others.

If you’re absolutely positive that only one file is responsible for whatever problems you’ve been having, click **Stop Test**.

It’s much smarter, however, to let Conflict Catcher investigate the possibility that another file was an accomplice. This investigation requires only *one more* startup of the Mac. Click **Continue Test** to proceed with this final check.

Most of the time, you'll learn that the first file was the only participant in your problem. But you'll feel good knowing that you turned over every stone in the pursuit of the solution. As shown in *Figure 4-10*, Conflict Catcher offers to turn off (disable) the file that's been giving you all the grief. (See [What to do About Problem Files](#), later in this section.)

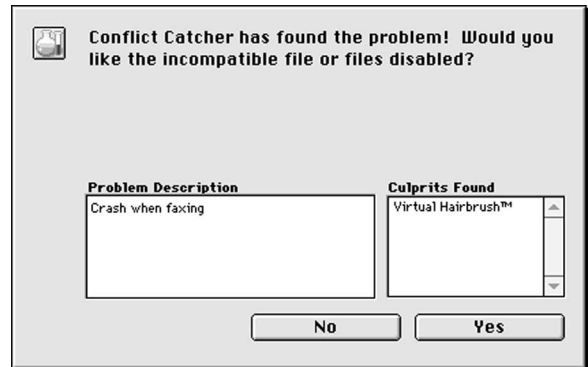


Figure 4-10: Final dialog box.

Tip: If you take advantage of Conflict Catcher's suggestion to turn off the culprit file, you'll see a big red X beside the file's name in Conflict Catcher's file list.

But when Conflict Catcher turns off the flaky file, it does so only in the currently active set. In your other sets, the file may well still be turned on.

The purpose of the big red X, therefore, is to remind you of this file's potential for causing trouble, even when it shows up in other sets.

CONFLICT CATCHER IDENTIFIES MULTIPLE CULPRITS

Suppose that, after Conflict Catcher has identified the first problem file, you click **Continue Test** to let it pursue the possibility of additional culprits. It may determine that, sure enough, the problem only exists when *two* (or more) particular files are turned on at the same time.

If it turns out that exactly two files constitute the problem, Conflict Catcher suggests that you load them in a different order. One more restart of the Mac will test the theory that these two files could get along—if only they were loaded into different order during your Mac's startup.

If, on the other hand, you actually manage to uncover one of the rare and elusive *three-way* conflicts, you have no choice but to consider more drastic measures, such as those described in the [What to do About Problem Files](#), later in this section.

CONFLICT CATCHER CAN'T FIND THE PROBLEM

Suppose you begin to conflict test. Yet every time Conflict Catcher starts up the Mac with a different assortment of files turned on, you tell it that the problem doesn't exist. Over and over again, you click the **Problem Gone** button.

In that case, Conflict Catcher throws up its hands in exasperation. “Well, if there *is* no problem, how am I supposed to help you fix it?” it seems to say. As shown in *Figure 4-11*, Conflict Catcher can only conclude that your problem isn't caused by startup files. If you are indeed having some problem on your Mac, some other factor must be responsible; see [Chapter 7](#) for a quick troubleshooting course.

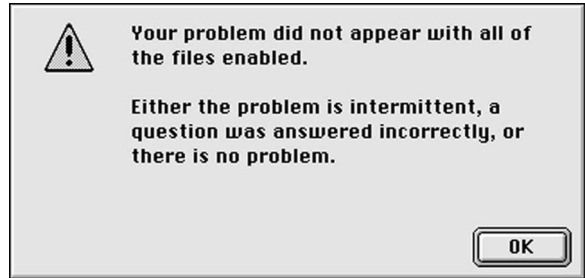


Figure 4-11: No problem found.

CONFLICT CATCHER GETS CONFUSED BY CONTRADICTIONARY INTERVIEWS

Despite being a very smart piece of software, Conflict Catcher is still software—a blind computer program running inside the machine. It relies on you, an eyes-and-ears-equipped human, to tell it whether or not the problem you've been having is still around.

If you make a mistake in your answers, such as telling Conflict Catcher that the problem exists when it actually doesn't, one of two things may happen.

- If you tell Conflict Catcher that the problem is gone—but it really *isn't* gone—then the conflict test takes longer, and may mistakenly identify additional culprits. But the true culprit will still be among those named.
- If you tell Conflict Catcher that the problem exists—but it's actually *gone*—then you've hopelessly confused the software. If Conflict Catcher can pinpoint the problem file under *these* circumstances, it's a miracle.

If, when Conflict Catcher asks you whether or not the problem is still around, you *deliberately* lie, then you deserve what you get. But if you answered the question incorrectly by accident, keep in mind that you can “rewind” the conflict test without having to start over at the beginning. Just click the step, as listed in the conflict log shown in *Figure 4-6*, before the round where you made a mistake in your answer. Conflict Catcher will pick up the test from that point.

YOU CANCEL THE TEST

As you can see by the **Stop Test** button shown in *Figures 4-6, 4-8, 4-9*, and so on, Conflict Catcher offers you the opportunity to bail out at every step of the conflict test. You might decide to do so if, for example, the test is taking too long and you need to get to work. You might decide to start the test over from the beginning with different testing options. You might also realize that the problem has nothing to do with your extensions—suddenly spotting a can of Mountain Dew spilled on the back panel of your computer would be one example—and you conclude that a conflict test is a waste of time.

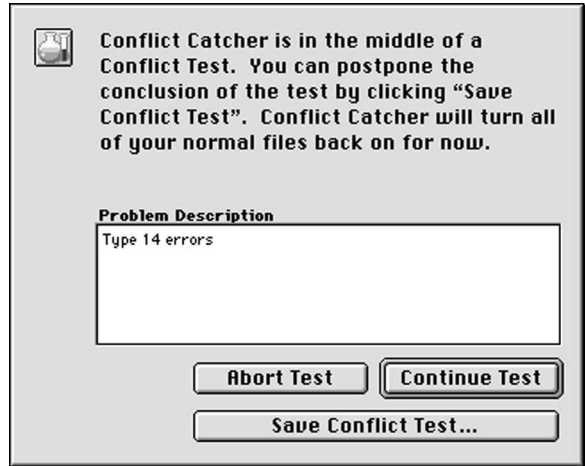


Figure 4-12: Stop Test dialog box.

At the next opportunity, click **Stop Test**. In the next dialog box, confirm your decision to abandon the test in progress by clicking **Abort Test**.

On the other hand, you may instead opt to postpone the rest of the testing process until later. If that option appeals to you, read on.

YOU DECIDE TO COMPLETE THE TESTING LATER

If you decide that the rest of a conflict test can wait until later, click **Stop Test** in any of the Conflict Catcher dialog boxes. In the subsequent dialog box (see *Figure 4-12*), click **Save Conflict Test**. You're now asked to save and title a small "conflict test document"; in this special file, Conflict Catcher memorizes the exact status of the test in progress—which files were turned on and off, what Conflict Catcher had learned so far, and so on. Put it in some obvious place on your hard drive so that you'll be able to find it again easily.

At any time later—hours, days, or even weeks later—you can choose to resume the test from the exact point where you left off. To do so, from Conflict Catcher's Special menu, choose Continue Saved Test. You'll be asked to locate a saved conflict test document. When you open it, you'll see that Conflict Catcher takes you back to the exact moment in time when you clicked **Save Conflict Test**, as it was described in the previous paragraph. Now you can continue the conflict test as though were never interrupted.

Tip: Because Conflict Catcher saves the test-in-progress information to a separate file, it's perfectly possible to create several different conflict-test documents. While it will require some mental discipline on your part to keep them all straight, it's even possible to preserve a single conflict test in various stages of completion.



CRASHES AT STARTUP: AUTOMATIC CONFLICT TESTING


After each cycle of a normal conflict test, Conflict Catcher relies on you to tell it whether or not the computer glitch you've been experiencing is gone.

But when a Mac is crashing or freezing *when it starts up*, Conflict Catcher doesn't need your help (except to restart the Mac if it's locked up, of course). It *knows* that the Mac never finished starting up correctly.

This situation suggests a delicious question: If Conflict Catcher is able to perceive when the Mac has crashed at startup, why can't it complete an entire conflict test without any help from you? Why does it need to interview you about whether or not the problem exists after each round?

It doesn't. Whenever you restart your Mac after a startup system crash, Conflict Catcher shows you the box shown in *Figure 4-13*.

As you can see, Conflict Catcher immediately names the file that it believes caused the crash. (It assumes that the file that was loading *at the moment the freeze or crash occurred* is responsible. Of course, that assumption may occasionally be wrong. For example, if the power went out as the Mac was starting up, or if you pressed the restart keystroke --

 during startup, Conflict Catcher may assume that the startup interruption was caused by whatever extension happened to be loading at that instant.)

This special dialog box offers the following options:

- **Disable** —Click this button to turn off whatever file crashed the Mac during startup. You're then taken to the main Conflict Catcher window, where you can observe that, sure enough, that file has been turned off. From there, click **Continue Startup** to let the Mac finish starting up. Then see [What to do About Problem Files](#) later in this chapter.

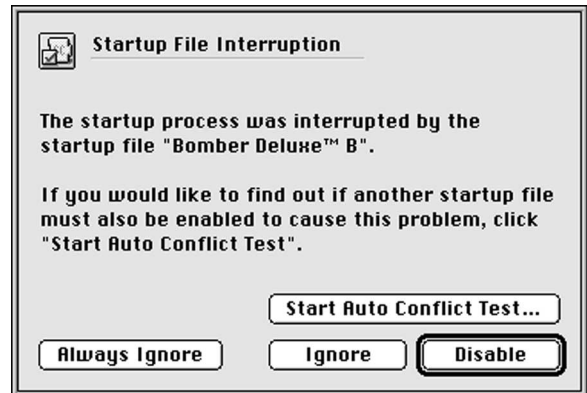





Figure 4-13: Startup crash.

- **Ignore** —Click this button if you know that the startup freeze or crash isn't anything to worry about—for example, if the freeze or crash was caused by a power failure, your pressing the restart keystroke, or a child happily playing with the on/off switch on your surge suppressor. You'll be taken to the main Conflict Catcher window, where the **Continue Startup** button lets you proceed with the startup as though nothing had happened.
- **Always Ignore** —Suppose the startup crash isn't a one-time event like a power failure. But suppose it *is* something that you're willing to live with. Suppose, for example, you have some fancy thought-recognition software that's so amazing, you don't even care that its control panel occasionally crashes your Mac when you turn the machine on.

In such an (admittedly rare) circumstance, click this button. From now on, if this particular file crashes the Mac at startup, Conflict Catcher won't bother showing you the Startup File Interruption dialog box shown in *Figure 4-13*. It won't offer you the chance to perform a conflict test, and will instead simply restart the Mac until it successfully starts up.

- **Start Auto Conflict Test** —This is the most intriguing option of all. While Conflict Catcher thinks it knows which file caused the crash, it also considers the possibility that more than one file was involved.

If you click **Start Auto Conflict Test**, you're taken directly to the dialog box shown in *Figure 4-3*. Conflict Catcher now appears to be performing a standard conflict test, picking up from step 7 in [Conducting a Startup Test](#) near the beginning of this chapter.

The difference this time is that after each startup, you won't be asked whether or not the problem went away. Instead, if the Mac freezes during startup, you must restart it (by pressing --, for example). And if the Mac *doesn't* freeze during startup, you get to watch in amazement as a counter in the upper-left corner of the Conflict Catcher window counts down—5, 4, 3, 2, 1—and then Conflict Catcher restarts the computer by itself.

Otherwise, though, this kind of conflict test proceeds exactly like the standard kind. Conflict Catcher will either announce that the original file was the only one responsible for the crash, or it will tell you that two files were interacting to produce the crash—and it will offer to rearrange their loading order to see if that solves the problem.

All other aspects of an automatic startup-crash test are the same as in a standard conflict test, including your ability to [abort](#) or [postpone](#) the completion of the test, as described earlier in this chapter.

WHAT TO DO ABOUT PROBLEM FILES

Once Conflict Catcher has identified for you a startup file that's causing problems for your Mac, you've won half the battle. Now that you know which file is responsible, however, it's still up to you to decide what you're going to do about it.

You might consider some of these avenues:

- **Look for a newer version of that startup file**—Out-of-date startup files are a leading cause of glitches on the Mac. An extension that has served you well for years, for example, may not get along with Mac OS 8.5 (or whatever new system version you install). Even a program that has always worked fine with your current System Folder may need to be updated for bug-fixing or compatibility purposes. (For example, RAM Doubler 2.0.2 was quietly updated in 1998 in order to work with a new version of Microsoft Office.)

Fortunately, Conflict Catcher makes hunting down new versions of things easy. Open Conflict Catcher and click to the left of the name of the file in question. As described in [Chapter 2](#), the inspection panel at the lower-left side of the screen shows the contact information for the software manufacturer. If you have Internet access, click the Updates Web address to go directly to the Web page (or other site) where updates for this particular file are posted. If you don't have Internet access, call the phone number listed and inquire about the availability of a newer version.

- **Re-install the version you already have**—It's remotely possible that the startup file that's giving you grief somehow got corrupted in the time it was on your Mac. Reinstalling the version you have from its master disk (or from its original downloaded installer) ensures that you're working with an undamaged copy.
- **Switch to a rival program**—If the problematic software is something you bought or downloaded (as opposed to something that came with your Mac), investigate alternate programs that perform the same function—font management, fax sending, or whatever.
- **Do without it**—If all else fails, you may have to simply turn off or throw away the file that's causing your problems—and do without whatever feature it brings your Mac.



CHAPTER 5: MANAGING SPECIALTY FOLDERS

CHAPTER 5: MANAGING SPECIALTY FOLDERS

Conflict Catcher is unsurpassed at managing all aspects of the startup process, including solving conflicts among the files that load at startup time.

But Conflict Catcher's features go far beyond startup-file management. It can manage all kinds of other files equally well, such as fonts, Apple menu items, plug-ins for your Web, graphics programs, and so on, letting you turn them on or off whenever you like.

MANAGING FONTS, PLUG-INS, AND OTHER FILES


The preceding chapters of this manual have to do with switching your extensions, control panels, and other system-folder files on and off. But Conflict Catcher can also switch *other* kinds of files on and off, including these:

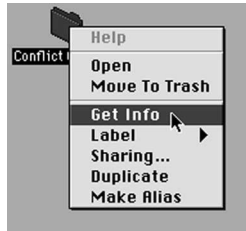
- **Fonts**—You can associate selected fonts with your Conflict Catcher sets, so that (for example) your fancy design fonts can be automatically available whenever you switch to your Graphic Design startup-file set. You can also create Conflict Catcher sets that manage *only* fonts and otherwise leave your System Folder files alone.
- **Startup Items**—Suppose the first thing you do every morning is check your e-mail. Thanks to the Mac's *startup items* feature, your Mac can launch your e-mail program automatically every time the computer starts up—just place an alias of this e-mail program into the Startup Items folder (which is inside your System Folder).

Conflict Catcher can control which of these startup items get launched when you turn on the Mac. You can make these startup files part of your Conflict Catcher sets, so that, for example, whenever your Internet Only set is selected, your e-mail and Web browser programs are launched automatically when the Mac turns on.

- **Shutdown Items**—Another standard Mac feature is the Shutdown Items folder, which is also inside the System Folder. Any icon (or alias thereof) in this folder gets “double-clicked” when you shutdown the computer. (Backup programs and sound files that say “th-th-th-that’s all, folks!” are the usual examples.) These, too, can be made part of Conflict Catcher’s repertoire.
- **Apple Menu Items**—Conflict Catcher can control which files show up in your Apple menu. It does so by manipulating which icons are in the Apple Menu Items *folder*, which is inside your System Folder.

- **Contextual Menu Items**—Mac OS 8

and later offers a useful shortcut feature. If you click anywhere in the Finder—in a window, on an icon, on the desktop, and so on—while pressing the  key, a






pop-up menu appears at your cursor tip, listing commands that pertain to whatever you're clicking (see *Figure 5-1*, left). For example, if you -click an icon, you're offered such choices as Move to Trash, Open, and Get Info.



Figure 5-1: Contextual menu/control strip.

If you're a power user, however, you may have discovered the wealth of *add-on* contextual menu items available as shareware and freeware from the Internet. Each of these add-on modules gets installed inside your System Folder, in a folder called Contextual Menu Items. Each adds new commands to those -key menus. You can use Conflict Catcher to control which of these items appears in your -key pop-up menus.

- **Control Strip Modules**—The Control Strip is the handy floating row of tiles that control various aspects of your Mac, as shown above, on the right, in *Figure 5-1*. Using the pop-up menus that appear when you click these various tiles (or *modules*), you can control your Mac's speaker volume, monitor setting, music CD playback, and so on. Conflict Catcher can control which tiles appear in your Control Strip.
- **Location Manager Modules**—As described in [Appendix B](#), the Location Manager is an Apple control panel that lets you switch a variety of Mac control panel settings—the time zone, speaker volume, network and printer choices, even the local Internet phone number—with a single click. Conflict Catcher can control which of these options are available.
- **OpenDoc Parts**—OpenDoc is a now-abandoned Apple technology that was originally designed to let you buy software in pieces, feature by feature, to avoid the feature bloat that affects many of today's programs. If you still use this fledgling technology, Conflict Catcher can control which of those software pieces—known as *parts*—are available to your Mac.
- **Plug-ins and extensions**—One reason for OpenDoc's demise was the rise of *plug-ins*—add-on modules that enhance the programs you already own. Each plug-in is a file in a special Plug-ins folder, which is found in (for example) the Adobe Photoshop, Netscape Navigator, Microsoft Internet Explorer, Adobe Illustrator, or QuarkXPress folder. Unfortunately, each of these plug-ins inflates the memory requirement of its parent program and makes the program take longer to load.

For that reason, Conflict Catcher's ability to turn these plug-ins on and off can be extremely useful. If you're not going to be importing any graphics from an IBM or Silicon Graphics computer, for example, you may as well turn off the six Photoshop plug-ins that have to do with translating those kinds of files.

Best of all, you don't have to restart the computer when turning plug-ins on or off—just make your selection in the Conflict Catcher window (or by changing Conflict Catcher sets) before you launch the program in question.

- **Other System Folders or application folders**—Believe it or not, the items mentioned above don't even complete the list of kinds of files that Conflict Catcher can manage. Conflict Catcher can actually turn on or off the contents of any folder inside the System Folder. For example, Conflict Catcher can let you turn off the *modem driver* files for all brands of modems except the one you actually use—just tell Conflict Catcher that you want it to show you the contents of the Modem Scripts folder (which is inside your Extensions folder). Later in this chapter, you'll find out how to [add such special folders](#) of your own choosing.

In the same vein, Conflict Catcher can manage the contents of *any* folder that contains enhancements for an application. The day that some future version of SimpleText, America Online, or Microsoft Word gets a plug-in folder, Conflict Catcher will be ready.

HOW TO TURN ON PLUG-IN/SYSTEM FOLDER SUBFOLDER MONITORING

When you first install Conflict Catcher, it doesn't manage any of the extra folders in your System Folder—fonts, Apple menu items, plug-ins, and so on. When you first open Conflict Catcher, all you see is three categories of files: extensions, control panels, and items loose in the System Folder.

To make Conflict Catcher aware of plug-in folders or additional System-Folder folders, follow these steps:

1. **Open Conflict Catcher. From the Edit menu, choose Preferences.**

The window shown in *Figure 5-2* appears. At the left side of the window are icons representing the various preferences you can change.

2. **Click the Folders icon.**

(If the Folders icon is unavailable, it's because you're using Conflict Catcher in Restricted Mode. See [Chapter 8](#).)

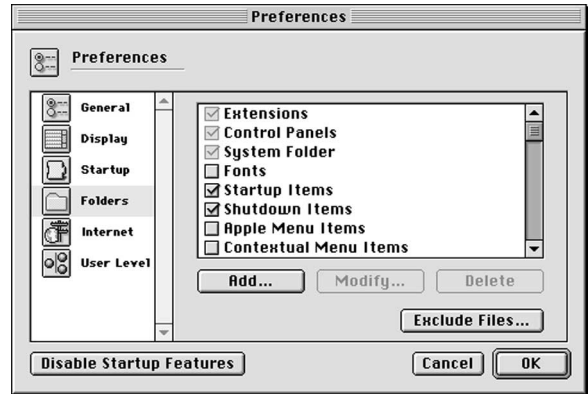


Figure 5-2: Preferences.

As shown in *Figure 5-2*, the preference panel shows a list of the additional kinds of files—in the System Folder and in plug-in folders—described in the [beginning of this chapter](#).

To make Conflict Catcher aware of additional System Folder items (such as fonts, Apple menu items, or control strip modules), simply turn on the corresponding checkboxes. (Extensions, Control Panels, and System Folder are permanently checked—you can't turn off these features.)

If you're enabling Conflict Catcher to manage a System Folder subfolder, such as Fonts, your job is done. Click to exit the Preferences dialog box.

Turning on plug-in folders, however, requires a few additional steps.

3. **Click the name of the plug-in folder you want Conflict Catcher to control, such as Photoshop Plug-ins.**

(If you don't see the program whose plug-ins you want to control listed here, see [Defining New Folders for Conflict Catcher to Manage](#) in the next section.)

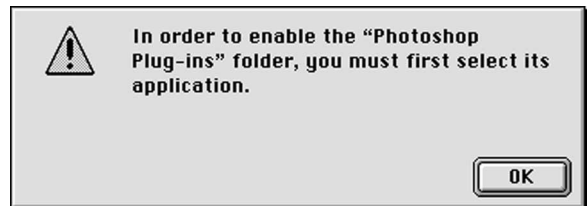


Figure 5-3: Locate plug-ins message.

The message in *Figure 5-3* appears. In essence, it's saying: "I'm happy to monitor your Photoshop plug-ins folder" (or whatever), "but you're going to have to show me where it is."

4. Click **OK**.

Now the dialog box shown in *Figure 5-4* appears.

5. Click the **Application** button. Locate and double-click the program whose plug-ins you want Conflict Catcher to manage.

When you click **Application**, the standard Open File list appears. Conflict Catcher does its best to navigate to the correct folder automatically—that is, if you want to turn on monitoring of the Photoshop plug-ins folder, Conflict Catcher shows you the contents of the Photoshop folder (if it can find it). Once you're there, double-click the name of the program (Photoshop, in this case).

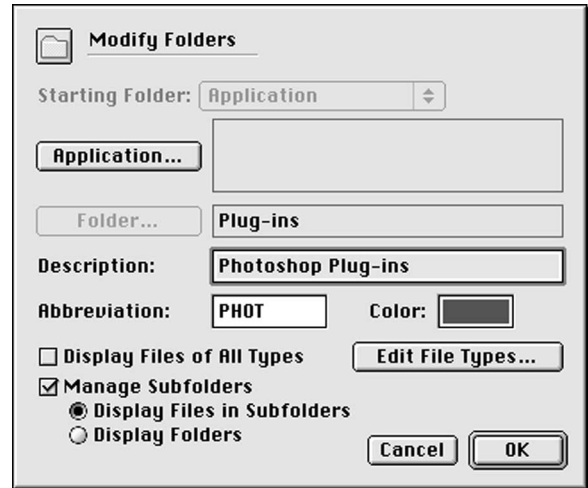


Figure 5-4: Manage types window.


You return to the dialog box shown in *Figure 5-4*.

6. Click **OK** to close the **Modify Folders** dialog box, and then click **OK** to close the **Preferences** dialog box.

You wind up back at the main Conflict Catcher window. There's a distinct difference now, however—a checkmark appears next to the name of the folder you originally clicked. (If you don't see your newly added Plug-ins folder listed in Conflict Catcher's file list, choose "by Folder" from the pop-up menu at the top of the file list.)

From now on, the new kind of files you've switched on are first-class citizens, as far as Conflict Catcher is concerned. You can switch these files on and off by clicking their names in Conflict Catcher's file list, exactly the way you can with extensions or control panels. You can make these additional files part of Conflict Catcher sets, so that you can switch batches of them on or off along with (or even independently of) the start-up files that Conflict Catcher manages. You can use the Scan Files for Damage command (in Conflict Catcher's Special menu) to make sure that these files haven't become corrupted.

You can even run conflict tests (see [Chapter 4](#)) on these plug-ins and other files. While you might consider it fairly unlikely that a Photoshop plug-in is destabilizing your entire Mac, some of these additional file types—particularly fonts—do occasionally go bad and cause general system misbehavior. Because Conflict Catcher can include these additional file types in its testing procedure, you've got all bases covered when some bizarre Mac problem comes your way.

 *Tip: In most cases, you must restart the Mac after using Conflict Catcher to switch on or off any additional file types that you've taught Conflict Catcher to manage. This is true of fonts, startup items, contextual menu items, Control Strip modules, Location Manager modules, and OpenDoc parts.*

Several kinds of files, however, don't require you to restart the computer. You can turn these off or on in the middle of a computing session and see immediate results: Apple menu items, Shutdown items, Launcher items, and plug-ins (as long as the program they "plug-in" to hasn't already been launched).

DEFINING NEW FOLDERS FOR CONFLICT CATCHER TO MANAGE


Out of the box, Conflict Catcher comes with checkboxes that manage numerous kinds of plug-ins, add-ons, or modules, as you can see in the dialog box shown in *Figure 5-2*.

But what about the future? What if:

- ...you buy some obscure Venezuelan beekeeping software that supports plug-ins?
- ...the next version of Apple's system software brings with it yet another kind of add-on folder, along the lines of today's Apple Menu Items folder or Control Strip Modules folder?
- ...you want Conflict Catcher to manage the contents of a system sub-folder—such as Modem Scripts, Printer Descriptions, Launcher Items, Scripting Additions, and so on—for which there are no pre-defined checkboxes in Conflict Catcher's Preferences?

For all of these cases, Conflict Catcher lets you add new checkboxes—that is, files in new kinds of folders—to its Preferences window.

The golden rule is technical, but logical: if the kind of file you want Conflict Catcher to manage is found either (a) in a System Folder folder or (b) in a folder within an *application* folder, Conflict Catcher can manage it. The first case covers things like Launcher items and Recent Applications; the second case covers plug-ins to Web browsers, graphics programs, and so on.

 *Caution: As you can probably tell already, teaching Conflict Catcher to manage new kinds of files and folders takes you into some fairly technical territory. Quite a few steps are required to program one of these additional types properly.*

Here's how to go about training Conflict Catcher to govern the contents of a new kind of folder:

1. **Open Conflict Catcher. From the Edit menu, choose Preferences.**

The Preferences window opens.

2. Click Folders.

The dialog box shown in *Figure 5-2* appears.

3. Click the **Add** button.

The dialog box shown in *Figure 5-4* appears.

4. From the Starting Folder pop-up menu, specify where the files you're about to add reside.


Your choices are as follows:

- **Application**—Use this option if you're teaching Conflict Catcher to manage a new program's plug-ins. Then click the **Application** button; navigate to and double-click the name of the program itself; click the **Folder** button; finally, navigate to and double-click the plug-ins folder for that program.

Conflict Catcher creates a new folder with the word (*Disabled*) at the end of its name. For example, if you select the Beekeeper Pro Plug-ins folder, Conflict Catcher creates a folder called *Beekeeper Pro Plug-ins (Disabled)*. Thereafter, whenever you turn off a Beekeeper Pro plug-in, Conflict Catcher moves that plug-in file into the (Disabled) folder.

- **Apple Menu Items**—Since Apple Menu Items is already one of the pre-defined checkboxes in Conflict Catcher's Preferences window, there's little need for you to use this option.
- **Extensions**—Once again, you'll probably use this option only rarely, since Conflict Catcher already manages your Extensions folder.

However, you might use this option to give Conflict Catcher on/off powers over the folders *inside* your Extensions folder—such as the folders called Printer Descriptions, Scripting Additions, Modem Scripts, and so on. To do so, click the **Folder** button and then double-click the subfolder in question.

 *Tip:* When Conflict Catcher shows you the standard Macintosh Open File list box so that you can select the folder you want Conflict Catcher to manage, don't be alarmed if the folder-navigation pop-up menu above the file list doesn't operate. For example, if you're teaching Conflict Catcher to manage a folder within the Extensions folder, Conflict Catcher shows you the contents of your Extensions folder—and doesn't let you navigate to any other folder.

It's a feature, not a bug. Since you've already told Conflict Catcher that you want it to manage some folder in the Extensions folder, Conflict Catcher would only get confused if you then specified a different folder. Conflict Catcher's message here: "You asked for the Extensions folder, so here's what's in the Extensions folder."

- **Control Panels and Fonts**—These folders are listed here only for the sake of completeness; you'll probably never use them, since Conflict Catcher already manages these two folders.

If your Control Panels or Fonts folder *does* contain subfolders, click the **Folder** button to specify which one you want Conflict Catcher to control. (Only one example comes to mind: The After Dark screen saver program stores its various display modules in an After Dark Modules folder inside the Control Panels folder. You could conceivably use Conflict Catcher to govern which screen-saver displays are available.)

- **Preferences**—This option could occasionally be useful for controlling files inside of folders that are *inside* your Preferences folder. For example, macro programs like QuicKeys and OneClick store their macros in folders named QuicKeys and OneClick—inside the Preferences folder. You could use Conflict Catcher to control which macros are available.

To do so, click the **Folder** button, and then double-click the name of the subfolder you want Conflict Catcher to know about.

⚠ *Caution: Don't use Conflict Catcher to control actual preference files (as opposed to folders inside the Preferences folder). Doing so could get you into trouble.*

Suppose, for example, you were to use Conflict Catcher to turn “off” some of your preference files. It would do so by moving them into a folder called Preferences (Disabled).

But the next time you ran the programs whose preference files you'd moved, those programs would create fresh, duplicate preference files.

Now suppose you used Conflict Catcher to switch the original preference files back “on.” Now your Mac has two preference files to contend with—the original and the duplicate. Only confusion and chaos would result.

- **System Folder**—In many ways, System Folder is the most useful option in this pop-up menu, because there are so many folders inside the System Folder that Conflict Catcher can usefully control. Every System Folder is different, but a quick glance at yours will confirm that many kinds of folders aren't in Conflict Catcher's pre-defined repertoire: Apple Data Detectors, Launcher Items, PrintMonitor Documents, and so on. To select one of these folders, click the **Folders** button, and then double-click the one you want.

5. Type a description for the folder you've just selected.

Whatever you type here in the Description blank will show up in the Preferences dialog box as a new checkbox, like those shown in *Figure 5-4*. You might name your new item “Beekeeper Pro Plug-ins,” “After Dark Modules,” or whatever.

6. Type a four-letter code into the Abbreviation blank.

Make up something. Conflict Catcher needs a unique four-letter code that it will use internally to refer to the contents of the folder you've just specified; it makes no difference what code you choose.

7. **If you want to limit Conflict Catcher to recognizing a particular *type* of file within the new folder it's controlling, click **Edit File Types**; click **Add**; click **Get File Type**; and double-click the kind of file you want Conflict Catcher to know about.**

For example, suppose you're teaching Conflict Catcher to manage the contents of the Bee-

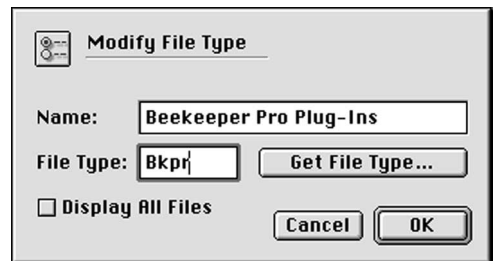


Figure 5-5: Modify File Type window.

keeper Pro plug-ins folder. Unfortunately, this folder probably contains files that aren't plug-ins at all—Read Me files, a spare copy of SimpleText, an installer or two, and so on.

As you can see in *Figure 5-4*, Conflict Catcher starts out assuming that you want it to manage *all* the files in the new folder, regardless of their file *types*; that's what the "Display Files of All Types" checkbox means.

But when you click the **Edit File Types** button and then click **Add**, you're offered the dialog box shown in *Figure 5-5*. Here you can give a name for the kind of file you want Conflict Catcher to manage (such as "Beekeeper Plug-ins only"). You can also type the four-letter code the Macintosh uses internally to refer to this kind of file in the File Type blank. (This time, you can't make up your own code—every kind of file on your Macintosh *already* has an invisible four-letter *type code*.)

Since it's unlikely, however, that you know off-hand the type code of the file you want Conflict Catcher to recognize, just click **Get File Type**. In the list box that opens, double-click *one example* of the kind of file you want—one Beekeeper Pro plug-in, for example. When you return to the dialog box in *Figure 5-5*, you'll see that, sure enough, Conflict Catcher now displays the four-letter type code of this file in the File Type box.

(You can disregard the Display All Files checkbox shown in *Figure 5-5*. It's an extremely technical feature—used only when you've specified Extensions, Control Panels, or System Folder from the Startup Folder pop-up menu in *Figure 5-2*—that lets you include extensions or control panels that don't have code that loads at startup time.)

8. **Decide whether or not you want Conflict Catcher's main window to show subfolders *within* the folder you've just specified.**

Photoshop plug-ins provide a perfect example. If you examine your Photoshop Plug-ins folder, you'll discover that some plug-ins lie loose in the Plug-ins folder. Many others, however, are filed away within *other* folders in the Plug-ins folder, as *Figure 5-6* makes clear.

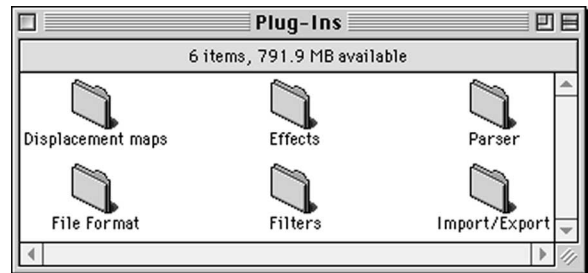


Figure 5-6: Photoshop plug-in subfolders.

The decision you have to make now, is whether or not you want these inner files listed in Conflict Catcher's window—and, if so, how. *Figure 5-7* shows the three possibilities open to you.

- **Ignore subfolders completely**

As shown in the first illustration of *Figure 5-7*, if you leave the Manage Subfolders checkbox unchecked, Conflict Catcher will list and manage only the files that are immediately inside the plug-ins folder (or whatever folder you added in [step 4](#)).

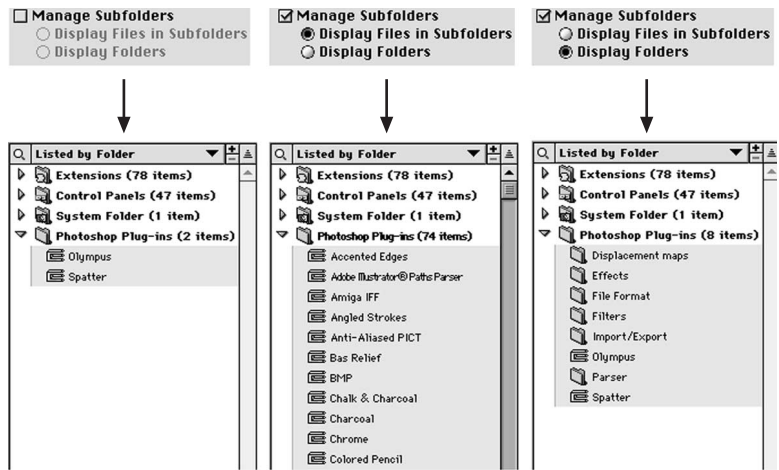



Figure 5-7; Manage Subfolders checkbox.

- **List the files inside of these subfolders** The middle example of *Figure 5-7* shows this arrangement—Conflict Catcher not only notices the subfolders in that plug-ins folder, but lists their contents in its main window. To create this effect, turn on Manage Subfolders and choose the Display Files in Subfolders option.
- **List the subfolders, but ignore the files inside of them**—The third illustration in *Figure 5-7* should make this clear—Conflict Catcher lists the folders inside the Photoshop Plug-ins folder, but you don't have access to the individual plug-ins inside of these subfolders. To create this effect, turn on Manage Subfolders, but click Display Folders beneath it.

9. **Click** .

You return at last to the Preferences dialog box, where your newly added folder is listed in the scrolling list. The check mark means that Conflict Catcher is now prepared to begin tracking and managing its contents.

10. Click  to return to the Conflict Catcher's main window.

If all went well, you should see the names of the new folders Conflict Catcher is prepared to manage, as shown in *Figure 5-8*, if you are viewing the list by folder. You can now switch the contents of these folders on and off, just as though they were extensions or control panels. On rare occasions, you can even include the special folders in conflict tests—although the Fonts folder is the only one that may contain files capable of bringing down your entire Mac.

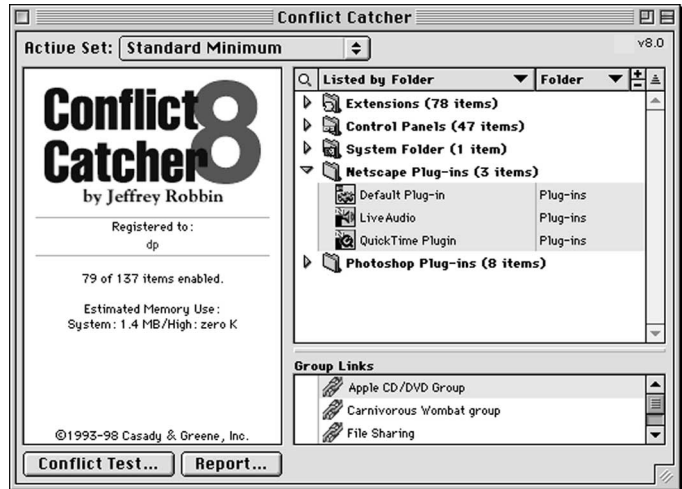


Figure 5-8: Main window with additional folders.

MANAGING ADDITIONAL FOLDERS: WHAT IT'S GOOD FOR

If you've read through (let alone understood) the preceding pages, and you understand how to teach Conflict Catcher about new kinds of files to manage, congratulations. Here are a few scenarios in which this knowledge can help you in your daily work:

SWITCH BETWEEN TWO WEB BROWSER PLUG-INS SETS


Plug-ins are modules that add new features to your Web browsers. The QuickTime plug-in, for example, lets you view various kinds of graphics and small movies directly on the Web pages you visit. The Real Audio plug-in lets you listen to certain radio stations right over the Internet. The Shockwave plug-in permits various animations to play on your screen. And so on.

Unfortunately, Web browser plug-ins are generally large, memory-hungry, complex, and occasionally unstable. The less you use, the faster your Web browser will launch, the less memory it will need, and the more stable your Web browsing experience will be.


Therefore, you'd be wise to create one set of plug-ins—a minimal set—for everyday Web browsing, and another, more complete set, for use when you're visiting the more elaborate Web sites. To create a Web browser plug-in set, follow these steps, which use Netscape Navigator as an example:

1. **Open Conflict Catcher. Choose Preferences from the Edit menu. Click Folders. Turn on the Netscape Navigator Plug-ins checkbox, and locate your copy of Navigator when Conflict Catcher asks you.**

Navigate to your actual Navigator application and double-click it. You return to the Preferences dialog box.

2. **Click  to return to the main Conflict Catcher window.**

You should see your Netscape Plug-ins folder listed among those in Conflict Catcher's list. Now it's time to define the *set* that will control your minimum set of plug-ins.

3. **From the Sets menu, choose Save Set As. In the next dialog box, change the "Set controls:" pop-up menu to say "Netscape Plug-ins." Type a name for this set, such as "Minimal Web Plug-ins." Click .**

Once again, you return to the main Conflict Catcher window.

4. **Turn off all but the minimum set of plug-ins you want by clicking their names.**

Figure 5-9 shows the setup.

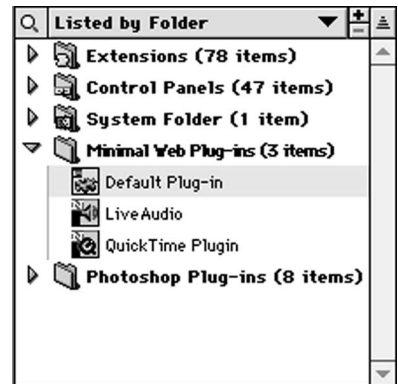


Figure 5-9: Netscape plug-ins off

5. **Repeat steps 3 and 4—but this time create and name a set that includes all your plug-ins.**

And now you're done. From now on, just before you go online, choose the corresponding set from the tiny CC icon on your menu bar, as shown in *Figure 5-10*. Now, when you launch your Web browser, you'll load—and wait for—only the plug-ins you wanted.



Figure 5-10: Plug-ins set names.

LOAD ONLY THE FONTS YOU NEED

Macintosh fonts helped to make the Mac the bestseller in the graphic arts. Macintosh fonts also, unfortunately, make your programs take longer to launch. Compare the launch time of a Microsoft Office program on a Mac having 500 fonts with the Mac having only 20 fonts. The Mac with fewer fonts loads Microsoft programs far faster.

Here's how you create two different sets of fonts—one for everyday use, and one when you're doing heavy-duty graphic design.

1. **Open Conflict Catcher. Choose Preferences from the Edit menu.**

Click Folders. Turn on the Fonts checkbox, and click .

You return to the main Conflict Catcher window.

2. **From the Sets menu, choose Save Set As. In the next dialog box, change the "Set controls:" pop-up menu to say Fonts. Type a name for this set, such as "Basic Fonts." Click .**

Once again, you return to the main Conflict Catcher window.

3. **Turn off all but the minimum set of fonts by clicking your fonts' names.**

Repeat step 2—but this time create and name a set that includes a more complete list of fonts.

Now, even without having purchased a font utility program, you can control, at startup time, exactly which fonts your Mac will have installed for the upcoming work session. You can choose one of the font sets in any of the usual ways (see [Chapter 3](#)): by choosing its name from the tiny CC menu before restarting the computer, holding down a letter key as the Mac is starting up, and so on.

CREATE A DIFFERENT APPLE MENU FOR EVERY FAMILY MEMBER


Most people rearrange the Apple menu only rarely, primarily because it's such a pain to *configure* the Apple menu. Yet this menu was created to be rearrangeable for good reason: it's supposed to be a handy launching bay for the documents, folders, and programs you use most often.

Because Conflict Catcher can manage the Apple menu just as it handles any other folder—allowing you to turn items on or off, arrange favorite items in sets, and so on—the inconvenience of managing the Apple menu can be a thing of the past.


Suppose, for example, that you want to be able to switch between two completely different Apple menus—one for your high-end graphic design work, and another for a 12-year-old who occasionally uses the same computer. *Your* Apple menu will list the design applications and folders you're working on. The 12-year-old's Apple menu will list items more along the lines of Doom, Myst, and Myth.

1. **Make aliases of everything you and the 12-year-old might possibly want to choose from the Apple menu—both your fancy programs and the kid's games. Put these aliases into the Apple Menu Items folder, which is inside the System Folder.**

You wind up with an ultra-long Apple menu, stocked with the favorite icons of both you and the kid.

2. **Open Conflict Catcher. From the Edit menu, choose Preferences. Click Folders. Click Apple Menu Items, and click .**

You return to the Conflict Catcher main window, where you'll now see an Apple Menu Items folder, marked by the usual flippy triangle.

3. **From the Sets menu, choose Save Set As. In the next dialog box, change the "Set controls:" pop-up menu to say "Apple Menu Items." Type a name for your Apple menu listing, such as "Design Work." Click .**

Once again, you return to the main Conflict Catcher window.

4. **Switch off all of the 12-year-old's menu items by clicking their names.**

At this point, if you were to close Conflict Catcher, you'd see that your Apple menu contained only your favorite items.

5. **Repeat step 3—but this time, name the set “Games Launcher” (or whatever).**

When you return to the Conflict Catcher window, turn *off* all of your items (in the Apple Menu Items listing) and turn *on* all of the 12-year-old’s items. Close Conflict Catcher.

If you have followed these steps, your Apple menu should now contain only the kid’s items. To change it so that it shows *your* items, simply choose Design Work from the tiny CC menu in the upper-right corner of your screen. (Similarly, the kid can switch to the games set simply by choosing Games Launcher from that same CC menu.)

Remember, these sets govern Apple menu items only. In other words, Conflict Catcher doesn’t disturb anything else on the Mac—control panels, extensions, or whatever—when you switch sets. That’s why you don’t have to restart the Mac when switching Apple menu sets. You can change your Apple menu on the fly, whenever the urge strikes you.



CHAPTER 6: SYSTEM FOLDER MERGING

CHAPTER 6: SYSTEM FOLDER MERGING

As you can read in [Chapter 7](#), one of the most important troubleshooting tools is the *clean System reinstall*—which means giving your Macintosh a brand-new System Folder, straight off your Mac's original CD. Whatever was wrong with your old System Folder—a corruption, a missing file, an out-of-date system file—is left behind in the old System Folder. Your new System Folder, on the other hand, is guaranteed to be free from any such corruption.

Unfortunately, it's also guaranteed to be free of any useful enhancements you've made to your Macintosh. When you do a clean install, you leave behind (in the old System Folder) anything you've installed since the last time the System Folder was installed. Your new System Folder doesn't have any of your customized fonts, sounds, control panels, Apple menu items, and—most time-consuming of all—preference files, which store dozens of settings, access phone numbers, macros, and toolbars for all your favorite programs.

Before Conflict Catcher 8, therefore, the final step in the clean system install process was the tedious business of comparing, side-by-side, the contents of your old System Folder with the contents of your new one. As shown in [Figure 6-1](#), you'd open up the two folders as tall, skinny windows, and manually drag any useful items from the old System Folder into the corresponding places in the new System Folder.

Only after you had performed this time-consuming comparison would your Mac be ready to go with its usual complement of features, fonts, and settings.

Fortunately, Conflict Catcher 8 greatly simplifies and accelerates this post clean install comparison process.

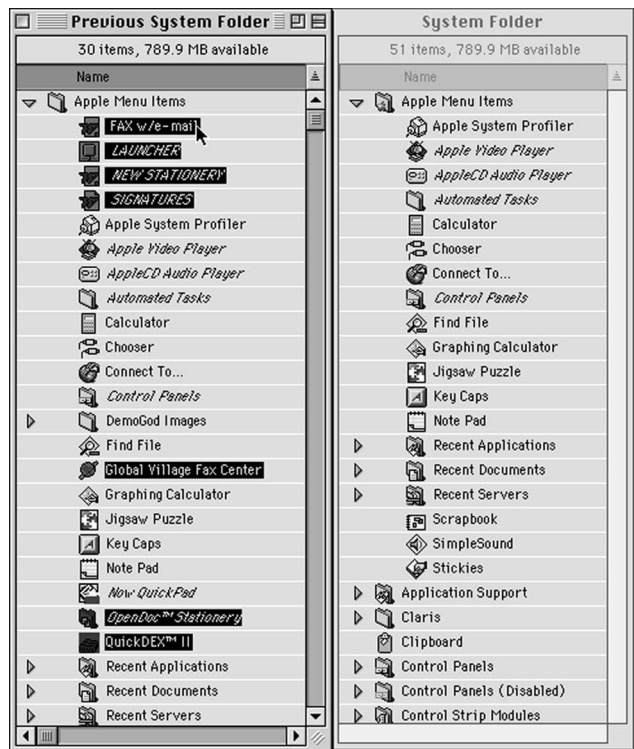


Figure 6-1: Side-by-side System Folders.

It shows you a list of everything in your old System Folder that isn't already in the new one; you simply check off the items you'd like moved or copied into the new System Folder. In just a few minutes, the deed is done.

WHEN TO USE THE CLEAN-INSTALL MERGE FEATURE

There are two cases in which you'd want to perform a clean system install instead of a normal installation. (See [Chapter 7](#) for the different steps involved in each kind of installation.) First, it's always safer to use the clean-install method when installing a *newer version* of the system software, such as when you upgrade from Mac OS 8.1 to 8.5. And second, you want to perform a clean install when your current System Folder is having problems—and Conflict Catcher's conflict-testing feature can't nail down a culprit.

In the first case—when upgrading to a newer system—you have nothing to lose by using Conflict Catcher's Clean-Install System Merge command. Within minutes, you'll have all your features, preferences, and fonts in place in your new, updated System Folder. You'll be ready to start work.

However, in the latter case—when your old System Folder was giving you trouble—consider reinstalling your fonts and other programs from their original master disks instead of copying them from your old System Folder. (Better yet, install updated versions, if available.) After all, the reason for the clean install is that you were having *trouble* with your old System Folder. It's conceivable that using Conflict Catcher's Clean-Install System Merge feature could simply reinstate whatever corrupted file was causing the problem to begin with.

On the other hand, there's no need for paranoia. When a System Folder is truly corrupted, the problematic file is frequently the *System suitcase file*—which Conflict Catcher will never merge into a new System Folder. If you don't have master disks handy, you may well be safe using the Clean-Install System Merge command in order to avoid reintroducing the corruption into your new System Folder.

Tip: Conflict Catcher's Clean-Install System Merge feature works only when the clean System Folder is the same version as, or a newer version than, the old one. For example, you can't use this feature to copy items from a Mac OS 8.5 System Folder into a Mac OS 8.1 System Folder.

(Newer System Folder versions often contain items that don't even work in older versions, so Conflict Catcher is saving you headaches by enforcing this rule.)

HOW TO USE THE CLEAN-INSTALL MERGE FEATURE

Conflict Catcher's clean-install merging feature works only if, in fact, you have performed a clean installation of your System Folder. See [Chapter 7](#) for step-by-step instructions.

⚠ *Was your old System Folder updated using an Apple system-update installer—to bring it from Mac OS 8 to Mac OS 8.1, for example? If so, begin by running that same updater on your new, clean System Folder (if, in fact, the newer System Folder isn't already a newer version, such as Mac OS 8.5). Doing so will prevent you from winding up with newer software mixed in with older software. (If you've bought any Apple Language Kits, install them into your new, clean System Folder, too, before using Conflict Catcher's Merge feature.)*

✍ *Tip: The merging process is much easier if Conflict Catcher is first installed on both the older and newer System Folders. (That way, files will be turned on and off in the new System Folder to match their status in the old one.)*

When the clean-install process is over, your Mac will have two different System Folders: the clean one (called System Folder), and the old one (usually called Previous System Folder). It's perfectly safe to have multiple System Folders on the same hard drive. Only one at a time displays the telltale tiny Macintosh icon on it, meaning that it's the currently active System Folder.

Now you're ready to let Conflict Catcher bring over all the useful files from the old System Folder into the new one.

✍ *Tip: Use the Conflict Catcher installer to install Conflict Catcher in your clean system folder.*

1. **Make sure that Conflict Catcher is installed on the new System Folder, and that you have started up the Mac with the new System Folder “in charge.”**

Remember, Conflict Catcher won't copy files from a newer System Folder into an older one. The newer System Folder must be running your Mac.

2. **Restart the Mac. As it's just beginning to start up again, keep the space bar pressed until the Conflict Catcher window opens. From the Special menu, choose Clean-Install System Merge.**

The message shown in *Figure 6-2* appears. It asks you to confirm that you're now running from the newly installed System Folder.

3. **Click if you are, in fact, running from the newly installed System Folder.**

(If you had opened Conflict Catcher from its Finder CC menu—rather than at startup, as suggested in step 1—a warning box would now appear, encouraging you to restart the computer and open Conflict Catcher by pressing the space bar. Start over from step 1.)

Now a dialog box appears, as shown in *Figure 6-3*, in which you can specify which System Folder was your original one. (This dialog box also contains the on/off switch for the Scan Previous Files for Damage option. It's best to leave this option turned on. Although it adds a few seconds to the merging process, it ensures that you won't inadvertently copy a corrupted file from your old System Folder into your new one.)

4. **Click . In the list box that appears, single-click your old System Folder (which is probably called Previous System Folder). Then click the button below the list, which is probably called Select "Previous System Folder."**

You return to the box shown in *Figure 6-3*, where the name of your older System Folder is now displayed.



Figure 6-2: Confirmation dialog.

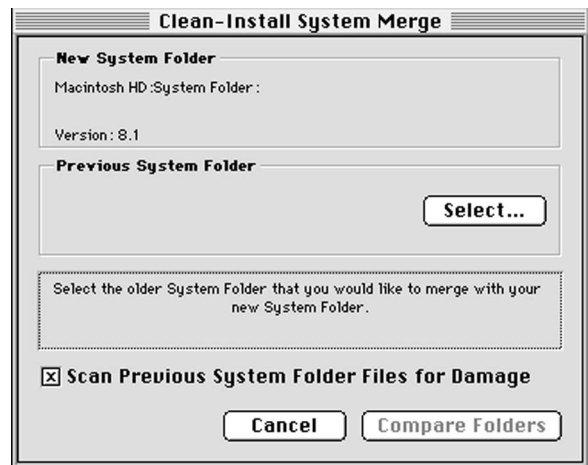


Figure 6-3: Original system folder dialog.

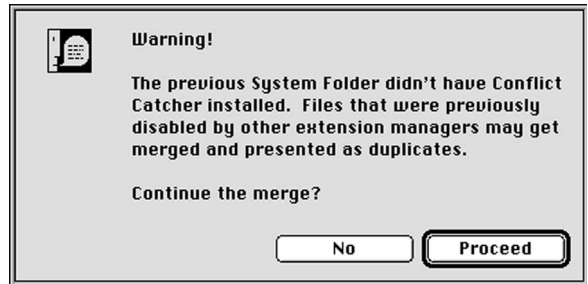
5. Click **Compare Folders**.

Figure 6-4: Conflict Catcher not installed warning.

(Note: If, despite the recommendation to the contrary, you didn't have Conflict Catcher installed in the older System Folder, the dialog box as shown in *Figure 6-4* appears. It warns you that if you proceed, as Conflict Catcher compares the older System Folder with the newer one, it may get confused as to which files are "on" and "off" in the new System Folder. Conflict Catcher will treat some files as duplicate copies, and will ask you about how to handle each one.)

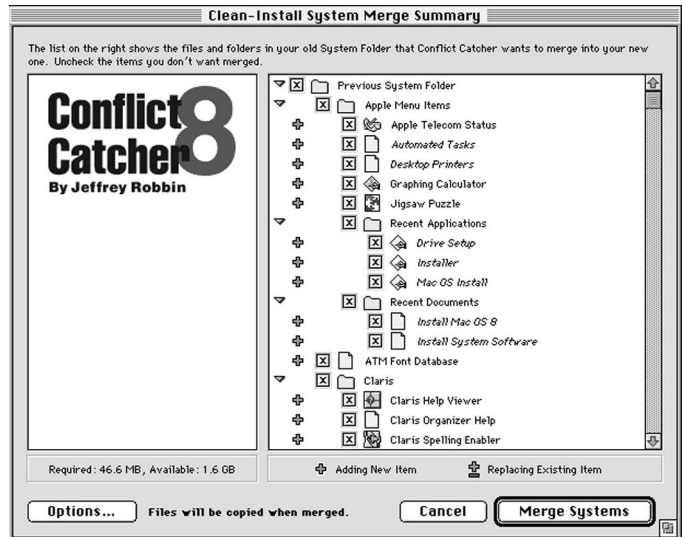


Figure 6-5: Summary box.

Next Conflict Catcher takes a minute or two to compare the contents of the two System Folders. Sit back and enjoy this professional, high-speed comparison process—this is what you would have spent several *hours* doing on your own.

When Conflict Catcher has completed its comparison, you'll see the window shown in *Figure 6-5*.

6. Click the **Options** button.

Now the Clean-Install Merge Options window appears (shown in *Figure 6-6*). There are three things to consider in this window.

- A. **Apply a label to:**—By *label*, Conflict Catcher is referring to the labels (icon colors and text tags) you can apply to icons in the Finder. Conflict Catcher can apply labels to the items you’re moving, exactly as though you had highlighted them and selected a label color from the Labels menu or menu command in the Finder.

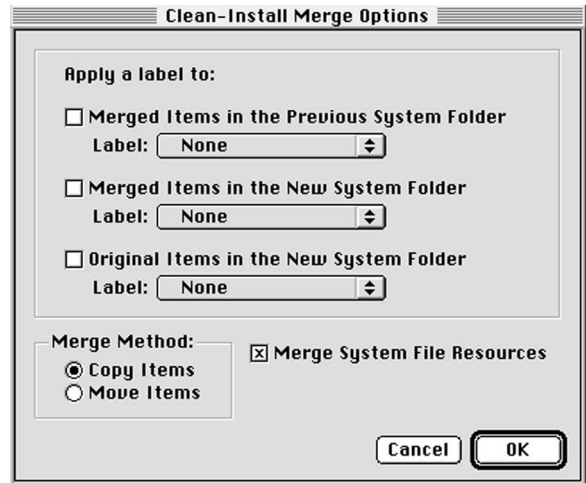


Figure 6-6: Label dialog box.

In this case, however, Conflict Catcher offers you some interesting possibilities:

- If you choose “Merged items in the previous System Folder” and then choose a label from the pop-up menu, Conflict Catcher will apply the selected label color to the merged items—in your previous System Folder. (This option works only if you’ve told Conflict Catcher you intend to copy, rather than move, the selected items.)
- If you choose “Merged items in the new System Folder,” Conflict Catcher will apply the selected label color to the merged items as they sit in your new System Folder—whether they were moved or copied. This option can be useful when the merging process is all over; you can open your new System Folder and, thanks to the changed icon colors, see at a glance all of the files that were installed from your previous System Folder.
- Perhaps the most useful option of all is “Original items in the new System Folder.” If you choose this option, Conflict Catcher applies the selected label color to all of the clean-installed files in your new System Folder before adding files from your old System Folder.

Why is this so useful? Over time, as you use your Mac, you’ll knowingly or unknowingly add new fonts, preference files, extensions, control panels, and other files to your new System Folder. Because these new files will not be labeled, you’ll always be able to identify the “clean” items that were part of the original

installation—they'll always be the labeled ones in your new System Folder. When trouble arises, therefore, you'll have an excellent head start in troubleshooting. You can assume that your problems arise from something you or your software added to the System Folder after the clean install—in other words, the problem lies among the icons that are not labeled.

- B. **Merge Method**—Unless you're very short of disk space, you'll usually want to copy the selected files into the new System Folder (instead of moving them), so that your previous System Folder remains intact. That way, if, for some reason, the new System Folder isn't as trouble-free as you had hoped, you can switch back to your previous System Folder without any time penalty.

There are two cases, however, in which Conflict Catcher doesn't offer you a choice of Copy or Merge. First, if your Mac doesn't have enough disk space to copy the selected items (that is, duplicate them), the Copy Items option isn't available. Second, if you're merging the contents of a System Folder on *another disk* into your clean System Folder, the Move Items choice isn't available. (The Mac OS never moves items from disk to disk—only copies them.)

- C. **Merge System File Resources**—"System File Resources" refers to a few special preference settings: your name as you've entered it in the File Sharing control panel (if you're on a network), your choice of printer (if you have more than one), any desktop patterns you've added to your control panels, and any sounds you've added to your system file. If you leave this checkbox turned on, those additional components and settings will also be transferred to your new System Folder, saving you a few extra customizing steps.


7. Click  to close the Clean-Install Merge Options dialog box.

You return to the Merge Summary dialog box.

8. **Scroll through the list of System Folder items. Click the checkboxes of items you *don't* want brought over from your old System Folder.**

You may notice that Conflict Catcher displays your old System Folder's contents in a hierarchical display—that is, items in folders are indented to the right, and items in *those* folders are indented even more.

If you ever come across an entire folder whose contents you want to leave behind (in the outgoing System Folder), click its checkbox. Conflict Catcher turns off the folder's check mark *and* those of all items *inside* that folder. You can put this feature to good advantage; for example, to turn off 19 out of 20 items in one folder, first click the folder's checkbox to turn off all 20 items—and then click to turn the *one* item you want back on.

 *Tip:* To save you time and confusion, Conflict Catcher shows you only the names of items that aren't already in your new System Folder. For example, you won't see such Apple menu items as the Calculator and Key Caps, because those are already in your new System Folder (most likely in an updated form, too).

Moreover, if you're upgrading to a newer system version, Conflict Catcher doesn't list files that are no longer required. Even if you're upgrading from, say, System 7.0 all the way to Mac OS 8.5, Conflict Catcher knows exactly which original Apple files are safe to offer you for merging.

After you have explored the contents of a folder in the list, you have two options—you can scroll down, or you can click the “flippy triangle” button beside a folder's name to collapse it. Either way, subsequent items now move into view.

You'll recognize some of the listed files right away as items you're sure you want in your new System Folder. For example, any fonts Conflict Catcher lists are fonts that you won't have in your new System Folder—unless you merge them now. Anything with a software company's name on it—such as the Claris, Adobe, or Microsoft folders—you'll probably want to merge, too, since those folders don't come with the built-in system software. (The same applies to folders or files named after a specific *program*.) And you'll probably want to include all of the preference files of programs you actually use. (On the other hand, this is a good opportunity to turn *off* the preference files for any programs you *don't* use, thus doing some spring cleaning.)

If you're unsure about the identity of a file, click its name. Conflict Catcher shows you the item's description, as shown in *Figure 6-7*, helping you understand exactly what you're about to bring into your new System Folder.

9. Click .

Now Conflict Catcher launches into action. Over the course of a minute or two, it moves or copies all of the files you had selected into the new System Folder.

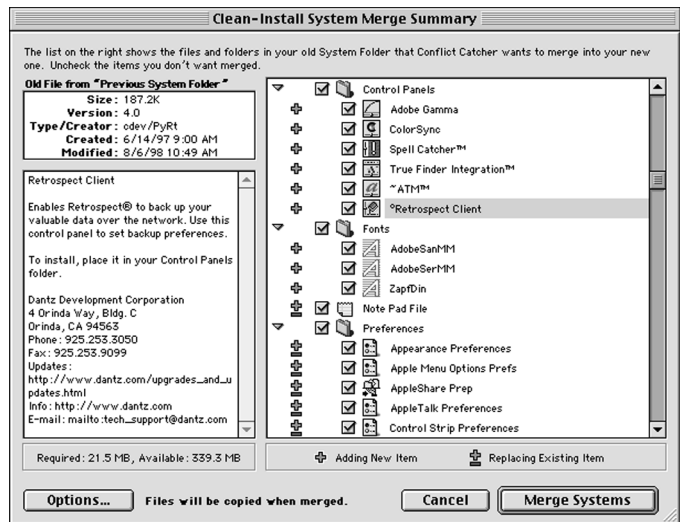


Figure 6-7: File description.

When the merging is over, you'll see a message; it lets you know that in the rare event that you directed a file from your old System Folder to replace its namesake in the new one—such as the Scrapbook file—the replaced copy has been moved to the trash. It's put there (instead of being deleted) so that you can retrieve the file if necessary.

When the merging process is over, the Clean Install System Merge Summary window appears (see *Figure 6-8*). It's a report that lists every item Conflict Catcher encountered—and where Conflict Catcher moved or copied it. (If you like, you can copy this information for pasting into another program, or click **Save As...** to preserve the report as a text file on your hard drive.)

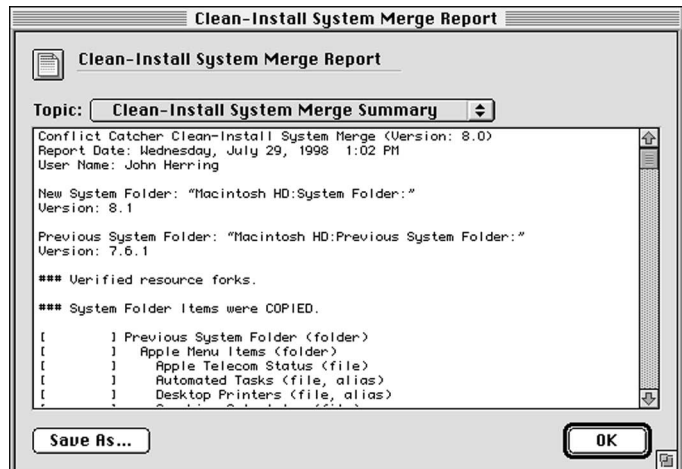


Figure 6-8: Clean-Install System Merge Report.

10. Click **OK** to close the report.

You return to Conflict Catcher's main window, where your newly merged files are now listed.

11. If everything looks good, click **Continue Startup** (or **Restart**).

Your Mac finishes starting up—or restarts, depending on how you began this system-merging process.

At this point, try out a few things. As you run each of your programs, you should find that all your preferences, toolbars, and settings are exactly as they were before you installed the new System Folder—thanks to the preference files that Conflict Catcher copied over for you. Your fonts should be the same, your Apple menu should contain the same items (unless the new version of the System software added additional items), and so on.

-
- Tip:* When you arrive at the Desktop after a Clean-Install System Merge, you may be surprised to find a few files in your Trash can. These are files that Conflict Catcher found in your new System Folder that it replaced with copies from your old one. (For example, your old Scrapbook file probably had material you wanted to keep, so Conflict Catcher places the new System Folder's Scrapbook file into the Trash.) Keep or trash these items as you see fit.
-

If the purpose of your clean install was to eliminate a corruption in your old System Folder, experiment to see if the problem is gone. If so, congratulations.

If not, and if (in [step 6-A](#)) you had applied a label color to the original items in the new System Folder, a quick glance at your new System Folder's contents should give you a head start on figuring out which elements are causing the problem. They're probably among the files without a label—the files you introduced to the system after the clean install.

On the other hand, if you don't feel like launching into a conflict test at the moment, consider performing another clean install. This time, don't do a clean-install merge afterward. See how the Mac runs with nothing but an untouched and clean-installed System Folder. Then, using Conflict Catcher, you can merge selected files into your new system and continue restarting periodically until you have isolated the problem.

SWITCHING BETWEEN SYSTEM FOLDERS

After performing a clean install, you wind up with two System Folders on your hard drive. In most cases, you should live with your new System Folder for a few days or weeks, just to make sure everything works smoothly and that no important components were left behind in the old System Folder. If everything checks out after that testing period, throw away the old System Folder (and the “Replaced” files from the trash).

There may be times, however, when you find it useful to keep two fully functional System Folders on your hard drive at the same time. Maybe you want to keep a duplicate, absolutely pristine, “clean installed” System Folder, which you can switch to if trouble arises in your main System Folder. Maybe you're experimenting with newer system software (such as Mac OS 8.5), but you want to be able to alternate with your previous System Folder (such as Mac OS 8.1).

For years, certain misinformed books and other advice-givers have direly warned Mac users against keeping two System Folders on the same hard drive. In fact, however, doing so is perfectly safe in any OS version after System 7. The Macintosh is smart enough to keep them straight. At any one time, only one System Folder can be designated the *active* one. You can spot it at a glance by the tiny, Picasso-ish Mac OS icon it bears, as shown in [Figure 6-9](#). (Programmers say that this System Folder is the “blessed” one.)



Figure 6-9: “Blessed” System Folder.

As it happens, Conflict Catcher lets you change active System Folders easily—simply by choosing from a menu. Here's how:

(The following steps assume that you have at least two complete System Folders on your hard drive. If you don't see the Startup menu, choose Preferences from the Edit menu. In the Preferences dialog box, turn on Show Startup Menu and click . You return to the Conflict Catcher window, where the Startup menu now appears just to the right of the Sets menu.)

1. **Open Conflict Catcher. From the Startup menu, choose the name of the System Folder you want to be in charge (see *Figure 6-10*).**

Of course, you'll see multiple System Folders listed in your Startup menu only if, in fact, you *have* multiple System Folders.

2. **From the Special menu, choose Restart.**

The Mac restarts—and when you arrive at the desktop again, you'll see that the newly selected System Folder is “blessed” and running your computer.



Figure 6-10: Startup menu.

SWITCHING BETWEEN STARTUP DISKS

The previous instructions show you how to switch among different System Folders on the *same* disk. But Conflict Catcher can also let you switch among *different* startup disks.

Suppose, for example, that you keep a virginal, “clean installed” System Folder on an external hard drive. And now you want to start up from that external hard drive instead of from your hard drive.

If you didn't have Conflict Catcher, you'd have to switch startup disks like this: Turn on the Mac. Wait until you arrive at the desktop. Open the Startup Disk control panel, and click the icon for the new Startup disk. Restart the computer.

Conflict Catcher, however, lets you select a different startup disk *as* the Mac is starting up, saving you one entire starting-up process and the hassle of opening a control panel.

Conflict Catcher's Startup menu lists not just the System Folders on your main hard drive, but also the System Folders on any other hard drives, Zip disks, CD-ROM discs, and so on that are currently connected to your Mac.

To switch startup disks as the Mac is starting up, hold down the space bar early in the startup process. When Conflict Catcher's window appears, choose the System Folder that you want—on the System disk that you want—from Conflict Catcher's Startup menu (see *Figure 6-11*), and then click **Continue Startup**.



Figure 6-11: Startup menu.

The Mac restarts, with your new startup disk in charge.



CHAPTER 7:
TROUBLESHOOTING THE MAC—AND
CONFLICT CATCHER

CHAPTER 7: TROUBLESHOOTING THE MAC—AND CONFLICT CATCHER

Your Mac's software is the result of an accidental collaboration among hundreds of programmers. There are the Apple programmers who wrote the system software, the software-company programmers who wrote the software you use, the programmers who designed the Internet years before the Macintosh was invented, and so on. It's no wonder, then, that software problems can arise.

The problems you may encounter vary: crashes, freezes, error messages, startup problems (the blinking question-mark icon or the Sad Mac icon), strange application behavior, and so on. This chapter can't cover every conceivable cause and solution for these problems, but it should give you a good grounding in the fundamentals.

This chapter is divided into three sections: First, a crash course in diagnosing common Mac problems; second, a section of [troubleshooting techniques](#) for solving those problems, such as the *clean system install*; and finally, a section on [troubleshooting Conflict Catcher](#) itself.

MACINTOSH PROBLEMS

CRASHES, FREEZES, OR “UNEXPECTED QUILTS”



A *system crash* occurs when a message appears on the screen saying: “Sorry, a system error has occurred.” Your current work session is over; you have to restart the computer.

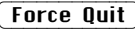
When your system *freezes*, on the other hand, no message appears; instead, the cursor freezes in place. (Occasionally, the cursor still moves, but clicking doesn't do anything.)

A related problem is when a program you're using simply vanishes from the screen, leaving only a message that says “The application Unknown has unexpectedly quit.”

ESCAPING A CRASH OR FREEZE RIGHT NOW

When the Mac has crashed or frozen, try these steps, in sequence:

1. **Press the “Force Quit” keystroke** (--esc).

If you're lucky, the Mac asks if you want to “force quit” the frozen program; click the  button. Unless the freeze is too severe, you're now free to save your work in any *other* programs—and then restart your Mac. If that technique doesn't work, proceed:

2. **Press -- key to restart the Mac.**

Any work you've done since the last time you used the Save command is gone—but at least your Mac is operable once again.

FIXING REPEATED SYSTEM FREEZES

If the problem seems to occur in only one program, see *Problems in One Program*, next. If the problems seem to occur no matter which program you're using, try these steps, in order.

1. **Use Conflict Catcher to run a conflict test, as described in [Chapter 4](#).**

Extension conflicts are an extremely common cause of freezes, crashes, and unexpected quits, whether in a single program or system-wide. If you're having a consistent, *repeatable* problem, Conflict Catcher can help you find it. If Conflict Catcher is unable to name a startup file as the responsible party, try the next test:

2. **Unplug your SCSI equipment, as described in [Troubleshooting Your SCSI Chain](#) later in this chapter.**

And if even that step doesn't solve the problem, take the final option:

3. **Perform a clean install of your System Folder.**

For instructions, see [How to do a "Clean Install" of the System](#) later in this chapter.

PROBLEMS IN ONE PROGRAM

If your troubles seem to be confined to just one application, your troubleshooting task is much easier. Try these steps, in order:

1. Increase the amount of memory allotted to the problem program.

To do so, quit the program. In the Finder, open the program's folder. Single-click the program's icon. Then, from the File menu, choose Get Info.

The Get Info box now appears (see *Figure 7-1*). (If you're using Mac OS 8.5 or later, choose Memory from the Show: pop-up menu.) Note the number in the bottom box. Change the number, increasing it by at least 10 or 15 percent.

This number is the amount of memory that the program consumes when you run it. More memory gives the program some “elbow room” and often solves crashes or freezes that seem to occur in that single program.

Some programs, such as Web browsers, work better when allotted significantly more RAM. (To see how much memory—and how much free memory—your Mac has, choose “About This Computer” from your Apple menu.)

2. Throw away the preference file.

Whenever you launch a modern software program, it generally consults a *preference file* in your Preferences folder before its loading process is complete. If that file is damaged, so is your work session.

Therefore, if you're having trouble in one particular program, quit the program. Then open your System Folder, open your Preferences folder, and trash the program's preference file. The very next time you launch that program, it will automatically create a new preference file—one without any corruptions.

This trick is especially useful in the most frequently used program of all, the Finder. The Finder Preferences file stores all kinds of settings important to your Mac work environment: the font and icon-layout settings used for Finder windows; list-view window settings; whether or not the “Are you sure?” message appears when you empty the Trash; and so on.

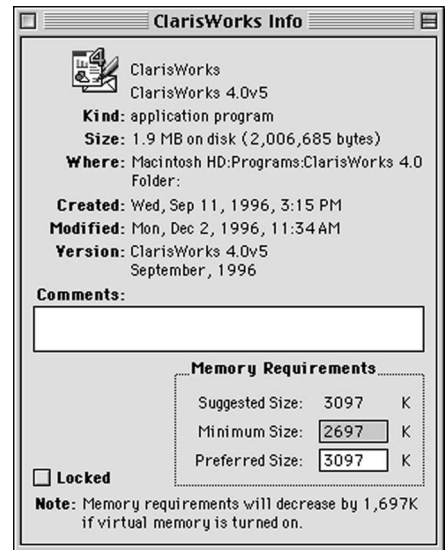


Figure 7-1: Get Info box.

Therefore, if you start noticing weird goings-on with your icons, windows, or Trash, try discarding the Finder Preferences file. Restart the Mac to generate a fresh, clean copy.

3. **Reinstall the program.**

If all else fails, try reinstalling the program in question—an updated version, if possible.

It's also conceivable that one of your extensions or control panels is causing trouble for this program. Try a Conflict Catcher conflict test ([Chapter 4](#)) to explore that possibility.

ERROR MESSAGES

Computer error messages are notorious for being unhelpful and geeky. A few, though, can be addressed by a little action on your part.

“APPLICATION NOT FOUND”

Here are a few possible explanations for the appearance of this message:

1. **Some files aren't openable.**

Not everything in the Mac world is meant for you; the Mac reserves a few files for its own use. Certain items, especially in your System Folder, give you an error message when double-clicked because they're there for your Mac's use, not for yours—icons in the Preferences or Extensions folder, for example, or various other support-file icons.

2. **You're trying to open a document, but the Mac can't find the program used to create it.**

If you double-click a ClarisWorks document, but ClarisWorks itself isn't on your hard disk, the Mac produces the “Application not found” message. To remedy the situation, reinstall the missing program.

More often, though, you're double-clicking something you downloaded from the Internet or America Online—something created using a program you don't have at all. This situation often arises when you download, for example, graphics documents.

These files can be opened by almost any graphics program (as well as by programs like Netscape Navigator, Internet Explorer, and America Online). Yet if you try to *double-click* a generic graphics file, you'll often be told, “Application not found.” (The Mac doesn't know which graphics program you want to use.)

The solution is to launch your graphics program *first*, and then open the file via the File menu's Open command.

- 3. If you get the “Application not found” message even if you’re sure that the document’s parent program is on the disk, rebuild the desktop.**

For example, suppose you double-click a ClarisWorks document, and you’re told that the application can’t be found, even though ClarisWorks is definitely on your hard drive.

In a situation like this, the computer has lost track of which program is associated with which kinds of documents.

Fortunately, the problem is easy to fix. For instructions, see the [Rebuilding the Desktop File](#) later in this chapter.

“THE TRASH COULD NOT BE EMPTIED”

Every now and then, the Mac gets so confused that it simply will not delete a folder in the Trash. A [clean system install](#), as described later in this chapter, generally solves the problem. But before taking that dramatic step, try this simpler trick:

- 1. Drag the un-deletable folder (let’s say it’s called Rescued Items) to the Desktop.**
- 2. Change the Rescued Items folder’s name to the name of another folder on your disk.**

For example, if you have a Downloads folder, change the name of Rescued Items to Downloads.

- 3. Open the original Downloads folder.**
- 4. Drag everything inside it into the newly named Downloads folder on your Desktop.**
- 5. Trash the *original* Downloads folder.**
- 6. Move the new Downloads folder from your Desktop to the location of the *former* Downloads folder.**

You should now be able to empty the Trash. After all, you’re now trashing a perfectly ordinary folder.

STARTUP PROBLEMS

Problems that you encounter when you turn on the Mac are especially frustrating, since the Mac doesn't even progress far enough for you to run a few tests. Fortunately, you have Conflict Catcher.

THE SAD MAC ICON

The Sad Mac icon at startup time indicates actual hardware problems, such as a poorly seated memory board or an improperly connected SCSI chain. If you've just installed new memory boards, consider reseating or replacing them. To rule out your SCSI gadgets (scanner, Zip or Jaz drives, and so on), see [Troubleshooting Your SCSI Chain](#) later in this chapter.

If the problem still doesn't go away, and you've even tried reseating the RAM chips, then it's time to call a repair center.

ESPECIALLY LONG STARTUP TIMES

A two-second pause between the monitor's lighting up and the appearance of the "happy Mac" icon is normal. But if the standstill is abnormally long (longer than about eight seconds), or if the disk/question mark icon briefly appears on your screen before the startup process begins, you have a problem.


Fortunately, it's an especially easy one to fix. In the Startup Disk control panel, you may have recently selected a different disk to start up from—a disk that's no longer available, such as a Zip or Jaz disk. Use Conflict Catcher's Startup menu (see [Chapter 6](#)) to choose a System Folder on your startup hard drive.

THE BLINKING QUESTION-MARK ICON AT STARTUP

The Mac blinks the question-mark/disk icon when it can't find a System Folder on any disk. Of course, you can always get around this by inserting your system-software CD. But that's not a long-term solution—something is clearly wrong with your *hard drive*, which is supposed to have its own System Folder.

Most often, the problem can be solved by performing a [clean install](#), as described later in this chapter. If that doesn't work, unhook external SCSI devices (see [Troubleshooting Your SCSI Chain](#) later in this chapter). Run the Disk First Aid program. If your hard drive still isn't showing up on the screen, get a program such as TechTool Pro or Norton Utilities and see if *it* can bring your drive back to life.

CRASHING ON STARTUP

You may have an extension conflict. You can *temporarily* get up and running by starting up the Mac with the  key pressed (which turns off *all* of your extensions).

To find and eliminate the conflict, however, use Conflict Catcher (see [Chapter 4](#)).

If the problem persists, you may have a SCSI problem; see [Troubleshooting Your SCSI Chain](#) later in this chapter.

TWILIGHT ZONE THEME, CAR CRASH, OR FOUR NOTES

If, when starting up, your Mac plays a note-by-note chord, evil brass fanfare, “Twilight Zone” theme, car-crash, or cartoony breakdown sound, it’s trying to tell you that it didn’t pass one of its routine startup tests.

You most often hear these chimes just after you’ve installed new memory into the Mac; it most often means that one of the memory boards isn’t seated properly. If the problem persists, you may again have a SCSI problem; see [Troubleshooting Your SCSI Chain](#) later in this chapter.

FINDER PROBLEMS

The Finder—the home base view with the Trash can and icons—is where you manage your files, rename them, copy them, and sometimes have problems with them.

ALL YOUR ICONS SHOW UP BLANK

If you encounter the “generic icons” problem, where every document looks like a blank sheet of paper, your invisible Desktop file has become corrupted. See [Rebuilding the Desktop File](#) later in this chapter.

FINDER CHANGES DON’T STICK

If your changes to the way the Finder displays windows and icons don’t seem to stick when you restart the Mac (for example, when you change your window-view settings), you may have a damaged Finder Preferences file. Open your System Folder; open the Preferences folder; find the Finder Preferences file; trash it; and restart the computer.

IT’S JANUARY 1, 1904

The Mac has a battery—a built-in, five-to-seven-year battery that, among other things, maintains the Mac’s clock even when the computer is off. When this battery dies, a number of odd problems result:

- Your Mac’s clock resets itself to January 1, 1904 (or a date in 1956). All your new or modified files get stamped with that date, too. And no matter how many times you reset your clock, it jumps back to that date.
- Your network or printer settings won’t stick.

- Your monitor color setting keeps reverting to some odd choice, or your monitor displays an irregular tint.

In theory, you can replace the battery yourself. In general, however, Apple recommends that you have a dealer do the job for about \$25.

THE MAC SLOWS DOWN

If the Mac seems slower than it once was, try these steps, in sequence.

1. **Rebuild the desktop.**

After several months of using a Mac, it actually does slow down. The problem is a bloated Desktop file; the solution is described in [Rebuilding the Desktop File](#) later in this chapter.

2. **Turn down virtual memory.**

Open the Memory control panel and investigate the status of the Virtual Memory setting. On Macs with a PowerPC processor (such as Power Macintosh models), virtual memory should generally be turned on, but its number should only be slightly higher than the amount of actual memory in your Mac. (That is, if your Mac has 32MB of RAM, virtual memory should be set to 33MB for best speed.)

If your older Mac doesn't have a PowerPC processor, then virtual memory should be turned off for maximum speed. (Of course, you may need to turn it on to permit you to run more programs than your built-in RAM would otherwise allow. In that case, a RAM upgrade would be a useful speedup procedure.)

3. **Check your SCSI chain.**

See [Troubleshooting Your SCSI Chain](#), later in this chapter. A SCSI problem can also make your Mac very slow.

4. **Check your Disk Cache.**

The *disk cache* is a high-tech trick used to speed up your Mac. If it's set too low, your Mac feels much slower than usual.

The disk cache is a reserved piece of memory that's used to store recently-used pieces of computer information, such as what's in windows you've recently opened or commands you've recently used. Cumulatively, the tidbits of information that the Mac stores in the disk cache give you quite a speed boost.

To adjust this setting, open the Memory control panel. Click the arrows to adjust your disk cache. The correct setting is 32K per megabyte of memory your Mac has. So, if you have a 32MB Mac, the disk cache should be set to 1024K.

MACINTOSH SOLUTIONS

Having read about common Mac problems in the previous section, you can now read about the most common troubleshooting techniques.

HOW TO DO A “CLEAN INSTALL” OF THE SYSTEM

System software may go bad over time. Fortunately, you have an infinite supply of healthy replacement copies, in the form of the system-software CD-ROM that came with your Mac.

However, there’s more to fixing your System Folder than simply running the Installer. The Installer program, as a convenience to you, is designed to replace *only* those components of the System Folder that need updating. If your System file is already corrupted, it stays corrupted. If you have a damaged font suitcase, it remains damaged. And so on.

The only way to guarantee a virgin System Folder is to perform a *clean install*.

INSTALLING THE NEW SYSTEM FOLDER

The method for doing a clean install depends on which version of the system software you have.

- **Mac OS 8 and 8.1**—Start up from your system software CD. Run the Installer (which is probably called, for example, *Install Mac OS 8.1*). Click **Continue** on the welcome screen.

Now turn on the checkbox called “Perform clean installation” and then install normally.

The installer automatically checks your hard drive before proceeding, and then gives you a *duplicate*, fresh System folder. Your old one is deactivated and automatically renamed Previous System Folder.

- **Mac OS 8.5, System 7.6, or System 7.6.1**—Start up from your system CD. Double-click the Installer icon. After you’ve clicked the **Start** button on the Software Installations screen, click the **Options** button on the regular Installer screen.

You’ll be offered an option called either “Perform clean installation” or “Create additional System folder (clean install)” (see *Figure 7-2*)—choose it.



Figure 7-2: Installer options.

- **System 7.5-point-anything**—Start up from your system CD (or the first Installer floppy disk). Double-click the Installer icon. Click . At the main installation screen—where you'd normally click the button—press --. You'll be asked which you want: a *brand-new System Folder*, or just an updated *existing System Folder*. You want the whole new one. Click your choice, click , click , and then follow the directions.
- **Earlier System versions, Performas**—Before doing the clean install, you should check the hard drive for corruption. (Later installer versions do this automatically in the process of installing the new System folder.)

To do so, start up your Mac from the Disk Tools disk that came with the Mac or the system CD-ROM, if you have one. Run the program on it called Disk First Aid. (A pre-1998 version of Disk First Aid can't repair any problems it finds on the disk it's *on*—nor on the startup disk—which is why you have to start up your Mac from the Disk Tools disk. Of course, if you have an external drive of some kind, such as a Jaz, Zip, or SyQuest cartridge, you can start up from that disk and run Disk First Aid off of *it*.) Disk First Aid may well discover—and fix—problems with your hard drive that have been responsible for whatever glitches you've been having.

Now you can proceed with installing a new System Folder. Open the System Folder on your hard disk. The object here is to *separate* the Finder from the System *suitcase* icon, so that they're no longer in the same folder. Drag the Finder out onto the desktop, for example.

Close the System Folder window, press , and *rename* the System Folder. (Call it "Old System," for example.) The point of these two steps is to make the Installer think that there's *no* System Folder on your hard drive. Thwarted from simply updating the old System Folder, the Installer will build a completely new System Folder.

Now run the System Software Installer from your Apple CD-ROM (or your Install 1/Install Me First floppy) in the usual way. If you have a recent Performa, this means running your Restore System Software program (on the Performa CD-ROM).

CUSTOMIZING YOUR FRESH SYSTEM FOLDER

The new System Folder doesn't have any of the extensions, fonts, control panels, Apple menu items, and sounds you may have added to your original System Folder. And it won't have any Preference files your software has created over the years. Re-creating all of them—your settings, passwords, toolbar configurations, and so on—could take hours. That's why your old System Folder remains with its new name ("Previous System Folder," for example).

After you've confirmed that the clean reinstall successfully restored your Mac to health, you can put those add-on components back into the new System Folder. Use Conflict Catcher's Clean-Install System Merge feature, as described in [Chapter 6](#).

THE GLORY OF A CLEAN REINSTALL

Reinstalling a System Folder can work wonders on a sick Mac, solving the strangest problems.

Many problems solved by a clean reinstall sound as if they have nothing to do with system software—a SCSI drive that's not working, font problems, printing troubles—but a clean reinstall solves it all.



REBUILDING THE DESKTOP FILE

What's commonly called the Desktop file is actually a *pair* of invisible files on every Macintosh disk, including your hard drive. They store two kinds of information: the pictures used as icons for all your files and the information that associates your programs with their documents (and with their icons).

If the Desktop file becomes confused, two symptoms let you know: the “generic icon” problem, where all your icons show up blank white, and the “Application not found” message that appears when you try to double-click something.



Another Desktop-related problem: over time, this invisible file gets bigger and bigger. (Remember, it's storing the pictures of every icon that crosses your Mac's path.) Worse, throwing some program away after using it *doesn't* clear its icon information from the Desktop file. And the bigger your Desktop file gets, the slower your Mac becomes in its efforts to open windows, display icons, and start up.

Resetting your Desktop file, therefore, has two benefits. First, it cures the generic-icon and “application not found” problems (because it makes the Mac re-learn the relationships between files and their pictures). Second, it makes your Mac faster (because it purges all the unnecessary leftover icon images from its invisible database).


Conflict Catcher can rebuild the desktop. Its method is superior to the standard Apple method (which is to press the - keys as the Mac starts up); instead of simply cleaning out your *existing* Desktop files, Conflict Catcher actually *deletes* them and forces the Mac to create brand-new, spotless ones.

Conflict Catcher can do its ultra-Desktop-rebuild at two different times: as the Mac is starting up and after the Mac is already on.

REBUILDING THE DESKTOP AT STARTUP USING CONFLICT CATCHER

1. **Turn the computer on.**
2. **As the screen lights up, press and hold the  and  keys.**

Keep them down until you see the message in *Figure 7-3*.

3. **Select the checkboxes of the disks whose Desktop files you want replaced and click .**

Note that when Conflict Catcher rebuilds the Desktop files at startup time, it doesn't preserve any "Get Info" comments you've added to your icons. ("Get Info" comments are notes you've added to an icon by highlighting it, choosing Get Info from the File menu, and typing into the Comments box.)

If such comments are important to you, use Conflict Catcher's second method, described next.

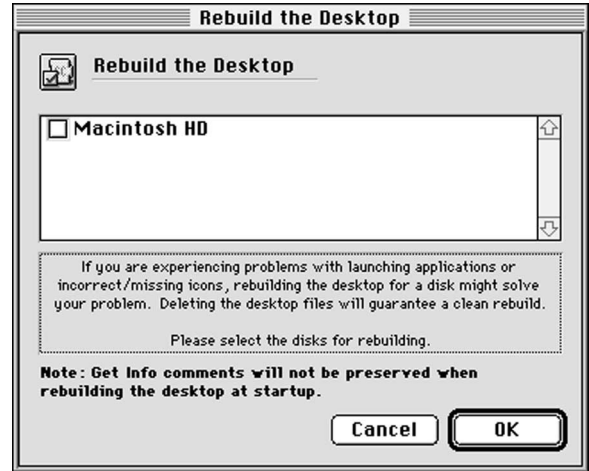


Figure 7-3: Rebuild message.

REBUILDING THE DESKTOP IN THE FINDER USING CONFLICT CATCHER

If the Mac is already on when you decide to rebuild the Desktop files, Conflict Catcher can still accommodate you. In fact, if you rebuild the Desktop files this way, Conflict Catcher can even preserve the Get Info comments you may have added to your icons.

1. **From the CC menu in the Finder, choose Open Conflict Catcher.**

The main Conflict Catcher window appears.

2. **From Conflict Catcher's Special menu, choose Rebuild Desktop File.**

A dialog box something like the one in *Figure 7-3* appears.

3. Select the disks whose Desktop files you want replaced.

Conflict Catcher can only rebuild the Desktop files of hard drives, not of removable or networked disks.

4. Indicate whether or not you want your Get Info comments preserved, and click



If you've indicated that you want the comments preserved, Conflict Catcher takes a moment to scan your entire hard drive, collecting such files for its own future reference.



Figure 7-4: Won't be rebuilt until next restart dialog.

Now the dialog box shown in *Figure 7-4* appears. As the message says, the desktop files won't actually be rebuilt until the next time your Mac starts up.

After the rebuilding is finished, your document double-clicking will work, your icons will return, and your Mac, cleansed of all obsolete icons, will run faster and more smoothly.

ZAPPING THE PRAM

The PRAM (“PEA-ram”) is a tiny piece of special memory that's kept alive by your Mac's built-in battery. The PRAM stores the settings you make in your control panels, such as the sound volume, mouse speed, memory, network, SCSI, and screen settings.

Rarely, this tiny bit of memory gets corrupted. Typical symptoms: your control panels don't retain their settings; you can't print; you have strange networking problems.

To reset the PRAM, turn off the Mac. When you turn it on again, hold down the --- keys, until you hear the second or third startup chord. Release the keys.

Afterward, you may have to reset your Mac's mouse-tracking speed, desktop pattern, speaker volume level, clock, and so on.

TROUBLESHOOTING YOUR SCSI CHAIN

The equipment plugged into the *SCSI port*—the widest jack on the back of the Mac—can have a huge and devastating effect on your Mac's behavior. (This equipment may include Zip, Jaz, and SyQuest drives; scanners; external CD-ROM drives; and so on.) They must be connected just so,

or a bewildering array of problems may arise: one SCSI device may not work right, your whole Mac may act slow and strange, or the Mac may not start up at all.

The first step is to figure out if you *have* a SCSI problem. Therefore, when you have a strange, repeating system problem, start by shutting down your Mac and disconnecting whatever is plugged into the SCSI jack on the back of the computer. If the problem disappears once your SCSI port is empty, you know where to begin your troubleshooting search; read on.

⚠ *Tip: To prevent possible damage to your equipment, turn off your Mac and all SCSI devices before making any changes to your SCSI configuration or cabling.*

- **Rule #1: Use unique addresses**

Because each SCSI device has *two* cable jacks on the back, you can string multiple SCSI devices together into a chain. When the Mac attempts to talk to various devices along this SCSI chain, it must be careful not to say “start scanning!” to the hard drive or “start spinning!” to the scanner. It has to address its messages carefully.

For that reason, every SCSI device has a *SCSI address* between 0 and 7. A switch or wheel on the back of the device lets you change this address. Each SCSI device must have a *different* SCSI number (address) so that the Mac can speak to each appliance individually.

The Mac is part of the chain; its SCSI number is always 7. Your internal hard drive is always 0. If your Mac has a built-in CD-ROM drive, its address is generally 3. That leaves 1, 2, 4, 5, or 6 for your external equipment; just make sure that no two devices have the same number.

- **Rule #2: Terminate the final device on the chain**

As the Mac speaks to the various SCSI devices attached to it, its messages sometimes go all the way to the end of the cable and *bounce back* toward the Mac. This echoing can result in dramatic and frustrating problems.

To soak up messages that were pushed with too much force, you’re supposed to put an electronic shock absorber at the end of the line of devices. This absorber is called a *terminator*. It’s a \$40 plug about three inches wide that’s designed to cover up the empty SCSI jack on the last device of your chain.

Some devices (such as Zip drives) have a terminator *switch* on the back or bottom. You can flip this switch to its terminated position when that gadget is the last one on your SCSI chain.

Other devices (including the Jaz drive) offer *automatic* termination. You don't have to buy a terminator plug at all for these gadgets because they self-terminate when necessary.


- **Rule #3: Use short, fat cables**

Your SCSI *cables* can make or break the entire operation. Their combined lengths should not add up to more than 18 feet; shorter is better.

Thicker is better, too. Thin, low-cost SCSI cables come with many SCSI devices, but they crimp or go bad surprisingly easily. It's probably worth replacing, or at least switching, the cables if you're still having SCSI problems.

RUN A HARD-DISK DIAGNOSIS PROGRAM

Conflict Catcher—or even a clean System Folder installation—can't solve certain hard-drive problems. They have to do with the invisible files the Mac maintains on your hard drive: the Desktop files, the list of fragmented files, and so on. If these files become damaged, a hard disk repair program may come to the rescue.

Your Mac came with such a program: Disk First Aid. It's not as powerful as the commercial drive-repair programs, but it can solve a number of these hidden disk problems. If you're using a system before Mac OS 8.5, start up the Mac from your system CD-ROM; if you're running Mac OS 8.5 or later, you can start up normally (from the hard drive). Either way, launch Disk First Aid and click the  button.

TROUBLESHOOTING CONFLICT CATCHER ITSELF

Although Conflict Catcher is one of the most useful troubleshooting tools you can buy, it's still software and, therefore, subject to problems of its own.

CONFLICT CATCHER ITSELF IS MISBEHAVING

It's extremely rare for Conflict Catcher to cause problems with your Mac. You may, however, occasionally have problems with Conflict Catcher *itself*. These are some of the most common glitches you may encounter.

CONFLICT CATCHER DOESN'T APPEAR WHEN YOU HOLD DOWN THE SPACE BAR AT STARTUP

If the Conflict Catcher window doesn't open when you hold down the space bar as the computer is starting up, one of the following conditions is probably at work:

- Conflict Catcher isn't properly installed. Maybe one of its pieces has been moved or deleted. [Un-install](#) Conflict Catcher, as described later in this chapter. (When Conflict

Catcher asks if you'd like your preferences preserved, click **Yes**.) Then re-install Conflict Catcher using its original CD-ROM.

- The Mac isn't responding to your keyboard. While the Mac is off, check to make sure that the keyboard is securely plugged in—and while the Mac is on, make sure that the space bar is working.
- Some non-Apple keyboards don't respond to keystrokes during the startup process. Consider using an Apple keyboard instead.

THE “CC” MENU DOESN'T APPEAR IN THE FINDER

The CC menu is the tiny Conflict Catcher icon which appears at the upper-right corner of your screen when Conflict Catcher is properly installed.

- Perhaps you or someone else turned off the option that makes this CC menu appear. To restore it, open Conflict Catcher. From the Edit menu, choose Preferences. Click the General icon, and make sure that the Display Finder Menu checkbox is selected (see *Figure 7-5*). Click **OK**.
- [Uninstall](#) Conflict Catcher, as described later in this chapter. (When Conflict Catcher asks if you'd like your preferences preserved, click **Yes**.) Then re-install Conflict Catcher using its original CD-ROM.

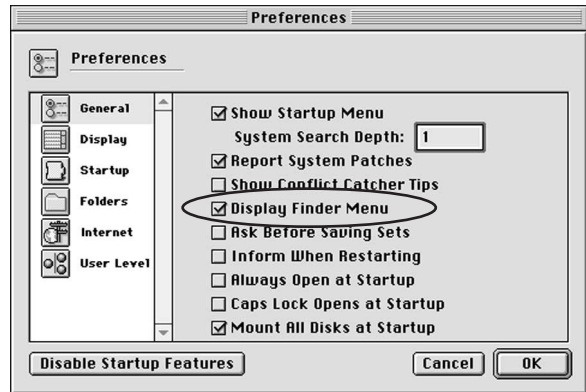


Figure 7-5: Preferences.

DESCRIPTIONS DON'T APPEAR FOR FILES IN THE CONFLICT CATCHER WINDOW

Under normal circumstances, you should be able to click in the narrow strip to the left of a file's name to make a description for that file appear at the left side of the Conflict Catcher window, as explained in [Chapter 2](#).

If *none* of your files seem to have descriptions, the Conflict Catcher Reference file has probably been moved or deleted. Reinstall Conflict Catcher.

If just *one* of your files doesn't have a description, it's probably not in Conflict Catcher's database of startup files—it's a file Conflict Catcher has never encountered before.

YOUR APPLE MENU CHANGES


Apple menu items are among the files that Conflict Catcher can turn on or off. See [Chapter 5](#) for details on using Conflict Catcher to control Apple menu items and other kinds of non-startup files.

It's possible that Conflict Catcher is, in fact, manipulating your Apple menu items when you change Conflict Catcher *sets*. If you'd like to exclude your Apple menu items from a Conflict Catcher set, follow these steps:

1. **Choose “Open Conflict Catcher” from the tiny CC menu in the Finder, and view by folder.**

The Conflict Catcher window appears. List your files by folder. If the currently-selected set is manipulating your Apple menu, you should see “Apple Menu Items” listed as a folder in Conflict Catcher's window.

2. **Turn on all the Apple menu items.**

If you can't see the contents of the Apple Menu Items folder, click the flippy triangle to the left of its name. Turn all of the items in this folder on—either by clicking them individually or by -clicking the Apple Menu Items folder's name.

3. **From the Edit menu, choose Preferences.**

The Preferences dialog box appears.

4. **Click Folders.**

Conflict Catcher shows you the Folders panel of the Preferences dialog box.

5. **Click to turn off the Apple Menu Items checkbox, and then click .**

6. **Click .**

You return to the Conflict Catcher window, where you can see that the current set no longer controls Apple menu items.

CONFLICT CATCHER WON'T LET YOU TURN A CERTAIN FILE ON OR OFF

In certain rare cases, Conflict Catcher tries to protect your Mac from disaster by preventing a certain file from being turned on or off. If you have Mac OS 8 or Mac OS 8.1, for example, Conflict Catcher won't let you turn off the Appearance extension—if you did, your Mac would not start up at all.


Similarly, Conflict Catcher won't let you turn on another Conflict Catcher-like program, such as Extensions Manager. Since the two programs do the same thing, they would clash inside your System Folder, and unpleasant consequences would result.

WHEN YOU SUSPECT THAT CONFLICT CATCHER IS CAUSING THE PROBLEM

Conflict Catcher is designed to solve problems, not cause them. Still, it is an extension—and therefore can, theoretically, be part of a conflict.

To find out whether or not Conflict Catcher is playing a role in the problem you're having, follow the steps below to remove Conflict Catcher's extension completely from your system.

1. **Restart the Mac, being sure to press the  key just as the computer begins to turn on again.**

Hold the  key down until you see the message “Extensions off” or “Extensions disabled” on the screen. You've just started up the Mac without any extensions at all.

2. **Open the hard drive. Open the System Folder. Open the Extensions folder.**
3. **Drag the Conflict Extension out of the window and onto the desktop.**

Don't drag this extension into the Trash—you'll want to reinstate it later in your testing.

4. **Restart the computer.**

When the Mac has finished starting up, check to see if whatever problem you were having is now gone. If the problem *is* gone, then you've found that rare instance when Conflict Catcher was part of the problem. Contact [Casady & Greene](http://www.casady.com/support) via the world wide web, “www.casady.com/support” or call (831) 484-9228 for further assistance.

If the problem remains, then Conflict Catcher is not part of the problem you're having. Drag the Conflict Extension *back to* the Extensions folder and restart the computer, to turn Conflict Catcher back on so that it can assist with your further troubleshooting efforts.

UNINSTALLING CONFLICT CATCHER

If you'd like to remove all traces of Conflict Catcher from your Mac—for example, to prepare your computer for sale—follow these steps.

1. **Insert the Conflict Catcher CD-ROM.**
2. **Double-click the Installer.**

The window shown in *Figure 7-6* appears. If the name of the hard drive that has Conflict Catcher on it isn't showing in the window, click **Switch Disk** until it is.

3. **From the pop-up menu at the top of the window, choose Easy Remove.**
4. **Click the **Remove** button in the lower-right corner.**

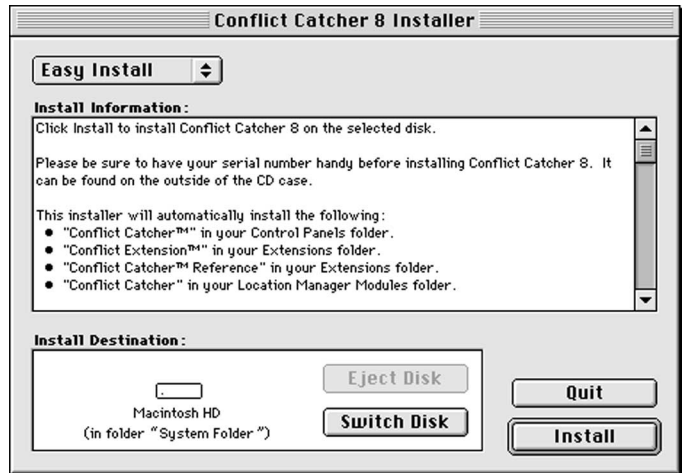


Figure 7-6: Installer window.

Before removing your copy of Conflict Catcher, the uninstaller asks you two questions. First, would you like your Conflict Catcher preferences (including all your set and link information) preserved? There's no downside to clicking **Yes**; if you ever reinstall Conflict Catcher, you'll have all your settings intact and ready to go.

Second, you may be asked if you'd like Apple's Extensions Manager control panel reinstated, so that you have at least a basic means of controlling your extensions and control panels.

After you've answered these questions, Conflict Catcher's installer removes every trace of Conflict Catcher from your hard drive.



CHAPTER 8: CONFLICT CATCHER, MENU BY MENU

CHAPTER 8: CONFLICT CATCHER, MENU BY MENU

The preceding chapters of this manual explore Conflict Catcher according to its primary functions. This chapter, on the other hand, covers each of its menu commands, some of which you may not have encountered in the previous chapters.

THE FILE MENU

Many of the commands in Conflict Catcher's first menu, the File menu (not to be confused with the Mac's own File menu), pertain to whatever file you've *selected* in the Conflict Catcher window. And how do you select a file? By clicking in the thin strip to the left of its name, so that its description appears in the inspection panel at the left side of the window.

OPEN

This command opens the selected file *in the Finder* (switching out of Conflict Catcher), exactly as though you had navigated to the icon and double-clicked it—which can be useful when, for example, trying to figure out what some control panel does. (Using this command is equivalent to clicking the **Open** button on the Conflict Catcher's inspection panel.)

MOVE TO TRASH

Suppose you conclude that some file you're inspecting isn't necessary on your Mac. This command moves the actual file from its folder on your computer's system, into the Trash. This command is the same as clicking the **Trash** button on the file's inspection panel. (Both commands generate an "Are you sure?" dialog box.)

GET INFO

Conflict Catcher's inspection panel conveys a wealth of useful information about the file you clicked. If you then use this Get Info command, however, Conflict Catcher shows you the actual Get Info window—the one built into the Mac OS for every file. This window lists the file's version number, modification and creation dates, memory use (for applications), comments, and so on.

CHANGE COLOR

Conflict Catcher lets you add a color tint to any icon, providing you with a convenient way to flag certain files for later reference. To do so, select the file in Conflict Catcher's list and choose this command. You'll now be shown the Apple Color Picker dialog box (see *Figure 8-1*), where you can specify a color for this particular file.

This individual file color selection overrides any global color selections you make using the Preferences dialog box, described later. Similarly, when you color a single icon using this command, the color shows up immediately in the Conflict Catcher window. You don't have to turn on the [“Display Files in Color”](#) checkbox in the Preferences dialog box, as described later in this chapter.

SHOW ORIGINAL

After selecting a file in Conflict Catcher's list, you may occasionally want to view the actual file in its actual folder on your actual hard drive. This command takes you out of Conflict Catcher, back to the Finder, where the file you're inspecting shows up highlighted in whatever folder it calls home.

EDIT DESCRIPTION

Conflict Catcher has an extensive database of descriptions for thousands of the files it manages. However, you're free to add your own additional comments. They'll appear at the bottom of the description panel. To do so, use the Edit Description command—or, for greater efficiency, simply click anywhere in the description panel. Either way, a window appears where you can add your own comments to the file's description (see *Figure 8-2*).

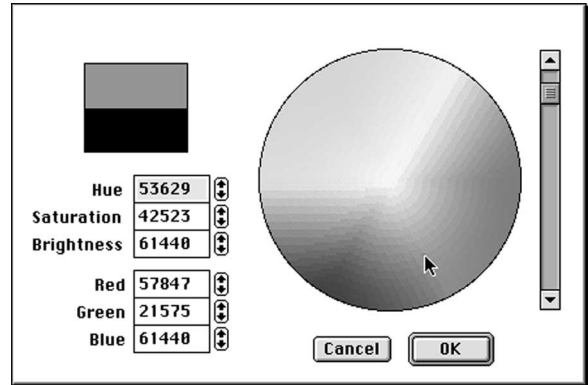


Figure 8-1: Apple Color Picker dialog.

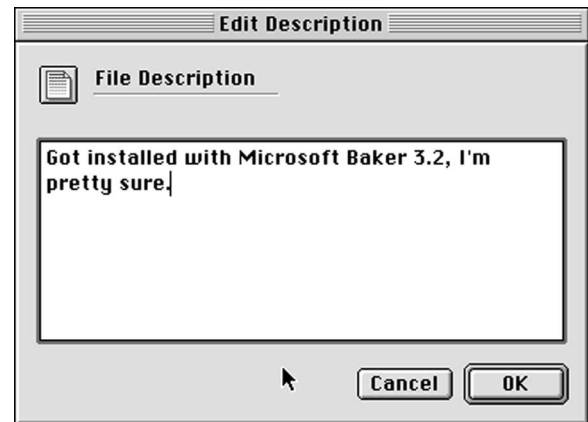



Figure 8-2: Edit file description window.

LOCK [UNLOCK]

As you can read in [Chapter 2](#), Conflict Catcher makes it possible to *lock* a certain file on or off, so that accidental clicking can't reverse a file's status. For example, you may want to lock on an extension which the Mac requires to start up.

To lock or unlock a file, you can -click its name, as described in [Chapter 2](#)—or you can use this menu command. The wording of this command changes—to Lock or Unlock—depending on whether the file you've clicked is already locked or unlocked.

UNLINK [RELINK]

Linking files is one of Conflict Catcher's most useful features, as described in [Chapter 3](#). You might link files for several reasons—to ensure that they all turn on or off together as a group, to prevent two conflicting extensions from being turned on at the same time, or to guarantee that a certain group of extensions loads in a certain relative order.

On occasion, however, you may want to let one file break free, so that you can turn it (or the other files in that link) on or off independently. This command succeeds in splitting this individual file apart (after asking you to confirm your decision). You should note three things about unlinking a file:


- When you unlink a file, you separate it from *all* links it may belong to.
- The other files in that link remain linked together. Moreover, the file you split apart is still *named* as belonging to the original link. (You can see this by clicking to the left of a group link's name in the main Conflict Catcher window to view its description.)
- After any amount of time, you can return the detached file to its original group link by selecting the file and then choosing Relink from the File menu.

CONTINUE (TEMPORARY CHANGES)

This command appears only if you have opened Conflict Catcher by pressing the space bar during the startup process.

Suppose you open Conflict Catcher in this way and you want to turn some files on or off only for the work session that's about to begin. Make whatever changes you want (turning files on or off), and then choose Continue (Temporary Changes) from the File menu. The files you've turned on or off remain that way only for *this work session*—the very next time you turn the Macintosh on, any changes you've just made will be forgotten.

CONTINUE STARTUP

This command appears only if you open Conflict Catcher at startup time. It closes Conflict Catcher and allows the Mac to continue starting up—or you can use the  button in the lower right hand corner of the window.

QUIT

This command closes Conflict Catcher and processes any changes you've made.

THE EDIT MENU


The Edit menu contains commands for processing text in dialog boxes, for finding a file in the Conflict Catcher list, and for adjusting Conflict Catcher's plentiful preference options.


UNDO, CUT, COPY, PASTE, CLEAR

In general, you probably won't do much copying, pasting, or undoing in Conflict Catcher. These commands can be useful, however, whenever you're working with text in Conflict Catcher, such as when editing a file's description.

Open the description panel for a file by clicking just to the left of a file's name. Go to the Edit menu and choose Copy. The text description is now copied to the Clipboard and ready to be pasted into, for example, a word processor or an e-mail to [Casady & Greene's](#) technical support department.

FIND, FIND AGAIN

The Find command lets you locate one file among the many in the Conflict Catcher file list. It brings up a small window into which you can type any part of the file's name. When you click , Conflict Catcher jumps to the first matching file—and selects it, placing a magnifying-glass icon next to its name and showing you its description on the left side of the window.

 *Tip: Instead of using the Find command, you may find it faster to locate a file by typing the first few letters of its name whenever the file list is visible. By way of feedback, the letters you type appear above the file list.*

If you've just used the Find command and located a file, but it's not the file you hoped to find, use the Find Again command. Conflict Catcher jumps to the *next* file in the list that contains the letters you typed. You can repeat this command as many times as necessary.

PREFERENCES

Conflict Catcher's Preferences command opens one of the most useful dialog boxes in the entire program. In this special window, you can change dozens of aspects of Conflict Catcher's behavior.

The options in the Preferences dialog box are organized into six different panels, each represented by an icon on the left side of the screen, as shown in *Figure 8-3*. Some of these are very technical parameters, provided for the benefit of experienced power users; others are handy time-savers for anyone.

The icons, and the corresponding panels, are described here:

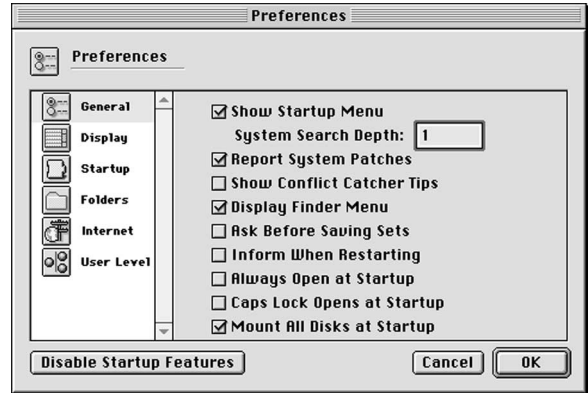


Figure 8-3: Preferences dialog box.

GENERAL

The General panel (see *Figure 8-3*) offers a number of checkboxes that govern Conflict Catcher's overall behavior.

- **Show Startup Menu**—The Startup menu is the one described in [Chapter 6](#) that lists your available System Folders and startup disks. This menu makes it very easy to specify which disk or which System Folder your Mac will start up from the next time you turn it on.

Conflict Catcher can even hunt for working System Folders that are hidden inside *other* folders. That's the purpose of the System Search Depth option, which lets you tell Conflict Catcher how many folders-within-folders to search in its quest to offer you every available System Folder. (Note: Higher numbers here make Conflict Catcher take much longer to open.)

If you'd prefer to hide Conflict Catcher's Startup menu (if, for example, you have only one System Folder available to your Mac), click this checkbox to turn it off. When you restart the Mac, Conflict Catcher's Startup menu will be gone.

- **Report System Patches**—This very technical option governs how much detail is generated when you use the Report function, described in [Chapter 2](#). When this option is turned on it produces a special section of the System report that details how many *system traps* (basic Mac computer-code chunks) are being changed or *patched* by your startup files.

Three kinds of people might find this information useful: owners of Macs with PowerPC chips inside, who can use the asterisks in Conflict Catcher’s system-patch report as a guide to which files might be slowing down the computer (see [Chapter 2](#)); programmers, who might be curious to see just how profoundly their startup files are changing the Mac’s behavior; and Conflict Catcher customers who are asked for this information by Casady & Greene’s technical support staff.

Otherwise, you’ll probably find the system-patch information in Conflict Catcher’s report extremely technical and space-consuming. If that’s the case, turn off this checkbox.

- **Show Conflict Catcher Tips**—When you first install Conflict Catcher, every time you open its window, a small Conflict Catcher tip window appears, as shown in [Figure 8-4](#). Each time this window appears, it offers a different tip or trick that helps you master Conflict Catcher.

If you’d prefer not to see this tip window each time you open Conflict Catcher, turn off this checkbox. (Alternatively, when the tip window itself appears, turn off the checkbox called “Display tip when starting Conflict Catcher.”)

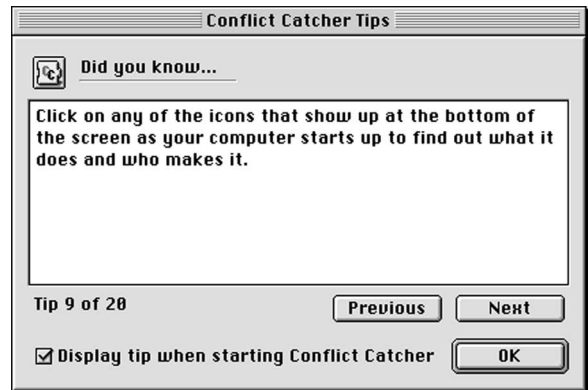


Figure 8-4: Conflict Catcher tip window.

- **Display Finder Menu**—The Finder menu is the tiny CC menu shown in *Figure 8-5*. It provides convenient access to the various sets of files you’ve created (see *Chapter 3*), as well as a quick way to open Conflict Catcher itself (using the Open Conflict Catcher command).

If the presence of this Conflict Catcher menu bothers you, turn off this option. When you do so, the only way to open Conflict Catcher will be to open its control panel (in your Apple menu’s Control Panels folder) or by pressing the space bar as the Mac starts up.




Figure 8-5: CC Finder menu.

- **Ask before Saving Sets**—When you turn files on and off in one of your sets (see *Chapter 3*), Conflict Catcher ordinarily saves these changes automatically. If you’d rather not have Conflict Catcher ask before saving the changes, turn off this checkbox.
- **Inform When Restarting**—When you press the space bar during the Mac’s startup process, Conflict Catcher opens so that you can make changes to your list of startup files. In theory, clicking the **Continue Startup** button will then let the Mac proceed with the startup already in progress.

Certain kinds of files, however, require special treatment. Suppose you turn off an extension (such as Speed Doubler) that loads extremely early in the startup process—even earlier than Conflict Catcher itself. By the time Conflict Catcher opens, your opportunity to turn that special file off has already passed. Therefore, to accommodate your request, Conflict Catcher has no choice but to restart the Mac from the beginning (instead of simply continuing with the startup in progress).

Shared libraries have a similar side effect. (Shared libraries are files in your Extensions folder containing chunks of code that may be summoned at any time by your other software. These files are sometimes called upon by your extensions themselves.) Conflict Catcher can’t monitor when or how those shared libraries load into memory—only the extensions in question can control that behavior. Shared libraries, then, constitute another category of file that, when switched on or off in Conflict Catcher, force the Mac to restart from the beginning.

When you turn on or off any of these special-treatment files, a Conflict Catcher dialog box warns you that it will be forced to restart the Mac (rather than letting the Mac complete its startup already in progress). If you turn off the “Inform When Restarting” checkbox, you turn off this warning; now, when you click **Continue Startup**, Conflict Catcher immediately restarts the Mac without alerting you first.

- **Always Open at Startup**—Ordinarily, the Conflict Catcher window opens at startup time only if you press the space bar. If you'd prefer Conflict Catcher to open automatically every time you turn on the computer, without your having to press any keys, turn on this option.
- **Caps Lock Opens at Startup**—This option, too, affects the way Conflict Catcher opens when the Mac is starting up. If you prefer to have both hands free while your computer is starting up, turn on this option. From now on, instead of having to hold down the space bar, you can simply tap (and therefore lock down) the  key early in the startup process. The Conflict Catcher window will open automatically as soon as the Conflict Catcher icon appears.
- **Mount All Disks at Startup**—When Conflict Catcher loads your extensions and control panels, it doesn't require that the actual extensions and control panels be in your System Folder. One of Conflict Catcher's most useful features is its ability to treat *aliases* for those files exactly as though they were the originals.

Suppose, for example, you want to startup a PowerBook from a RAM disk (a sophisticated technique for reducing the drain on the laptop's battery charge). Since "disk space" is at a premium on a RAM disk, you could load the System Folder (on the RAM disk) with *aliases* of the extensions and control panels on your hard drive. Another example: you might decide to let one Mac on the network serve as the master source of extension and control panel files. The other Macs on the network can have aliases of those files. The advantage: now you only have one set of extensions and control panels to troubleshoot and keep updated.

Conflict Catcher's ability to load startup files that actually exist on other disks can get tripped up, however, if those other drives aren't available when your Mac is starting up. Suppose, for example, your System Folder contains aliases of files that are actually on a Zip disk. But the Mac doesn't even look for the Zip disk until the hard drive itself has finished loading. As a result, Conflict Catcher won't even be able to find the files those aliases refer to.

And *that* is the purpose of this "Mount All Disks at Startup" option: it forces Conflict Catcher to search out and *mount* (bring to the desktop) all disks connected to your Mac before attempting to find the sources of your aliased files.

- **Disable Startup Features**—Technically, Conflict Catcher has two different sets of talents. First, it can turn files on and off. Second, it can enhance the Mac's startup process in numerous ways: by displaying the names of your extension icons as they load, letting you rearrange the loading order of your startup files, treat aliases as though they're actual extensions, and so on.

In certain rare circumstances—specifically, when you suspect that Conflict Catcher itself is contributing to a system problem—you may want to experiment with turning off that second category of features. To do so, click this button (which actually appears on all of the Preferences dialog box screens described in this section).

You'll notice one change immediately: a number of the options in this Preferences dialog box become dimmed and unavailable—all options pertaining to Conflict Catcher's startup features, such as the options called Show Icon Names, Recognize Aliases, Show Set Name, and so on.

Furthermore, Conflict Catcher won't respect any rearranging you've done of your startup-file icons (see [Chapter 2](#)). You've succeeded in completely removing Conflict Catcher's influence from the startup process, making it much easier to figure out whether or not Conflict Catcher was contributing to whatever problem you're having.

When you're finished with your experiment, open Conflict Catcher's Preferences dialog box again and click **Enable Startup Features**—and then restart the Mac—to restore Conflict Catcher to full working order.

DISPLAY

The controls on this preference panel govern how Conflict Catcher's main window looks.

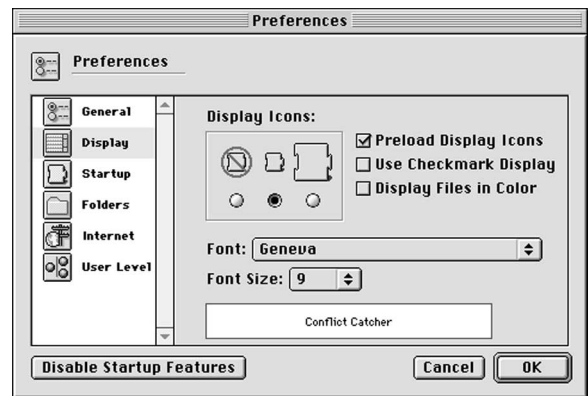


Figure 8-6: Display preference panel.

- **Display Icons**—These three options control how your files are displayed in the Conflict Catcher window: with names only (and no corresponding icons), with names and tiny icons, or with names and large icons, as shown in *Figure 8-7* from top to bottom, respectively.

If you have a very large monitor, you might enjoy seeing the full-sized icons. In other circumstances, you might like to see the small-sized icons (Conflict Catcher's usual view) or no icons at all, which produces a very compact listing, as shown at top in *Figure 8-7*.

- **Preload Display Icons**—This option requires some explanation, but a few people may find it useful.

When the Conflict Catcher window opens, it generally shows you the icons for the hundreds of items in its file list. Displaying all these icons, however, isn't an instantaneous process. Conflict Catcher must actually consult the files themselves in your System Folder to see what their icons look like. This looking-up process takes a few seconds.

That's why, if you listen closely, you'll hear your hard drive rattling in high-speed action for several seconds after you have opened Conflict Catcher. That's the sound of Conflict Catcher surveying your extensions, control panels, and other files to see what their icons look like.

If this hard-drive activity bothers you, turn off the Preload Display Icons checkbox. Now, when you first open Conflict Catcher, you'll see the first screen full of icons—which is all that Conflict Catcher knows about at the moment—and the hard drive will be silent. When you scroll down into the list, however, *then* Conflict Catcher looks up the icon pictures for the next screen full of items (and produces a corresponding flurry of hard disk activity).

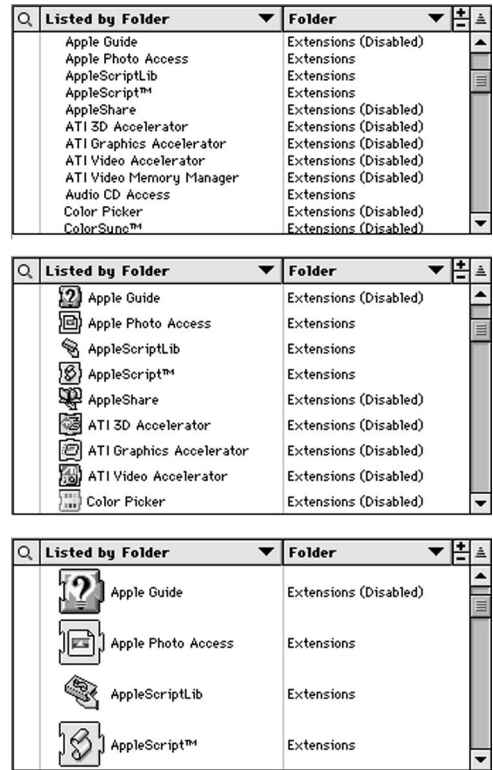


Figure 8-7: Three different icon display options.

- **Use Checkmark Display**—Under normal circumstances, the Conflict Catcher file list appears as shown above in *Figure 8-7*.

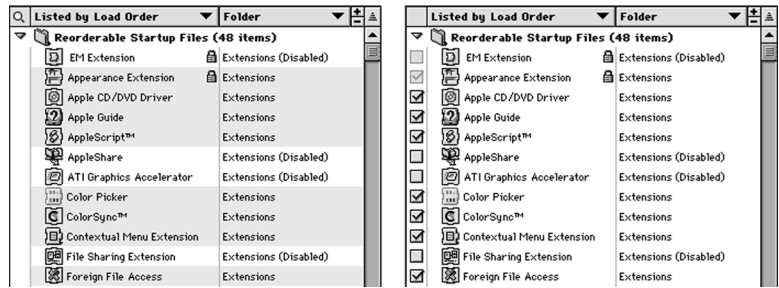


Figure 8-9: Highlight display.

A file that's turned on appears highlighted (with a darkened or colored background) and you can inspect such files and read its description by clicking to the left of its name.

If you prefer, however, Conflict Catcher can show you a checkbox for each file in its list, as shown at right in *Figure 8-8*. With this configuration, clicking a file's name doesn't turn it on or off—instead, doing so opens the description and information panels. To turn the file on or off, click its checkbox.

- **Display Files in Color**—Using the [Folders panel](#) of the Preferences dialog box, as described later in this chapter, you can associate a color with each folder that Conflict Catcher manages: red for Extensions, orange for Control Panels, and so on. (You can change these color associations at any time.)

However, you won't see these color choices reflected in the main Conflict Catcher window until you turn on this checkbox.

- **Font and Font Size**—These controls let you specify what typeface and type size Conflict Catcher uses to display the names of your files.

STARTUP

The controls on this panel all pertain to the startup process itself—that minute or so that your Mac takes to turn on, during which the icons March across the bottom of the screen.

- **Startup Icons**—Conflict

Catcher gives you a great deal of control over the way your Mac loads icons when it starts up—not just *which* icons, but how they look, too. For example, the Startup Icons controls let you choose either of two icon

sizes—or no icons at all. The no-icons option (the first one listed in this dialog box) is for the neat freak who doesn't want to see any icons at all during the startup process.

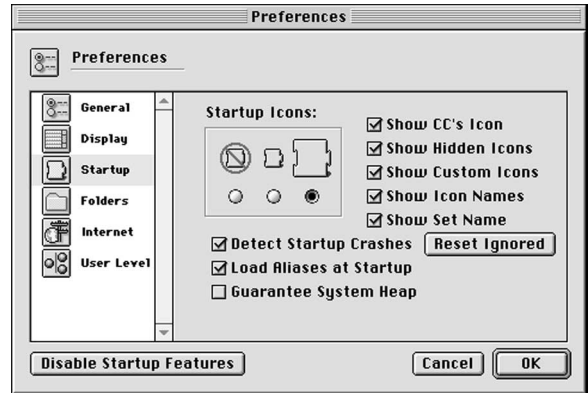


Figure 8-10: Startup preferences.

Tip: If you choose the “no icon” display, the first four checkbox options in this Preference panel—described below—become dimmed and unavailable. They all pertain to how icons appear during the loading process; therefore, if you specify that you don't want to see any icons during the loading process, these checkboxes are irrelevant.

- **Show CC's Icon**—Conflict Catcher itself has an extension, just like the ones it manages. As such, its own icon appears during the startup process along with the others. If you'd rather not see Conflict Catcher's own icon at startup time, turn off this option.
- **Show Hidden Icons**—Some extensions and control panels are programmed not to show icons during the startup process. Turn on this option if you want Conflict Catcher to force their icons to appear during the loading process, helping you become more fully aware of exactly what's going on inside your Mac at startup time.
- **Show Custom Icons**—As experienced Mac users can tell you, part of the fun of using the Mac is replacing file icons with new pictures of your own design. Using this method, you can give almost any file, folder, or disk a new icon that you've drawn yourself. (A summary of the steps: Copy a new graphic to your Clipboard—appropriately sized to 32 pixels square, of course. In the Finder, click the icon you want to replace. From the File menu, choose Get Info. Click the existing icon, choose Paste from the Edit menu, and close the Get Info window.)

Suppose you've performed this kind of plastic surgery on your extension and control panel icons. When your Mac starts up, Conflict Catcher needs to know which icons show up. If you want to see your files' *original* icons, keep "Show Custom Icons" turned off. To see the new ones that you've created, turn this option on.

- **Show Icon Names**—

When you first bought your Mac, turning it on produced a parade of extension icons across the bottom of the screen—but *only* the icons. No text appeared to identify the icons—the effect was like that



Figure 8-11: Identifying each icon with its name.

shown at top in *Figure 8-10*. When you turn this option on, however, Conflict Catcher actually identifies each icon with its name, as shown at bottom in *Figure 8-10*.

- **Show Set Name**—If you are using Conflict Catcher's Sets feature (described in [Chapter 3](#)), you may find this option handy. It makes Conflict Catcher identify the currently chosen set by showing a label at the top of the screen during the startup process.
- **Detects Startup Crashes**—Conflict Catcher is programmed to detect crashes at startup time automatically. If some startup file brings your Mac to a crashing halt while the computer is turning on, Conflict Catcher will identify the problematic file and open the Conflict Catcher window, giving you the option of turning off or deleting that file. (More on automatic conflict testing in [Chapter 4](#).)

If you'd prefer that Conflict Catcher *not* monitor your Mac for startup crashes in this way, turn this option off.

- **Reset Ignored Crashes**—Suppose Conflict Catcher detects that your Mac crashed during the startup process. The next time you turn on the Mac, Conflict Catcher identifies the guilty party. How does it know which extension caused the crash? It assumes that whichever extension was loading *at that moment* caused the crash.

Occasionally, Conflict Catcher is mistaken in that assumption (as when a power failure—or you, manually turning off the Mac—interrupted the startup process). In that case, Conflict Catcher will name an innocent icon. That's why the dialog box that appears always offers an **Ignore** button (which means: "Forget it, Conflict Catcher—there's really no problem. Let's just get on with the startup process").

But Conflict Catcher also offers an **Always Ignore** button. It means: “Yes, Conflict Catcher, I’m aware that this particular extension has caused startup crashes several times.

But I’m willing to live with the headaches it brings me, so stop naming it as the culprit every time the Mac crashes as it’s loading.” Conflict Catcher makes a mental note not to bother you the next time the Mac crashes as that file loads.

This long explanation finally leads to the purpose of the **Reset Ignored Crashes** button. Click this button to *take back* all the times you’ve clicked the **Always Ignore** button, thus clearing Conflict Catcher’s mental notes. Now, if that particular file crashes your Mac again at startup, Conflict Catcher will once again ask if you’d like that file turned off.

- **Guarantee System Heap**—This extremely technical parameter makes Conflict Catcher create a memory buffer to protect against poorly programmed startup files—files for which the programmer failed to properly specify the memory requirements.

If you seem to be having crashes during startup, experiment with turning this option on. (The number boxes that appear when you turn on this checkbox are useful primarily to programmers and other very technical users.)

FOLDERS

This preference panel lets Conflict Catcher learn to manage the contents of other kinds of folders (such as plug-ins, Apple menu items, fonts, and so on). For a complete tutorial in using this feature, see [Chapter 5](#).

- **List of folders**—This scrolling list of checkboxes controls which folders will show up in the main Conflict Catcher window—and therefore which kinds of files Conflict Catcher can control (turn on and off, check for damage, run conflict tests, and so on). See [Chapter 5](#) for complete descriptions of these items.

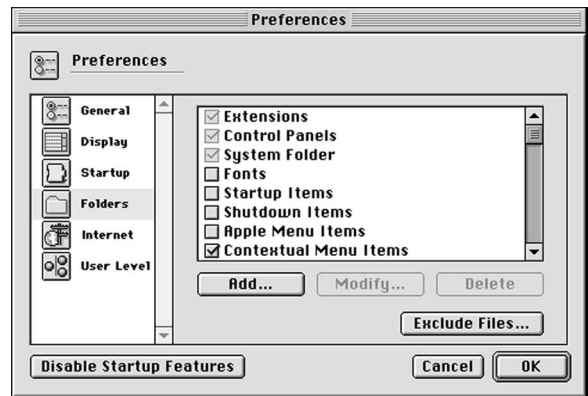


Figure 8-12: Folders preference panel.

- **Add...**—If none of the checkbox items reflect the new kind of folder you want Conflict Catcher to manage, click this button. [Chapter 5](#) shows you how to proceed from there.
- **Modify...**—After selecting a checkbox item by clicking its name, click **Modify** to change its parameters. For example, this option lets you change the name of one of the checkbox items, the color of the files inside it, the folder that contains the plug-ins for a certain program, and so on.
- **Delete**—Click this button to remove a selected checkbox item from Conflict Catcher's list. (You're not, of course, deleting the actual files from your Mac.) The **Delete** button will only be available if you select a folder that you have added.
- **Recognize Aliases**—As described earlier in this chapter, Conflict Catcher is capable of treating [aliases](#) of your files exactly as though they were the actual files. This checkbox is the on/off switch for that feature.

- **Exclude Files**—In general, the Conflict Catcher window lists all files in each folder Conflict Catcher manages—all of your control panels, all of your fonts, and so on.

The **Exclude Files** button lets you specify certain files that you don't want to see in Conflict Catcher's window. As shown in [Figure 8-12](#), clicking this button produces a list; double-click the names of the files you'd prefer that Conflict Catcher ignore.

You might use this feature, for example, to lock some particular file permanently on or off, so that it can't be accidentally clicked in the main Conflict Catcher window. (And no wonder—it won't even show up there.)

You can also specify that you want to exclude from Conflict Catcher's lists files that aren't even on your Mac. Why would you ever want to do so? Suppose you're the

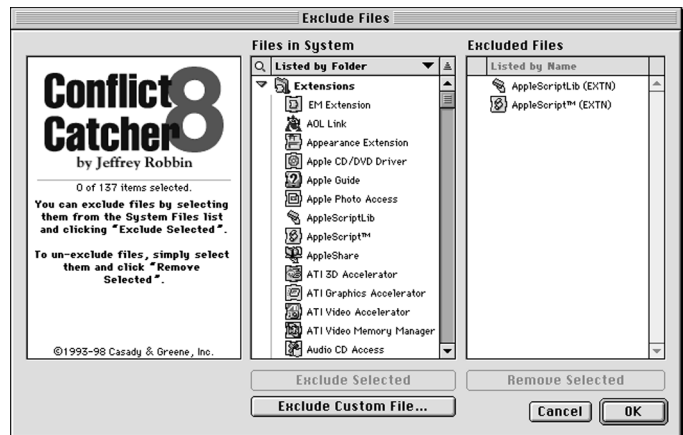


Figure 8-13: Excluding files.

administrator of a network that includes several Macs, each with a copy of Conflict Catcher. Suppose some of those other machines have the *Beekeeper Pro Extension*—but the Mac you’re using now doesn’t.

In such a case, Conflict Catcher lets you add the name *Beekeeper Pro Extension* to the list of files to be excluded even though it isn’t on the Mac you’re using. Later, you can distribute this Mac’s Conflict Catcher preference file to the other machines—where *Beekeeper Pro Extension* will be hidden automatically in Conflict Catcher’s list.

To specify such a file, click **Exclude Custom File**. In the dialog box that appears, type the exact name of the file, and use the pop-up menu to specify which folder it’s found in (Extensions, Control Panels, and so on). Click **OK**.

INTERNET

As you can read [later in this chapter](#), Conflict Catcher is extremely Internet-savvy. It’s capable of helping you search for help online, download updates, read troubleshooting information, and so on. This panel lets you set up Conflict Catcher for Internet use.

- **Use Internet Config**—*Internet Config* is a popular, free Mac program that serves as a central database for your e-mail address, real name, favorite home page, Web-browser

selection, and other frequently used Internet parameters. Having recorded this information once, you can instruct many Internet-savvy programs (including Conflict Catcher) to use Internet Config’s information—saving you the trouble of having to reenter all of this data in each Internet program you use.

If you do, in fact, have Internet Config (or Mac OS 8.5’s Internet control panel) installed, turn on this checkbox.

- **Configure...**—This button, which works only if you have checked “Use Internet Config,” opens the Internet Config program so that you can make changes to your settings.

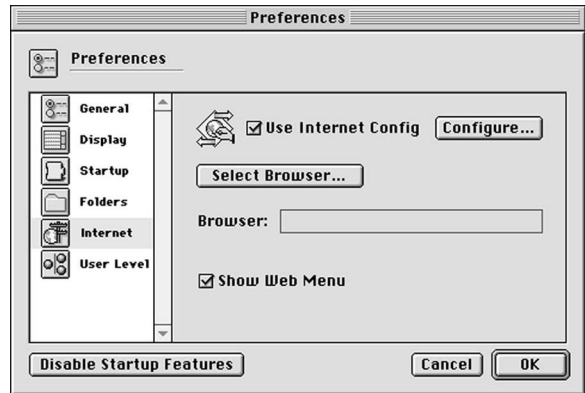


Figure 8-14: Internet panel.

- **Select Browser...**—Click this button to specify which Web browser you want Conflict Catcher to use when it goes online—Netscape Navigator or Internet Explorer, for example. The standard Open File dialog box appears; navigate to, and double-click on, your preferred Web browser. (The browser you've selected using Internet Config, if any, overrides any selection you make here.)
- **Show Web Menu**—As you can read later in this chapter, Conflict Catcher's [Web menu](#) offers one-command connections to a number of useful Web sites. If you don't have an Internet account, however, there's no need for the Web menu to clutter up your screen. Turn off this checkbox to hide Conflict Catcher's Web menu.

USER LEVEL

If you use Conflict Catcher in school or in another environment where uninformed or destructive hands could have access to your computer—thus disturbing a carefully designed, stable startup-file configuration, for example—you might appreciate these options.

- **Restricted**—Conflict Catcher's Restricted mode makes many of the program's more advanced features unavailable, and protects your current setup in several ways. For example, in Restricted mode, you can't:

- Create new sets.
- Create or edit any links.
- Turn individual files on or off in Conflict Catcher's main window. You can switch from one set to another, but you can't make any changes.
- Add, delete, or otherwise change which folders Conflict Catcher manages, as described in [Chapter 5](#).
- Make any changes to Conflict Catcher's Internet setup, as described above.
- Change whether or not the Conflict Catcher Startup menu shows up.

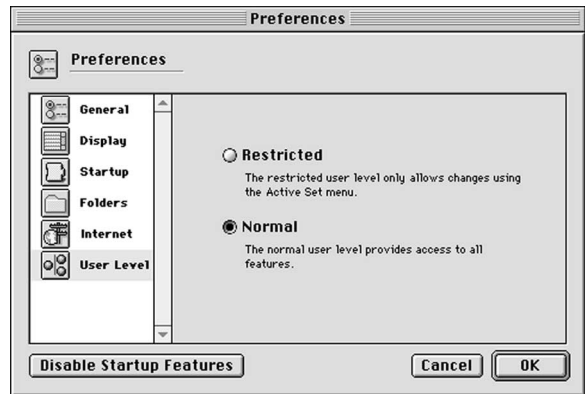


Figure 8-15: Restricted mode.

When you click the Restricted button, Conflict Catcher asks you for a password. Type a password you'll remember—capitals matter—or leave the password field empty, if security isn't an issue. You'll then be asked to type the password again (or leave the password field empty again) to guard against typos.

- **Normal**—This is Conflict Catcher's normal, full-featured condition. If you had switched Conflict Catcher into Restricted mode and specified a password, Conflict Catcher will require you to type the password again in order to switch back into Normal mode.

THE SETS MENU

As described in [Chapter 3](#), *sets* are lists of extensions and other files, memorized in pre-determined on/off conditions. This menu is the key to creating and changing them.

EDIT SETS

This command opens the central organization window for sets (see *Figure 3-4*). This dialog box offers a full list of your sets and offers **Create**, **Duplicate**, **Modify**, **Delete**, **Print**, **Import**, and **Export** buttons for managing your sets.

SAVE SET

If the Conflict Catcher window is open, and you've made a few changes to the on/off status of various files, use this command to make those changes part of this set forever (or until you make further changes). If you make changes to the list and *don't* save the changes, Conflict Catcher will preserve the changes only until you change to a different set.

SAVE SET AS

Suppose Conflict Catcher is open, and you've made a few changes to the on/off status of your files. You may want to preserve this current list as a new set with its own name. To do so, use this command; you'll be offered the dialog box shown in *Figure 3-1*, where you can name your new set and specify its various characteristics.

REVERT “[THIS SET]”

Now suppose that Conflict Catcher is open and you've made a few changes to the on/off status of your files, but then you decide that you'd be better off leaving things the way they were. This command undoes any changes you've made by clicking file names, restoring the set to the condition it was in before you began making changes. (The actual name of this command reflects the name of the current set.)

ENABLE ALL IN “[THIS SET]”; DISABLE ALL IN “[THIS SET]”

These commands turn on or off *all* of the files in whatever set you’re viewing. (You can then, of course, selectively click the few files you want back off or on.) The actual name of this command, too, reflects the name of the currently-selected set.

COMPARE WITH SET

This command shows you the list of sets, so that you can choose one to compare (in terms of your files’ on/off status) with the currently selected set. For a complete discussion of this feature, see [Chapter 3](#).

THE STARTUP MENU

The Startup menu lists every available System Folder on every disk attached to your Mac. For example, you might see a command called “Macintosh HD: System Folder,” which refers to the System Folder on a hard drive called Macintosh HD. (See *Figure 6-9* for an illustration.)

This menu lets you switch conveniently among different System Folders or startup disks before restarting the computer. (Without this convenient feature, you would have to switch system disks using the Mac’s Startup Disk control panel. And to switch System Folders, you have to follow a long series of steps involving pulling the Finder out of one System Folder and then opening and closing the other one.)

You can hide the Startup menu, if you like (if you have only one System Folder, for example). You’ll find its on/off switch on the [General panel](#) of Conflict Catcher’s Preferences dialog box, as described earlier in this chapter.

THE WEB MENU

The Web menu gives you a direct route to some of the most useful World Wide Web pages pertaining to the Mac and Mac troubleshooting. For example, if you’ve configured Conflict Catcher to go online (see [Preferences](#), earlier in this chapter), you can choose any of the following names from this menu to dial the Internet, launcher Web browser, and visit the corresponding pages:

- **Casady & Greene, Inc.**—The software company responsible for Conflict Catcher.
- **Update Conflict Catcher**—This will connect you to Casady & Greene’s web site and check if there is a newer version of Conflict Catcher 8 available.
- **Search Online Reference Library**—A Web page version of the reference library described in the previous paragraph, provided so that you can search for particular files and their descriptions.

- **Apple Computer, Inc.**—The Apple Computer home page.
- **Apple Support Information**—Another part of the Apple Web site, from which you can access such useful troubleshooting information as the Tech Info Library.
- **Mac Central, Mac Fix It, MacinTouch, Mac Resource Page, Version Tracker**—Various useful Macintosh news and troubleshooting sites. Version Tracker, for example, shows the current version numbers of hundreds of common Macintosh extensions and other files, and offers one-click access to downloading newer versions.
- **MacAddict, Mac Home Interactive, MacWEEK.com, Macworld Online**—The Web pages of popular Macintosh magazines.

THE SPECIAL MENU

Conflict Catcher's Special menu (not to be confused with the Mac's own Special menu) offers a host of commands. They access some of Conflict Catcher's most powerful features, such as links ([Chapter 3](#)), conflict testing ([Chapter 4](#)), and System Folder merging ([Chapter 6](#)).

EDIT LINKS

This command opens Conflict Catcher's Edit Links dialog box, pictured in *Figure 3-8*. As described in [Chapter 3](#), this dialog box is where you create, modify, delete, print, import, or export, or print information about the links you've created between various startup files.

CREATE SYSTEM REPORT

This command generates a report covering every possible technical parameter pertaining to your Macintosh and its System Folder, as described in [Chapter 2](#). Using this menu command is the same as clicking the **Report** button at the bottom of the Conflict Catcher window.

START CONFLICT TEST

Choose this command to begin a *conflict test*, the troubleshooting technique described in [Chapter 4](#). Using this command is equivalent to clicking the **Conflict Test** button at the bottom of the Conflict Catcher window.

CONTINUE SAVED TEST

If, because of a lack of time or patience, you decide to postpone the completion of a conflict test, [Chapter 4](#) describes how you can interrupt a testing progress in order to finish it later. When you do interrupt the process, you'll be asked to save a small document called a *conflict test document* onto your hard drive.

When you want to pick up from where you left off, choose this command. You'll be asked to locate that conflict test document, which tells Conflict Catcher exactly where to resume the testing you had started.

SCAN FILES FOR DAMAGE

This command tells Conflict Catcher to examine each startup file that's turned on in the active Conflict Catcher set, checking out each one to make sure that it's not corrupted in some way. (If one of your files is indeed damaged, Conflict Catcher will offer to turn it off.)

SCAN FOLDER FOR DAMAGE

"Scan Folder for Damage," on the other hand, makes a dialog box appear in which you can select any folder on your hard drive. Conflict Catcher will examine the contents of that folder, once again reporting to you whether or not any of the files inside have become corrupted.

REBUILD THE DESKTOP

Rebuilding the Desktop is a common Macintosh troubleshooting technique that's described in detail in [Chapter 7](#). As you can read there, Conflict Catcher's method of rebuilding the Desktop is especially effective; this command begins the process. (Restarting your Mac completes it.)

CLEAN-INSTALL SYSTEM MERGE

When you feel that your System Folder is malfunctioning in an especially deep-seated way, a *clean system install* gives it a new bill of health by creating a duplicate, brand-new System Folder. This technique is described in detail in [Chapter 6](#).

This command triggers Conflict Catcher's Clean-Install System Merge feature, which brings the new System Folder up-to-date with the old one. For details about this feature, see [Chapter 6](#).

RESTART

Choose this command to restart the Macintosh, putting into place any changes you've made to your startup files while using Conflict Catcher. (This command is identical to the Mac's own Restart command.)

SHUT DOWN

This command is identical to the Mac's own Shut Down command—it turns off the Mac.

THE HELP MENU

Conflict Catcher offers two different help commands. They're both in the Help menu, which may appear as a question-mark menu icon (System 7.5 through 7.6) or the word Help on your menu bar (Mac OS 8 and later). See [Chapter 2](#) for a discussion of each.

SHOW BALLOONS

Choose this command to turn on *balloon help*. Tiny cartoon-like balloons identify each Conflict Catcher item as you point to it with your cursor.

CONFLICT CATCHER HELP

This command opens the Conflict Catcher help window, which contains more manual-like prose descriptions of Conflict Catcher's features.



**APPENDIX A:
UPGRADING FROM ANOTHER STARTUP MANAGER**

APPENDIX A: UPGRADING FROM ANOTHER STARTUP MANAGER

Conflict Catcher may be the best startup manager in the world, but it's not the only one. If you've been using Apple's Extensions Manager, or Now Software's discontinued Now Startup Manager, you may have already created sets of startup files for various purposes that you'd like to preserve as you upgrade to Conflict Catcher. Fortunately, Conflict Catcher can accommodate you—and save you the time required to re-create your setup.

UPGRADING FROM EXTENSIONS MANAGER

If you've been using Apple's Extensions Manager (version 4 or later), here's how to import any sets you had created there into Conflict Catcher.

1. Open Conflict Catcher.

See [Chapter 2](#) for instructions on opening Conflict Catcher.

2. From the Sets menu, choose Edit Sets.

The Edit Sets dialog box appears, as shown in *Figure A-1*.

3. Click **Import**.

The standard Macintosh Open File dialog box appears.

4. Click **Desktop**; double-click the name of your hard drive; double-click the System Folder; double-click the Preferences folder; and double-click the Extensions Manager Preferences file.

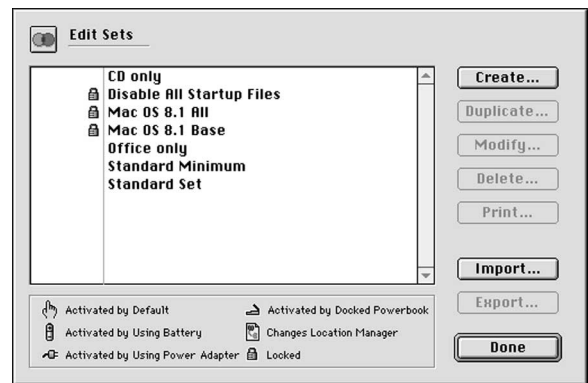



Figure A-1: Edit Sets dialog box.

You should now be looking at the list of any sets you had created in Extensions Manager.

5. Double-click the name of the first Extensions Manager set you'd like to bring into Conflict Catcher.

You return to Conflict Catcher's Edit Sets dialog box (*Figure A-1*), where the name of the set you've just imported now appears in the list.

6. Repeat steps 3–5 for each additional Extensions Manager set you want to import.

When you're finished importing sets, click  to close the Edit Sets dialog box. Your sets now behave exactly as though you'd created them in Conflict Catcher to begin with and you may fine tune them the way you would any other Conflict Catcher set (see [Chapter 3](#)).

UPGRADING FROM NOW STARTUP MANAGER

If you've been using Now Startup Manager 7, you can import *both* your sets and your links into Conflict Catcher (see [Chapter 3](#) for a discussion of sets and links).

TO IMPORT NOW STARTUP MANGER SETS

You can import Startup Manager sets only if you exported them from Startup Manager before installing Conflict Catcher. See your Startup Manager manual for instructions on exporting sets; the result of the each exporting process is a small document on your hard drive.

1. Open Conflict Catcher.

See [Chapter 2](#) for instructions on opening Conflict Catcher.

2. From the Sets menu, choose Edit Sets.

The Edit Sets dialog box appears, as shown in *Figure A-1*.


3. Click .

The standard Macintosh Open File dialog box appears.

4. Locate and double-click the file that was created when you exported your sets from Startup Manager.

You return to Conflict Catcher's Edit Sets dialog box (*Figure A-1*), where the name of the set you've just imported now appears in the list.

5. Repeat steps 3–4 for each additional Extensions Manager set you want to import.

When you're finished importing sets, click  to close the Edit Sets dialog box. You may now fine-tune your sets, which now behave exactly as though you'd created them in Conflict Catcher to begin with (see [Chapter 3](#)).

TO IMPORT NOW STARTUP MANGER LINKS

As with Startup Manager sets, you must export your *link* information (see [Chapter 3](#)) from Startup Manager before installing Conflict Catcher. See your Startup Manager manual for instructions on exporting links; once again, each export command produces a small document on your hard drive.

1. Open Conflict Catcher.

See [Chapter 2](#) for instructions.

2. From the Special menu, choose Edit Links.

The Edit Links dialog box appears, as shown in [Figure A-2](#).

3. Click **Import**.

The standard Macintosh Open File dialog box appears.

4. Locate and double-click the file that was created when you exported your links from Startup Manager.

You return to Conflict Catcher's Edit Links dialog box ([Figure A-2](#)), where the name of the links you've just imported now appear in the list.

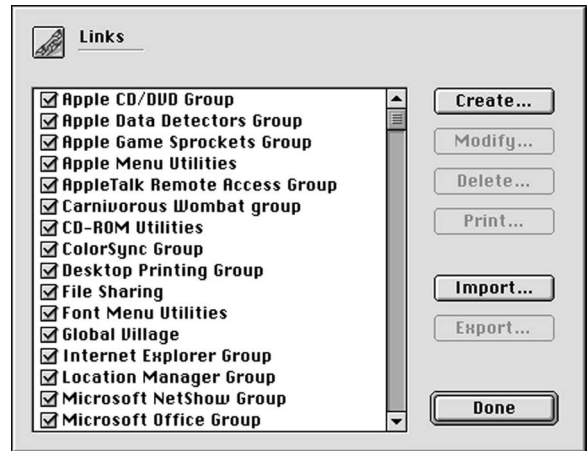


Figure A-2: Edit Links dialog box.

When you're finished importing links, click **OK** to close the Edit Sets dialog box.

Conflict Catcher, by the way, recognizes three kinds of links among your startup files: *group links* (bunches of startup files that get turned on or off together); *incompatibility links* (mutually exclusive startup files); and *forced order links* (which ensure that the included files load in a specified order relative to each other when the Mac starts up).

Conflict Catcher doesn't recognize Startup Manager's "dependency" or "Startup Manager incompatible" link types; if you try to import this kind of information, Conflict Catcher ignores it.



**APPENDIX B:
USING CONFLICT CATCHER WITH
APPLE LOCATION MANAGER**

APPENDIX B: USING CONFLICT CATCHER WITH APPLE LOCATION MANAGER

Location Manager is a useful but complex program from Apple that was originally designed for PowerBook laptops. It was inspired by a breakthrough concept: that laptops are likely to be *transported*. Using this control panel (and its corresponding Control Strip module), you can change a number of Mac parameters—the time zone, local Internet access phone number, networking method, speaker volume, and so on—with a single click of the mouse.

The idea of switching easily from one set of settings to another was such a hit that, starting in Mac OS 8.1, the Location Manager became available for desktop Macs, too. Although you probably won't need to change such Location Manager parameters on your desktop Mac as the time zone or Internet phone number, the network-switching features of the Location Manager can be very useful. You might want, for example, to switch instantly from America Online to an Internet account—without having to restart; switch from Ethernet to direct modem dialing; and so on.

Location Manager actually has an underlying goal in common with Conflict Catcher: to tailor many aspects of your Mac's setup with a single click, depending on the circumstances. Therefore, the two programs make natural partners; one can control the other. For example, you might design one of your Conflict Catcher sets (see [Chapter 3](#)) to change your current Location Manager settings—and, conversely, you could set up Location Manager to switch to a different Conflict Catcher set automatically.

This chapter covers each of those situations.

HOW TO MAKE LOCATION MANAGER CONTROL CONFLICT CATCHER

Suppose you want to create a Location Manager/Conflict Catcher setup for use while using your laptop on an airplane. Location Manager can be very useful in such a situation—in one fell swoop, it can turn down your laptop speaker, turn off battery-draining features like AppleTalk—and, in this case, switch to a Conflict Catcher set that minimizes battery-draining files like screen savers.

1. **Select the Conflict Catcher set you'll want associated with the location you're about to set up.**

The key to using Location Manager is understanding its snapshot premise. You're supposed to get all the various control panel settings the way you want them—and *then* open the Location Manager control panel, which captures the current settings for later.

Before you create your Airplane location, therefore, switch to the Conflict Catcher set that's appropriate for use while in the air. (See [Chapter 3](#) for details on selecting a Conflict Catcher set.)

2. If you'll want Location Manager to control other aspects of your Mac, open the individual control panels involved, and switch to the appropriate settings for use while you're on the plane.

Remember, Location Manager memorizes your *current* control panel settings—so you must switch to your airplane-appropriate settings *before* opening Location Manager. Here are the Mac settings Location Manager can govern. (Note that the names of these options are slightly different in different versions of Location Manager. Also note that you're not required to set all of these, or even *some* of these, for each location you create; plenty of people use only *one* of the settings—the Internet Access one, for example.)

- **AppleTalk & TCP**—This item controls your networking method and your Internet connection method.

Open your AppleTalk control panel. From the File menu, choose Configurations. If you're like most people, your current setup is named Default—but Location Manager refuses to honor configurations called Default, and forces you to come up with a more distinctive name. Click **Duplicate**, therefore, and name your configuration (such as “Ethernet connection”). Click **Make Active**; on the main AppleTalk panel, make sure the Connect Via pop-up menu specifies the kind of network you want to connect to: Printer Port, Infrared, Ethernet, PC card (for PowerBooks), or whatever. Close the control panel, saving your changes.

Now open the TCP/IP control panel and repeat the steps: choose Configurations, click **Duplicate**, name your setup (such as “EarthLink account”), and click **Make Active**. On the main panel, set up the Connect Via and Configure pop-up menus. On the other hand, if you're just setting this up for Location Manager's benefit, and you already *had* a working Internet or network connection, you don't need to change anything.) Close the control panel and save your changes.

- **Auto-Open Items**—This feature lets you specify certain programs or files to open automatically when you turn on the computer. Suppose you've created two Locations in this control panel—NY Office and Airplane. You might specify Microsoft Office to launch automatically when you're in the office (and plugged into a power outlet), but ClarisWorks when you're in the air (for battery savings). (This feature works by placing aliases of the selected items into your System Folder's Startup Items folder.)
- **Default Printer**—If you move between two offices with your PowerBook, this setting can be a great time-saver, sparing you a slog to the Chooser each time you arrive. It requires the Desktop Printing extensions (a standard part of Mac OS 8 and later).

To make this work, open your Chooser. Select the printer you prefer to use at one of your locations. When you close the Chooser, you'll see an icon for that printer on your desktop (if it wasn't there already). Click the icon once and choose "Set Default Printer" from the Printing menu.

- **Extensions Manager or Extension Set**—Since you have an extensions manager that's superior to Extensions Manger, ignore this option.
- **File Sharing State**—Open your File Sharing control panel (called Sharing Setup before Mac OS 8). Turn File Sharing on or off as desired for the location you're about to specify.
- **Remote Access**—There are four control panels involved in establishing an Internet connection: AppleTalk, TCP/IP, Modem, and Remote Access (called PPP before Mac OS 8.5). "AppleTalk & TCP/IP" (described above) handles the first two; this option covers the remaining pair.

Once again, you must begin by creating and naming a *configuration* in each control panel; follow the steps in "AppleTalk & TCP/IP," above. The beauty of using this option, by the way, is that it lets you store a different Internet access number (as a different configuration in the PPP or Remote Access control panel) for each of your locations.

Or, if you use Apple Remote Access to dial into another Mac, set up your Remote Access Setup program correctly—and then use this item to memorize its condition.

- **Sound Level**—Using your Control Strip or Monitors & Sound control panel, set your Mac's speaker volume level to the level you'll want for this location.
- **Time Zone**—Open the Date & Time control panel. Click , and select a city in your time zone. Click .

3. Open Location Manager.

Location Manager is a control panel, so choose its name from the Control Panels command in your Apple menu. Location Manager looks something like *Figure B-1*.

4. From the File menu, choose New Location.

A dialog box appears.

5. Type the name of the new location (such as Airplane) and click Save.

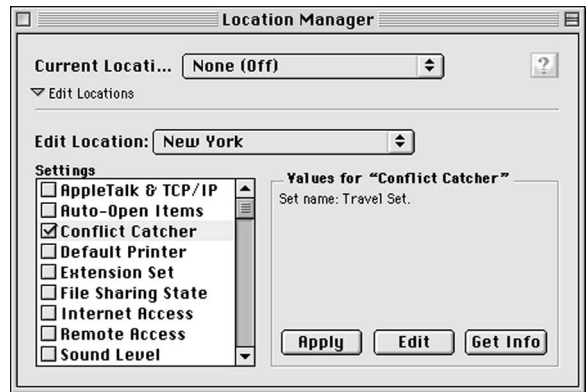


Figure B-1: Location Manager.

You return to the Location Manager window, which now shows a list of Macintosh settings, described in [step 2](#), that can be associated with this location. This Airplane location can affect as few or as many of these Macintosh parameters as you choose—simply turn on the checkboxes of the items you want.

6. Click the Conflict Catcher checkbox.

The name of the current Conflict Catcher set appears at the right side of the window. That's your clue that Location Manager has successfully associated this Conflict Catcher set with your Airplane location.

7. Turn on any additional checkboxes, if you like.

See [step 2](#) for descriptions of these options. Remember: In most cases, you can't *adjust* any of these settings now; you were supposed to do that in [step 2](#). You're simply telling Location Manager to memorize the *current* status of each setting.

8. Close the Location Manager window, saving changes.

From now on, whenever you choose Airplane from the Location Manager control panel window (or from the corresponding Location Manager tile on your Control Strip, as shown in *Figure B-2*), you'll automatically switch to the Conflict Catcher set that you designated in [step 1](#).



Figure B-2: Location Manager tile on the Control Strip.

(If a change in extensions and control panels is part of your Conflict Catcher set, which is probably most of the time, you'll then have to restart the Mac.)

Tip: Once you've created a Location Manager location that switches to a different Conflict Catcher set, you've effectively added a new way to change Conflict Catcher sets: by choosing commands from the Location Manager tile of your Control Strip, as shown in Figure B-2.

HOW TO MAKE CONFLICT CATCHER CONTROL LOCATION MANAGER

As noted above, Location Manager can control which Conflict Catcher set is active; but Conflict Catcher can also control which Location Manager location is active. Here's how.

1. Create a Location Manager location (or several).

Follow the steps in the preceding discussion to do so.

2. Open Conflict Catcher. From the Sets menu, choose Edit Sets.

The Edit Sets dialog box appears, listing all of your Conflict Catcher sets. (See [Chapter 3](#) for a complete discussion of sets and the Edit Sets dialog box.)

3. Double-click the name of the set that you'd like to change Location Manager locations.

For example, if you have a Conflict Catcher set called Office Set, and you'd like it to switch to your New York Location Manager setup automatically, double-click Office Set.

The dialog box shown in *Figure B-3* appears.

4. Turn on the Change Location Manager checkbox. From the pop-up menu, choose the name of the Location Manager location you want to associate with this set.

For example, choose New York from this pop-up menu.

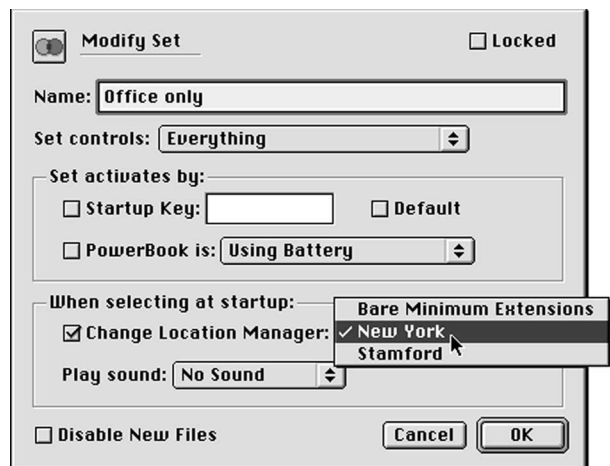


Figure B-3: Modify Set dialog box.

5. Click and close Conflict Catcher.

From now on, whenever you switch to your Office Set in Conflict Catcher, you'll also switch to your New York Location Manager setup—complete with speaker volume, Internet settings, and any other Location Manager parameters you had established.

USING CONFLICT CATCHER TO GOVERN WHICH LOCATION MANAGER MODULES ARE AVAILABLE

As you can see in *Figure B-1*, Location Manager offers a number of checkboxes, or *modules*, each of which controls a different Macintosh setting. You can add to this list by downloading new Location Manager modules from the Internet; you can also cut down this list by throwing away icons from the Location Manager Modules folder (inside your System Folder). It's far more convenient, however, to use Conflict Catcher to control which modules are available. Here's how to go about it. (For more details on using Conflict Catcher to control the contents of various System Folder subfolders, see [Chapter 5](#).)

1. Open Conflict Catcher. From the Edit menu, choose Preferences.

The Preferences dialog box appears (see [Chapter 8](#) for details).

2. Click Folders.

The Folders preference panel appears.

3. Turn on Location Manager Modules and click .

You return to the main Conflict Catcher window, where you should now see the various Location Manager modules (Internet Access, File Sharing State, Sound Level, and so on) listed among your files. Turn them on or off as you would any files that Conflict Catcher manages.

Any Location Manager module you turn *off* won't appear in the Location Manager list (*Figure B-1*). For example, you might want to turn off the Extensions Manager module in this way, since it's useless to you, a Conflict Catcher owner.

GETTING IN TOUCH WITH CASADY & GREENE

HAVE YOUR TECHNICAL INFORMATION READY

If you need to get in touch with our tech-support staff, please be ready to give us the following information:

1. Your Conflict Catcher 8 version and serial number.
2. A description of your system configuration, including...
 - Macintosh System Manufacturer and Model
 - System RAM
 - System Software Version
 - Startup files in use on your system
3. A detailed description of your problem including where and when it happens.

We'll probably be able to give you the most help if you're sitting in front of your computer and can take some time to work with us in solving your problem.

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 FAQ..... www.casadyg.com/support/faq/
 World Wide Web..... www.casadyg.com
 FTP Site..... ftp.casadyg.com

Internet E-Mail:

Sales and Upgrades..... sales@casadyg.com
 Suggestions..... c&g@casadyg.com
 Web Site Comments and Suggestions webmaster@casadyg.com

We are also available by phone Monday–Friday from 8:30am–4:30pm PST.


Casady & Greene Live Technical Support 831-484-9228
 Casady & Greene 24-hour FAX 831-484-9218

Or you can write us at:

Casady & Greene, Inc., 22734 Portola Drive, Salinas, CA 93908.

GLOSSARY

A

- alias A duplicate of a file's icon (not of the file itself). Serves as a double-clickable pointer, or reference, to the original file, folder, or disk. Indicated by an italicized icon name.
- Apple menu The menu at the far left end of your menu bar, marked by the  symbol—a piece of black or multi-color fruit. In the Apple menu, you'll find a list of your desk accessories (miniprograms, such as the Calculator), as well as any files, folders, documents, control panels, and even disks (or their aliases) that you care to see there.
- application A program, such as word processor, database, or graphics program.

B

- Balloon Help An on-screen help system in which cartoon-like balloons appear at your cursor tip, identifying each item you point to.

C

- clean system folder A newly installed System Folder, free from problems or corruptions, containing only Apple's original system software.
- close To make a window disappear (by clicking the tiny square in its upper-left corner).
- control panel One of the many small programs in your Control Panels folder (within the System Folder), each of which changes some Macintosh setting (such as the speaker volume, mouse-movement speed, and so on).
- crash A computer problem so severe that you have to turn the machine off and then on again.
- culprit The guilty party.

D

- Desktop The colored backdrop of the Macintosh screen.
- dialog box A box (or window) that appears on the screen to request your input or show a message from your Mac.
- disable In Conflict Catcher terminology, to turn off.
- driver A small file on your disk that tells the Mac how it's supposed to relate to a specific piece of equipment (such as a printer or a scanner) that it's never heard of before. A translator.

E

- enable In Conflict Catcher terminology, to turn on.
- extension A miniprogram that you install by dropping it in your System Folder (whereupon the Mac puts it in the Extensions folder). From that moment on, the extension runs itself when you turn on the Mac and will be on all the time. Examples: virus protectors and screen savers.

F

- Finder The "home-base" view when you're working on your Mac. It's the environment where you see the Trash, your icons, and how little space you've got left on your disk. Also known as the Desktop.
- folder In the Mac world, a little filing-folder icon into which you can drop other icons (such as your work) for organizational purposes. When you double-click a folder, it opens into a window.
- font A typeface.

G H I

- group link A handful of related startup files, such as all those required for your CD-ROM drive, that you can turn on or off with a click.
- highlight To select, usually by clicking or dragging with the mouse. Text and icons usually indicate that they're selected, or highlighted, by turning black (or another background color).
- icon A tiny picture used on the Mac to represent a file, a folder, or a disk.
- incompatibility link In Conflict Catcher lingo, two (or more) files that can't ever be turned on simultaneously (because those files cause Mac problems when turned on all at once).
- installer A program that installs another program. For example, Conflict Catcher comes with an installer program.

L M

- load In software terms, to be transferred from the hard drive into memory, ready for use.
- memory The electronic holding area that exists only when the Mac is turned on; where your document lives while you're working on it. (Also called RAM.)
- menu bar The white strip, containing menu titles, that's always at the top of the Mac screen.

O P R

- OS Operating System. The software used by the Mac to run itself. Located in your System Folder.
- plug-in A file that adds a new feature to an existing program, such as Photoshop.
- port A jack or connection socket in the back of your Mac.
- program A piece of software, created by a programmer, that you buy to make your Mac do something specific: graphics, music, word processing, number crunching, or whatever.
- RAM Random Access Memory. See memory.

S

- SCSI Small Computer System Interface. Describes the wide jack on the back of your Mac, the kind of fat cable that plugs into it, and the kinds of add-on equipment (scanners, Zip drives, and so on) that connect to it.
- set In Conflict Catcher, a pre-defined list of files in a memorized on/off arrangement.
- shared library A chunk of software code, represented by an icon in your Extensions folder, that's called upon by its parent program only when needed.
- system folder The all-important folder that the Mac requires to run. Contains the System file, the Finder, fonts, extensions and control panels, the Apple Menu Items folder, and so on.
- system error See crash.

INDEX

- A**
-
- alias, definition 169
 - Apple Location Manager
 - See Location Manager
 - Apple menu, definition 169
 - application not found 112
 - application, definition 169
- B**
-
- balloon help 32
 - Balloon Help, definition 169
 - blinking question-mark icon 114
- C**
-
- changing sets 44
 - clean install of system 117
 - Clean System Folder, definition 169
 - clean-install merge
 - how to use 97
 - when to use 96
 - close, definition 169
 - columns 23
 - comparing sets 47
 - Conflict Catcher
 - controlling Location Manager
 - modules 166
 - edit menu 134
 - file menu 131
 - help menu 152
 - installing 5
 - main window 12
 - columns 23
 - file list 12
 - group links panel 21
 - inspection panel 16
 - making it control Location Manager 165
 - making Location Manager
 - control 161
 - opening 11
 - preferences 135
 - sets menu 148
 - special menu 150
 - startup menu 149
 - troubleshooting 109, 123
 - uninstalling 127
 - using with Apple Location Manager 161
 - web menu 149
 - what it does 3
 - what it isn't good at 59
 - what it's good at 58
 - what's new 7
 - conflict testing 57
 - automatic at startup 71
 - conducting 59
 - dealing with problem files 73
 - how it ends 67
 - can't find the problem 69
 - contradictory interviews 69
 - culprit is identified 67
 - multiple culprits identified 68
 - saving test for later 70
 - test canceled 70
 - control panel, definition 169
 - crash, definition 169
 - crashes 109
 - escaping 109
 - crashes at startup 71
 - crashing on startup 114
 - culprit, definition 169
- D**
-
- default set 41
 - Desktop, definition 170
 - dialog box, definition 170
 - disable, definition 170
 - disabling all startup files 38
 - driver, definition 170
- E**
-
- edit menu 134
 - enable, definition 170
 - extension, definition 170
 - extensions 4, 37
 - Extensions Manager
 - importing sets 155
 - upgrading from 155
- F**
-
- faq support 167
 - file menu 131
 - files
 - collapsing 14
 - locking on or off 23
 - problem files 73
 - sorting 15, 23
 - turning on or off 13, 22
 - viewing the description 15, 20
 - finder changes don't stick 115
 - finder problems 115
 - Finder, definition 170
 - folder, definition 170
 - font, definition 170
 - fonts
 - managing 77
 - force quit 109
 - freezes 109
 - escaping 109

G

group link, definition 171
group links panel 21

H

help
 online 32
help menu 152
highlight, definition 171

I

icon, definition 171
icons are blank 115
incompatibility link, definition 171
installer, definition 171
installing Conflict Catcher 5
internal clock is wrong 115
internet e-mail support 167

L

links 37, 49
 creating 50
 importing from another
 startup manager 155
 managing 53
 viewing in a report 31
load, definition 171
Location Manager
 making Conflict Catcher
 control 165
 making it control
 Conflict Catcher 161
 using Conflict Catcher to
 control modules 166
 using with Conflict Catcher 161
long startup time 114

M

managing
 additional folders 88
 apple menu 91
 apple menu items 77
 application folders 79
 contextual menu items 78
 control strip modules 78
 defining new folders for Conflict
 Catcher to manage 82
 extensions 78
 fonts 77
 loading only ones you need 90
 location manager modules 78
 OpenDoc parts 78
 other files 77
 other system folders 79
 plug-ins 77, 78
 switching sets of 88
 turning on subfolder
 monitoring 79
 shutdown items 77
 startup items 77
 system folder
 turning on subfolder
 monitoring 79
managing specialty folders 77
memory, definition 171
menu bar, definition 171
merging
 how to use clean-install merge 97
 switching between
 startup disks 105
 switching between
 system folders 104
 when to use clean-install merge 96
merging system folders 95
message board support 167

N

Now Startup Manager
 importing links 157
 importing sets from 156
 upgrading from 156

O

online help 32
on-line support 167
opening Conflict Catcher 11
OS, definition 171

P

plug-in, definition 171
plug-ins
 managing 77
port, definition 171
PRAM, zapping the 121
preferences 135
 viewing in a report 31
problem files 73
program, definition 171

Q

quits, unexpected 109

R

RAM, definition 171
rebuilding the desktop 119
report 30
 file information 31
 links 31
 patched system traps 31
 preferences 31
 sets 31
 system information 30

S

sad Mac icon 114
 scan files for damage 151
 scan folder for damage 151
 SCSI chain
 troubleshooting 121
 SCSI, definition 172
 set, definition 172
 sets 37
 cd-rom only 38
 changing 44
 comparing 47
 defining a new set 39
 disabling all start-up files 38
 fax software only 38
 for a specific location 38
 importing from another
 startup manager 155
 listed in a report 31
 Mac OS 8 base 38
 managing 46
 setting up a new set 40
 specialized 39
 standard 38, 39
 turning files on or off in 43
 sets menu 148
 shared library, definition 172
 slower Mac 116
 special menu 150
 standard set 38, 39
 startup
 display file information during 29
 force Conflict Catcher window
 to appear during 29
 fun things to do during 28
 jump directly to Finder during 29
 make Conflict Catcher window
 appear during 29
 pause at end of 30
 pause during 30
 restart during 29
 shut-down during 29

startup disks
 switching between 105
 startup menu 149
 startup problems 114
 strange startup sound 115
 subfolder monitoring
 turning on 79
 system error, definition 172
 system folder merging 95
 system folder, definition 172
 system folders
 switching between 104
 system report
 file information 31
 links 31
 preferences 31
 sets 31
 system information 30
 system reports 30
 patched system traps 31

T

technical support 167
 trash could not be emptied 113
 troubleshooting
 Conflict Catcher 109, 123
 apple menu changes 125
 CC menu doesn't appear
 in Finder 124
 doesn't appear when holding
 space bar at startup 123
 file descriptions don't
 appear 124
 uninstalling 127
 won't let you turn a file
 on or off 126
 you suspect Conflict Catcher is
 causing problem 126
 error messages 112
 application not found 112
 trash could not be
 emptied 113

escaping a freeze or crash 109
 Finder problems 115
 all icons are blank 115
 Finder changes don't stick 115
 incorrect date 115
 fixing repeated system freezes 110
 problems in one program 111
 slower Mac performance 116
 solutions 117
 clean install of system 117
 hard-disk diagnosis 123
 rebuilding the desktop 119
 SCSI chain 121
 zapping PRAM 121
 startup problems 114
 blinking question-mark
 icon 114
 crashing on startup 114
 long startup times 114
 sad Mac icon 114
 strange startup sound 115

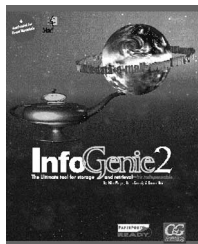
U

upgrading
 from another startup manager 155
 from Extensions Manager 155
 importing sets 155
 from Now Startup Manager 156
 importing links 157
 importing sets 156

W

web menu 149

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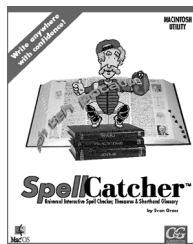


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MAC Requirements: Any Macintosh which supports 256 colors, with 4MB free RAM, running System 7.0 or greater. QuickTime 2.0 or later and QuickTime Musical Instruments (included) required to hear music. Not recommended for Mac II, IIx, IIcx, LC, LCII, Color Classic, or Performa 200/400.



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Eight TrueType & PostScript Eastern European Language fonts supporting Albanian, Croatian, Czech, English, German, Hungarian, Polish, Romanian, Slovak, and Slovenian. For Macintosh and IBM-PC

MAC Requirements: TRUETYPE: System 6.07 or greater. TrueType fonts support most printing devices. POSTSCRIPT: Works on PostScript printer or on non-PostScript printer when used with Adobe Type Manager® (ATM®).

PC Requirements: TRUETYPE: A PC compatible running the English-language version of Windows 3.1 and a Windows-supported printer. POSTSCRIPT: A PC compatible running the English-language version of Windows 3.1 and Adobe Type Manager® (ATM®) version 2.5 or later, and a Windows-supported printer. NOTE: Requires VGA, Super VGA, or 8514 compatible monitor. With Ventura Publisher® for Windows, not all characters will be available.

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Eight TrueType and PostScript Type 1 Cyrillic fonts supporting Bulgarian, Byelorussian, Macedonian, Russian, Serbian, Ukrainian, and English for the Macintosh and IBM-PC.

MAC Requirements: TRUETYPE: System 6.07 or greater. TrueType fonts support most printing devices. POSTSCRIPT: Works on PostScript printer or on non-PostScript printer when used with Adobe Type Manager® (ATM®).

PC Requirements: TRUETYPE: A PC compatible running the English-language version of Windows 3.1 and a Windows-supported printer. POSTSCRIPT: A PC compatible running the English-language version of Windows 3.1 and Adobe Type Manager® (ATM®) version 2.5 or later, and a Windows-supported printer. NOTE: Requires VGA, Super VGA, or 8514 compatible monitor. With Ventura Publisher® for Windows, not all characters will be available.

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