

TROUBLESHOOTING LOG

Staff Initials & Date	Problem Description	Attempted Solution & Suggestions for Next Step	Person Who Fixed It	Contact Information
Example: klt, 8/1/2000	Karen's iMac freezes at startup. A message window appears saying it's a problem with AppleShare extensions.	I went to www.macintouch.com and did a search for "freezes at startup". I found out that it could be a font problem. I downloaded FirstAid Font repair, installed it and restarted the computer. It seems to work. Next Step: If it happens again, the user needs to write down the message error number. We can use this to pin point the problem.	Greg Smith	E-mail: superg @godsend.org