Version 1.0

Macintosh
Troubleshooting

The objective of Macintosh Troubleshooting training is to provide a self-paced learning environment in which the participant can gain first-level troubleshooting competency. The primary audience is any person who wants a greater level of self-sufficiency in isolating and resolving common problems that can occur in the Macintosh computing environment.

The training method is symptom-based learning. In each practice the participant is given a set of problem symptoms. Armed with troubleshooting skills (reviewed in the course) and operating system knowledge (provided in the course), they are placed in a simulated environment and guided through problem isolation and resolution for that problem.

In addition to the training material, a Troubleshooting Handbook stack is provided as a performance support tool. It is an information database and provides background information such as system internals, available diagnostics, and cross-reference to additional tools. This stack does not rely on the other training stacks and after the learning activity is completed, they may be removed, leaving only the Troubleshooting Handbook behind for future reference.

All stacks require HyperCard 2.0 (or greater) and System 6.0.7 (or greater) to run. Note that a larger memory environment and a larger screen will enhance the response time.

A Macintosh Classic or SE with 2 megabytes of RAM memory is the minimum environment to allow proper execution of the HyperCard application and the required stacks for each module.

The course design does not allow execution of the stacks from a locked media such as a CD-ROM.

All module stacks must be downloaded to the local hard drive to run. The entire course has been modularized such that only the stacks for a particular problem area need to be present at one time.

If the entire course is downloaded to the desktop workstation, it will take approximately 8 megabytes of disk space.

This CD-ROM disk contains the following files:

MT Main: The course is begun by opening this stack. Here you will find the Main Menu which provides access to information about the course tools, objectives, a review of troubleshooting techniques, a description of the card types found in the practices and entry points to each problem area.

Troubleshooting Handbook: This stack is a performance support tool to be used as a quick reference. It is the only stand-alone stack (that is you can open this stack independently of MT Main). The content contains all of the background information covered in each practice section. In addition, troubleshooting hints are documented as well as references to additional tools and troubleshooting aids.

Troubleshooting Map: This stack is accessed through the sun icon on the navigation bar in the training stacks and provides quick access to the subsections in the practice sections. You can also access the Troubleshooting Handbook from the Map.

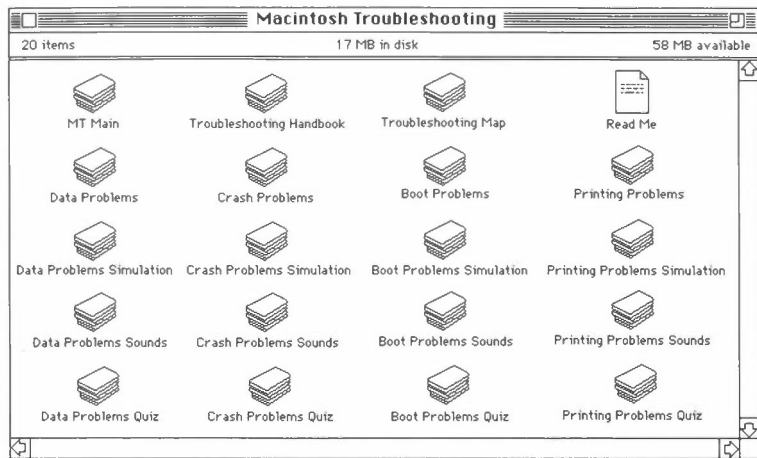**The remaining stacks are divided into 4 major problem-solving modules:**

System Won't Start is represented by the stacks that start with the word "Boot". To take only this part of the course, download MT Main, Troubleshooting Map, Troubleshooting Handbook, and all four "Boot" stacks.

System Hangs, Bombs and Other Unexpected Events is represented by the stacks that start with the word "Crash". To take only this part of the course, download MT Main, Troubleshooting Map, Troubleshooting Handbook, and all four "Crash" stacks.

Can't Access Data is represented by the stacks that start with the word "Data". To take only this part of the course, download MT Main, Troubleshooting Map, Troubleshooting Handbook, and all four "Data" stacks.

Printing Difficulties is represented by the stacks that start with the word "Printing". To take only this part of the course, download MT Main, Trouble-shooting Map, Troubleshooting Handbook, and all four "Printing" stacks.

Each problem module (7 stacks) is intended to be down-loadable across either a local area network or a wide area network. In addition, each stack will fit on an 800K floppy disk (except the "sound" stacks— most will have to be compressed to fit on an 800K floppy).

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20 items                    17 MB in disk                    58 MB available
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MT Main	Troubleshooting Handbook	Troubleshooting Map	Read Me
Data Problems	Crash Problems	Boot Problems	Printing Problems
Data Problems Simulation	Crash Problems Simulation	Boot Problems Simulation	Printing Problems Simulation
Data Problems Sounds	Crash Problems Sounds	Boot Problems Sounds	Printing Problems Sounds
Data Problems Quiz	Crash Problems Quiz	Boot Problems Quiz	Printing Problems Quiz

The "sound" stack for each module is optional. If it is not present when you begin the problem solving portion of the training, a message appears that give you the option of continuing (click the OK button) or quitting (click the Quit Course button).

Again: If the entire course is downloaded to the desktop workstation, the mass storage requirements are approximately 8 megabytes of disk space.

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