

Fixing Common Mac Problems

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General Comments

- These suggestions DO NOT replace your use of Common Sense
- These suggestions DO NOT replace your READING the instructions/clarifications at each step
- Do you remember WHAT YOU DID prior to the problem appearing
- These instructions will solve 50-80% of the problems on each slide... maybe
- These guides are for Monterey - IF YOU HAVE AN EARLIER version of MacOS, the wording and positions of commands MAY HAVE CHANGED
- YOUR MILEAGE MAY VARY....
- IF NONE of these suggestions work, take it to Argosy West in Prescott

Getting Information About Your Mac

- Click on Apple Menu>About this Mac
- Click on one of the options at top of popup window, or
- Click on System Report button
- Example: do I have an Apple chip or Intel chip running my computer
 - Click on System Report>Hardware
 - Look for the line starting with “Processor Name”
 - It should say either Apple xxx or Intel xxx



Mac Does Not Start

- Does your home have power
- Is the Power cord plugged in (both ends)
- Hold the power button for 10 seconds then release
- Momentarily press the power button and release
- If you have a Laptop, does it start with the power cord plugged in and not on the battery? (either the battery is discharged, or it will no longer hold a charge in which case I recommend you take it to Argosy West)



Resetting NVRAM (&PRAM) and SMC

- When you press the power button, immediately press and HOLD the Command-Option-P-R keys on the system keyboard
- Hold for 20 seconds then release
- Resetting System Management Controller (SMC) on Intel chip based models
 - On desktop Macs, unplug power cord, wait 15 seconds, plug it back in, wait 5 seconds, then press power key
 - On laptops with T2 chips, shut down computer, press and hold power button for 10 seconds, release, wait 5 seconds, press power button to start

To Reset the PRAM/NVRAM on Your Mac



Hold Down the Command+Option+P+R
Keys Immediately After Pressing Power

Resetting System Management Controller (SMC)

- SMC only on Intel chip based models
- If previous slide does not work, then:
- Shutdown Mac from from Apple Menu
- Press and HOLD Control-Option-Shift keys for 7 seconds
- Then, press and HOLD Control-Option-Shift-Power keys for 7 seconds
- Release all keys, wait 5 seconds, press power key to start

Mac Crashes after Startup

- On Intel chip computers, enter “Safe Mode”:
- Select Apple menu>Shut Down
- Wait 20-30 seconds, then press the power button while holding down the Up Arrow key. Keep holding till you see the login window
- Login normally
- To leave Safe Mode, restart the computer without pressing any keys

Mac Crashes after Startup

- On Apple M1 chip computers, enter “Safe Mode”:
- Select Apple menu>Shut Down
- Wait 20-30 seconds, then press the power button. Keep holding till you see the Startup Options
- Select Start Up disk
- Press and hold the Up Arrow key
- Choose Continue in Safe Mode
- To leave Safe Mode, restart the computer without pressing any keys

If the App/Computer is Frozen

- If an App is frozen, try Apple Menu>Force Quit (Command-Option-Escape)
- If the popup window appears, look for an App saying “Not Responding”. Select that App then click Force Quit.
- If the the computer is frozen, try to access Apple Menu>Shutdown
- If that fails, press and HOLD the power button for 10 seconds. Wait 30 seconds, then momentarily press the power button and release



Your Login no longer Works

- At the login screen, press the “?” to the right of the password field
- Click “Reset it using your Apple ID” or “Restart and show password reset options”
- Follow the on-screen directions

Mac Not Going to Sleep

- Start with Preferences: Go to System Preferences>Battery on a laptop, or
- Go to System Preferences>Energy Saver on desktop
- Verify the time of “Turn display off after” is less than an hour.
- On a laptop:
 - Battery display sleep should be shorter than Power Adapter display sleep
 - On Battery options, make sure “Optimized battery charging” is checked
 - If you have “Automatic graphics switching”; make sure it is checked

Safari Not Working as Expected



Safari

- Make sure you are connected to the internet (check ethernet cable or WiFi symbol, check Router for correct lights)
- If you have a VPN, Pause it (or quit it) for 5 minutes and reload the page using View>Reload Page or Cmd-R
- Quit Safari and restart it (Cmd-Opt-Esc to force quit it not responding)
- Turn off individual Safari extensions Safari>Preferences>Extensions and deselect the ones that are checked
- Turn off ALL extensions for that web site Safari>Settings for xxx.xxx and deselect Enable Content Blockers

Safari Not Working as Expected

- Open a Private Window File>New Private Window and try web site (bypasses cache, cookies and other data on your Mac)
- If that works, choose Safari>Preferences>Privacy and select Manage Website Data
- Scroll to find the website on the list shown & click on it
- Click Remove, then Done, then access the website from a non-private Safari window

If NOTHING Works...

- Update your operating system to the newest version!!!
 - Click on Apple Menu>System Preferences>Software Update
 - The window should say :Your Mac is up to date”.
 - If it does not, follow the instructions on screen to update to the latest version for your Mac.

MacOS Recovery System

- On an Intel chip based Mac:
 - Restart the Mac and immediately press and hold Command-R to start up from your local disk, or
 - Restart the Mac and immediately press and hold Option-Command-R to start up from the internet
- On an Apple chip based Mac:
 - Restart your Mac by holding down the power button until “Loading startup options” appears
 - Click Options, then click Continue
 - Follow the instructions for what you need to do

What MacOS Recovery System can do

- Apple Chip:
 - Repair internal disk
 - Reinstall MacOS
 - Restore from Time Machine
 - Set security policies for disks
 - Transfer files between computers
 - Start up in safe mode
 - <https://support.apple.com/guide/mac-help/macos-recovery-a-mac-apple-silicon-mchl82829c17/12.0/mac/12.0>
- Intel Chip:
 - Repair internal disk
 - Reinstall MacOS
 - Restore from Time Machine
 - Set security options
 - <https://support.apple.com/guide/mac-help/use-macos-recovery-on-an-intel-based-mac-mchl338cf9a8/12.0/mac/12.0>

Questions???

- Thank you for participating!!

