

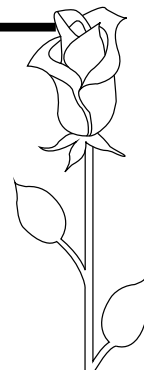
*Black & Bleu*TM

Instruction Manual



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Black & BleuTM

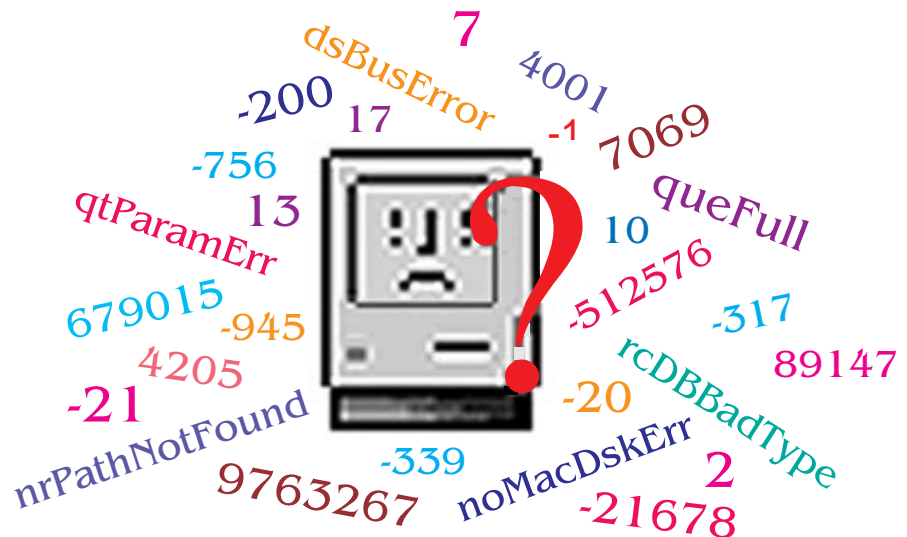
Table of Contents

<i>About Black & BleuTM</i>	<i>2</i>
<i>System Requirements</i>	<i>2</i>
<i>License Agreement (synopsis)</i>	<i>4</i>
<i>Installing Black & BleuTM</i>	<i>4</i>
<i>Black & BleuTM License Key.....</i>	<i>5</i>
<i>Using Black & BleuTM program</i>	<i>6</i>
<i>About Request an Error Analysis</i>	<i>9</i>
<i>Using Request an Error Analysis</i>	<i>9</i>
<i>Complete License Agreement</i>	<i>12</i>

About Black & Bleu™

Black & Bleu™ is an application that shows you the meaning of all of the documented and many of the undocumented Mac OS error codes. In addition, in many cases information is presented about what might be the cause of the error and what you can do about it.

The database contains about 3000 error codes with terse explanations of each. Detailed explanations and remedies are included for the most common of these errors. The type of detailed information desired can be selected from 2 categories: a Non-technical User orientation and a Programmer orientation. The Non-technical User explanation is presented in a way that someone without a programming background can understand. The Programmer explanation is written in VERY technical terms that usually includes source code that demonstrates the error. To fully understand the Programmer explanation, you should be familiar with Macintosh programming (in C or C++).



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System Requirements

Mac OS 7.0 or later
1.7 kB of disk space
800 kB of RAM

Terms and Conditions
(See last section of this
manual for a full text)

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- ❖ Full Refunds will be paid for ANY reason. Requests for a refund MUST be submitted in writing (via letter, EMail or FAX) no later than 60 days from the date of the original sale of this software.

Installing Black & Bleu™

The electronic version of Black & Bleu™ is supplied as a self-extracting StuffIt archive file. Most browsers will extract the files automatically. If not, double click on the archive to extract the files. The archive contains 9 files:

- | | |
|---------------------------|--|
| Black & Bleu™ | - the error analyzer application. |
| Read about Black & Bleu™ | - a copy of the file you are reading. |
| B & B Documentation.pdf | - the Black & Bleu™ Instruction manual in Adobe Acrobat™ format. |
| Request an Error Analysis | - an application you can use to ask us about error you've gotten. (This is a FREE service offered by Bleu Rose Ltd.) |
| Read about Request... | - a file similar to the one you are reading describing Request an Error Analysis. |
| Prepare your Order | - an application that helps you pay for Black & Bleu™ via EMail or U.S. Mail. |
| How To Order | - instructions for ordering including using Prepare your Order. Prepare your Order helps you order Black & Bleu™. |
| Your License Key | - Information about the License Key that you need to turn the demo into the commercial version. |
| Disk Utility Shoot-out | - A comparison of various disk repair utilities by Misha Sakellaropoulos. |

Black & Bleu™ License Key

After obtaining the program, you can either try the demo out or purchase the program. The screen shown below shows you the options available. If you wish to try out the demo, click on the corresponding button. If you have purchased a license you can enter the license key here to remove the limited use restriction. The name that you assigned as the "Owner" of your computer will be automatically filled into the field titled "Your Name". Change it if you like.

Validation

Your Name:

If you purchased this product on CD-ROM, the License Key is inside the case. Enter it EXACTLY. Otherwise try the Demo.

License Key:

There are no numbers in the License Key.
Include the dashes. Case is important.

3 uses left

Licensed from Bleu Rose Ltd.
www.bleurose.com

The license key you received (or will receive when you have purchased Black & Bleu™) will resemble the one shown in the following illustration. Please note the upper and lowercase nature of the key. Also, be aware that the key consists of 5 groups of 4 LETTERS separated by dashes. If you don't enter the key EXACTLY (including the dashes), it will not unlock the software.

If you purchased this product on CD-ROM, the License Key is inside the case. Enter it EXACTLY. Otherwise try the Demo.

License Key:

There are no numbers in the License Key.
Include the dashes. Case is important.

Using Black & Bleu™

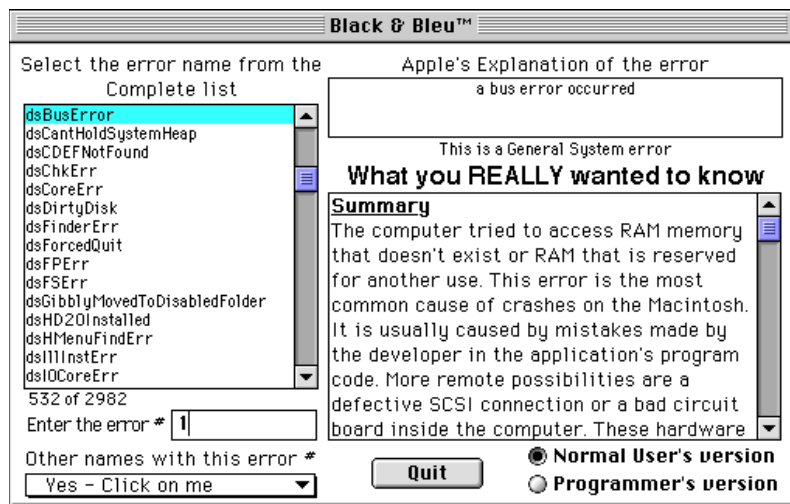
To determine the meaning of an error code, perform the following steps.

Step 1 Enter the error code number. This can be any number from -2,147,483,648 through 2,147,483,647 or select the name of the error from the list.

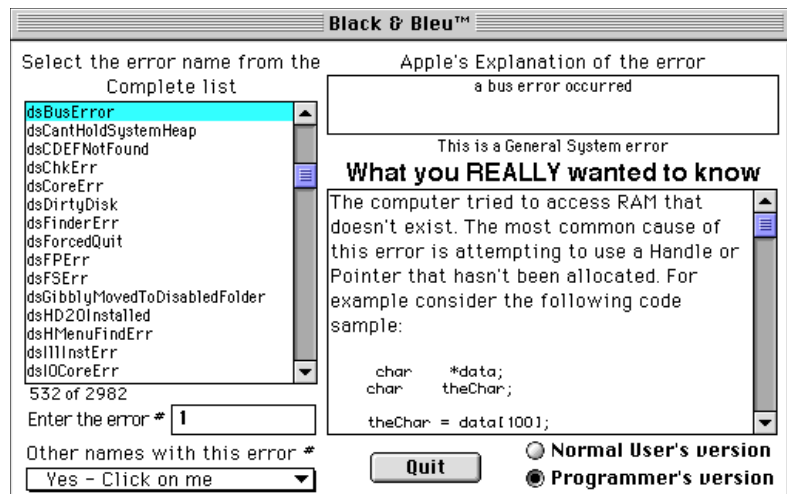
Step 2 Select either Normal User's Version or Programmer's Version. You can also switch from one to the other after selecting the error code desired.

Note that you do NOT need to do steps 1 and 2 in any order. Just complete both steps before continuing.

Step 3 When you have completed steps 1 and 2, an explanation will be displayed. The results shown below for error code 1 is what is displayed when the Normal User's version is selected.

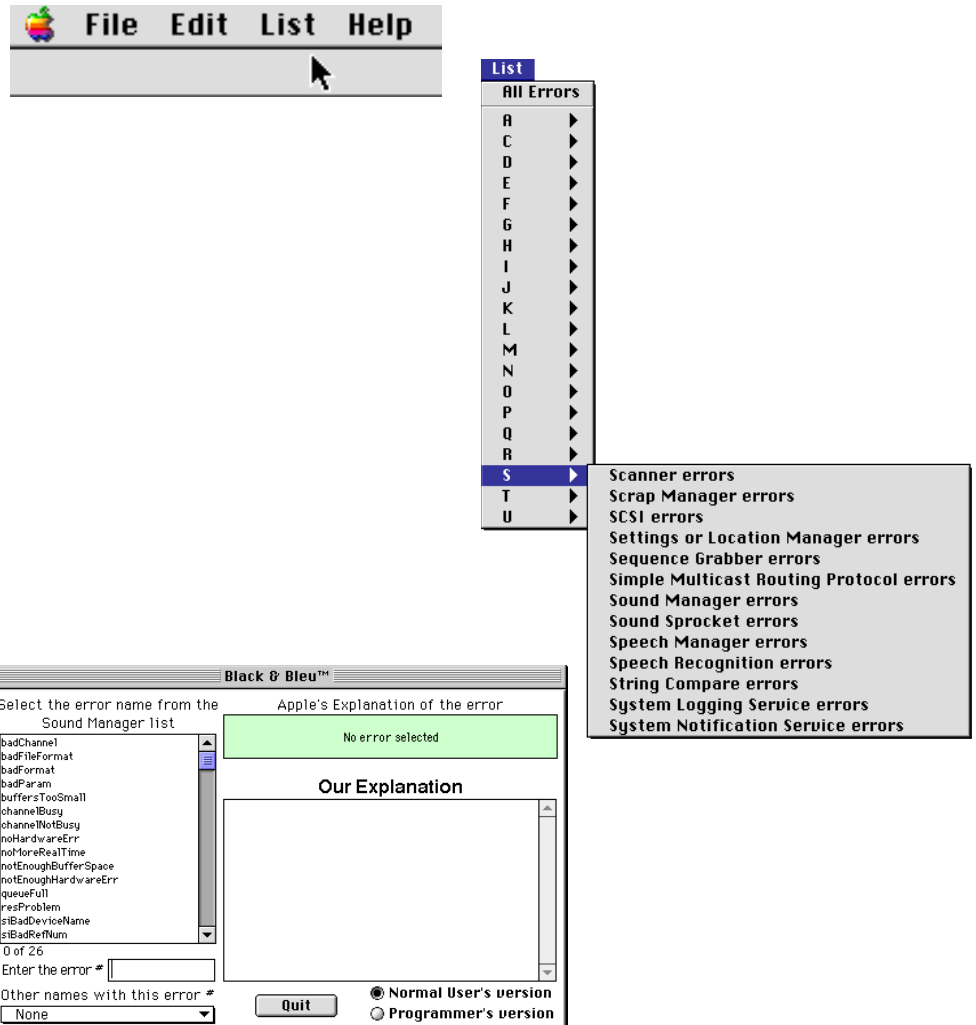


The screen below shows the results and description for error code 1 when the Programmer's version is selected.



“List” Menu

If you want to look at a specific group of errors (for example Sound Manager errors), you can access a listing from the “List” Menu. Shown below is the listing for the “S” selection. Once a grouping is selected from the drop down menus, a list of only those errors will be shown.



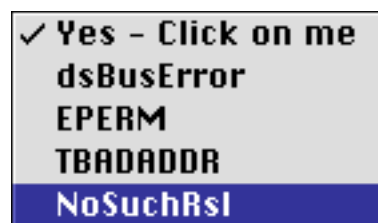
Other names with same error code #

Some errors selected like error code 1 have other meanings and explanations. These can be selected by clicking on “Yes-Click on me” at the bottom left of the screen.

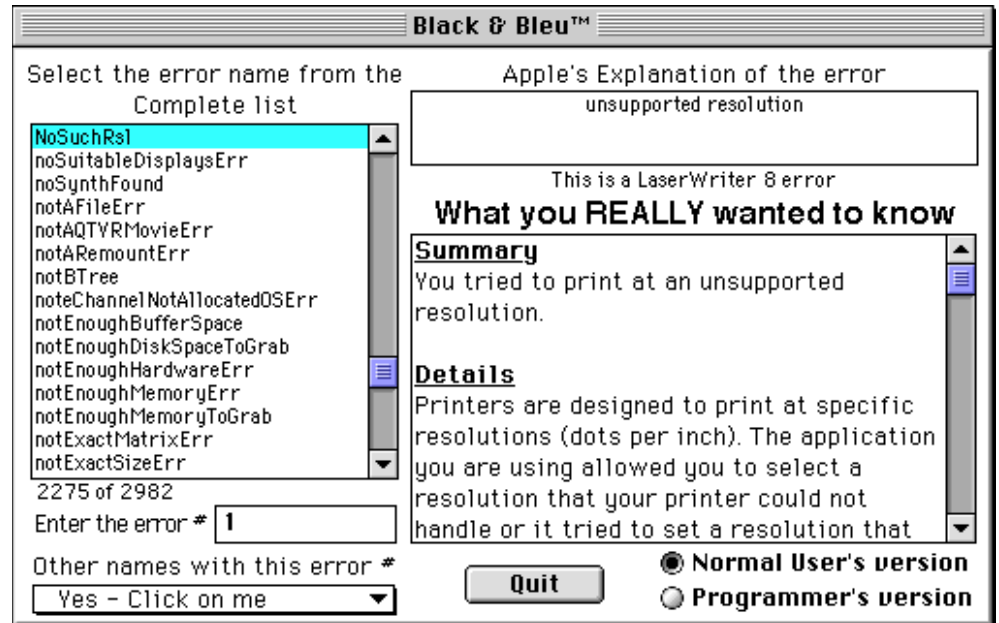
Enter the error #

Other names with this error #

Once you click on this menu, a menu similar to the following is shown.

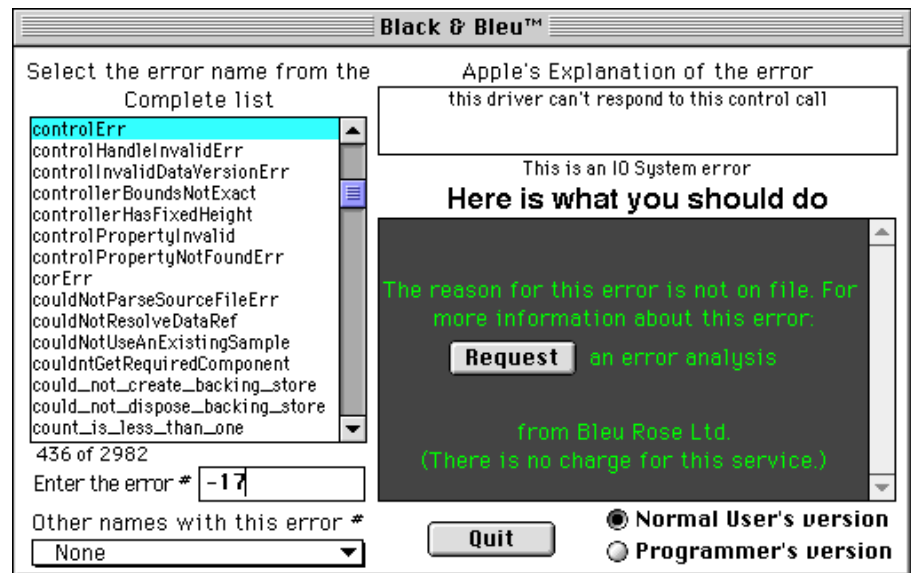


The most common error is listed first. The following screen shows the results of selecting the option of “NoSuchRsl”.



*Error code
without details*

If you select an error code that has no detailed explanation, you will see this screen.



You can receive further explanation on these errors by clicking on the “Request” an Error Analysis button.

*“Cut, Copy, Paste”
Menu Selection and
Key- Combination*

You can only “cut”, “copy” or “paste” the error code numbers. The key-combinations ⌘ - X, ⌘ - C, ⌘ - V, and menu selection of “Cut”, “Copy” and “Paste” will not work on the error name or descriptive text.

“Quit” Button

To exit from Black & Bleu™, select Quit from either the “File” menu or click on the “Quit” button.

About Request an Error Analysis

“Request” Button

Included with Black & Bleu™ is a second application that will assist you in asking us for an explanation of an error that is not explained by Black & Bleu™. It is started automatically from within Black & Bleu™ but can also be used independently.

Using Request an Error Analysis

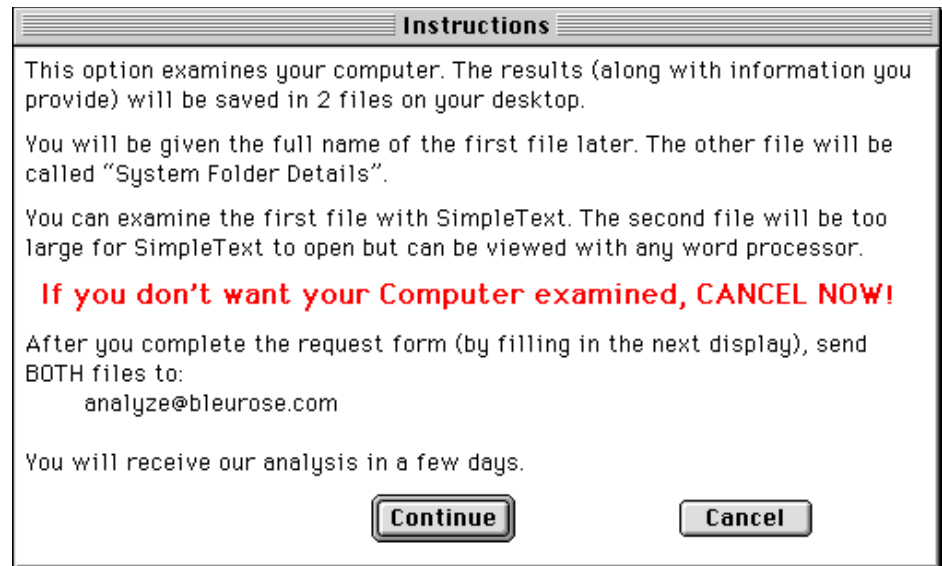
Bleu Rose Ltd. will provide you with a detailed explanation of ANY Macintosh OS error not included in Black & Bleu™. This is a FREE service available to you via EMail from Bleu Rose Ltd.

Request an Error Analysis is an application that aids you in taking advantage of our free Macintosh error analysis service.

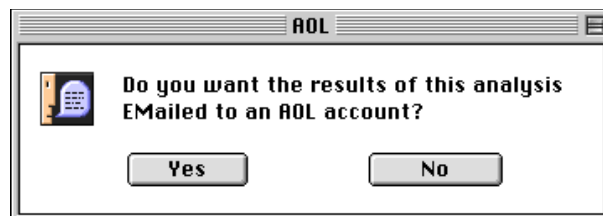
It creates 2 text files suitable for EMail to us. Inside the files are details about your Macintosh (or clone) that will aid us in determining the cause of your error.

The following description is based on running Request an Error Analysis from within Black & Bleu™. If you run it directly, the content of the next windows will be slightly different.

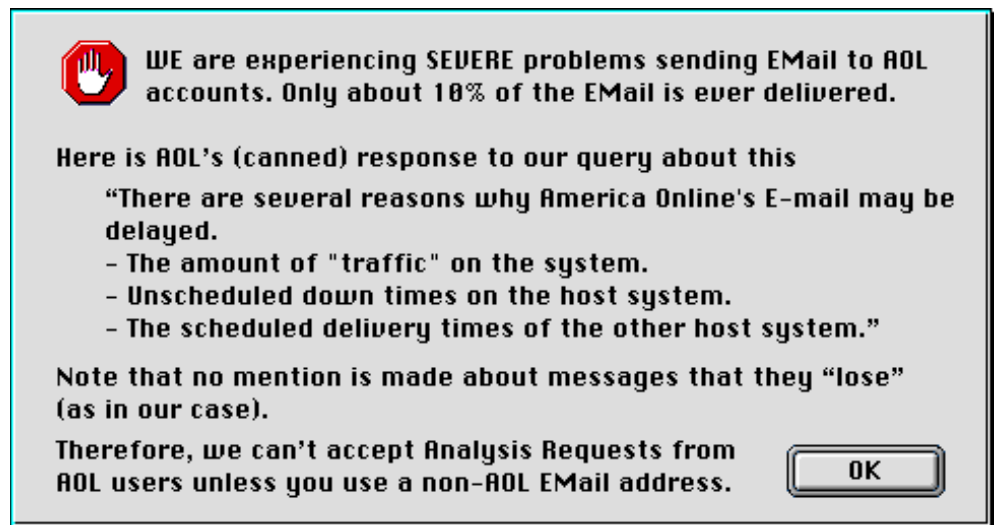
This is the first window you will see.



When you click on “Continue”, the following screen will appear and query:



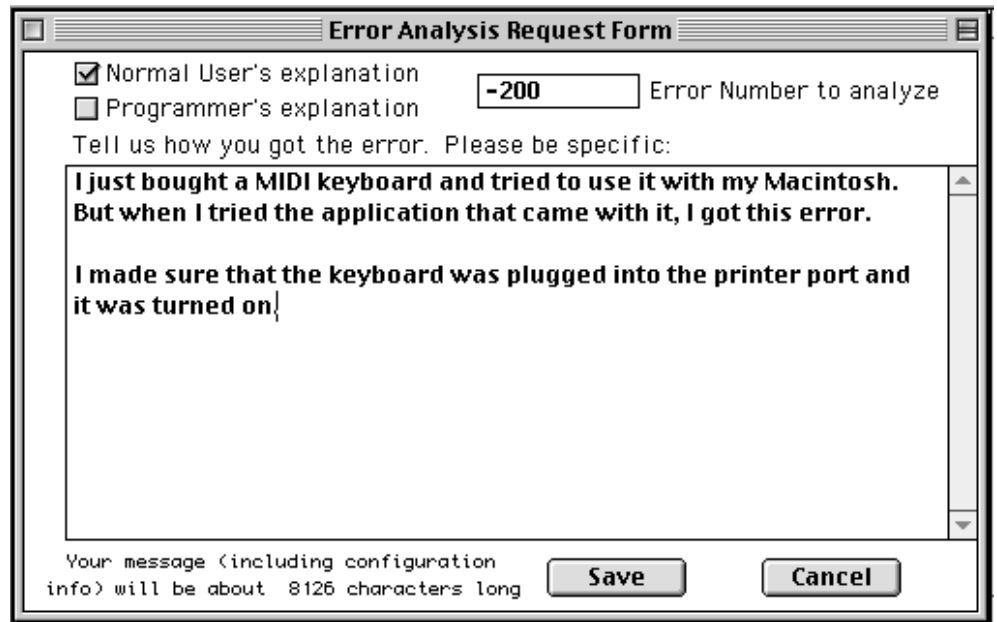
If you have an AOL account and click on “Yes” the following warning screen will appear:



If you do not have an AOL account or have access to another EMail account where you want the analysis sent to, please click on the “No” button and you will see the following screen.

A dialog box titled "Error Analysis Request Form". It contains two checkboxes: "Normal User's explanation" (checked) and "Programmer's explanation" (unchecked). To the right of these is a text field containing "-200" and the label "Error Number to analyze". Below this is a text area with the prompt "Tell us how you got the error. Please be specific:". At the bottom, there is a status bar that says "Your message (including configuration info) will be about 7900 characters long" and two buttons: "Save" and "Cancel".

The error code you selected in Black & Bleu™ will automatically entered for you. If you want to change it, you may. At this point you should type in the requested information: a description of how you got the error and indicate what type of explanation you would like. You can request an explanation for Normal User, Programmer or select both options. Note that the Save button will not be selectable until you enter descriptive text and pick an error code as in the next illustration.



Error Analysis Request Form

☒ Normal User's explanation Error Number to analyze
☐ Programmer's explanation

Tell us how you got the error. Please be specific:

**I just bought a MIDI keyboard and tried to use it with my Macintosh.
But when I tried the application that came with it, I got this error.**

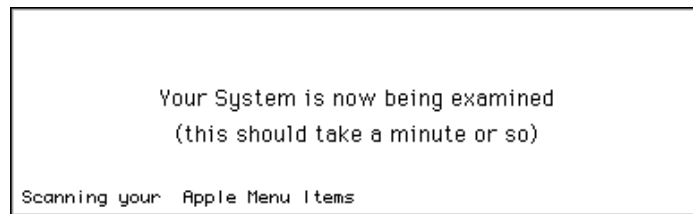
**I made sure that the keyboard was plugged into the printer port and
it was turned on|**

Your message (including configuration info) will be about 8126 characters long

Save **Cancel**

When you click on “Save”, the program will examine your computer and create two files.

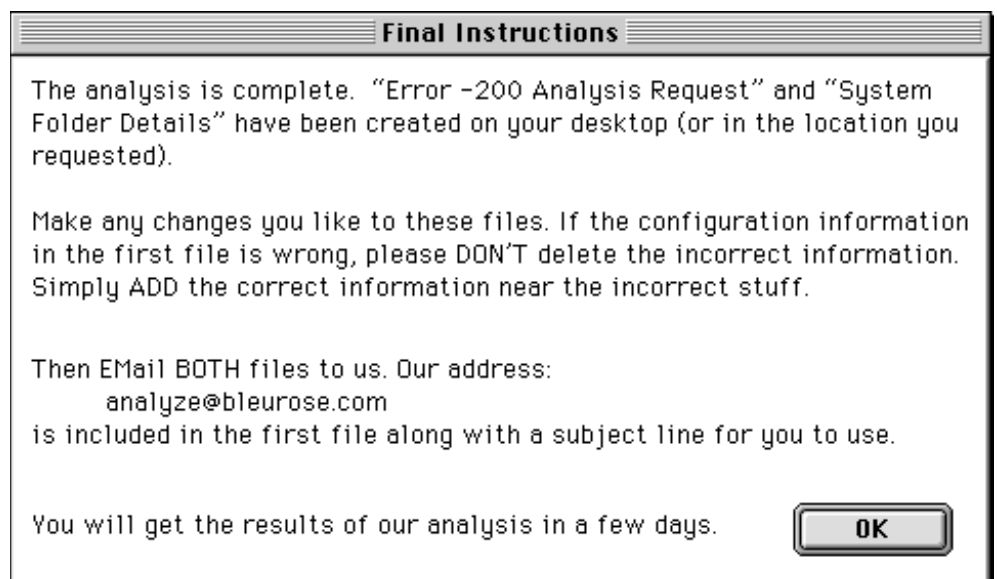
You will see the following screen while it is examining your system and creating the report.



Your System is now being examined
(this should take a minute or so)

Scanning your Apple Menu Items

When it is complete, the following screen will appear.



Final Instructions

The analysis is complete. “Error -200 Analysis Request” and “System Folder Details” have been created on your desktop (or in the location you requested).

Make any changes you like to these files. If the configuration information in the first file is wrong, please DON'T delete the incorrect information. Simply ADD the correct information near the incorrect stuff.

Then EMail BOTH files to us. Our address:
analyze@bleurose.com
is included in the first file along with a subject line for you to use.

You will get the results of our analysis in a few days.

OK

You then Email these two files to us at analyze@bleurose.com and you will receive our analysis in a few days.

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