Chapter 6
Troubleshooting

Technical Support

Power On Software is dedicated to providing you the best support possible. Before contacting us for technical support, please read this manual, and especially this chapter on Troubleshooting.

For additional information, you can call our technical support center in the United States at (330) 735-3116 or (800) 797-7382. Please have your product registration number ready when you call. You can also reach us via America Online at PowerOnSW, via eWorld at PowerOnSW, via AppleLink at PowerOn, via CompuServe at 72511,446, or via Internet at poweronsw@aol.com.

When contacting us for technical support, please have the following information:

> 1. Your product registration number as shown on the back of the
>   On Guard installation disk.
> 2. A description of the problem.
> 3. Information about the Macintosh you are using, including:

a. the model of Macintosh,

b. the System Software version as shown using the About This
                    Macintosh
command in the Apple menu.

c. the amount of Total Memory and the Largest Unused Block as
                    shown using the About This Macintosh command in the
                    Apple menu.

◊ Note   Please mail in your registration card. We cannot provide technical support unless you have registered your product purchase.

Troubleshooting On Guard

1.
What if a user forgets his password?

You can give the user a new password:

> a. Choose the Configure command from On Guard's Finder Menu.
> b. Enter an administrator's name and password (if required).
> c. Select the user in the Users To Configure panel.
> d. Press the Next button.
> e. Select the Password field in the User Account panel.
> f. Type in a new password for the user.
> g. Choose Quit from the File menu.
> h. Type the user's password again in the verification dialog.

2.
What if I forget the Administrator's password?

On Guard provides an emergency access account.   To access this account:

> a. Type the name "Emergency" in the sign-on dialog and press the
>   OK button.
> b. On Guard will present you with an emergency code. Please write
>   down that code and contact Power On Software, Inc. at
>   (330) 735-3116 or (800) 797-7382 on Monday through Friday
>   between 9 AM and 5 PM Eastern Time. Using that code we will
>   provide you with an emergency password for your accounts.

◊ Note   Please mail in your registration card. To avoid giving passwords to unauthorized persons, we cannot give you an emergency password unless you have registered your product purchase.

3.
What if I forget the Administrator's password and I can't reach Power On Software?

Provided that you have not chosen to have On Guard lock your disks on restart or shutdown, you can re-install the On Guard software by doing the following:

> a. Reboot your Macintosh. You may need to press the restart button
>   on your Macintosh to reboot. Please note that this can cause you to
>   lose recently saved data.
> b. Hold down the extension bypass key as your computer boots. If you
>   cannot remember the extension bypass key, then boot from a system

floppy disk.
c. Re-install On Guard using the On Guard Installer application on the original installer disk. This will erase all of the accounts on your computer and install the default Administrator account ("Administrator") and password ("admin").

4.
I restarted my computer from a floppy disk or another external hard disk that had not been present when On Guard was installed, but now my hard disk is locked. What is happening?

On Guard has protected the files and folders on your system to prevent users from starting up with another hard disk or floppy disk.

To unlock the disks on your system, you can do two things. First, you can restart with the On Guard start-up drive as the system's start-up drive.

Second, located on the hard disk is an application named "Double Click to Unlock". Launch that application and enter an administrator's name and password. This will unlock the disk and give you access to its contents.

5.
I know that there is a particular application on the system, but I can't see it in the Finder, or I can't launch it. How do I gain access to this application?

On Guard controls access to disks, folders, files, and applications. If you cannot access the item, use the Advanced Security panel to see the security settings for that item. If you cannot see the item in the Advanced Security panel then it does not exist in that location.

6.
I'm trying to disable extensions from loading by holding down the shift key while rebooting, but the extensions are still loading. What is wrong with my system?

On Guard has been configured to override the extensions bypass key. See the next question for information about configuring the extensions bypass key.

7.
I've forgotten the key combination that is to be used to disable extensions from

loading. How can I find out what it is?

To access this command:

        a. Choose the Configure command from On Guard's Finder Menu.
        b. Enter an administrator's name and password.
        c. Select System Options from the Options menu.
        d. View or change the extensions bypass key.
        e. Choose Quit from the File menu.

8.
I have turned On Guard off on a particular computer, but still need to perform some configuration of the On Guard options. How can I do this?

The On Guard Administration Application, which is a file called "On Guard," was installed into the Control Panels folder on your hard disk if you are running System 7 or later, or into your System Folder if you are running System 6. This application can be launched at any time, whether On Guard is currently turned on or not. Double-click this application to configure On Guard at any time. You can also launch this application directly off of a floppy disk, including the On Guard Installation disk.

9.
I am trying to save my On Guard configuration over the network to another computer, but the computer doesn't appear in the list in the dialog box displayed by the Save To Network command. What is wrong?

If the computer cannot be seen in the Save To Network dialog box, first check that LocalTalk or EtherTalk is enabled for both the computer you are configuring on (the source computer) and the computer you want to save the configuration to (the destination computer). You can determine if LocalTalk or EtherTalk is enabled by opening the Chooser and looking at the status of the radio buttons in the lower right corner of the Chooser dialog. As a final check, open the Chooser on the source computer, select the AppleShare icon from the list on the left side of the Chooser dialog box, and make sure you can see the destination computer in the list on the right side of the Chooser dialog box.

Once you have determined that both computers are on the network, make sure that

On Guard is enabled on both the source and destination computers. You can tell if On Guard is enabled by launching the On Guard Administration Application (using the On Guard Finder Menu if it is available, or launching the application directly if it is not) and looking at the status of the On/Off button in the lower left corner of the Users panel of the User Options dialog.