MacSystemsConsultants,LLC

Empowering the Individual
Through Cutting Edge Technology

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Dear Valued Client:

Mac Systems Consultants, LLC has produced this brief synopsis of common procedural errors as an aid to our valued clients. It has been our consistent experience that the following scenarios are most often implicated in crash prone environments on our clients' systems:

OPERATING SYSTEM UPGRADES

Although operating system upgrades can oftentimes provide increased stability or greater speed, these purported benefits are oftentimes accompanied by a range of potential compatibility issues originally unanticipated by the user. MacOS™ upgrade incompatibility with preexisting peripherals (printers, modems, scanners, storage devices), utilities, or obsolete applications may result in new crash related symptoms or potential peripheral malfunctions. We normally recommend operating system upgrades only under the following conditions: 1) in the event of extensive corruption in the current operating system, 2) as a mandatory prerequisite to the use of mission-critical software newly obtained by the client.

IMPROPER SOFTWARE INSTALLATIONS

Improper software installations have the potential of damaging either the software which is being installed or the operating system, & are consistently implicated in the emergence of new crash-related symptoms. Although one would hope that each & every vendors' software manual would adequately describe the proper method of their product's installation, while concurrently protecting the total health of the user's computing environment, sadly this is simply not the case. It is especially critical following an operating system clean reinstallation, that our clients maintain close contact with us regarding potential future software installations, which if improperly performed could compromise the integrity of the system.

MARGINAL, BUG-RIDDEN, OR BETA SOFTWARE

Although this is not always the case, oftentimes software available for free download from the internet has the potential of causing unanticipated adverse symptoms on our clients' systems. These types of products can include beta software, which is offered to the user to test "at their own risk", whereupon the vendor can subsequently obtain the resulting bug reports from users, thereby improving their product for subsequent future releases. Oftentimes even commercial shrink-wrapped products or peripheral drivers can be poorly designed or cause unanticipated conflicts with other preexisting software installations, due to the vendor's inability to test for every contingency. Marginal, beta, &/or virus ridden products do abound, with games typically presenting an especially high risk factor.

BLEEDING EDGE TECHNOLOGY

We have observed in the past that the latest & greatest computer systems can oftentimes carry with them a range of compatibility issues, not originally anticipated by the user. Instead of "leading edge" technology, the user is oftentimes stuck with "bleeding edge" technology until third party hardware & software vendors have worked out the myriad compatibility bugs between the new cpu architecture & their products. Typically this process may take anywhere from several months to as long as half a year, although in some cases the older peripheral or software product is simply designated obsolete by the vendor. These types of products are ultimately designated "vaporware", when compatibility cannot be achieved.

We hope that these guidelines will benefit our valued clients, by enabling you to avoid the most common pitfalls that the average user will inevitably experience. Remember that an ounce of prevention is worth a pound of cure. By utilizing due forethought & a considered approach to any changes or upgrades to your Mac, you will considerably enhance the stability of your system & thus extend those periods of trouble-free computing to which we all aspire.