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Troubleshooting: System Failures and Unexpected Quits in QuarkXPress (Mac OS)

A number of different problems can cause your QuarkXPress™ software to unexpectedly quit, or the operating system to fail or stop responding. These problems can include the presence of a damaged or conflicting system extension or control panel, a damaged font, a problem item in the QuarkXPress application folder, or a damaged element within a document. Below is a step-by-step troubleshooting strategy that will help you locate and eliminate the problem.

What happens when an application unexpectedly quits, or the operating system fails or stops responding?

When an application unexpectedly quits, a low-level system error has occurred. As a result, the active application quits, but the error may not be serious enough to cause a system-wide error. However, the operating system environment is unstable at this point, and you should save all open files and restart your computer before relaunching QuarkXPress.

You may also encounter a system error that causes an alert with a bomb icon in it, or that causes the operating system to stop responding to input from the mouse and keyboard. All these types of errors have similar causes, and the steps to resolving them are the same. Throughout this tech•note, they will all be referred to as simply "errors."

Incidentally, the troubleshooting procedures described in this tech•note can be used to diagnose nearly any kind of error that occurs on the Mac OS.

Diagnosing the problem

Troubleshooting requires a logical step-by-step process. You must first determine if you can reliably reproduce the error with the same series of steps. Then, determine the source of the error by systematically eliminating variables and repeating the steps that lead up to the error, until a particular problem item is isolated as the cause. Most errors are caused by problems that can generally be classified as follows:

- **Document-level problem:** The error is caused by a problem item in the document itself, such as a picture, font, or QuarkXPress item. The error will not occur in other documents, unless they also contain the same damaged item.

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- **Application-level problem:** The error is caused by a problem file in the QuarkXPress application folder, such as an XTensions™ module, the "XPress Preferences" file, or one of the other supplementary files. Typically, the error will not occur on other computers running QuarkXPress, even when opening or working in the same document.
- **System-level problem:** The error is caused by a problem resource at the system level, such as an extension, control panel, or font.

Determining the problem's category

The first step in solving the problem is to determine its category. To do this, restart your computer, then repeat the actions performed when the last error occurred. Try to reproduce the error while working in a new document. If the error can be reproduced, determine whether it occurs when launching QuarkXPress, opening or working in a document, or printing.

1. If QuarkXPress unexpectedly quits only when you are opening or working in a particular document, see [Section 1 "Troubleshooting document-level problems"](#) below.
2. If the error does not involve a document, or can be reproduced while working in any document, or it does not occur on other computers running QuarkXPress, see [Section 2 "Troubleshooting application-level problems"](#) below.
3. If the error can be reproduced in other applications, then see [Section 3 "Troubleshooting system-level problems"](#) below.
4. If the error occurs while printing, see tech•note, "Troubleshooting Printing Problems (Mac OS)." However, many of the troubleshooting procedures described in this tech•note may also be helpful in diagnosing the problem, even if it deals with printing.

Note: Working with insufficient memory can cause QuarkXPress to unexpectedly quit, or the system to fail or stop responding. These types of errors may not be easily reproducible, and therefore may seem random. Increasing the memory allocation for QuarkXPress might help solve the problem. See tech•note, "Error Messages: Out of Memory (-108)," for more information about increasing the memory allocation for QuarkXPress.

Section 1

Troubleshooting document-level problems

If the problem only occurs when you try to open or work in a particular document, try the following:

Reimport pictures

A damaged picture preview may cause QuarkXPress to unexpectedly quit when the application tries to draw the preview on-screen. If this is the problem, you may be able to open or work in the document if you do the following:

1. Choose **File ? Open** and select the document.
2. Hold down the Command key and click **Open**.
3. QuarkXPress reimports every imported (not pasted) picture in the document, thus re-creating any PICT or TIFF previews that may be damaged, as well as reimporting new EPS previews from the original EPS files. The scaling, position, and rotation of each image is retained.
4. If you have pasted PICT pictures from the Clipboard into the document, you may need to reimport them manually using the ["Palette Trick" method](#) described below.

Disable fonts

A damaged font may cause QuarkXPress to unexpectedly quit when you try to open a document. If this is the case, disabling the fonts will allow you to open the document. To do this:

1. Drag the "Fonts" folder out of your "System Folder" and onto the desktop (or disable all open fonts in your font management utility). You may need to Restart the computer in order to disable the fonts.
2. Rename this folder "Disabled fonts."
3. Relaunch QuarkXPress and attempt to open the document.
4. If the document opens, one of the disabled fonts may be damaged. See the "Test fonts" subsection below.

Test fonts

To test the fonts:

1. Create a new "Fonts" folder inside your "System Folder." If you Restarted the computer in the previous step, you will already have a new, empty "Fonts" folder inside your "System Folder."
2. Transfer the fonts one at a time from the "Disabled Fonts" folder on the desktop to the "Fonts" folder in the "System Folder."
3. After you move each font, relaunch QuarkXPress and open the document.
4. Repeat steps 2 and 3 until you isolate a particular problem font that causes the error.

Note: You can speed up the font elimination process by moving fonts from the "Disabled" folder to the "Fonts" folder in groups. For example, you can move all the fonts that start with the letters A through F, and test to see if the error occurs when you relaunch QuarkXPress and attempt to open the document. If the error does occur, then you can narrow down the search to just those fonts that you moved to the "Fonts" folder. If the error doesn't occur, then those fonts have been eliminated as suspects. Another strategy is to use the **Label** menu in the Mac OS Finder to assign colors to groups of items to help keep track of which ones have been tested.

If you perform the above steps and are still not able to open the document, proceed to the "Using the Palette Trick" section below. Or, if QuarkXPress unexpectedly quits while you are working in a document, determine if a specific item, such as a picture box or text box, begins to draw on the screen just prior to the error. If so, you may be able to resolve the problem using the "Palette Trick."

Using the Palette Trick

The palette trick may allow you to open and work in a document by preventing QuarkXPress from accessing and attempting to draw the problem pictures or fonts on-screen.

To troubleshoot pictures using the palette trick:

First, make sure that you have made a backup copy of the original document.

1. Launch QuarkXPress by double-clicking the application icon, with no documents open.

2. Choose **View ? Show Colors**.
3. Resize the **Colors** palette so it covers the entire screen.
4. Choose **File ? Open** and open the problem document. The document will open behind the palette.

Note: If the error occurs at this point, and you have already tried disabling fonts as described above, the document may be damaged beyond the point of recovery.

5. In the **General** tab of the **Document Preferences** dialog box (**Edit ? Preferences ? Document**), check **Greek Pictures** and click **OK**. (In QuarkXPress 3.3x, choose **Edit ? Preferences ? General** and then check **Greek Pictures** and click **OK**.) This prevents the picture previews from displaying on-screen; you will see gray boxes instead of the pictures.
6. Close the obscuring **Colors** palette by clicking its close box in the upper-left corner of the palette. If QuarkXPress does not quit at this point, the problem may be a damaged picture.
7. Scroll through the document and click on each gray picture box. When you click on a greeked picture, QuarkXPress will draw the image. When the damaged picture is selected, QuarkXPress will unexpectedly quit while trying to draw the image.
8. If a damaged picture is in the document, close it and repeat steps 1 through 4 to return to the point where the document is open, but hidden behind the palette.
9. Choose **Utilities ? Usage** and click the **Pictures** tab. (In QuarkXPress 3.32, choose **Utilities ? Picture Usage**.) Click the name of the picture that causes QuarkXPress to unexpectedly quit.
10. Click **Show**. (Click **Show Me** in QuarkXPress 3.32). This will activate the damaged picture in the document, but QuarkXPress will not unexpectedly quit because the palette hides the damaged element and prevents it from

being drawn on-screen.

11. Click **Done** to close the **Usage** dialog box. (In QuarkXPress 3.32, click the close box in the **Picture Usage** dialog box.) Select the **Content** tool, and then press the Delete key to delete the damaged picture, but leave the picture box intact.

12. Close the **Colors** palette to verify that deleting the picture solved the problem. If QuarkXPress doesn't quit at this point, continue to step 14. If QuarkXPress does quit at this point, the box itself may be damaged. If so, then repeat steps 1 through 4, and then steps 9 through 10, so that the picture is selected behind the palette; then continue to step 13.

13. Click **Done** to close the **Usage** dialog box. (In QuarkXPress 3.32, click the close box in the **Picture Usage** dialog box.) Select the **Item** tool, and then press the Delete key to delete the picture box as well as its contents.

14. If deleting the picture prevents the error from happening, you may be able to repair the damage in the original picture file. Open the picture in its source application, save it under a new name, and reimport it into the QuarkXPress document. Also, you can try selecting the picture (or all its elements) in its source application, and copy and paste it into a new file. Save it with a new name and import it into QuarkXPress. If resaving the picture does not solve the problem, you may need to completely recreate the image.

To troubleshoot fonts using the palette trick:

First, make sure that you have made a backup copy of the original document.

15. Perform steps 1 through 4 as described in the "Troubleshooting pictures" subsection above so that you have the document open behind the palette.

16. Choose **Utilities ? Usage** and click the **Fonts** tab. (In QuarkXPress 3.32, choose **Utilities ? Fonts Usage**.) Change all the fonts in the document to a seldom-used system font such as Geneva or Monaco.

17. Close the palette. If QuarkXPress no longer unexpectedly quits, one of the fonts used in the document may be damaged.

If the document contains a large number of fonts, you can isolate the problem

font(s) as follows:

- Repeat steps 16 and 17, but instead of changing all the fonts to Geneva or Monaco in step 17, change just one or a few of them, then proceed to step 18.
- If the error recurs, restart and repeat steps 16 through 18, but change a different set of fonts.
- Repeat the process until the problem font is isolated. Reinstalling the font from its original installation disks should solve the problem.

Note: If QuarkXPress unexpectedly quits while you are working in the document, but you are not able to isolate a particular item that causes it, the file structure of the document or an element within it may be damaged. Try making a new copy of the document by dragging the pages into a new document in Thumbnails View. See tech•note, "Troubleshooting: Damaged Documents and Thumbnails Drag," for more information on this procedure.

Section 2

Troubleshooting application-level problems

To determine if the error is caused by something in the QuarkXPress application folder, drag the QuarkXPress application icon out of the folder and place it in a new folder on the desktop, named "Testing QXP." Double-click the QuarkXPress icon and try to reproduce the error.

If the error still occurs, then it is not caused by an item in the original QuarkXPress folder. Return the QuarkXPress icon to the original folder and continue to Section 3 "Troubleshooting system-level problems" below.

Note: QuarkXPress will create a new default "XPress Preferences" file if it cannot find one at its root location (in the same folder); this will happen when you launch QuarkXPress from the testing folder on the desktop. You can throw away the new "XPress Preferences" file after completing the above test. If you are using QuarkXPress 4.x, folders named "XTension" and "XTension Disabled" will also appear. They can also be deleted after completing the test.

If the error does not occur when launching the isolated application, one of the items in the original QuarkXPress application folder is causing the problem.

To isolate the problem item:

1. Quit QuarkXPress and return the application icon to the original QuarkXPress folder.

2. Transfer all the items in the QuarkXPress folder except the QuarkXPress application and the "XPress Preferences" file to the "Testing QXP" folder on the desktop.
3. Launch QuarkXPress and try to reproduce the error. If it occurs, the "XPress Preferences" file is causing the problem. See the section "Troubleshooting specific items in the QuarkXPress folder" below for more information.
4. If the error does not occur, return one item to the original QuarkXPress folder, launch the program, and try to reproduce the error. Continue doing this with items one at a time, and test until the problem is identified. If the error occurs after you move a folder, such as the "XTension" or "Color" folders, troubleshoot the items in the folder individually. Remember to quit QuarkXPress after each test and relaunch it after a new item is moved from the "Testing QXP" folder to your application folder.

Note: You can speed up the file elimination process by moving items from the "Testing QXP" folder to your QuarkXPress application folder in groups. For example, you can move all the items that start with the letters A through F, and test to see if the error occurs. If it does, then you can narrow down the search to just those items that you moved to your application folder. If the error doesn't occur, then those items have been eliminated as suspects. Another strategy is to use the **Label** menu in the Mac OS Finder to assign colors to groups of items to help keep track of which ones have been tested.

Isolating specific items

To troubleshoot specific items in your QuarkXPress application folder:

- **The "XPress Preferences" file.** If QuarkXPress unexpectedly quits when you launch the application with just the QuarkXPress application icon and the original "XPress Preferences" file in your QuarkXPress application folder (step 2 and 3 above), you may need to replace the "XPress Preferences" file. You can replace it with a backup copy (if you have one) or a copy from the QuarkXPress installation disks or CD-ROM.

Note: In QuarkXPress 3.3x, the "XPress Preferences" file that QuarkXPress creates to replace a missing preferences file doesn't include all the frames that are included in the "XPress Preferences" file on the installation disks. In QuarkXPress 4.x, the full version of the "XPress Preferences" file is rebuilt at launch and there is no need to copy it from the CD.

Note: You should back up your "XPress Preferences" file if you customize any of the following features: style sheets, colors, hyphenation and justification specifications (H&Js), hyphenation exceptions, frames, kerning tables, tracking tables, and default preferences (Application, General, Typographic, Trapping, and Tools). These custom specifications will be lost if you replace your "XPress Preferences" file with a copy from the QuarkXPress installation disks or CD-ROM,

or if it's rebuilt by the application. For information on setting preferences, see tech•note, "Error Messages: Nonmatching Preferences Alert."

If your "XPress Preferences" file needs to be replaced frequently, contact Quark™ Technical Support for additional assistance.

• **XTensions modules.** When QuarkXPress 3.3x is launched, it will load any XTensions™ software it finds either loose in the QuarkXPress folder or in the "XTension" folder. In QuarkXPress 4.x, XTensions modules will load only if they are in the "XTension" folder. To identify any XTensions modules that may be causing an error, you can run a test on the XTensions software. To do this, create a folder on your desktop and name it "XTensions Testing." Move half of the XTensions modules from the "XTension" folder into the test folder, and launch again.

If the error does not recur, then one of the XTensions modules you just moved is the culprit. If it persists, quit QuarkXPress, then continue to take half the XTensions modules out of the "XTension" folder and relaunch. As soon as the error stops occurring, then the most recent set you moved contains the problem XTensions module. It is either incompatible, needs to be updated, or could be damaged and will need to be reinstalled. In most cases, the XTensions module can be drag-copied from the original QuarkXPress CD-ROM. There is no need to reinstall the entire application.

• **Printer Description Files (PDFs) and PostScript Printer Description files (PPDs).** QuarkXPress 3.3x will load PDFs that are loose in your QuarkXPress application folder or in the "PDF" folder. If a PDF is causing the error, reinstall it from the original installation disk. QuarkXPress 3.3x and 4.x also load PostScript Printer Description files (PPDs) that are loose in the QuarkXPress application folder or in the "PPD" subfolder, as well as those that reside in the "Printer Descriptions" folder ("System Folder" ? "Extensions" folder). . The "Printer Descriptions" folder is the preferred location to install PPDs, because it makes them available to all applications and printer drivers. The following section discusses troubleshooting strategies for these types of files.

If a PPD is causing QuarkXPress to unexpectedly quit, try reinstalling it. PDFs and PPDs are distributed by the printer manufacturer and usually come with the software you receive with your printer. If reinstalling a PDF or PPD does not solve the problem, it may be necessary to update it to the most current version. If this is the case, contact the printer manufacturer for more information.

Section 3 Troubleshooting system-level problems:

System extensions and control panels

QuarkXPress can unexpectedly quit if extensions or control panels are damaged or are conflicting with each other or with other software. Determining which item is damaged or in conflict with another item can be done with one of several third-party applications created for this purpose, such as Conflict Catcher or Now Startup Manager. Or, with a little time and patience, you can use the following

steps as a guideline for isolating the problem yourself.

Note: Since this document is not a complete reference for troubleshooting your "System Folder," you might want to contact Quark Technical Support or Apple Computer, Inc. for additional help.

Note: Before troubleshooting your "System Folder," find a startup system disk, such as your System CD or Disk Tools disk. This will prove useful if any troubleshooting steps should inadvertently cause your system to fail at startup.

1. Disable all your extensions and control panels by restarting your Mac OS computer while holding down the Shift key. Keep the Shift key pressed until you see the message "Welcome to Macintosh. Extensions off."

Note: Some non-Apple keyboards may not support this function; consult your keyboard's documentation if applicable. This procedure disables extensions, control panels, and startup items. It does not disable Chooser extensions (such as printer drivers).

2. With extensions off, try reproducing the error. If it does not occur, then one of the disabled items may be the source of the problem. Continue to step 3 to isolate the problem item.

If the error does occur again, see the "Other System Folder items" section below.

3. Restart your computer and allow all the extensions and control panels you normally use to load. Then use one of the following methods to isolate the problem item:
 - You can systematically disable extensions and control panels using the Extensions Manager control panel. To do this, choose **Apple menu ? Control Panels ? Extensions Manager** in the Finder, and create a new group. Systematically uncheck each item or group of items. Then, restart the computer, and try to reproduce the error until you isolate the item that causes it.
 - If you don't have the **Extensions Manager** control panel, you can troubleshoot the items in your "Extensions" and "Control Panels" folders by systematically moving items (in groups by alphabetical order or label color) from these folders into test folders on the Desktop. Restart your computer after an item is moved, and try to duplicate the error. Continue troubleshooting each item until you isolate the one that causes the error.

Note: If you are using Mac OS 8.x or later, the **Appearance** control panel must be loaded in order for the system to launch.

3. When you isolate the item that causes the problem, reinstall it from its original installation disks and then attempt to recreate the error. If the old copy was damaged, no error will occur. If the error still occurs after reinstallation, then the extension or control panel may not be compatible with the current version of the Mac OS or QuarkXPress. Consult the item's manufacturer to determine if this is the case.
4. If the cause of the error is isolated to a problem extension that is responsible for accessing fonts, then a font rather than the extension itself may be the problem. Proceed to the "Fonts" section below.

Fonts

A damaged font can be responsible for an error that occurs when launching QuarkXPress, when opening a document, or when printing. To determine if fonts are causing the error, try the following:

1. Drag the "Fonts" folder out of the "System Folder" to the Desktop (or close the fonts in your font utility program, such as Suitcase or ATM). Rename this folder "Disabled fonts." You may need to restart your computer in order to disable the fonts. Then attempt to recreate the error. If it does not occur, one of the disabled fonts may be damaged.
2. To test the fonts, create a new "Fonts" folder inside the "System Folder." (If you restarted the computer in the previous step, you will already have a new, empty "Fonts" folder inside your "System Folder.") Then, move the fonts one at a time (or in groups by alphabetical order or label color) from the folder on the desktop to the "Fonts" folder in the "System Folder." After you move each item or group of items, attempt to recreate the error. Repeat the test until you isolate a particular problem font.
3. Reinstall the suspect font from the manufacturer's original disk.

PostScript Printer Description files (PPDs)

Damaged or incompatible PPDs may cause QuarkXPress to unexpectedly quit when the application is being launched or while printing. PPDs are located in a folder called "Printer Descriptions"; this folder may be either loose in the "System Folder" or within the "Extensions" folder. If your "Printer Descriptions" folder is in the "Extensions" folder, then the PPDs should have been tested when system extensions were tested, above. However, if the "Printer Descriptions" folder is loose in the "System Folder" and the above steps did not isolate the problem item, drag the "Printer Descriptions" folder to the Desktop. Then launch QuarkXPress and attempt to reproduce the error. If the error does not occur, test the PPDs using a process of elimination, then reinstall or upgrade the problem PPD.

Other "System Folder" items

If testing system extensions, control panels, fonts, and PPDs does not reveal the source of the error, restart the computer using a Disk Tools disk or a System CD. If the error does not occur while the alternate system is loaded, the error may still be caused by a problem file in your usual startup "System Folder." Check for any extensions or control panels that may be loose in the "System Folder," drag them to the Desktop, restart the computer, and attempt to reproduce the error. If necessary, continue testing the remaining items in the "System Folder" in the same way.

Search the QuarkTech KnowledgeBase

If the above troubleshooting procedures do not lead you to a solution, you might want to search through our online KnowledgeBase to see if your particular problem might be a known issue. Many of the issues documented in the QuarkTech KnowledgeBase have workarounds or solutions. You can access the KnowledgeBase at the following Web address:

www.quark.com/support/search_support.html

If all else fails...

For assistance with any of the above troubleshooting strategies, you may want to contact Quark Technical Support at (303) 894-8899 or by e-mail. Also see tech•note, "Technical Support: Online Web and E-mail Support Services."

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