

# Mac Laptop Troubleshooting Essentials

If your laptop fails to start, or exhibits other unexpected behavior, one of these tricks may resolve the issue. If not, contact TechRestore and we'll do whatever it takes to fix the problem as quickly as possible! 1-888-647-3786 [techrestore.com](http://techrestore.com)

## 1) Check The Power

Make sure that your power adapter is plugged in to the wall and securely connected to your laptop. Also make sure that your battery is securely snapped in to place.

## 2) Zap the P-RAM

Press the following 4 keys, immediately after pressing the power button, and hold them down, until you hear the startup chime 3 times, then let it continue booting:  
*alt/option + command/⌘ + P + R*

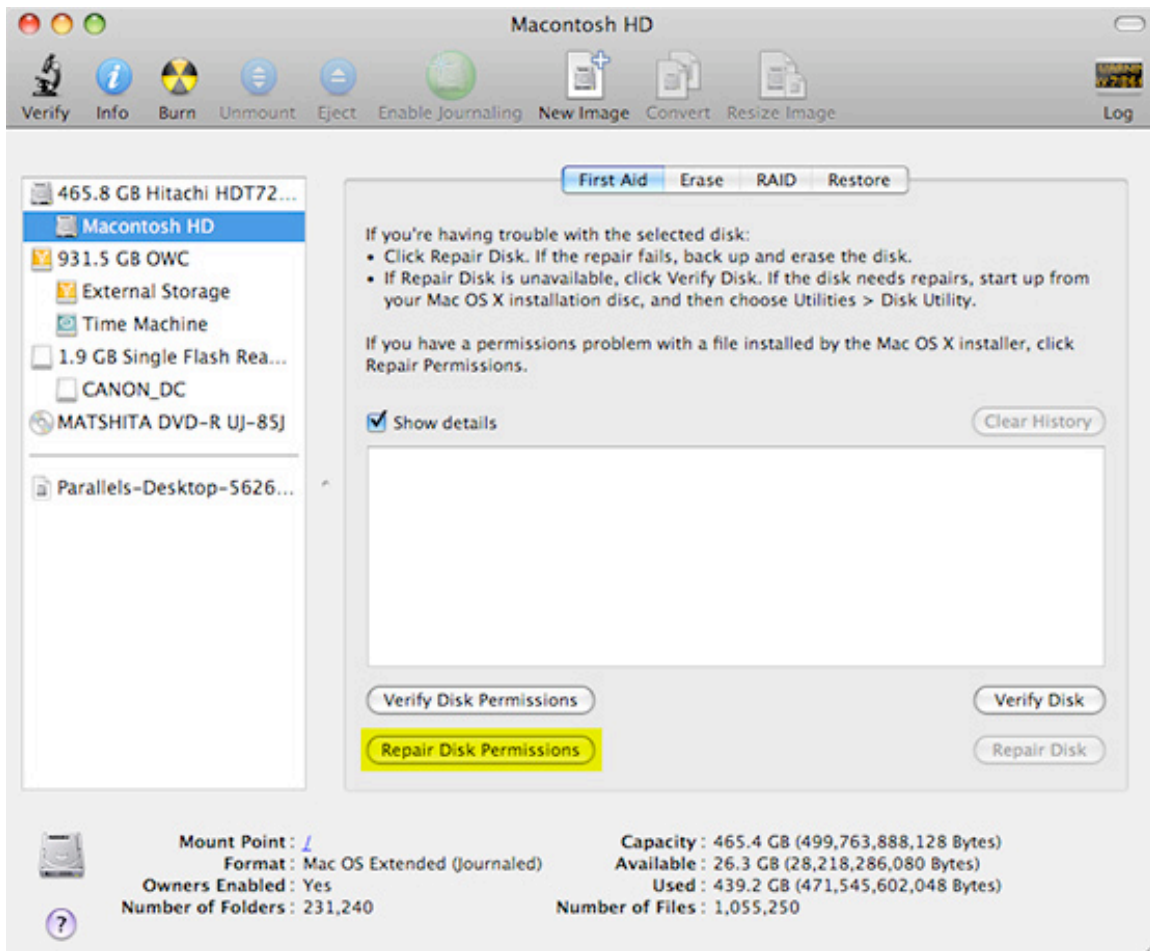


### 3) Repair Permissions


Click on your desktop, so that the word “Finder” shows up, next to the apple in the top menu bar. Then select Utilities from the Go menu. Click on the *Disk Utility* icon and, when that application starts, select the top hard drive (your boot drive) and then click the button labelled “Repair Permissions.”



Disk Utility.app



#### 4) Run The File System Check

Restart or power on your laptop and hold the *command*/ + S keys, as soon as you hear the startup chime, and let go once you see the Apple logo.



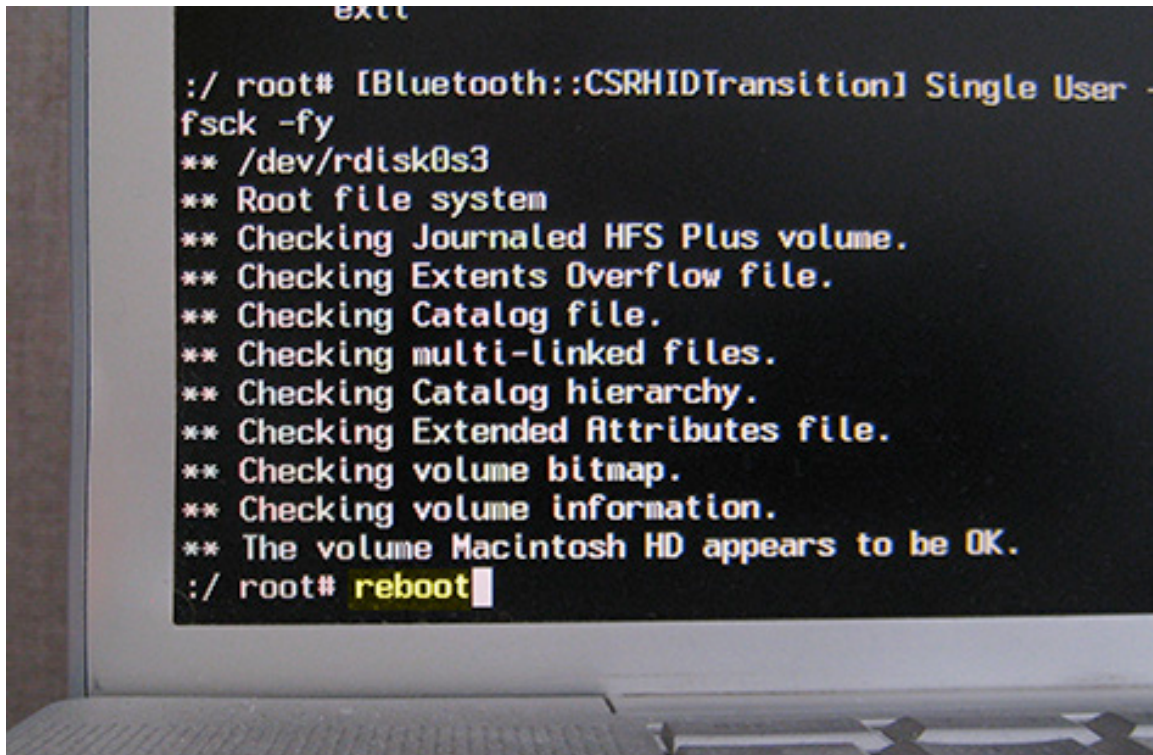
```
if you want to make mount read only
/sbin/fsck -fy
/sbin/mount -uw /

If you wish to boot the system:
exit

:/ root# [Bluetooth::CSRHIDTrans
fsck -fy
```

This will boot your Mac into a command-line interface (also known as single-user mode). When you see the solid white cursor (an unblinking block) type in the following commands, including the space, and then press the return key: *fsck -fy*

If the resulting report includes the word “ok,” then type the word `reboot` and press the *return* key.

A photograph of a computer monitor displaying a terminal window. The terminal shows the output of the `fsck -fy` command. The output lists various checks performed on the root file system (Macintosh HD) and concludes with the message "The volume Macintosh HD appears to be OK." The user has entered the `reboot` command at the prompt.

```
extt
:/ root# [Bluetooth::CSRHIDTransition] Single User -
fsck -fy
** /dev/rdisk0s3
** Root file system
** Checking Journaled HFS Plus volume.
** Checking Extents Overflow file.
** Checking Catalog file.
** Checking multi-linked files.
** Checking Catalog hierarchy.
** Checking Extended Attributes file.
** Checking volume bitmap.
** Checking volume information.
** The volume Macintosh HD appears to be OK.
:/ root# reboot
```

If the resulting message includes the word “*modified*,” then type `fsck -fy` and press return again, until you get the “ok” message.

## 5) Reset the System Management Controller

Turn off the laptop, unplug the power adapter and remove the battery. Press and hold the power button for 5 seconds. Reconnect the power adapter and battery, then press the power button to start up the laptop.

## Maintenance

In addition to fixing problems, steps 2 and 3 are also excellent preventative maintenance. Zap your P-RAM and Repair Permissions monthly, and you may avoid weird issues that might otherwise crop up. Also, while hard-drive defragmenting is built into OS X, memory (or RAM) defragmenting is not, so be sure to restart your Mac every few days, if you always leave it plugged in.