(Draft) Common Mac Fixes

Resetting the SMC

If you run into a problem with any of the following then follow the instructions here to reset the SMC.

- Sleep Mode Issues
- MacBook not responding to the lid opening or closing.
- Power button fails to power on the device.
- MagSafe power indicator not responding correctly.
- General Sluggishness.
- Target Display not working
- Battery Charging issues
- USB Ports not working
- Bluetooth issues.
- High Fan Speeds.
- Ambient Light sensor not working.

Resetting the PRAM

Following the instructions here to reset the PRAM.

- Issues with volume
- Brightness
- Startup Disk
- Random Device specific issues.

Fixing Disk Permissions

If you notice any odd behavior that relates to opening/configuring files or just an onset of suddenly odd user directory issues run through the steps for fixing disk permissions. You can find more info here.

1. Open Disk Utility from the Utilities folder in Applications.
2. In the left hand pane click on the "Logical Partition" Macintosh HD

   ![Disk Utility Image]

3. With First Aid selected from the group menu click on Verify Permissions, once the Verification is done, click on Repair.

Repairing Disk
If you're noticing long startup times or applications hanging at launch. You can find more info [here](#).

1. Open Disk Utility from the Utilities folder in Applications.
2. In the left hand pane click on Macintosh HD.
3. With First Aid selected from the group menu click on Verify Disk, once the Verification is done, click on Repair.

### Safe Mode

Much like Safe Mode for windows, starting OS X in safe mode is a good way to determine if your there is a third party app of kernel extension causing various issues with booting, start up items or cache issues. More info [here](#).

1. With the Mac completely powered down, power it on and wait for the chime.
2. As soon as the startup chime sounds hold down the Shift key.
3. Once the Apple logo appears on screen release the Shift key.
4. A Safe Mode stamp on the menu bar and login screen will help you know if you did it correctly.

### Combo/OS Updates

What is a combo update?

[http://apple.stackexchange.com/questions/80657/what-is-a-combo-update-and-how-is-it-different-than-the-regular-update](http://apple.stackexchange.com/questions/80657/what-is-a-combo-update-and-how-is-it-different-than-the-regular-update)

For a quick way to update an older iteration of an OS to the latest (outside of major releases) it's a good idea to work with combo updates to apply major patches instead of just grabbing them all through software update.

### Related articles

- (Draft) Submitting a Helpdesk Ticket
- (Draft) Common Mac Fixes
- How To: Duo Two-Factor Authentication
- Connecting to the UT VPN
- Zoom: Creating and Launching Polls