"Request An Error Analysis"

Included with Black & Bleu™ is a second application that will assist you in asking us for an explanation of an error that is not explained by Black & Bleu™. It is started automatically from within Black & Bleu™ but can also be used independently.

Ieu Rose Ltd. will provide you with a detailed explanation of ANY Macintosh OS error not included in Black & Bleu™. This is a FREE service available to you via EMail from Bleu Rose Ltd.

Request an Error Analysis is an application that aids you in taking advantage of our free Macintosh error analysis service.

It creates 2 text files suitable for EMailing to us. Inside the files are details about your Macintosh (or clone) that will aid us in determining the cause of your error.

The following description is based on running "Request an Error Analysis" from within Black & Bleu™. If you run "Request an Analysis" directly, the content of the next windows will be slightly different.

"Request" Button
This is where you will see a "Request" button within Black & Bleu™. The error shown below doesn't show an explanation.

hen you click on "Request" and you have virtual memory turned on and you are using Mac OS 8.5.1 or lower, the following screen will appear :

hen you click on "Continue" or you don't have Virtual Memory turned on, the following screen will appear:

f you click on "Continue," the following screen will appear:

he error code you selected in Black & Bleu™ will be entered automatically for you. If you want to change it, you may. At this point you should type in the requested information: a description of how you got the error and indicate what type of explanation you would like. You can request an explanation for Normal User, Programmer or select both options. Note that the Save button will not be selectable until you enter descriptive text and pick an error code as in the next illustration.

hen you click on "Save," the program will examine your computer and create two files.

You will see the following screen while it is examining your system and creating the report.

hen it is complete, the following screen will appear.

hen you click on the "OK" button, you will see the following screen and query:

f you are done, click on the "No" button. You then Email these two files from your desktop (example below) to us at analyze@bleurose.com and you will receive our analysis in a few days.