

## Adventures in Troubleshooting

Observed behavior:

An occasionally recurring symptom with the following scenario:

Sign in with student name and password.  
Go to lessons and try to start with Reader's Workshop

An alert box with a stop sign appears:

Message says, "**Cannot open  
\*0.000000:HISTORY:RW:HISTORY:RW "**



When this happened, we examined machines side-by-side. Same student login worked on other machines.

What was different?

Two items:

- 1) Hard drive name had been changed from Macintosh HD to \*/
- 2) File sharing was enabled.

When file sharing is enabled, one cannot change the name of the hard drive.

We turned off file sharing through the control panel and changed the hard drive name back to Macintosh HD.

What happened?

When we logged into SuccessMaker again with the hard drive name reset to Macintosh HD and file sharing off, we could access the lessons. No alert box with an error message appeared.

Next step:

We used the control panel to start file sharing and tried again. Student log in still successful. Based on this, we determined that the File Sharing was not the culprit.

Next step:

Changed hard drive name from Macintosh HD to school. (Had to turn off file sharing temporarily to make name change.)

After the change, student log in was still successful both with file sharing enabled and name of hard drive changed. This demonstrated that the hard drive name can be something other than Macintosh HD, and the program will still access the history file.

Next step:

We turned off file sharing again. Given ubiquitous nature of the \* and the / as part of the path name in many computer operating systems, we were suspicious of the name the hard drive had been assigned earlier.

**We left file sharing turned off, but changed hard drive name to \*/**

Result?

Same alert box with same message about not being able to open the history file.

Set name back to Macintosh HD. Program worked again.

Next step:

Moved to a different computer and repeated the renaming process. Result?

**When hard drive has name \*/, students cannot access lessons. Instead the alert box and history message appear.**

**Update as of Jan 12, 2005**

A leading space will also produce the cannot open/find history file message. If you get this message, but do not see any illegal characters, just try renaming the hard drive icon anyway and be careful not to start with a blank space. Thanks to Stephanie Palmer at Pastorius Elementary School for her help with this challenge.

**File Sharing ordinarily should be turned off. File Sharing will impact negatively on the performance of the network.**