

Mac Musings

Friday, August 28 2009 @ 10:14 AM PDT

## mac.column.ted: The Demise of Troubleshooters?

Written by Ted Landau  
June 2009

*A personal farewell. This is my final mac.column.ted column. It also represents the end of my formal association with MacFixIt. As many of you know, I founded this site back in 1996 and sold it to TechTracker in 2000. Over the ensuing years, I maintained my relationship with MacFixIt, initially as editor and later as the author of this monthly column. (If you're really curious, you can read a more detailed history [here](#).) Now, with the transition of ownership to CNET/CBS, MacFixIt is heading in new directions. And so we are parting ways, still friends.*

*It's a bittersweet moment for me. I feel a bit like a parent who has watched their child grow up, seek independence, and make a successful life of their own. MacFixIt will always be a part of who I am. I remain proud of the kid who grew up to make a mark in the Mac community beyond anything I ever imagined.*

*I am not disappearing from the Mac scene. I will be continuing with the work that I have already been doing at other sites (notably Macworld and The Mac Observer). As for MacFixIt, I wish it continued success in the months and years ahead.*

*Given this transition, I thought the topic for this last column was especially appropriate.*

Far beyond the horizon of the distant future, I am confident we will still have a need for troubleshooting computers. No matter how easy and reliable computers become, things will inevitably go wrong. And it's unlikely they will be able to fix themselves. Maybe someday a Mac will be as maintenance-free as the toaster that Steve Jobs once hoped the original Mac would emulate. But, given the complexity of computers, I don't see this happening any time soon.

On the other hand, what we may be able to do without, rather soon, are professional troubleshooters. Oh, I know, I am exaggerating a bit here. One need only visit the Genius Bar at any Apple Store to see how many people still seek help for their Macs.

Indeed, I continue to be surprised by the minimal knowledge level of many Mac users. I recently learned that a friend of mine, despite years of using a Mac, remained unaware of the existence of copy and paste. Many Mac users could not tell you what it means to "go to the Finder" or even how to locate a file in the Finder (instead, they access documents entirely from the Open and Save dialogs of applications).

Not surprisingly, if a problem crops up, such users almost never try to solve it themselves. With such a lack of basic knowledge, I suppose that is wise. However, the lack of knowledge itself comes from a belief (a misconception, in my view) that computers are too complicated and too mysterious to even begin to master. This gets combined with a lack of self-confidence--a belief that, no matter how trivial the problem, the solution is beyond the user's grasp. Whenever something goes wrong, it's time to call a repair person, as a person might inevitably do with most other household appliances, from dishwashers to televisions.

So, yes, I don't really see the market for troubleshooters evaporating any time soon. At least for these users.

However, for those who are willing to tackle troubleshooting on their own, the news could hardly be better. This is where I see the big change from years ago. We are entering a golden age of troubleshooting. Never has troubleshooting your Mac been easier to do.

This is true despite the fact that computers are more complicated and problems are more varied than ever before. Solutions are so symptom specific that no one person can remember them all. There is no longer a small set of "troubleshooting tools" that can handle most of the issues that crop up. Still--a bit paradoxically perhaps--most common computer problems can be resolved by the user without professional help.

What's the resolution of this paradox? One thing: the World Wide Web. As with many other endeavors, from publishing newspapers to selling books, the Web has changed everything. Assuming you were even willing to make the effort, what used to require hours of reading manuals, scouring magazines and/or attending user group meetings can now be accomplished by a simple Google search. Perhaps you'll want to throw in a separate search of Apple Support or sites such as MacFixIt. Regardless, within minutes, you'll likely have an answer.

One quick example: Did you get an "unknown error (13014)" when trying to sync your iPhone? Not to worry. It may sound a bit scary. But it's not. It's not even "unknown." Just go to this [Web page](#) for Apple's instructions on how to deal with the error message. Finding this page on your own is as simple as searching for "unknown error 13014" in Google.

More than ever, the need to seek outside help to fix your Mac is the exception rather than the rule. The information required to troubleshoot most

Mac problems is freely available and waiting for you. All you need to do is give it a try.

### mac.column.ted: The Demise of Troubleshooters? | 72 comments |

The following comments are owned by whoever posted them. This site is not responsible for what they say.

#### mac.column.ted: The Demise of Troubleshooters?

Authored by: [MAC\\_1984](#) on Friday, August 28 2009 @ 10:30 AM PDT

Ted,

Thanks so much for your many contributions. As a Mac user since 1984 I have learned the value in people like you. Here's wishing you the best of luck in your next endeavor and I will be looking for your name to see where you are heading next. See you on the other side!

#### mac.column.ted: The Demise of Troubleshooters?

Authored by: [JoBoy](#) on Friday, August 28 2009 @ 10:33 AM PDT

Thanks, Ted, for a lot of good stuff over a lot of years. Best wishes for a rewarding future.

#### mac.column.ted: The Demise of Troubleshooters?

Authored by: [kucharsk](#) on Friday, August 28 2009 @ 10:37 AM PDT

So sorry, to see you go, Ted. Obviously you WERE MacFixit for much of its life.

I agree with you on troubleshooting, but I think Apple has missed with their user interface in cases like you describe.

One of the points of the Mac was that it would be easy to use, but putting up an incomprehensible error number forcing people to Google for the answer isn't what I call "friendly."

There's absolutely **no** reason that Mac OS X or iTunes shouldn't display the troubleshooting recommendations shown on the Apple site when the error occurs.

It's as frustrating as when Wi-Fi connections fail because "an error occurred"; the software knows **exactly** what went wrong, and Mac OS X could display the reason. It might be more confusing to some, but at least people trying to troubleshoot the problem would have **something** to go on.

This is even worse given the innumerable errors people have experienced with DHCP; Apple's DHCP client should be the best in the world and let users know **exactly** why it's defaulting to a self-assigned IP address (no response from DHCP server, address refused, etc.) But unless special debugging options are enabled, it reveals nothing, even in error logs.

Windows has always been just as annoying, but since Mac OS moved to UNIX in X, Apple **could** use the existing logging mechanism to at least write a more descriptive error there, just as native UNIX utilities do. Unfortunately, even in Snow Leopard, they far too often do not, and when you're dealing with a closed source system like the AirPort drivers, failing to associate with a network because of "-13" tells people outside of Cupertino absolutely **zip**.

Worse, even the folks at the Genius Bars often seem to not know to do much more than an Archive and Install. Why is this any different than Windows users being told to reinstall Windows? Remember the "red phone to Cupertino" when Steve first introduced the Genius Bar? Long gone. Most Genius Bar employees I've talked to don't even know how to login to the Apple Bug Reporter or about Apple Discussions. :(

Don't get me wrong, the Mac is still the best personal computer system available, but in the world of troubleshooting things are **far** from as rosy as your article might suggest.

I wish you the best of luck in whatever you decide to pursue, and I might humbly suggest an all new, perhaps more technically detailed Mac troubleshooting site. :-)

#### mac.column.ted: The Demise of Troubleshooters?

Authored by: [John Sawyer](#) on Friday, August 28 2009 @ 02:15 PM PDT

Yes, one of Apple's next frontiers should be to translate the info OS X generates about its problems, into user-usable suggestions for fixing those problems. Maybe it's run-amuck beancounters at Apple who have decided against this (they seem to hold at least as much sway as Jobs, Apple's first beancounter)--maybe Apple wants the income they get from tech support phone calls. Maybe a group of Mac users need to bug Apple on a regular basis about this. I can't imagine that one possible reason for not doing this, is that they might feel themselves open to lawsuits if someone followed OS-generated suggestions, and made things worse, lost data, etc., since Apple's website already has troubleshooting suggestions. I'm sure Apple could generate all kinds of "reasons" (excuses) for not doing this all these years, but we know what excuses make out of you and me.

Maybe they're working on it for OS 11.

#### mac.column.ted: The Demise of Troubleshooters?

Authored by: [Dave K](#) on Saturday, August 29 2009 @ 03:43 PM PDT

Thank you thank you thank you Ted!

You made me look like a genius for years to the friends, family, and co-workers who's Macs I supported. Good luck and god speed my friend!

Dave

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [drglenn](#) on Saturday, August 29 2009 @ 08:25 PM PDT  
Dear Ted,

You are and were MacFixit! I'm sorry to see you go. Over these many years, I have found a continuing decrease in the number of times I really needed to visit the site - but it always gave me a sense of security that you were there. I wish you health and happiness in the future, and thank you for being there when we all needed you most. Best of luck...

-dr. g

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Jaime](#) on Friday, August 28 2009 @ 10:40 AM PDT

Ted, great thank you!  
My sincere desire the most beautiful part of your life is still ahead.  
Best.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Bill Strohm](#) on Friday, August 28 2009 @ 10:55 AM PDT

Ted,

I have always enjoyed the clarity and depth of your articles... I think you are the "Carl Sagan" of the computer world, successfully communicating what is normally discussed only within the circles of software "geeks." Best of luck!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [tracy valleau--2008](#) on Friday, August 28 2009 @ 11:02 AM PDT

What a Long, Strange Road It's Been.... eh?

Thanks for all of it, Ted. Best Wishes.

Tracy Valleau

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Stonefly](#) on Friday, August 28 2009 @ 11:13 AM PDT

Ted. We will all miss you greatly and hopefully follow your exploits elsewhere. I've been your fan and devote since the days of MacWeek ... it seems so long ago. You have helped thousands of us and we owe you a big one. God speed.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [ted1--2008](#) on Friday, August 28 2009 @ 11:56 AM PDT

Thanks for all the kind words. Much appreciated, as always. And for those who don't already know, you can continue to follow my writing at Macworld (especially the weekly Bugs & Fixes column) and The Mac Observer (with my User Friendly View columns and blogs). Plus, there's my Take Control of Your iPhone book. Thanks again for all your support over the years.

Ted

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [japing](#) on Friday, August 28 2009 @ 12:11 PM PDT

Dear Ted,  
extremely sorry to read that you are leaving the MacFixit scene. For years on end you have been guiding thousands and thousands of people how to better make use of their Macs, and explained in always clear language how problems could best be solved, and the working of software could better be understood.

It's good to know that you're not disappearing from the Mac Scene: how could we do without your guidance. On behalf of so many Mac users here in The Netherlands, I wish you all the best and a happy next trip wherever it may be on the Mac Scene. Take care and thank you so much for everything you gave us during so many years! Eric-Jan Japing

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Richard Samul](#) on Friday, August 28 2009 @ 12:17 PM PDT

The application "mac.column.ted" unexpectedly quit.  
MacFixIt and the rest of CNET were unaffected.

:-(

See you around, Ted. Safe journeys.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [John Albergo](#) on Friday, August 28 2009 @ 12:34 PM PDT

Thank you Ted, MacFixit has always been a bright spot on the Web where one could go to make things that were supposed to be simple, but weren't, simple again. Congratulations and best of luck!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Attilio51](#) on Friday, August 28 2009 @ 12:46 PM PDT

Thanks Ted,

for all your contributions to the wonderful Mac world, since the dial-up modems era!

Attilio

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Applal](#) on Friday, August 28 2009 @ 12:49 PM PDT

Thank you Ted.... Over the years MacFixit was THE place to come for answers and help. I wish you luck in every endeavor!

Alan Larson

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [donikatz](#) on Friday, August 28 2009 @ 12:59 PM PDT

Thanks Ted for all the good years!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [alirob](#) on Friday, August 28 2009 @ 12:56 PM PDT

Back in the early 1990s when I bought my first computer, a 7100 PowerMac, I had to telephone Apple for some help. The tech couldn't help me personally but he recommended that I buy "Sad Macs, Bombs and Other Disasters". I've been a fan of yours ever since. Please let us know where we can find you on the web in the future. We still need you.

Rob

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [orgrsi](#) on Friday, August 28 2009 @ 01:45 PM PDT

All the best to you, Ted. I've been following this site for many, many years and it was always a pleasure to read your writings. (I even met you once at Macworld many years ago, and you were most gracious.) Thanks for all you've given (and will continue to give) to the Mac community. I think it's pretty safe to say that the Mac wouldn't be where it is today without your contributions.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [artiste212](#) on Friday, August 28 2009 @ 01:53 PM PDT

Although I've rarely posted, I've read this column almost every day for the past four years. During this time, I've come to rely on Ted's unique ability to help us with our Mac issues. For this, I thank you very much. I'm not sure that, going forward, there will be any site that provides us with this kind of information in quite the same way. Your contributions to MacFixIt are really going to be missed.

Bruce

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [John Sawyer](#) on Friday, August 28 2009 @ 02:21 PM PDT

Thanks for everything, Ted. I've followed MacFixIt since it began, checking it nearly every day for a long time--it was invaluable for helping me with thousands of Mac clients.

As you say, it's not like you're disappearing--we can still read your columns on MacWorld, The Mac Observer, etc.

And as you also say, MacFixIt itself isn't disappearing. It's recently acquired some decent writers, like Topher Kessler. I'll keep reading.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [MackyMoto](#) on Friday, August 28 2009 @ 02:34 PM PDT

Ted,

I (we) could never thank you enough for MacFixIt.com. Speaking for myself, the first computer I owned was an Apple IIe. I've taken a long list of computer classes, but the information I learned in those is now mostly irrelevant. However I've read MacFixIt.com every weekday morning for longer than I can remember. And what I've learned from you and your web site has been indispensable. It has been a double edged sword though, all my friends and relatives now call me with their Mac problems. :-) Thanks again for your immense contribution to the world of Macs and best wishes for all your future endeavors.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [rgetter](#) on Friday, August 28 2009 @ 03:03 PM PDT

Ted,

MacFixIt was one of a few scattered seeds from which one of technology's most vibrant, successful and enthusiastic user communities has grown. Your books have been the bibles of Mac troubleshooting while MacFixIt's forums have been the source countless solutions. And, for many years, MacFixIt has been the site that I visited daily to find out what may break, how to fix it and occasionally offer some of my own experiences and solutions. Your work has also set some very high standards for writing about the Mac, for which I am personally grateful. I will certainly continue following you on TMO.

My sincere thanks for all your contributions to the Mac community, past, present and future.

Ric Getter

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [scotts13--2008](#) on Friday, August 28 2009 @ 03:14 PM PDT

For many years, I did presentations on self support for Apple's educational customers. These were intended to help teachers solve their own problems, rather than wait for IT. For all that time, the very first URL on my slide of "Valuable Resources" was MacFixIt. We all know who made it that way, Ted - Thanks!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Lanny Chambers](#) on Friday, August 28 2009 @ 03:20 PM PDT

Ted, I've been reading MacFixIt almost since its beginning. With your guidance, very few of my Macs have ever been sad, and none remained that way for long. You taught me how to cope with the quirks I couldn't prevent, and gave me confidence in my ability to solve problems. All the best, wherever your journey leads.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [DougScripts](#) on Friday, August 28 2009 @ 03:23 PM PDT

Thanks for all the fish, Ted. I've been a fan since the early days. Can't say I'm a fan of CNET in any way, shape, or form. But I'm glad you'll still be around--how could you not be?

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [fixitj](#) on Friday, August 28 2009 @ 04:10 PM PDT

Many thanks for what's been a daily check-in for years, and the occasional great pleasure at reading your longer pieces. Best of luck, Ted!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [hroldlbt](#) on Friday, August 28 2009 @ 04:18 PM PDT

Ted:

Just a simple thank you, Ted. Since 1996, Macfixit.com has been my home page. It and your books taught me to use and to love Macs.

Harold Roeth

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [silent lurker](#) on Friday, August 28 2009 @ 05:29 PM PDT

[delurking]

Well this is not completely unexpected, Ted, but like other recent sad and regrettable events, its not really that much of a surprise. Parenthood has its upsides and downsides; your casting your child free being one of the latter from our point of view. In any event, life and tech support must go on. Challenges will continue to present themselves and your insight and clarity of vision in helping us contend with them will be missed in this forum, but will (hopefully) continue to be available to us elsewhere for the foreseeable future.

As a loooong time reader of your print columns, your *Sad Macs*, *Disaster Relief* and *Help Line* books your depth of knowledge has

helped me through the past 20 years of troubleshooting and creative problem solving saving me and the folks I've supported over that time incalculable hours of downtime.

For all of that you have my most sincere thanks. I most assuredly would not be the Support Guru I am today without your shoulders to stand on.

Best of luck with your new endeavors, Ted.  
Karl Cook

[end delurking]

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [relh](#) on Friday, August 28 2009 @ 05:49 PM PDT

Ted - I have never posted a comment on MacFixIt despite having logged in every day since I found your site many years ago. However, your departure for other things prompts me to express my appreciation for all the help I have received over that time. Best of luck to you.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [chockyll](#) on Friday, August 28 2009 @ 06:17 PM PDT

I'll throw my THANKS into the mix too, Ted. Over the years MacFixIt has been a shining beacon. I can't count how many times I've found the answer I needed within the pages on this site. The amount of work and time you put into the site and into helping others certainly showed and was greatly appreciated.

All the best in your new endeavours, Ted. You'll be missed around here.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [dougedenton](#) on Friday, August 28 2009 @ 07:01 PM PDT

Ted,

Many thanks for your great work. I have used the Mac for years and over and over have found rescue through your good work. It is funny how the complexity has grown yet the fixes are more easily accessed. Please don't go far and continue the spirit of the Mac technical community providing much needed assistance to we of the ordinary minds stand in awe and gratitude :-)

Doug Eddy

**Not The Demise of Ted**

Authored by: [Covicide](#) on Friday, August 28 2009 @ 08:11 PM PDT

Ted, you will be very missed here... but, what are these udder mysterious online places you'll be at that you spoke of?

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [James P Reid](#) on Friday, August 28 2009 @ 08:32 PM PDT

Ted,

Thanks for all your hard work for the Mac. Macfixit has been my homepage in all my browsers since it came online.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [AquaBoy4Ever](#) on Friday, August 28 2009 @ 08:38 PM PDT

Ted: Had the chance to meet you for a moment at one of the Boston MacWorld Shows where you were signing books. Was employed as a mac troubleshooter for many years (started with a MacPlus for \$2,000.00) ...and your help through "Sad Macs, Bombs and Other Disasters" was invaluable! As a single parent with 2 boys to raise, my extra Mac troubleshooting work at nights helped bring in much needed household funds. Thanks again for your contribution to the world of Macs and best wishes!  
Karl K. (central Jersey)

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [grumpz34](#) on Friday, August 28 2009 @ 10:09 PM PDT

I guess it's at the moment when I stop checking MacFixIt as my daily morning routine. Fun while it lasted. MacFixIt has changed too much to be as useful as it once was.

**Thanks Ted!!**

Authored by: [Ron L](#) on Friday, August 28 2009 @ 11:37 PM PDT

Thanks Ted!!

I've been visiting since shortly after you founded MacFixIt and have had my \_\_\_\_ saved many times by your knowledge.

Also soon after purchasing my first Mac I started buying your books and learned how to do all of the troubleshooting myself.

Thanks again... I'll continue to read your columns, etc. elsewhere.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [dlbyrum](#) on Friday, August 28 2009 @ 11:46 PM PDT

I would like to add my best wishes to all of those already posted. Thanks for all of the timely advice, good humor and insights into how to keep my Macs running at their peak.

So long and thanks for all of the fish!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [clintbradford](#) on Saturday, August 29 2009 @ 12:30 AM PDT

I have learned quite a bit from you these past three years of owning Mac machines (after about twenty years "elsewhere"). Best of luck to you in whatever endeavours you decide to partake.

---

Clint Bradford  
909-241-7666

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [ChristopherP--2008](#) on Saturday, August 29 2009 @ 01:12 AM PDT

Never posted, just learned from you from the beginning. Thanks for the support and I'll continue to read your comments, musings and advice. The place won't be the same. All the best.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [joker\\_jh\\_dotmac](#) on Saturday, August 29 2009 @ 01:27 AM PDT

Thanks for all the Help from Germany.

**Thanks, Ted**

Authored by: [frogmella69](#) on Saturday, August 29 2009 @ 01:53 AM PDT

Let me add my name to the list of people that have read your site every day for more years than I can remember. Thanks for providing this excellent resource, and best of luck for the future.  
Matt

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [lnhk01](#) on Saturday, August 29 2009 @ 02:09 AM PDT

I switched to Mac around 2001. MacFixIt and Ted held my hand every step of the way. I'm sorry to see Ted leave, but best of luck on your new endeavors.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [donking2](#) on Saturday, August 29 2009 @ 03:44 AM PDT

Ted: Just wanted to add my heartfelt thanks to you for the truly outstanding job you're done in educating us all about our Macs. As a IT and computer training guy, I couldn't have done it without your books and columns and MacFixIt (especially the first 4/5 years). All my best... to the best Mac guy ever!!!

**Not so new endeavors**

Authored by: [ted1--2008](#) on Saturday, August 29 2009 @ 04:13 AM PDT

After seeing all the comments that wish me luck in my "new endeavors," I feel compelled to repeat myself: I am already regularly writing for [www.macworld.com](#) and [www.macobserver.com](#), and have been doing so for years, even as I continued to do this column. I assumed most people knew that. Looks like that may have been a wrong assumption.

I also want to say thank you yet again to all of you who left comments here. Wow! You've certainly made my day.

Ted

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [kent1](#) on Saturday, August 29 2009 @ 05:00 AM PDT

Thanks a million Ted

I now run a Mac User Group and Mac Assistance Service now that I am retired. I am not sure where else I would have gained my

knowledge had I not been an avid reader of your columns for many years.  
You will be sorely missed. I will be following your contributions at MacWorld and other places.  
Bon Voyage, good health and good luck!

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DocOnMac

#### **Thanks, Podner**

Authored by: [local](#) on Saturday, August 29 2009 @ 08:06 AM PDT

I just checked in this morning because a fresh copy of Snow Leopard has arrived, but you TRAINED me, Ted, to check in here first before I install.

I've been working from home for 20 years now and maintaining my own computers. Macfixit made this possible in so many ways.  
Deep gratitude.

Thank you, see you around the Internet.

#### **Thanks for MacFixit Ted**

Authored by: [karynv](#) on Saturday, August 29 2009 @ 09:21 AM PDT

For years, my first troubleshooting question has been "Have you looked on Macfixit yet?" I have no similar reference for my Windows friends of course. Thanks for building a great Mac community.

#### **mac.column.ted: The Demise of Troubleshooters?**

Authored by: [paulbel](#) on Saturday, August 29 2009 @ 12:56 PM PDT

One of the catch-22s of Apple was that they worked hard to make their computers simple and reliable, and also worked hard to make them appear to be that way. That left a gap in which they were reluctant to speak much of "errors" and the like, leading to strange error codes and support pages intended for pros. Enter Ted. Can't express enough gratitude to you Ted for all the help and common sense over the years. I hope it will always be easy to Find you.

#### **mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Dave K](#) on Saturday, August 29 2009 @ 03:44 PM PDT

Thank you thank you thank you Ted!

You made me look like a genius for years to the friends, family, and co-workers who's Macs I supported. Good luck and god speed my friend!

Dave

#### **mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Steve Frawley](#) on Saturday, August 29 2009 @ 05:28 PM PDT

We will miss you Ted. It can never be the same. I hope they paid you dearly for what has been a valuable resource for a long time.

As you phased out, so did support from the owners. Like 150 renewal messages in one day last year (two days in a row). And this year repeated failure to return my renewal question emails led me to discontinue paid support.

Best of luck to you in the future!

#### **Best Wishes**

Authored by: [jmcnamee](#) on Saturday, August 29 2009 @ 05:24 PM PDT

I've enjoyed your columns over the years and found MacFixit to be an indispensable source of troubleshooting tips.

#### **mac.column.ted: The Demise of Troubleshooters?**

Authored by: [ocdinsomniac](#) on Saturday, August 29 2009 @ 05:28 PM PDT

Mr. Landau,

Today I make my living doing "Professional Troubleshooting." I am a systems administrator, and I owe at least part of my career to you and your fine work on MacFixit.

Your site was one of the first places I learned how to troubleshoot and how to think about troubleshooting. Back then, around 1997 or so, it was \*the\* place to go for answers to Mac problems, and it saved my bacon more times than I can count. Partly because, as you say, troubleshooting's gotten easier (to a point) and computers more reliable, I've relied on this site less and less. But I still check it every day, just in case. There's still nothing quite like it, and we have you to thank for that, sir.

So thank you. You should be proud of your work here. I wish you the best of luck in all your endeavors.

Mike Barron

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Bodhisattva108](#) on Saturday, August 29 2009 @ 06:06 PM PDT

Ted,

While we should have expected this, your leaving MacFixit comes as a great shock.

MacFixit has been an indispensable resource for me personally and professionally for ... wow ... in computing term -- eons.

I hope CNet can continue what you established.

I look forward to your new Mac related ventures.

My gratitude is far beyond what words can convey.

Best Regards,  
A truly Sad Mac User.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [bob O](#) on Saturday, August 29 2009 @ 07:06 PM PDT

Ted,

You will be sorely missed. I have for years enjoyed your writing and educating me here. I will try to find you on the other side, and affiliate again.

You done REAL GOOD sir! and I thank you!

Your friend,  
Bob O'Lary

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Alan Greene](#) on Saturday, August 29 2009 @ 08:33 PM PDT

All the best to you, Ted. Yours was a level-headed, helpful approach to trouble-shooting that I greatly appreciated. MacFixit was a familiar, daily visit for me in the day. You offered good counsel, and still do. Thank you.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [eric.johnston\\_dotmac](#) on Saturday, August 29 2009 @ 09:54 PM PDT

Ted, Thanks for all your help over the years, from Bomb dialog boxes in OS 7, to resolving buggy System Extensions in OS 8, to troubleshooting the new-fangled WiFi in OS 9, to kernel panics in OS X. Your wisdom and guidance were always appreciated. You will be missed here at MacFixit.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [macnerd10](#) on Saturday, August 29 2009 @ 11:30 PM PDT

MacFixit has been a beacon of help, sound advice and real troubleshooting wizardry over the years. Thanks, Ted, for all your great efforts, knowledge and dedication! You have created a gem that served us well for so long. You and your input will be missed by a very large community. But any great legacy lives on. The troubleshooting for the Mac is still alive and well, on a different site ([www.finetunedmac.com](#)) but with the same enthusiasts.

All the best from all of us!

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [aafuss](#) on Sunday, August 30 2009 @ 02:26 AM PDT

Thanks for all the great and useful troubleshooting tips/advice you given out over the years, Ted and good luck to you in the future.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [stevecarlson](#) on Sunday, August 30 2009 @ 09:23 AM PDT

All of us computer troubleshooters know that a 'restart' can set things straight again, a clean slate, refreshed.

Good luck with your restart, Ted.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [lcpquv](#) on Sunday, August 30 2009 @ 11:17 AM PDT

Ted, thank you for your contributions here. I will sure miss you but will follow you on other sites. Take care and may great success be with you!

John

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [jackzig2](#) on Sunday, August 30 2009 @ 12:22 PM PDT

All I can say is "thank you" for all the help you provided for so many years. My best of luck to you in the years ahead.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Andreas.](#) on Sunday, August 30 2009 @ 12:47 PM PDT

*To Ted* ~ I join with all the others in thanking you for so much that for so long has been so well written and so useful.

*To others* ~ This thread is unnecessarily taking on the flavour of a wake or a eulogy. Thankfully Ted is to continue writing in other places. I do not believe that it can be a coincidence that at the same time as Ted has left MFI all the respected regulars of what was MFI Forums have left and set up a new site, **FineTunedMac**. It would beggar my belief that all these migrations are unconnected with the acquisition of MFI by CNET and their recent virtual demolition of the old MFIF. A eulogy for that might be pertinent. *Sic transit...*

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*Andreas*

G5 2.1GHz • Tiger & Leopard in separate cages

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [ted1--2008](#) on Sunday, August 30 2009 @ 08:21 PM PDT

Re: "This thread is unnecessarily taking on the flavour of a wake or a eulogy."

I was beginning to have a bit of that feeling myself. After reading through all of these comments, I decided to check my pulse to make sure I was still alive. Happily, it appears I am. :)

- Ted

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Andreas.](#) on Monday, August 31 2009 @ 05:49 AM PDT

I could never have guessed that I would ever say that what Ted *doesn't* say speaks louder than what he does! **The Eminent Diplomat**.

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*Andreas*

G5 2.1GHz • Tiger & Leopard in separate cages

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [kmbrooks](#) on Sunday, August 30 2009 @ 02:05 PM PDT

Going to miss you, Ted.

My first computer was from PowerComputing. Over the past 13 years your columns, tips and tricks have helped me avoid problems and do my own troubleshooting and, sometimes, repairs. (I still have my copy of "Sad Macs, Bombs and Other Disasters").

It won't be the same without you around.

Thanks again and good luck.

"Command"-Q

Karl

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [dprb](#) on Monday, August 31 2009 @ 07:40 AM PDT

Sorry to see you go. MacFixit was better for your time/effort. Will you produce a Mac OS Help Line book for Leopard OSes 10.5/6 like the ones you did for Tiger and Panther? I would buy it - it is very worthwhile.

**Goodbye**

Authored by: [FourLivesRemaining](#) on Monday, August 31 2009 @ 08:19 AM PDT

There will always be a need for troubleshooters/troubleshooting because some people can break anything, no matter how much thought was put into it.

I've been a visitor to your website from time-to-time since 1999. I still use Sad Macs as my go-to for anything I need to troubleshoot

in my Macs that still boot OS 9 (or the one that runs only OS 9). It's helped me many times. Thank you for that essential tome, for this website, and for the excellent tips.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [IowaMom](#) on Monday, August 31 2009 @ 08:45 AM PDT

This has been a tremendous site for learning, emergency fixing, and general information about Macs. As other posters have said, the info here has saved me hundreds, if not thousands, of dollars and a great deal of frustration. While Macs are mostly 'no problem', when they are - bad capacitors, wonky graphics, power supply glitches, or missing pref files - there has almost always been an explanation of what's wrong and what to do about it here. I hope macfixit continues to value that kind of information and provide the help we all occasionally need. Thanks.

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [Bitspeed](#) on Monday, August 31 2009 @ 09:47 AM PDT

Ted,

In 1998, I set MacFixit.com as my homepage. To think that I have read more of your writing than many of my favorite authors is something...

Thank you for all your hard work! You have had a unique, thoughtful voice in technology in general, and you are the lone, class act as the founder of MacFixit.com.

Apple Inc. should grant you their cherished Cube award.

Happy trails,

-bitspeed

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [jgmoore](#) on Monday, August 31 2009 @ 03:07 PM PDT

Ted,

Thank you so much for all of your assistance in all the problems you have helped me solve since I've been a Mac user since 1984. Your knowledge of the hardware and software is the most complete I've run across. I wish you the best of luck in all do in the future.

Joe Moore

**mac.column.ted: The Demise of Troubleshooters?**

Authored by: [iGreg](#) on Tuesday, September 01 2009 @ 08:21 PM PDT

Good luck Ted.

Frankly, I think MacFixit was better when you owned it. I have visited it less and less in recent years.

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iMac, Intel, 17", 2.0 GHz, 2GB RAM, OS 10.5.8