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System 7.5: Hangs on Restart With GeoPort/Express Modem (12/95)

Revised: 12/2/95
Security: Everyone

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TOPIC -----

On a Macintosh with System 7.5 and Express Modem or GeoPort installed, the Macintosh sometimes freezes on startup. Is there a work around?

DISCUSSION -----

Yes, there is an incompatibility between Fax Terminal and System 7.5 where the machine may crash if there are any faxes pending on startup. The work around is:

- 1) If the machine is already hung, reboot with extensions off, locate the faxes in the "Fax waiting to be sent" folder, remove them manually and then reboot. These faxes will not be sent.
- 2) Open the Fax Terminal application and disable fax reception.
- 3) If you must have fax reception on, you must make sure that all faxes have been sent and that there are no delay-send faxes before you shut down or restart.

This problem can occur with versions 1.0.1 and earlier of GeoPort for Power Macintosh software running on Power Macintosh 6100, 7100, and 8100 computers; versions 1.2 and earlier of GeoPort for 68040-based AV computers software running on Quadra 660AV, and 840AV; and with versions 1.5.3 and earlier of Express Modem software running on Macintosh PowerBook computers, PowerBook Duos, Macintosh LC 575, and Quadra 630.

Issue Resolution

You should use the Apple Telecom 2.x or later software. This article can help you locate this software update:

- "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.

Article Change History:

02 Dec 1995 - Changed distribution status, and updated resolution information.

17 May 1995 - Clarified software update information.

15 Feb 1995 - Reviewed for technical accuracy, revised System 7.5 keyword.

Support Information Services

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