



Tech Info Library

Global Village: Red 'X' at Startup (9/95)

Revised: 9/8/95
Security: Everyone

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Article Created: 8 September 1995

TOPIC -----

I have a Global Village modem and there is a red 'X' across the modem icon on startup. What should I do?

DISCUSSION -----

A red 'X' across the modem icon indicates that the modem software did not load properly. This could be due to a corrupt preference file, damaged modem software, or even a duplicate versions of the modem extensions in the System Folder. Follow the steps listed below to resolve this issue.

Step 1

Open the System Folder and the Global Village Personal folder. Move the files Queue Temp and GlobalFax Preferences to the Trash and restart your computer. This will essentially recreate these files on startup incase one of the files was accidentally damaged. Empty the Trash once you restart the computer to delete the old files.

Step 2

Check your System Folder for duplicate Global Village modem extensions. If you accidentally moved some of the modem extensions to the System Folder then reinstalled the system software you may have duplicate extensions. Delete the duplicate items to prevent the red 'X' from appearing on the modem extension. The following extensions should only be installed once in your Extensions folder:

Global Village Toolbox
GlobalFax

Step 3

If the above troubleshooting steps fail to resolve your issue, then reinstall the Global Village software from your Performa CD or set of software backup disks to ensure that you have all the necessary files.

Support Information Services

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Tech Info Library Article Number:18557