Macintosh Locks Up After Sending A Fax (6/94)

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TOPIC ---

I'm having problems sending Faxes with my Quadra 660AV and GeoPort. When I send
a Fax it is received at the other end, but my Macintosh freezes up after it's
sent.

With Extensions Manager I've turned off all third-party extensions and this
problem persists. I've thrown the Express Modem preferences file away,
restarted, and this problem persists.

I even tried dragging the items in my Sent Fax Documents folder to another
folder, and the problem went away. So I did some experimenting by duplicating
several sent Faxes in the Sent Fax Folder until I had 206 files. I then sent a
Fax to another GeoPort. The Fax was received successfully, but the sending
Macintosh locked up. There are now 207 items in Sent Fax Folder.

I eventually reduced the items in Sent Fax folder to 197, and sent another Fax.
It was received successfully, but this time the sending Macintosh didn't locked
up. The items in Sent Fax Folder now number 198. I sent another Fax and the
system locked up with the same issue this time.

I was able to reproduce this problem when there were 198 or more sent Fax files
in the Sent Fax Folder. Is this the limit of items in the Sent Fax Documents
folder?

DISCUSSION --

We were also able to confirm your findings. There does seem to be a limit on
the number of files the Fax Terminal can handle in the Received Fax Documents
and Sent Fax Documents folders. This problem has been escalated.

The simple workaround is to move sent or received Faxes into other folders in
order to decrease the number of files in the Received Fax Documents and Sent Fax
Documents folders. The Fax Viewer can read the Faxes regardless of where they
reside. It had been suggested earlier that increasing the amount of memory for
the Fax Terminal might alleviate the problem, however we found no evidence that
it would help. Our recommendation is to manage the Fax folders manually until
this limitation is addressed.

Support Information Services

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