Power Macintosh: Correct GeoPort Software Version Info (1/95)

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TOPIC --

A Power Macintosh which has GeoPort for Power Macintosh software installed is
getting the error message, "Express Modem cannot be run on this Macintosh". How
can we alleviate the error message?

DISCUSSION ---

If Power Macintosh users install the Quadra 660AV and 840AV version of GeoPort
software, they will get the error message, "Express Modem cannot be run on this
Macintosh", when they try to open the Express Modem Control Panel.

However, you can also get this error message when using older versions of the
Power Macintosh version of the GeoPort software. You can verify the correct
version by doing a Get Info on the Express Modem Control Panel. The Power
Macintosh version will read "Express Modem GeoPort for Power Macintosh (with
version number)" at the top of the Get Info window.

The minimum version needed for the Power Macintosh is 1.0 or later, while the
Quadra 660AV, and 840AV version is 1.1.2 or later. If customers have the
incorrect version, they need to install the Power Macintosh version.

Also GeoPort for Power Macintosh 1.0, 1.0.1, and 1.0.2 functions with System
7.5, but you need to use these workarounds:

• 1.0 has two problems with virtual memory
  - Network file transfers will fail when Virtual Memory (VM) is on.
  - Data connections will fail when VM is on.

• 1.0 and 1.0.1 will crash the computer on restart if there are any faxes
  waiting to be sent in the Waiting to be Faxed folder.

• The modem speaker must be turned off at all times through the Express
  Modem control panel to prevent intermittent crashing.

In cases, where this error message occurs even with the correct version of
GeoPort software installed, a clean installation of system software is
recommended. A reinstallation of the GeoPort for Power Macintosh software is
needed also.

This article can help you locate the latest GeoPort software updates:

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

Article Change History:
16 Jan 1995 - Added New version information.
10 Oct 1994 - Corrected minimum version of GeoPort for Power Macintosh,
              and added workarounds for System 7.5.

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