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System 7.5.3: Out of Memory Error After Fax (8/96)

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TOPIC -----

I get out of memory errors after sending a fax on my Performa 6320. If I try to run any program after Faxing or during Faxing the out of memory error occurs. If I force quit the Finder after Faxing I do not get out of memory errors, but I do not think this is a solution because I again get out of memory errors the next time I send a fax. I tried to clean install software, but this did not resolve the issue. What is wrong, and what can I do to resolve this?

DISCUSSION -----

After testing we believe the issue results from an interaction between System 7.5 Update 2.0 (System 7.5.3) and the Global Fax software. If System 7.5 Update 2.0 or System 7.5.3 Revision 2 is installed, out of memory errors occurred after Faxing from the Finder, in other words choosing Fax Window from the File menu. Testing shows this issue on the following Macintosh computers: Apple Power Macintosh 5200/75 LC and 5300/100 LC, and Macintosh Performa 5200, 5215, 5300, 6200, 6205, 6214, 6216, 6218, 6220, 6230, 6290 and 6300 series.

As a workaround faxing from within an application seemed to work properly in all cases. For example, if you want to fax a window or desktop, take a picture of it (the Command-Shift-3 feature), and then from within Simple Text fax the picture. We tested Global Fax 2.5.4P with a TelePort Gold IIv modem, and Global Fax 2.5.5P and 2.5.6P with a TelePort Platinum V modem.

As you point out, a simple workaround is to force quit the Finder, and of course, restarting the computer would also work.

Global Village has also reproduced this issue. Apple and Global Village are now looking into it to determine the best method for a fixing. Because of the uncertainty of what the nature of this issue is, it is impossible to give a time frame for a fix, or how the fix will be distributed.

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