



# Tech Info Library

## PowerBook 500 Series: PowerPort 500 Error on Startup (5/95)

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TOPIC -----

There appears to be an issue with the Global Village Modem Software installed in the PowerBook 500 Series computers that are running System 7.5.

DISCUSSION -----

You may encounter the following messages:

- This Macintosh may not have been shut down properly
- Incoming Fax cannot be received because internal modem could not be identified. To identify the modem open up PowerPort control panel hold down option key and click on PowerPort text.

The PowerBook then freezes.

To fix this problem

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Step 1:

Restart holding down the Space Bar to open Extensions Manager.

Step 2:

Disable the PowerPort 500 control panel by removing the check mark.

Step 3:

Close the Extensions Manager window to complete the start up process.

Step 4:

Open the General Controls panel and turn off the shutdown warning.

Step 5:

Open the Extensions Manager control panel, turn the PowerPort 500 control panel back on, and restart.

If this does not solve the problem, restart with extensions off, and remove the following items from the System Folder:

- Queue Temp and GlobalFax Preferences files from the GlobalFax Personal folder

- GlobalFax Files and GlobalFax Personal folders
- PowerPort 500 control panel

Then reinstall the Global Village software from original disks. Move the GlobalFax addresses into your new folder. You may also want to save the Fax log, the cover sheets and received Faxes.

You should also be sure that the Apple Express Modem or Fax software is not installed as this may conflict with the Global Village modem.

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Article Change History:

- 03 May 1995 - Added keyword; made minor technical updates.
- 31 Mar 1995 - Reviewed for technical accuracy.
- 07 Feb 1995 - Corrected article to only refer to System 7.5.

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