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Performa 5200:Global Village TelePort & Busy Serial Port (7/95)

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TOPIC -----

Every time I start up my Macintosh Performa 5200 computer I get a message stating that the modem cannot be found. When I try to reset the modem from the TelePort control panel the computer tells me the serial port is busy.

It is important to note that this happened even before I installed or removed any software from my computer, in other words, this is how it has been behaving right "out of the box". What is wrong?

DISCUSSION -----

Symptoms

The following issue has been reported on Macintosh Performa 5200, 580, 640, and Power Macintosh 6100 series computers.

On startup, when the Global Village Registration software launches, it puts up a stop alert stating:

"Can't find or can't access a modem to use for registration. Make sure you have Global Village software installed correctly, reboot your computer, and try again. If you want to use a specific modem for registration, select it from Chooser."

If you try to reset the modem in the TelePort control panel, you get a warning alert stating:

"The current port is busy and cannot be opened. Quit any open communication application, or turn off AppleTalk in the Chooser (if the modem is connected to the Printer port), and then reopen the TelePort control panel."

Macintosh Performa 5200

Extensive testing on a Macintosh Performa 5200 computer running System 7.5.1 with GlobalFax 2.5P indicates that the problem can be reproduced simply by restarting the computer while the network is set to anything besides AppleTalk active in the Chooser and LocalTalk as the network in the Network control panel. In other words, restarting with AppleTalk set to Inactive or Ethernet selected

in the Network control panel results in the messages documented above.

Other Macintosh Computers

We have seen the same problem, as noted on the Macintosh Performa 5200, on some other Macintosh computers: the Macintosh Performa 580, 640, and Power Macintosh 6100 series of computers (including the Workgroup Server 6150). The problem does not occur as readily on these computers but, if you switch between LocalTalk and Ethernet, or between AppleTalk active and inactive enough times, the problem will occur.

Solution

The "Busy Serial Port" issue is a software problem. Not a hardware problem. Global Village has provided Apple with an update, GlobalFax 2.5.2P Update, which will correct the problem.

Install the update following these steps:

Step 1

Restart the computer with Extensions Off by holding down the Shift key at startup.

Step 2

Double-click on the Performa GlobalFax 2.5.2 Update icon.

Step 3

Click on the Update button and watch for an update confirmation window.

Step 4

Restart the computer.

While these steps will update the Global Village software currently on their computers, users should be advised to keep a backup copy of the Update program in case they reinstall the software from their backup CD. At that time, they would need to run the Update program again.

These articles can help you locate the software update mentioned here:

- Where To Find Apple Software Updates
. Lists online services for "free" Apple software updates.
- Obtaining Apple Product Support in the USA
. Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech. Info. Library.

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