PowerTalk and System 7.5: -15064 Error (2/95)

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TOPIC --

We have two computers set up with System 7.5 and PowerTalk. One is new with
clean system software, the other is an existing computer. Everything works fine
except for PowerTalk. The situation is as follows:

• We use several mail services like CompuServe, MS Mail, and Eudora.

• On the clean computer, when we select "I'm at..." and then click on any of the
options, there is no problem.

• On the existing computer, when we select either MS Mail, or Direct Dial from
"I'm at...", an error, -15064, appears.

We tried to resolve the problem by start the existing computer with only system
7.5 extensions loaded. We added one extension at a time, then tried selecting MS
Mail or Direct Dial until the error appeared. The error still appeared and we
couldn't track it down to any one extension. What is does the -15064 error
signify?

The version of MS Mail used is 3.1d client and 3.1a server. We thought at first
it was a Microsoft problem, but with the error appearing on Direct Dial also, it
looks more like a system error.

Any help you could give, would be gratefully received.

DISCUSSION ---

In the course of testing with Direct Dialup, we also got the -15064 error when
trying to enable Direct Dialup in the I'm at... menu. The only way we got around
this error was to open the setup for Direct Dialup in the Key Chain and enter
the phone number for the Modem Telephone. We suspect there may be a similar
problem with the MS Mail setup. Error -15064 is: kMailSetFailed.

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