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PowerBook Duo 250, Lotus Notes, ccMail Mobile Issue (6/95)

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TOPIC -----

I'm using cc:Mail Mobile on a PowerBook Duo 250 with System 7.5.1, and I'm getting Type 33 errors 50% of the time when calling the Post Office. I have installed clean system software several times, and still get this problem constantly when dialing into the Post Office.

Lotus acknowledges that there is some kind of a problem, but has not been specific.

Is this an issue that could be the fault of the Macintosh computer or Mac OS? Do you have contacts at Lotus that could be used to check on the validity of a Lotus issue?

DISCUSSION -----

It sounds like you may be using an Express Modem, with the Express Modem tool. If this is the case, there is a known problem with the Express Modem Tool and cc:Mail for Macintosh. The recommended Comm Toolbox (CTB) tool is the Apple Modem Tool version 1.5.3.

If you are not using an Express Modem, or this suggestion does not work, please let us know, and we will open a TSANet escalation to Lotus at that time.

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