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Performa 52xx/53xx/62xx/63xx: GVC Int Modem & PDS Cards 11/95

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TOPIC --

This article describes a problem with a limited number of Performa 5200, 5300,
6200, and 6300 computers and Global Village internal modems. The symptom is the
inability to address some third party cards in the LC Processor Direct Slot
(PDS) when the Global Village modem is installed in the I/O Communications
Slot.

DISCUSSION ---

The problem is related to the Global Village modem being designed to
Communications Slot Specification v3.05 instead of v4.3. If a customer installs
a third-party PDS card, such as an Ethernet or graphics card, that was designed
to Communications Slot specification v4.3 in the LC PDS slot, unreliable card
performance may result.

The affected modem cards were only bundled as part of a Performa package and
were not distributed by Global Village as a stand-alone product.

Global Village has re-engineered their modem cards to follow the v4.3
specification. Worldwide Service has upgraded all service inventory with the new
modem. Apple estimates that less than 1% of the installed base will be affected
by this issue.

If normal software troubleshooting does not resolve LC PDS slot access issues,
and removing the Global Village modem does, then you should replace the Global
Village modem.

The affected Worldwide Service replacement parts are:

661-1048 Card, Internal Modem, 14.4K
661-1078 Card, Internal Modem, 28.8K

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