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Fax Terminal Will Not Launch with Type 1 Error (12/96)

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TOPIC -----

When I launch Fax Terminal, my computer crashes with a Type 1 error, and I cannot receive faxes, the modem never answers on the incoming calls. I am able to send faxes by selecting Fax Sender from the Chooser, and printing from within applications.

I have already re-installed the Telecom software, reset PRAM, thrown away all of the associated preference files, thrown away and re-installed the Fax Terminal software.

DISCUSSION -----

Here are some troubleshooting tips to try:

- There is an issue with the Fax Terminal quitting with a Type 1 error when using System 7.5 Update 2.0 and Apple Guide 2.0.2. Allegedly, Apple Guide 2.0.2 can be installed on a computer with System 7.1 which may be distributed with some software packages like Newton Press and Quicken. Also, the Apple Internet Connection Kit (AICK) 1.1.1 comes with Apple Guide 2.0.2. If the user has this extension installed, try removing it from the Extensions folder.
 - If the above is not affecting the users computer, try performing a clean system installation since the user has already threw away the preferences files. We have find corrupt preference files may also cause this.
 - Try removing previously sent or received faxes from the folder. A corrupted file in the files sent or received folders may be causing this.
 - Try using only Apple extensions in the Extensions Manager control panel.
- NOTE: Were any software or hardware changes made just before the issue started.

Article Change History:

03 Dec 1996 - Changed title and added AICK 1.1.1 information.

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