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QuarkXPress: System Hang When Faxing Through GeoPort (2/95)

Revised: 2/16/95
Security: Everyone

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TOPIC ---

I am experiencing a system lock on my Power Macintosh 7100 AV when I try to fax
a document from QuarkXPress 3.3.1 using my GeoPort. The document will image and
it is then placed in the "Waiting to be faxed" folder. The Macintosh locks up
and must be restarted with System 7.5 extensions only.

After I restart, I must reinstall the GeoPort software and restart again. Once
the Macintosh restarts, the fax is sent immediately. This same procedure happens
everytime I fax anything from Quark.

DISCUSSION --

I recommend upgrading to the latest Express Fax/GeoPort software. In this case
you should first install GeoPort for Power Macintosh 1.0.2, then install Express
Modem 1.5.5. This combination will provide the latest and greatest versions of
the software.

There was a known bug that caused the system to crash when there were faxes
waiting to be sent at startup time.

Both GeoPort for Power Macintosh 1.0.2 and Express Modem 1.5.5 are available on
AppleLink or Apple's WWW site on the internet (http://www.support.apple.com/).

These articles can help you locate software updates 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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16 Feb 1995 - Changed keyword and reviewed for technical accuracy.

Support Information Services

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