



# Tech Info Library

## PowerBook 5300: GlobalFax Error Message (5/96)

Revised: 5/8/96  
Security: Everyone

PowerBook 5300: GlobalFax Error Message (5/96)

=====  
Article Created: 8 May 1996

TOPIC -----

When I start my PowerBook 5300 series computer I get an error message that says the GlobalFax software has encountered an error.

DISCUSSION -----

Step 1

-----  
Open Extensions Manager Control Panel and select the set All Off from the pop-up menu. Then select the extension Macintosh Easy Open (MEO).

Step 2

-----  
Restart the computer from the Special menu rebuild the desktop by holding down the Option and Command keys until you get the message which asks do you want to rebuild the desktop. Click OK.

Step 3

-----  
Open Extensions Manager Control Panel and select the set All On. Restart using the Special menu.

Step 4

-----  
If you still get the GlobalFax error, remove the existing Global Village software (Use the Custom Remove feature of the Global Village Installer) and then reinstall the software.

Copyright 1996, Apple Computer, Inc.

Tech Info Library Article Number:19743