Tech Info Library

Power Macintosh: Teleport Flash Update Fails PCI-Based (5/96)

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Revised:        5/23/96
Security:       Everyone


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Article Created: 22 May 1996


TOPIC -------------------------------------------------------------


I tried to run Teleport Flash Update on my 7500 Power Macintosh computer, but it
keeps telling me it "won't run on this Macintosh." Why does it run OK on my
Quadra 800?


DISCUSSION --------------------------------------------------------


Description Of Issue
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When attempting to run the flash updater for the TelePort Platinum on a Power
Macintosh 7200, 7500, 8500, or 9500 series computer an error indicating the
"Flasher will not run on this Macintosh" appears. The GlobalFax software version
affected is 2.5.3 or higher.


Solution
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• This issue has been fixed with firmware version 1.401 now available on all
electronic forums.


• Customers must flash the TelePort Platinum modem on all non-PCI-based
Macintosh computers.


Affected Products
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The Global Village Teleport Platinum is the only modem affected by this issue.
No other Global Village modem products (PowerPort 1xx, PowerPort 5xx/Duo,
GlobalFax only, OneWorld) are affected.


Only Use Updater On External Modems
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The most recent flash update for TelePort modems (1.401) was designed for use
ONLY with external TelePort serial modems. Customers who attempt to run the
TelePort flash updater 1.401 on their bundled internal TelePort PlatinumV (on
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Macintosh Performa computers) will get an error message, and the Flasher application will not run at all.

Article Change History:
23 May 1996 - Added info about only using on an external modem.

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Tech Info Library Article Number:19846