

## Tech Info Library

---

### TITLE

Performa w/GeoPort: Restore Modem SW & Clean 7.6  
Install

Article ID: 22048  
Created: 6/16/97  
Modified: 11/13/97

---

### TOPIC

I have a Performa 6360 or 6400; or a Power Macintosh 4400 or 6500 system with a software bundle. I performed a clean install of Mac OS 7.6 and/or 7.6.1. Now my internal GeoPort modem does not work. What should I do?

**Note::** For the purposes of the following discussion, Clean Install means placing a new System Folder on the hard disk. It does not mean reformatting the hard disk. Clean system software installations can be done automatically, through the 7.6 and/or 7.6.1 installer in which case the previous System Folder is renamed to "Previous System Folder".

---

### DISCUSSION

Mac OS 7.6 and/or 7.6.1 does not include GeoPort software, or most of the third-party software which came bundled with your computer. Installers are not available to automatically install this software; therefore, you have two options:

1. Perform a clean install of the original bundled Performa software, then conduct a Restore All Software operation, then re-install Mac OS 7.6 and/or 7.6.1.
2. Drag-copy the extra elements from the old System Folder or from your Macintosh Performa CD to your hard disk.

**Important:** The following steps only apply to the listed systems. Apple does not support drag-installing Apple Telecom software on other computer types or with previous versions of the Mac OS.

#### Option 1: Clean Install and Re-Install Mac OS 7.6 and/or 7.6.1

For the first option, perform the following steps:

1. View Tech Info Library (TIL) document 17768: **System SW Clean Restore: Macintosh Performa Computers w/CD**
2. Perform the instructions in the article mentioned above, even if you have already installed Mac OS 7.6 and/or 7.6.1. Choose Restore All Software when finished. This will re-install the original system software, and all third-party software.
3. Install Mac OS 7.6 and/or 7.6.1. If you added Mac OS 7.6.1 after installing Mac OS 7.6, you will need to install Mac OS 7.6 first, then apply the Mac OS 7.6.1 Update.

After installing Mac OS 7.6.1, you are finished. You will need to then reconfigure your various third-party applications.

#### Option 2: Drag-Copy Necessary Software From Another System Folder

The rest of this article deals with drag-installing software from your Previous System Folder or from your Macintosh Performa CD. There are various steps involved, therefore this approach is best used by experienced Macintosh users or system administrators.

Before proceeding, understand why you are doing this. Did you perform the clean install because you were troubleshooting an extensions or control panel conflict? If so, it would be a good idea to see if your new System Folder resolved the issue before adding extraneous control panels or extensions. If you are troubleshooting a problem, use caution. There are many Tech Info Library articles describing the purpose and mechanics of a clean install; many are tailored to specific systems. Perform a search using the search string "clean install" to get a list of these articles.

The following steps are mainly intended for users who like to install "sterile" system software, but who want control over the extra functionality that is available with the Performa version of System 7.5.3. The idea in the steps is to use either your Previous System Folder, or the pristine System Folder on your Macintosh Performa CD to dragging the data (files) from

If you choose to copy from your Macintosh Performa CD -- this is the preferred option -- the relevant files can be found in Hard Disk Files -> System Folder. If you are troubleshooting, you should probably not choose to copy from your Previous System Folder. However if you are not troubleshooting, and you choose to copy from your Previous System Folder, the relevant files are in the Preferences Folder. You should note that sometimes corrupted preferences files can cause problems.

**Note:** The following is solely intended for the Performa 6360/6400 and Power Macintosh 4400/6500 Small Business/Family Macintosh bundles that ship with GeoPort modems. Since product specifications can and do change without notice, Apple cannot guarantee that this article will keep pace with changes in the bundles for these computers. Therefore, some aspects of the following discussion may not specifically apply to your computer.

The following assumes you did an Easy Install of 7.6 and/or 7.6.1 in conjunction with the clean install process. If you did a Custom Install or Minimum Install, resources needed for the proper functioning of various software packages may not be present. The resulting behavior will range from system crashes to packages refusing to open.

Also, third-party applications, you purchased, may have their own requirements. If you find that these applications no longer work correctly, or look different, certain preferences may be absent, or extensions may not have been transferred. Your options are to either identify which items are missing and move them from the Previous System Folder to the new System Folder, or to simply re-install and re-configure these applications. Check with the application manufacturer if you are dealing with any critical data which you cannot afford to lose.

If you have a third-party printer, you will need to re-install its software from the disks that came with the printer.

**Important:** Do not throw away your Previous System Folder until you are absolutely certain that everything is working correctly. You may want to keep the Previous System Folder on your hard disk from two to four weeks to make sure that nothing valuable is left in it.

## How to proceed

Identify which source you wish to use (your CD or your Previous System Folder), then drag the files, described below, from the source to the equivalent location in the new System Folder. For example, copy the Express Modem control panel from the CD as shown in the path below:

- Hard Disk files: System Folder files: Control Panels: Express Modem

to the same location on your computer's hard disk, using the path below:

- <name of your hard disk>: System Folder: Control Panels: Express Modem

Do not copy folders unless they are not present in the destination. For example, the Mimetics folder is not going to be in the new Mac OS 7.6 and/or 7.6.1 System Folder, so put that there.

## GeoPort software (Do this first)

This provides basic modem functionality. If you do not have this, you cannot use the modem.

System Folder:Control Panels:Express Modem

System Folder:Extensions:Apple Telecom Modem

System Folder:Extensions:Express Modem Tool

System Folder:Extensions:GeoPort for Power Macintosh

System Folder:Extensions:GeoPort Serial Driver

System Folder:Extensions:GeoPort Telecom Adapter

System Folder:Extensions:GeoPort Telephone Tool

System Folder:Extensions:GeoPort/Express Modem

System Folder:Extensions:GeoPort/Express Modem CNG

System Folder:Preferences:Express Modem Preferences

## Fax software

The fax software will let your computer send and receive faxes. You must install the basic modem software in order to use the fax software.

System Folder:Apple Menu Items:Apple Telecom Status

System Folder:Extensions:AddressBookLib.ppc

System Folder:Extensions:Apple Fax Gateway

System Folder:Extensions:Fax Extension

System Folder:Extensions:Fax Sender

System Folder:Extensions:Fax Sender GX

System Folder:Extensions:Log Extension

System Folder:Extensions:Modem Scripts (move whole folder)

System Folder:Extensions:Scripting Additions

System Folder:Extensions:Received fax folder (do not move the entire folder: move this single item)

System Folder:Mimetics.(move whole folder)

System Folder:Mimetics:EasyReader Fax

System Folder:Mimetics:Neuroneye

System Folder:Mimetics:UK Dictionary

System Folder:Mimetics:US Dictionary

System Folder:Preferences:Apple Fax Preferences (do not copy from CD , doing so disabled QuickFax)

System Folder:Preferences:Address Book Preferences (move whole folder)

System Folder:Preferences:Address Book Preferences:Address Book Preferences

System Folder:Preferences:Address Book Preferences:Preferred Address Book

### **Megaphone 2.0.5P software**

Megaphone is your telephony solution. It lets you make voice phone calls using the computer, and to use the computer as an answering machine.

At Ease Items (you do not need to copy this if you re-install At Ease)

At Ease Setups:Parents:MegaPhone

At Ease Setups:Parents:MegaPhone 2.0 Tour

System Folder:Control Panels:MegaDial

System Folder:Extensions:ANSI C++ PPC Lib

System Folder:Extensions:CRC Address Book Extension

System Folder:Extensions:MegaDial Resources

System Folder:Extensions:MegaPhone Menu

System Folder:Extensions:MWRuntimeLib

System Folder:Extensions:Telephone Manager Extension

Cypress.(move whole folder)

System Folder:Extensions:Cypress:MegaDial Files

System Folder:Extensions:Cypress:MegaDial Locations

Launcher Items.(you do not need to copy this if you drag the Launcher Items)

System Folder:Launcher Items:MegaPhone II

System Folder:Launcher Items:Learning

System Folder:Launcher Items:Learning:MegaPhone 2.0 Tour

Preferences (these should be dragged from your old System Folder \*\*)

System Folder:Preferences:Cypress

### **System suitcase**

The System suitcase contains "ring" sounds which are used by MegaPhone and the Apple Telecom software. Open the System suitcase in the source System Folder and drag the individual "ring" sounds to the new System Folder and drop them into the System suitcase. You can verify what the sounds are like by double-clicking on them.

### **Apple Internet Connection Kit (AICK)**

AICK is a collection of applications. However, there are some system-level extensions which some of these applications require. The following assumes you are using an "out of box" AICK environment, and that you have not added your own PPP client.

System Folder:Control Panels:Config PPP (Config PPP may not be present here; if it's not, it's OK)

System Folder:Extensions:Internet Config

System Folder:Extensions:PPP

Preferences (these should be dragged from your old System Folder \*\*)

System Folder:Preferences:Internet Dialer folder

System Folder:Preferences:Internet Preferences

System Folder:Preferences:PPP Preferences

System Folder:Preferences:TCP/IP Preferences\*\*\*

If you have installed OT/PPP, we recommend that you re-install OT/PPP from the original installer. Your preferences, after installation, can be found in

System Folder:Preferences:Remote Access

\*\* Many Internet clients, like Netscape, store their preferences, including their bookmark files, in a folder bearing their name. This folder is also usually stored in the Preferences folder (exceptions include applications like Claris eMailer, which store them inside the application folder). You will need to determine what steps to take on a case-by-case basis. Please contact the manufacturer of the software if you need assistance.

\*\*\* Your computer originally ran Classic Networking. Mac OS 7.6 and/or 7.6.1, however, uses an networking architecture called Open Transport. Open Transport was available as an option under Mac OS 7.5.3 or 7.5.5. If you have an account with an Internet Service Provider, and did not already switch over to Open Transport while still running Mac OS 7.5.3 or 7.5.5, you will need to re-enter the information you originally entered into the Apple Internet Dialer or MacTCP. To do this, you will need to use the TCP/IP control panel. Please consult the setup information given to you by your ISP, or contact your ISP for further assistance.

---

**EXTENDED Information - [Apple Internal Use - Service Providers and Support Professional](#)**

---

**Document Information**

Product Area: Communications-Networking; Peripherals

Category: Modems & Fax Modems

Sub Category: GeoPort Telecom Adapter

---

APPLE NEED-TO-KNOW CONFIDENTIAL: Do NOT forward, copy, or otherwise replicate or disseminate verbally, electronically, or in hardcopy (except to those individuals within your organization who have a legitimate business need to know the information, and who have agreed in writing, to keep it confidential), unless Apple has given prior written authorization.

Copyright © 1999-2000, Apple Computer, Inc.