



What to do... GlobalFax reports "Retraining Error"

Introduction:

A retraining error indicates that your modem and the remote fax device failed to negotiate an acceptable faxing speed in order to successfully send or receive a fax.

If GlobalFax reports a "retrain error" then follow the troubleshooting steps below. If the steps do not help, you may have a software problem:

NOTE: If GlobalFax has always reported a "retrain error" when sending or receiving faxes to or from a specific fax device, but most other devices work fine, most likely the problem is an incompatibility with that fax device. However, you should still try the general troubleshooting steps below to try and resolve this problem.

- Verify telephone or modem cables are completely plugged in.
- Verify any splitters or switchers between the modem and the wall jack have been removed.
- Turn Virtual Memory OFF in the Memory control panel if it's on (040 or older Macs only).
- Uncheck **Enable 14.4Kbps** in your Global Village Fax Center Sending Setup options.
- If you have a TelePort - Shut your Mac down, unplug the modem from your serial port or comm slot (Internal 56K only), plug the modem back in, and restart your Mac.

Isolating System Software and GlobalFax

By isolating to just Global Village software and your Apple System Software, you are eliminating any "3rd party software components" that might be causing GlobalFax to report a "retrain error."

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.
2. OS 7.5.x Users: Click on the **Sets** pop-up menu and choose **System 7.5 only** or **System 7.5.x**.
OS 7.6 or later Users: Click on the **Selected Set** pop-up menu and choose **Mac OS (your OS version) All**. Click the **Duplicate Set** button at the bottom right, name your new set **Global Village + Apple only**, and click **OK**.
3. Use the following table to find your product family and version of GlobalFax. Once you've located your product family/GlobalFax version, enable the appropriate Global Village extensions and control panels (System Components) in the Extensions Manager.

NOTE: All of the appropriate components may not show up in your Extensions Manager if you're using a version of Extensions Manager prior to 7.6. Components that are not visible will be automatically enabled. While the GlobalFax GX extension may appear in your Extensions Manager, unless you use QuickDraw GX, you do not have to enable the GlobalFax GX extension.

TelePorts

GlobalFax Version	Control Panel	Extensions
2.08 - 2.1.3	TelePort Serial	GlobalFax
2.1.4 - 2.5.x	TelePort	Global Village Toolbox, GlobalFax
2.6 - 2.6.4	TelePort	Global Village Toolbox, GlobalFax, GV Address Book Engine, GV Modem Phone Tool (Speakerphone only), GV Phone Engine (Speakerphone only), Telephone Manager Extension (Speakerphone only)
2.6.6 - 2.6.8	GlobalFax Controls	Global Village Toolbox, GlobalFax GV Address Book Engine, PowerMac G3 Modem (Internal 56K only) SerialShimLib (USB only) TelePort USB Modem (USB only)

GlobalFax 2.6.5 for iMac/G3

GlobalFax Version	Control Panel	Extensions
2.6.5	GlobalFax Controls	Global Village Toolbox, GlobalFax GV Address Book Engine

PowerPort 1xx Series (Internal modem for PowerBook 100-180)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax
2.5.x	PowerPort	Global Village Toolbox, GlobalFax

PowerPort 5xx Series (Internal modem for PowerBook 520 and 540)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort 500 Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

PowerPort Duo Series (Internal modem for PowerBook Duos)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort Duo Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

PowerPort PC Cards (14.4 and 28.8)

GlobalFax Version	Control Panel	Extensions
2.5.7 - 2.5.8	PowerPort PC Card	Global Village Toolbox, GlobalFax
3.0.2 - 3.0.6	Global Village PC Card	Global Village Toolbox, GlobalFax GV Gold Enabler (Gold cards only) GV Int Platinum Enabler (Int'l. Platinum only) GV PC Card Ethernet (Pro cards only) GV Platinum Enabler (Platinum cards only) GV Platinum Pro Enabler (Pro cards only)

Global Village 56K PC Cards

GlobalFax Version	Control Panel	Extensions
2.5.9	Global Village PC Card	Global Village Toolbox, GlobalFax
3.0.2 - 3.0.6	Global Village PC Card	Global Village Toolbox, GlobalFax GV 56K Combo Enabler (Combo cards only) GV 56K PC Card Enabler GV 56K PC Card Enabler 2

4. Close the Extensions Manager.
5. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
6. Try sending or receiving a fax to a fax device you previously had a problem with. If GlobalFax still reports a "retrain error," then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If GlobalFax no longer reports a "retrain error," you will need to determine which 3rd party system component(s) caused the problem. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Try sending or receiving a fax again. If GlobalFax still doesn't report a "retrain error," then you can continue the process of using your Extensions Manager to add more items to the system software set that you're using, until you eventually find which system component(s) caused the original issue to reappear. Once you've determined this, reinstall the system component(s) using your floppies/CD, or call your software manufacturer for assistance.

Clean Installing GlobalFax

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes. However, you will need to enter in your Dialing and Sending Setup information again once the steps are completed since this information is removed when you clean install GlobalFax.

NOTE: If your Global Village software came on CD-ROM, and you use a non-Apple CD-ROM drive, you will need to verify that the appropriate (non-Apple) system components needed to use your CD-ROM drive are also enabled in the Extensions Manager. If you need assistance with this operation, please contact the manufacturer of your CD-ROM drive.

1. Open your hard drive.
2. Open your **System Folder**.
3. GlobalFax 2.08 - 2.5.9 users: Open your **GlobalFax Personal** folder

GlobalFax 2.6.x users: Open your **GlobalFax Personal** folder, located in your **Global Village** folder inside the **Preferences** folder.

4. Move the **GlobalFax Preferences** and **Queue Temp** files into the **Trash**. Do not empty the Trash yet.
5. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.

6. Double-click the **Installer** icon. An introductory window will appear.
7. Click **Continue**. The Installer dialog window will appear.

8. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Remove**. See Figure 1. Check the box that says **GlobalFax Software for....(your modem type)** in the Custom Remove window.

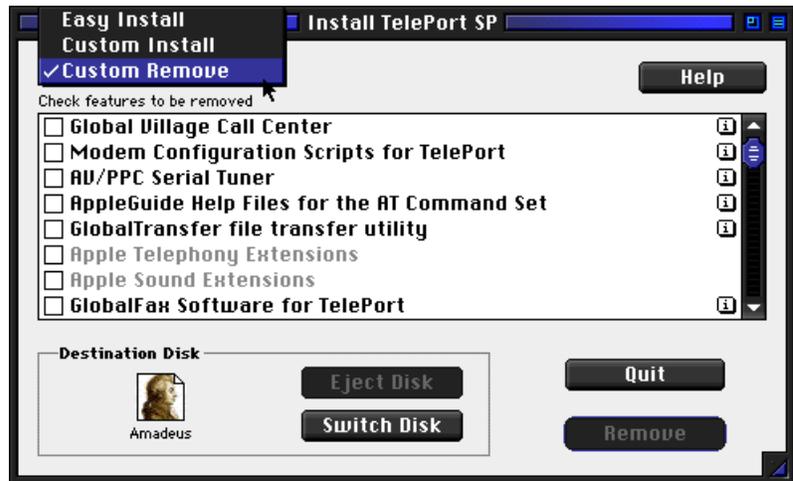


Figure 1

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, and choose **GlobalFax™ Software** from the left. Hold down the **Option** key and click on the **Remove** button.

10. Once the removal process is completed, a dialog box will appear confirming that the removal was successful and will ask you to restart your computer. Click **Restart**.
11. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
12. Double-click the **Installer** icon. An introductory window will appear.
13. Click **Continue**. The Installer dialog window will appear.
14. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Install**. Check the box that says **GlobalFax Software for....(your modem type)** in the Custom Install window.

15. Click **Install** to install the software on your hard disk. If a dialog box appears asking whether or not you'd like to keep a Newer or Older Chooser, choose **Newer**.

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, choose **GlobalFax™ Software** from the left and click on the **Install** button.

16. Once the installation process is completed, a dialog box will appear confirming that the installation was successful and will ask you to restart your computer. Click **Restart**.
17. If your modem is correctly connected to your computer's modem port and powered on, you should see the Global Village registration screen after a few moments. If you have previously registered and do not want to be prompted for registration information, click on the **File** menu and choose **Quit**. When prompted with when you would like to eventually register, choose **Never** or **Quit** (whichever is available depending on your version of GlobalFax).

For additional information on installing GlobalFax, please reference "Installing GlobalFax Software" in the Table of Contents of your Getting Started Guide.

18. Empty the **Trash**.
19. Try sending or receiving a fax to a fax device you previously had a problem with again. If GlobalFax still reports a "retrain error," then you most likely have corrupted System Software, and we recommend you contact the manufacturer of your Macintosh (i.e. Apple) for technical assistance. If GlobalFax no longer reports a "retrain error," you may want to determine if one or more 3rd party component(s) caused GlobalFax to become corrupt. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Try sending or receiving a fax again. If GlobalFax still doesn't report a "retrain error," then you can continue the process of using your Extensions Manager to add more items to the system software set that you're using, until all the 3rd party components are enabled. You may eventually find one or more 3rd party component(s) that caused the original issue to reappear. Once you've determined this, reinstall the 3rd party component(s) using your floppies/CD, or call your software manufacturer for assistance.

If GlobalFax still reports a retrain error when faxing to or from a particular destination/fax device, here are some additional troubleshooting tips:

- Ensure you are using the latest version of GlobalFax software for your Global Village modem.
- The person(s) operating the remote fax device should make sure their equipment and/or software is up to date.

If the retrain errors still persist while faxing to or from multiple destinations/devices, we firmly believe you may have a system software problem or modem hardware problem. If your modem functions for operations besides faxing (i.e. online connections) then you should contact your computer manufacturer (i.e. Apple), describe your problem and the troubleshooting steps you have completed.

However, if you wish, you can obtain a replacement modem in order to help determine if your previous modem might have been defective.