GLOBAL VILLAGE
COMMUNICATION

What to do... GlobalFax Won't Install

Introduction:
This document provides information about what to do if your GlobalFax software will not install properly. This document assumes you are familiar with the steps for installing Macintosh software from floppy disk or CD-ROM. If you do not know how to install Macintosh software, please refer to the QuickStart Guide that came with your Global Village product, download document #2008, "How to... Clean Reinstall GlobalFax Software," or call Apple for technical support.

Below are two specific error messages that you may experience during installation. If you do not see either of these error messages during installation then please skip to the section below titled **General Installation Problems**.

"About Apple Guide" Error Message
If you are installing Global Village software for your TelePort modem you may see the following error message: "The File 'About Apple Guide' on the disk '(your-hard-drive-name)' cannot be replaced by the installer. No installation will take place. Please move the file to another folder and try again." If you experience this issue then move the file **About Apple Guide** out of the **Extensions** folder (located in the **System Folder**), restart your Mac, and install your TelePort software. After installing your TelePort software, move the Mac OS 8.x version of the "About Apple Guide" file back into the Extensions folder (where it replaces an older version) and restart your Mac.

"HP Background" Error Message
If you are installing Global Village software for your TelePort modem you may see an error message that includes: "...please quit 'HP Background'." If you experience this issue then move the file **HP Background** out of the **Extensions** folder (located in the **System Folder**), restart your Mac, and install your TelePort software. After installing your TelePort software, move the HP Background file back into the Extensions folder and restart your Mac.

General Installation Problems
If your GlobalFax software will not properly install, then follow the troubleshooting steps below.

NOTE: If you get the error message including "...this disk is unreadable," then try inserting another Macintosh formatted disk or CD-ROM into your computer. If you get this error message, but your Macintosh can read other disks, then skip to step four. If your Macintosh cannot read other disks, then please contact the manufacturer of your computer (i.e. Apple) for technical assistance.

Isolating to System Software

By isolating to just your Apple System Software, you are eliminating any "3rd party software components" that might be causing GlobalFax not to install properly.

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.

2. <u>OS 7.5.x Users</u>: Click on the **Sets** pop-up menu and choose **System 7.5 only** or **System 7.5.x.**

    <u>OS 7.6 or later Users:</u> Click on the **Selected Set** pop-up menu and choose **Mac OS (your OS version) All**.

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.

3. Close the Extensions Manager.

4. Restart your computer. After restarting, the only software that will be enabled is Apple System Software.

Installing Global Village Software

1. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh and try installing your Global Village software. If the software still cannot install, then continue to the next step. If it can now successfully install, then one or more 3rd party system component(s) caused the problem, and you can reopen the **Extensions Manager**, enable the rest of the items, and restart your computer.

2. Either the GlobalFax installation materials are corrupted or there is a problem with the drive you're trying to install on.

    • If you get the error message ending with "...leaving your disk untouched," then continue on to the next step.

    • If you get the error message ending with "...there may be a problem with the disk you're trying to install on," then please contact the manufacturer of your computer (i.e. Apple) for assistance.