



What to do... Mac Reports Error 2012 or 43 at Startup

Introduction:

The following document provides information about what to do when your Macintosh reports an error 2012 or 43 at startup.

Error 2012

This error message is an indication that your GlobalFax Preferences file has been corrupted. Follow the troubleshooting steps below:

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes.

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. Restart your computer.

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).

6. Empty the Trash.

NOTE: You will need to reset your Fax Dialing, Sending and Receiving options, as they were erased when you removed the GlobalFax Preferences. For detailed information on setting these options, please reference "Setting Options for Sending Faxes", "Setting Basic Dialing Options" and "Setting Options for Receiving Faxes" in the Table of Contents of your GlobalFax User's Guide.

Error 43

This error message is an indication that your Global Village Toolbox extension has been corrupted. Follow the troubleshooting steps below:

NOTE: None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes.

1. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
2. Double-click the **Installer** icon. An introductory window will appear.
3. Click **Continue**. The Installer dialog window will appear.
4. 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.
5. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

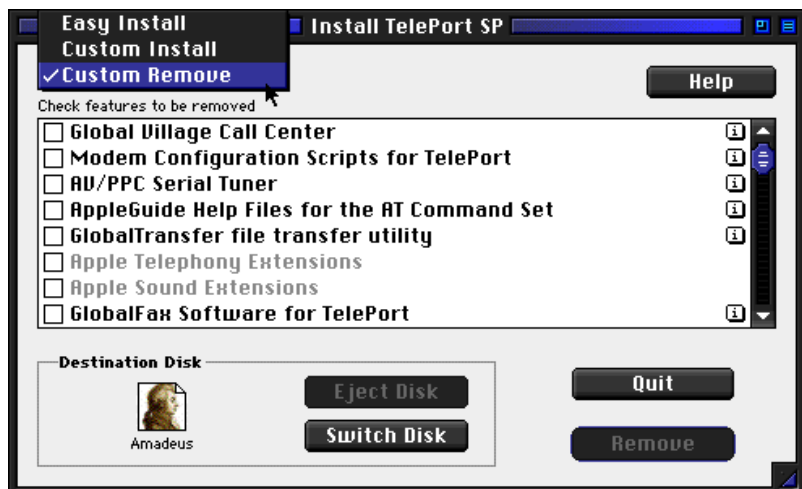


Figure 1

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.

6. 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**.
7. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
8. Double-click the **Installer** icon. An introductory window will appear.
9. Click **Continue**. The Installer dialog window will appear.
10. 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.
11. 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.

12. 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**.
13. 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.

14. Empty the **Trash**.