LANSource™ Technical Information

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Topic Number: FXP5018

Subject: Compatibility issues with 32 bit FAXport 5.0 Server and new versions of WINport 5.0a

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1.0 Situation

In some cases, people who have installed an 'early' release (09/01/95) of FAXport 5.0 32 bit FAX server have found that they cannot install the WINport 5.0a 32 bit modem server over top of the same Windows NT server.

The only apparent solution is to install a temporary WINport modem server on the same Windows NT server.

1.1 Description of problem

After the WINport 5.0a 32 bit modem server service is installed and run at the same time as FAXport, you may see an error message stating that the FAXport and WINport services are both trying to enable the same com ports and or modems. You cannot use the WINport server as a result.

1.2 Solution to problem

To solve the problem you will have to copy a more current copy file that contains the updated FAXport and WINport program into the FAXport directory.

Please follow the steps below very carefully

1.   Install the WINport v5.01 service into a temporary directory.

2.   Copy the LANS32S.EXE over to your FAXPORT sub-directory.

3.   DELETE the new temporary directory.

4.   Delete each of the program items for WINport and then finally the program group itself.

5.   Stop the FAXport service.

6.   Run brand32.exe on the new LANS32S.EXE and enter BOTH the FAXport and WINport serial numbers.

7.   Start the FAXport service. It will now be enabled for both FAXport and WINport.

Note: Please remember to configure the data section of the modem setup by using the FAXport Administrator program in order to enable WINport properly.