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AppleTalk Remote Access and Hayes InterBridge: Problem and Fix

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Revised:        11/4/92
Security:       Everyone


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Article Created: 10 July 1992

Article Change History
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11/03/92 - CORRECTED
           . The vendor search string information



TOPIC ------------------------------------------------------------

This article describes
- a problem with AppleTalk Remote Access (ARA) and Hayes InterBridges with
  internal ROMs earlier than version 2.15, and
- the fix.

DISCUSSION -------------------------------------------------------

Problem
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When you are locally connected to an AppleTalk internet that has a Hayes
InterBridge, all devices connected to that internet appear as expected in
the Chooser.  However, if you call in to a Macintosh on that same internet
via ARA and select the Chooser, you will see a zone box but no zones --
and you can't choose any devices.

The routing information is not being handled correctly by the InterBridge.
The InterBridge understands how to handle short-packet formats, but not
long-packet formats, which ARA uses.

This problem is most prevalent with the oldest versions of the Hayes
InterBridge (Phase 1 only), although the version that supports Phase 2 also
exhibits the problem.

Fix
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Upgrade to Hayes InterBridge ROM version 2.15, which Hayes Engineering says
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fixes the problem.

Hayes is offering its customers a ROM upgrade at minimal cost. Contact Hayes Customer Support directly for information about their upgrade program.

To locate a vendor's address and phone numbers, use the vendor name as a search string.

Tech Info Library Article Number:10414