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Apple Remote Access Client For Macintosh Q&A (11/93)

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TOPIC -----

This article contains questions and answers on Apple Remote Access Client for Macintosh.

DISCUSSION -----

Q) What does the Apple Remote Access Client for Macintosh do?

A) The Apple Remote Access Client for Macintosh software allows users to connect to any Apple Remote Access-compatible server -- easily, flexibly, and productively. It can be used with the single-line Apple Remote Access Personal Server to support a small workgroup or with the multiline Apple Remote Access MultiPort Server to support larger numbers of remote or mobile users.

Q) What are the key benefits of the Apple Remote Access Client for Macintosh?

A) Key advantages include:

- Easy to use software gets you up and running fast
- Access information anytime, anywhere
- Connects to any Apple Remote Access-compatible server
- DialAssist technology makes dialing back to the office effortless

Q) Who will use the Apple Remote Access Client for Macintosh?

A: Apple Remote Access Client for Macintosh software will be purchased by anyone who is looking to capitalize on the resources of an existing Apple Remote Access Personal Server or MultiPort Server. In addition, customers who purchase third-party Apple Remote Access-compatible solutions may require the Apple Remote Access client software.

Q) What other features does the "client side" have?

A) Client-side features include:

- DialAssist technology
- Complete new set of supported modems

- Ignore dial tone option for non-standard telephone equipment
 - Alternate connection support (Cellular, ISDN, X.25, and so on)
 - Manual and automatic dialing options give you more flexibility when using more obscure telephone systems
 - Original and alternate number redialing options
 - Settable connection reminder via menu or dialog box
 - Universally available disconnect via the "Remote Access Disconnect" Desk Accessory
 - 1.0 and 2.0 Remote Access server compatibility
- NOTE: Users will not be able to take advantage of all ARAP 2.0 features when connecting to ARA 1.0 servers. Also the client side of ARA 1.0 is not compatible with the ARA 2.0 servers.
- User initiated change password option
 - Built-in support for third-party external security modules

Q) What is DialAssist?

A) DialAssist is a technology Apple developed and built-into the Apple Remote Access Client for Macintosh product which makes dialing back to the office network simple, even for international travelers. It lets you build dialing sequences that help mask the complexities of worldwide telephone system—so you can connect easily from anywhere in the world. For instance, if you're in the France and need to access remote information on your network in California. You can enter your current location information into DialAssist and it will automatically add the appropriate dialing sequences (for example, outside line from hotel, country code, credit card number, and so on) around the telephone number in your Apple Remote Access connection document.

Q) What are the system requirements?

A) To use Apple Remote Access Client for Macintosh, users must have a Macintosh Plus computer or later model with at least 4 megabytes of RAM, and a hard disk drive, running system software version 7.0 or later. They also need an Apple or other Hayes-compatible modem (2400 bps minimum; 9600 bps or higher recommended) and appropriate modem cable, if necessary.

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