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ARA, Express Modem, and Net Install Problem (2/94)

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TOPIC ---

I'm trying to do a net install using the Apple Installer over an AppleTalk
Remote Access connection. The installer keeps cutting me off after I click
the install button. I have a Macintosh Quadra 840AV, I'm using a GeoPort
Telecom Adapter, and AppleTalk Remote Access 1.0. I tried a net install
over AppleTalk Remote Access with my Macintosh IIci and external modem and
everything worked fine.

Listed below is the sequence when net install failed:

1) Connect to AppleTalk Remote Access Server.
2) Quit AppleTalk Remote Access and stay connected.
3) Launch Net Installer for CD-ROM Setup v5.0.
4) Installer Loads fine. Click Install.
5) Installer asks to quit all other applications.
6) Clicked Continue
7) AppleTalk Remote Access connection is dropped
8) Message states that server is dropped and installation cannot continue

Is there a solution? It seems there is a limitation with the Express Modem
Software or GeoPort Telecom Adapter, since my Macintosh IIci worked fine
with AppleTalk Remote Access and Apple Installer.

DISCUSSION --

We have been told that in order to change the Express Modem software, so
the Installer does not shut it down, will take a lot of work and there are
no current plans to do this. We have submitted this as an enhancement
request.

We came up with two similar workarounds that still require downloading the
software, then doing the install, but at least they do not require any
additional equipment:

- Depending on the amount of software that must be downloaded and the amount of RAM installed on your computer, you could create a RAM disk to copy the software into, disconnect and quit ARA, then run the installation. The RAM disk still appears if you then restart with the Shift key down to disable extensions. This will increase the amount of RAM available for the Installer to run in. We successfully downloaded Microsoft Mail and installed it using a RAM disk on a computer with 4MB of RAM.

- The RAM disk method isn't likely to work with a huge program like Word or Excel. We used disk partition software that comes with Norton Utilities. We created a couple of partitions on our hard drive and copied the software into them. The nice thing about these kind of partitions is they can be created and deleted on the fly. Although we didn't perform extensive testing, this method also appeared to work.

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