



# Tech Info Library

## ARA Client: Problems w/Installation from Hard Drive (10/95)

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Security: Everyone

ARA Client: Problems w/Installation from Hard Drive (10/95)

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TOPIC -----

I cannot install Apple Remote Access. When I double-click the Apple Remote Access Installer that came pre-loaded on my Macintosh PowerBook hard drive, I get a dialog box which asks me to insert the disk "Installer." I don't have a disk called "Installer." How can I install this software?

DISCUSSION -----

Apple Remote Access (ARA) Client (version 1.0 or 2.0) comes bundled with several Macintosh PowerBook computers. Sometimes you may have problems running the ARA 1.0 Installer from your hard disk as described in the manual.

The following discussion describes a work around that will let you successfully run the ARA 1.0 installer. You will need one 1.4 Megabyte (MB) floppy disk.

NOTE: Before you begin, make sure you double-click on the Installer application, and not the script.

If you have tried double-clicking on the installer application, and still have problems with the installation, follow these instructions:

NOTE: This procedure only works for ARA Client software version 1.0. The ARA Client software version 2.0 or later installer does not show these symptoms and should install properly.

- 1) Format a 1.4 MB floppy disk and name it "Installer".
- 2) Locate and open the Apple Remote Access folder on the Hard Disk.
- 3) You should see four items inside the folder: ARA Installer, Remote Access Read Me, Remote Access Script and a folder called Installer. Copy all items but the Installer folder to the floppy disk.
- 4) Open the remaining folder "Installer," and copy all 8 items from inside this folder to the floppy disk.

- 5) Open the floppy disk window and verify that you see 11 items.
- 6) Open the Chooser and make AppleTalk active.
- 7) Restart the computer from the Special Menu.
- 8) Hold the shift key down after the start up chime. Keep holding the Shift key until you see "Welcome to Macintosh. Extensions Off." Release the Shift key.
- 9) Insert the "Installer" floppy disk.
- 10) Open the floppy disk window and click twice on the ARA Installer.
- 11) Restart. ARA is now installed.

Article Change History:

- 16 Oct 1995 - Clarified ARA 2.0 information.
- 14 Dec 1994 - Noted that process is for version 1.0 only.
- 26 Jul 1994 - Changed title, included ARA 2.0, clarified instructions.

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