



# Tech Info Library

## Apple Remote Access 2.0.1 Client: Read Me File (5/94)

Revised: 5/3/94  
Security: Everyone

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TOPIC -----

This article is the Apple Remote Access (ARA) 2.0.1 Read Me File.

DISCUSSION -----

APPLE REMOTE ACCESS CLIENT  
FOR MACINTOSH READ ME  
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This document provides late-breaking news about the Apple Remote Access Client that is not covered in the "Apple Remote Access Client User's Guide." You may need to refer to that guide to understand the use of several terms in this document, and you may want to print this document to keep with your user's guide.

Modems Supported by the Apple Remote Access Client  
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Scripts that support most popular modems are provided on the Remote Access Client installation disks. The majority of these scripts are supplied in all countries in which the Remote Access Client is sold. Additional scripts are also provided for a number of countries to meet the particular needs of those communications environments. The scripts include:

All countries  
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V.32bis modems (14,400 bps):  
    Apple Express Modem  
    Global Village PowerPort Gold  
    Global Village TelePort Gold  
    Hayes Optima 144  
    Microcom QX4232bis  
    Prometheus ProModem 144e

PSI Powermodem IV  
Supra SupraFax v.32bis  
Telebit WorldBlazer

V.32 modems (9600 bps):

Global Village PowerPort Silver  
Global Village TelePort Silver  
Prometheus Promodem 96  
PSI Powermodem III  
Supra SupraFax Modem Plus  
Telebit QBlazer  
Telebit T1600  
US Robotics Sportster

V.22bis modems (2400 bps):

Apple 2400  
Global Village PowerPort Bronze  
Global Village TelePort Bronze  
Hayes Optima 2400  
Microcom AX 2400C  
Prometheus Promodem 24  
PSI PowerModem II

Cellular support:

Applied Engineering DataLink PB and Applied Engineering Axcell Cellular  
Interface  
Microcom Cellular Data Link 300

ISDN support:

Hayes ISDN adapter

Czechoslovakia

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CZ Sample Script • Apple 2400

Germany

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57,600 bps:

Andante EAZ0 v2 (V.24 ISDN Adapter)  
Andante EAZ1 v2  
Andante EAZ2 v2  
Andante EAZ3 v2  
Andante EAZ4 v2  
Andante EAZ5 v2  
Andante EAZ6 v2  
Andante EAZ7 v2  
Andante EAZ8 v2  
Andante EAZ9 v2

25,000 bps:

Motorola 326x (Fast) v2

19,200 bps:

MDG 19K2-31 v2  
MDG 14MX-22 v2

14,400 bps:

euroScout v2  
Express Modem 14400 v2  
Global Village Test v2  
PriCom 14.4 v2  
TELEJET 14400 v2

9600 bps:

CN-3532 SA Plus v2  
CN-3532 SA v2  
FURY 9600 TI v2  
MicroLink 9624 v2

2400 bps:

Apple PowerBook/Portable v2  
CN-3522 SA Plus v2  
CTK EuroCoupler Akustikk. v2  
CTK EuroCoupler Modem v2  
Dialog 2400 MNP v2  
FURY 2400 TI v2  
GVC SuperModem 2400 MNP v2  
GVC SuperModem 2400 v2  
MAKK-CHAMPION Akustikk. v2  
MAKK-CHAMPION Modem v2  
MDG 2400-11 v2  
MDG 2400-21 v2  
MicroLink 2410 v.2  
Personal Line 2400 MNP v2  
TELEJET 2400 v2  
Worldport 2400 MNP v2

Switzerland

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19,200 bps:

ZyXEL U-1496

9600 bps:

FURY 9600 TI v2  
NOKIA PMD 9600

NOTE: You can delete any unneeded scripts from your Extensions folder,  
which is located inside your System Folder. To recognize scripts,  
look for files listed as "Modem Link Tool Personal documents."

Using AppleTalk Remote Access Version 1.0 or Apple Remote Access  
MultiPort Server Modem Scripts With the Apple Remote Access Client

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You can use modem scripts included with the Apple Remote Access MultiPort Server

with the Apple Remote Access Client. You can also use AppleTalk Remote Access version 1.0 modem scripts with Apple Remote Access Client, but certain new features, such as Ignore Dial Tone, Manual Dialing, and MNP 10 support, won't be available. You cannot use Apple Remote Access Client modem scripts with AppleTalk Remote Access version 1.0.

#### Calling an AppleTalk Remote Access Version 1.0 Server

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The AppleTalk Remote Access 1.0 Compatibility option allows you to call a version 1.0 server and to receive callbacks from a 1.0 server. With version 2.0.1 you do not have to check the compatibility box as described in Chapter 2 of the "Apple Remote Access Client User's Guide".

#### Using an MNP 10 Modem

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MNP 10 is an error-correction protocol that allows for more reliable data connections over cellular modems. Clicking the "Use MNP 10 error correction in modem" checkbox puts MNP 10 modems into cellular mode. Although MNP 10 is designed primarily for cellular modems, some users have found that it can also improve performance of conventional land lines. Do not click the "Use MNP 10 error correction in modem" checkbox to use MNP 10 over land lines rather than over a cellular link.

To establish an MNP 10 connection, both your modem and the modem you're calling must support MNP 10; clicking the "Use MNP 10 error correction in modem" checkbox in the Remote Access Setup window is not by itself sufficient to establish an MNP 10 connection.

#### Using Aliases With Apple Remote Access

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To create an alias over an Apple Remote Access connection:

1. Select the alias icon.
2. Choose Get Info from the File menu.
3. Click the Locked checkbox.

If you don't lock the alias, the alias may accidentally be converted to call the wrong Apple Remote Access server or to access services across your local network.

#### Using the Manual Dialing Feature

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Establishing a Remote Access connection with manual dialing varies according to the type of modem you are using. To ensure that you can make a connection while using Manual Dialing, you may need to experiment with pressing the Connect button slightly before or after you hear the remote modem answer the phone.

#### Using the Redialing Feature

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Remote Access Client attempts redialing only when the phone number that has been dialed is busy. If the connection attempt fails for any other reason, Remote Access stops redialing so that you can correct any problems.

With the Redialing option, set the "Time between retries" number to five seconds or greater. Anything less than five seconds may not give your modem sufficient time to reset, so the serial port will be busy and unavailable for redialing.

With the Redialing Alternate Number option, the main number is dialed once before the redialing sequence is initiated. The redialing sequence then alternates between the main and alternate numbers.

#### Using DialAssist =====

If you are calling within a country with no city or area codes, and you encounter problems using DialAssist, try entering a space in the "Connect To City/Area Code" box in your connection document.

#### Serial Port Arbitration =====

When a Remote Access connection is established, Remote Access prevents other application programs from using the serial port selected in the Remote Access Setup control panel. Most programs will inform you that the port is in use.

Remote Access Client provides this port arbitration through a system extension called the Serial Port Arbitrator located in the Extensions folder. Some programs that use the serial port may not be compatible with this extension. If you suspect that a program is not compatible with the Serial Port Arbitrator:

1. Remove the Serial Port Arbitrator file from the Extensions folder.
2. Restart your Macintosh.
3. Try the program again.

NOTE: The Serial Port Arbitrator will not work on a Macintosh if Remote Access Client has not been installed.

#### Macintosh Computers Using Virtual Memory =====

If you are using a Macintosh IIfx, Macintosh Quadra 900, or Macintosh Quadra 950 and have virtual memory turned on:

1. If necessary, install the Serial Switch control panel from the "Install 2" disk.
2. Open the Serial Switch control panel.
3. Set the serial port setting to Compatible.

#### Modem Cable Requirements =====

Most modems require a cable that supports the data terminal ready (DTR) signal. In addition, certain modems require a cable that supports CTS/RTS hardware flow control. To support DTR, the cable must connect pin 20 on the DB-25 connector to pin 1 on the Mini DIN-8. To support CTS/RTS, the cable must connect pin 5 on the DB-25 connector to pin 2 on the Mini DIN-8 and pin 4 on the DB-25 connector to pin 1 on the Mini DIN-8. See your modem vendor or Apple-authorized dealer to obtain the necessary cable.

#### Using Express Modem or GeoPort

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If you are using Express Modem software with either an Express Modem or a GeoPort telephone pod, you must turn on 32-bit addressing in the Memory Control Panel. Using 24-bit addressing may result in a software crash.

#### Support Information Services

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