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At Ease: Windows NT Needs Newer AppleTalk Protocol Stack (8/95)

Revised: 8/14/95
Security: Everyone

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TOPIC -----

I am using At Ease 2.0.3 for Workgroups on a network that is using a Windows NTserver. When I try to gather applications or documents off the NTserver, my Macintosh freezes. I can gather applications and documents from a Macintosh server without any problems. What causes this?

DISCUSSION -----

While I have not been able to duplicate the problem here, there are two specific suggestions I can make.

- Run the latest version of Windows NT. If you are running version 3.1, at the MINIMUM download the US Service Package from the Microsoft Download Service. This package consists of eight disks and is similar to what Apple calls a System Update. It is important to get this because there are fixes to the AppleTalk protocol stack.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

- The preferred solution would be to upgrade to version 3.5 of Windows NT Server. This version is vastly superior to 3.1, with speed gains in almost every service. In addition, the AppleTalk protocol stack is implemented correctly, making it more robust.

I have successfully connected to and gathered applications and documents from a Windows NT version 3.5 server with At Ease 2.0.3. I have launched applications from the server, edited documents, and saved to the NT server all without a problem. Since Microsoft does not typically make system updates widely known, it's probable that you have version 3.1 without any patches. Again, it is preferable to upgrade to version 3.5 of Windows NT.

Article Change History:

14 Aug 1995 - Corrected minor typo.

08 Aug 1995 - Added keyword; reviewed and reformatted article.

Support Information Services

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