



Tech Info Library

ARA Set to Auto-Answer with AOL (1/97)

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Security: Everyone

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TOPIC -----

A customer has a Centris 660AV with System Software 7.1, Software Update 3.0, Apple Remote Access (ARA) 2.01, America On Line (AOL) 2.5.1, GeoPort 1.2.2. Express Modem control panel settings are set to external modem. Memory control panel is set to default.

He leaves ARA and FaxTerminal both set to auto-answer. He is able to log into AOL, but when he disconnects from either application, his system hangs. What's the problem?

DISCUSSION -----

After testing, we found the following:

We were able to reproduce the customer's problem only when ARA was set to answer calls. Having Fax receive enabled did not cause the problem.

We recommend setting the Express Modem control panel to Express Modem, not external.

Finally, Express Modem 1.5.5 or Apple Telecom 2.x or later appears to fix the problem. These articles can help you locate Express Modem 1.5.5 software mentioned here:

- "Where To Find Apple Software Updates"
Lists online services for "free" Apple software updates, including:
 - America Online - keyword: applecomputer
 - CompuServe - GO APLSUP
 - Internet -
 - Worldwide Web: <<http://www.info.apple.com/swupdates>>
 - ftp: <<ftp://ftp.info.apple.com>>

- "Obtaining Apple Product Support in the USA"
Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech. Info. Library.

Article Change History:

09 Apr 1997 - Removed out dated on line references.

17 Jan 1997 - Revised online information.

14 Dec 1994 - Added Express Modem 1.5.5 and where to obtain it.

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