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SerialDMA & Serial Port Arbitrator Compatibility Issue (12/96)

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Security:       Everyone


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TOPIC -------------------------------------------------------------

This article describes a compatibility issue when using a PCI-based Power
Macintosh computer with the 7.5.2 Printing Fix 1.1 and Apple Remote Access (ARA)
with some telecommunication applications, or Fax software.


DISCUSSION --------------------------------------------------------

System 7.5 Update 2.0
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The newer architecture of the SerialDMA included in System 7.5 Update 2.0 does
not have the same problem, therefore you should install this update which
upgrades your system to version 7.5.3. Also, the next version of ARA (Personal
Server and Client) will have a new Serial Port Arbitrator that no longer
exhibits this problem (there is no known date when a newer version of ARA will
be available).



Explanation and Workaround for System 7.5.2
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Users of PCI-based Power Macintosh (7200, 7500, 8500, or 9500) computers and the
7.5.2 Printing Fix 1.1 may encounter problems. There appears to be a
compatibility issue between the Serial Port Arbitrator extension (part of ARA)
and the SerialDMA 2.0.2 extension (part of the printer update) if both load at
start up. This issue may appear at computer start up or when attempting to dial
out to an online service or using a telecommunication application.

This issue may also affect Global Village Fax features. As mentioned above the
SerialDMA 2.0.2 extension conflicts with the Serial Port Arbitrator extension,
which inhibits the ability to Fax when ARA is set to answer calls in the Remote
Access Setup control panel. In addition, users should rename the SerialDMA 2.0.2
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extension (for example, place a space in front, " SerialDMA 2.0.2") so this extension loads before the GlobalFax extension. Global Village is working on a solution to correct this, however, no date is known when this solution will be available.

Workaround

To avoid this conflict, try one of the following:

• Remove the Serial Port Arbitrator extension from the System Folder.

• If you are using Global Village Fax features, turn off the Fax Receive feature in the Global Village Fax Center whenever dialing out with online service software or telecommunication software.

For more information on the Serial Port Arbitrator and ARA, please refer to the Tech Info Library article titled, "Serial Port Arbitration and Apple Remote Access". Use the search string "Serial Port Arbitrator and ARA".

This article is one of many available through the Apple Fax center. For a complete list of available fax documents, search the Tech Info Library for Apple Fax Document Index or call the Apple Fax line at 1-800-505-0171 and select document number 20000 (Apple Fax - Document Index - Product Support Literature).
 The Apple Fax center is available free of charge 24 hours a day, 7 days a week.

Article Change History:
03 Dec 1996 - Corrected spelling.
02 Jul 1996 - Added Fax Doc word
14 May 1996 - Added System 7.5 Update 2.0 information.

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