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## Apple Remote Access 2.1 and Powertalk (6/96)

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Security: Everyone

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TOPIC -----

I just installed Apple Remote Access (ARA) 2.1 and the Remote Access Setup Control panel will not open. When launching the Control Panel, I get a dialog box that says something about files not being found and then it exits back to Finder when I click OK. What is wrong?

DISCUSSION -----

Overview

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An incompatibility between ARA 2.1 and PowerTalk has been discovered. The incompatibility prevents ARA 2.1 Client and the ARA 2.1 Personal Server from working. This issue does not occur with System 7.5.3.

The CCL scripts for ARA 2.1 are no longer in the Extensions folder. They have been placed into the Modem Scripts folder within the Extensions folder. As a result of this change ARA loads its own Alias Manager, which is shared with the Folder Manager.

Unfortunately, PowerTalk, which loads later than ARA, seems to completely replace the ARA version of the Alias Manager. This renders ARA unusable since neither the Remote Access Setup control panel, nor the underlying ARA driver can locate the Modem Scripts folder.

Workaround

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Upgrade to System 7.5.3 which has a new Folder Manager. Both ARA and PowerTalk recognize the Alias Manager they need is already present and do not install their own.

Renaming ARA's extensions in attempt to modify load order will not work because ARA loads code before normal extensions/control panels load.

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