



# Tech Info Library

## AppleTalk Remote Access and Hayes InterBridge: Problem and Fix

Article Created: 10 July 1992

### Article Change History

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11/03/92 - CORRECTED  
    . The vendor search string information

### TOPIC -----

This article describes  
- a problem with AppleTalk Remote Access (ARA) and Hayes InterBridges with  
  internal ROMs earlier than version 2.15, and  
- the fix.

### DISCUSSION -----

#### Problem

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When you are locally connected to an AppleTalk internet that has a Hayes InterBridge, all devices connected to that internet appear as expected in the Chooser. However, if you call in to a Macintosh on that same internet via ARA and select the Chooser, you will see a zone box but no zones -- and you can't choose any devices.

The routing information is not being handled correctly by the InterBridge. The InterBridge understands how to handle short-packet formats, but not long-packet formats, which ARA uses.

This problem is most prevalent with the oldest versions of the Hayes InterBridge (Phase 1 only), although the version that supports Phase 2 also exhibits the problem.

#### Fix

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Upgrade to Hayes InterBridge ROM version 2.15, which Hayes Engineering says fixes the problem.

Hayes is offering its customers a ROM upgrade at minimal cost. Contact Hayes Customer Support directly for information about their upgrade program.

To locate a vendor's address and phone numbers, use the vendor name as a search string.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 10414