Tech Info Library

ARA 2.0 Personal Service or Client and PowerBook (11/93)

Article Created: 15 November 1993

TOPIC ---

This article describes potential problems you may encounter while using
Apple Remote Access Personal Service or Client on PowerBook computers and
offers suggestions for solving these problems.

DISCUSSION --

1) When running Remote Access Personal Service or Client on any PowerBook
   with an internal modem:

   Remember that the PowerBook control panel controls which physical modem
   port the PowerBook will use. Make sure your port selection in the
   Remote Access Setup window and modem script selection are consistent
   with the PowerBook control panel.

   For example, if you want to use your internal Apple Data Modem, you must
   do the following:

   • In the PowerBook control panel, click the Internal Modem button.

   • In the Remote Access Setup window, choose Apple Modem 2400 from the
     Modem pup-up menu.

2) When running Apple Remote Access Personal Service or Client on any model
   PowerBook with an Express Modem:

   • In the PowerBook control panel you change from Internal to External
     Modem. Then you go to the Remote Access Setup window to select the
     appropriate port and there is no external modem pop-up selection. You
     need to close the Remote Access Setup window, then open it again to get
     both selections.

   • You have an active Remote Access connection using the Express Modem.
     If the PowerBook goes to sleep (either because you put it to sleep or
     because it went to sleep automatically) the PowerBook will freeze.
     Restart your computer by pressing the reset button. In order to have
     the Sleep option function correctly, you must first disconnect your
     Remote Access connection.

- Disregard the Express Modem Read Me which states that you should automatically remove the Serial Port Arbitrator from the Extensions fold in the System Folder. Only remove the Serial Port Arbitrator if it is causing problems (for instance, other programs that use the serial port don't function properly, you see a dialog box that says the serial port is in use, or your PowerBook freezes during shutdown).

3) When running Apple Remote Access Personal Service on any model PowerBook that contains an Express Modem:

- You have the "Answer Calls" checkbox selected in the Remote Access Setup window and change from External to Internal Modem in the PowerBook control panel. An alert box appears which states, "This setting cannot be changed while the Internal Modem is in use." Click the Cancel button and then:

  - In the Remote Access Setup window, deselect the "Answer Calls" checkbox
  - In the PowerBook control panel, click the Internal Modem button
  - In the Remote Access Setup window, click the "Answer Calls' checkbox

- You have the "Answer Calls" checkbox selected in the Remote Access Setup window. If you go to the Express Modem control panel and click the Off button and then click the On button, you will have disabled you ability to answer or make calls. You must restart your computer.

Copyright 1993, Apple Computer, Inc.

Keywords: <None>

==

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 13932