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Apple Remote Access General Q&A (11/93)

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TOPIC --

This article contains general questions and answers on Apple Remote Access
for Macintosh.

DISCUSSION ---

Q) What is Apple announcing at Comdex in regards to remote access?
A) Apple is introducing a new family of remote access products.   The new
   Apple Remote Access product family allows individuals and workgroups of
   any size to easily access information and services remotely over a
   variety of connections, ranging from standard telephone lines to ISDN.

Q) What are the new products?
A) The new product family includes the Apple Remote Access MultiPort
   Server, Apple Remote Access Personal Server for Macintosh and Apple
   Remote Access Client for Macintosh. The product family also includes
   several associated remote access products, including the Apple Remote
   Access MultiPort Server X.25 Extension Kit, the Apple Remote Access
   Client for Macintosh 10-Pack, Apple Remote Access Client for Macintosh
   Upgrade Kit and the Apple Remote Access Personal Server for Macintosh
   Upgrade Kit.

Q) What is the difference between these products?
A) Each product in the family is designed to provide a solution for
   different customer needs. The Apple Remote Access MultiPort Server is a
   multiline solution offering the most versatile and secure way to provide
   remote network access for a large number of dial-in users. The Apple
   Remote Access Personal Server for Macintosh is a single-line all-in-one
   remote access solution providing the easiest and most affordable way to
   offer remote network information and resources for individuals and small
   organizations. Apple Remote Access Client for Macintosh is the best way
   to connect to remote network services—anytime, anywhere, and with any
   Apple Remote Access-compatible server, including Apple's MultiPort and
   Personal Server products.

Q) What are the specific differences between AppleTalk Remote Access
   version 1.0 and Apple Remote Access Personal Server?
A) The major differences lie in two areas: product positioning and
   client-side features. Apple's original offering targeted anyone who

needed remote access to an AppleTalk network.. Now that we have a
product family, the positioning for Apple Remote Access Personal Server
has become more specific: It provides a single-line solution for
individuals and small workgroups that have relatively low-volume remote
access needs. Apple's feature enhancements were to the "client side"
Apple Remote Access Client for Macintosh. Those features include:

- DialAssist™ technology (this is a big addition)
- Complete new set (broader range) of supported modems
- Ignore dial tone option for non-standard telephone equipment
- Alternate connection support (Cellular, ISDN, X.25, etc.)
- Manual and automatic dialing options give you more flexibility when
  using more obscure telephone systems
- Original and alternate number redialing options
- Settable connection reminder via menu or dialog box
- Universally available disconnect via the "Remote Access Disconnect"
  Desk Accessory
- 1.0 and 2.0 Remote Access Server Compatibility
- User initiated change password option
- Built-in support for third-party external security modules

Q) How does the MultiPort Server differ from the Apple Remote Access
   Personal Server?
A) The Apple Remote Access Personal Server answers only one call at a time
   and is designed for individuals or small workgroups who want a very
   affordable, no fuss, all-in-one remote access solution. The Apple
   Remote Access MultiPort Server, on the other hand, provides multiple
   users simultaneous dial-in access through a single Macintosh
   computer-based server. The MultiPort Server is also targeted at
   workgroups which expect to have "high volume" dial-in usage.
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