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Apple Remote Access Personal Server Q&A (11/93)

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TOPIC -----

This article contains questions and answers about the Apple Remote Access Personal Server.

DISCUSSION -----

Q) What are the key features of the Apple Remote Access Personal Server for Macintosh?

A) Key features include:

- Ease of use
- "Single-line" all-in-one software solution
- Supports a variety of modems and networks
- Built-in security keeps information secure.

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, and so on)
- 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, however the client side of ARA 1.0 is not compatible with the ARA 2.0 servers.
- User initiated change password option
- Built-in support for third-party external security modules

- Q) Who will use the Apple Remote Access Personal Server?
- A) The Apple Remote Access Personal Server makes it easy for even non-technical Macintosh users to get started with remote access computing. Because of its ease of setup and use--as well as its single-package convenience and low price--it's ideal for individuals with home offices, telecommuters, traveling professionals, salespeople, students, and small organizations.
- Q) Can current users of AppleTalk Remote Access upgrade to Apple Remote Access Personal Server?
- A) Yes. Plans call for upgrades to be available for users of the original AppleTalk Remote Access 1.0.
- Q) Is there a difference between the client for the MultiPort Server and the Apple Remote Access Personal Server client?
- A) No, they're the same. The only difference is that the Personal Server product has a integrated client for Macintosh built into the software so we can offer an "all-in-one" solution for individuals on the go. Other than that, anyone using an Apple Remote Access Client for Macintosh can dial into either server.
- Q) What level of support does Apple offer for this product?
- A) For U.S. customers, the Apple Remote Access Personal Server product includes lifetime, basic up and running support at no charge during regular business hours Monday through Friday. Additional support is available through the Interactive Voice Response System which offers a 24 hour common questions & answers line and is available 24 hours a day, 7 days a week by calling 1-800-SOS-APPL. For information about product support outside the U.S., contact the local Apple subsidiary or distributor.
- Q) What are the system requirements?
- A) To use Apple Remote Access Personal Server, users must have a Macintosh Plus computer or later model with at least 4 megabytes of RAM, and a hard disk drive, running system software version 7.0 or later. They also need an Apple or other Hayes-compatible modem (2400 baud minimum; 9600 bps or higher recommended) and appropriate modem cable, if necessary.
- Q) How will this product be sold?
- A) The Apple Remote Access Personal Server is available through all authorized Apple resellers and major mail order catalogs including the Apple catalog.
- Q) Why would someone buy the Apple Remote Access Personal Server over a competitive product?
- A) For the individual, the Apple Remote Access Personal Server solution is unique in the industry. No other company offers an "all-in-one" peer-to-peer remote access software solution. If two Macintosh users (at their homes or at the different offices) just wanted to easily collaborate remotely, Apple offers the only solution for this.

For the small workgroup, no one can offer a solution as simple, eloquent

or cost effective as Apple's. With the Apple Remote Access Personal Server software, a customer can have remote users dialing into their workgroup network in minutes without any costly and complex hardware to setup. If their needs every expand beyond the Apple Remote Access Personal Server, they can move up to the Apple Remote Access MultiPort Server without any disruption to their user community.

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