ARA 2.0 Client: Read Me File (12/93)

Article Created: 16 December 1993

TOPIC ---

This article contains the Read Me file for the Apple Remote Access 2.0 Client.

DISCUSSION ---

APPLE REMOTE ACCESS CLIENT FOR MACINTOSH READ ME

This document provides late=breaking news about the Apple Remote Access Client not covered in the “Apple Remote Access Client User’s Guide.” You may need to refer to that guide to understand the use of several terms in this document.

Modems supported by the Apple Remote Access Client

Modem scripts for many popular modems are provided on the Remote Access Client installation disks, including:

United States

V.32bis modems (14,400 bps):
- Apple Express Modem
- Global Village PowerPort Gold
- Global Village TelePort Gold
- Hayes Optima 144
- Microcom QX4232bis
- Prometheus ProModem 144e
- PSI Powermodem IV
- Supra SupraFax v.32bis
- Telebit WorldBlazer

V.32 modems (9600 bps):
- Global Village PowerPort Silver
- Global Village TelePort Silver
- Prometheus Promodem 96
- PSI Powermodem III
- Supra SupraFax Modem Plus
- Telebit QBlazer
- Telebit T1600
- US Robotics Sportster

V.22bis modems (2400 bps):
  Apple 2400
  Global Village PowerPort Bronze
  Global Village TelePort Bronze
  Hayes Optima 2400
  Microcom AX 2400C
  Prometheus Promodem 24
  PSI PowerModem II

Cellular support:
  Applied Engineering DataLink PB and Applied Engineering Axcell Cellular
  Interface
  Microcom Cellular Data Link 300

ISDN support:
  Hayes ISDN adapter

Czechoslovakia

  CZ Sample Script • Apple 2400

Germany

57,600 bps:
  Andante EAZ0 v2 (V.24 ISDN Adapter)
  Andante EAZ1 v2
  Andante EAZ2 v2
  Andante EAZ3 v2
  Andante EAZ4 v2
  Andante EAZ5 v2
  Andante EAZ6 v2
  Andante EAZ7 v2
  Andante EAZ8 v2
  Andante EAZ9 v2

25,000 bps:
  Motorola 326x (Fast) v2

19,200 bps:
  MDG 19K2=31 v2
  MDG 14MX=22 v2

14,400 bps:
  euroScout v2
  Express Modem 14400 v2
  Global Village Test v2
  PriCom 14.4 v2
  TELEJET 14400 v2

9600 bps:
  CN=3532 SA Plus v2
  CN=3532 SA v2

  FURY 9600 TI v2
  MicroLink 9624 v2

2400 bps:
  Apple PowerBook/Portable v2
  CN=3522 SA Plus v2
  CTK EuroCoupler Akustikk. v2
  CTK EuroCoupler Modem v2
  Dialog 2400 MNP v2
  FURY 2400 TI v2
  GVC SuperModem 2400 MNP v2
  GVC SuperModem 2400 v2
  MAKK=CHAMPION Akustikk. v2
  MAKK=CHAMPION Modem v2
  MDG 2400=11 v2
  MDG 2400=21 v2
  MicroLink 2410 v.2
  Personal Line 2400 MNP v2
  TELEJET 2400 v2
  Worldport 2400 MNP v2

Switzerland

19,200 bps:
  ZyXEL U=1496

9600 bps:
  FURY 9600 TI v2
  NOKIA PMD 9600

NOTE: The U.S. scripts listed above are also installed in all other countries.

Modem scripts included with the Apple Remote Access MultiPort Server can also be used with the Apple Remote Access Client for Macintosh.

Using AppleTalk Remote Access v1.0 modem scripts w/Apple Remote Access Client
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You can use AppleTalk Remote Access version 1.0 modem scripts with Apple Remote Access Client, but you will not be able to use certain new features, such as Ignore Dial Tone, Manual Dialing, and MNP 10. You cannot use Apple Remote Access Client modem scripts with AppleTalk Remote Access version 1.0.

Using an MNP 10 modem

MNP 10 is an error-correction protocol that allows for more reliable data connections made through cellular modems.

To establish an MNP 10 connection, your modem and the modem you're calling must support MNP 10; clicking the “Use MNP 10 error correction in modem” checkbox in the Remote Access Setup window is not by itself sufficient to

establish an MNP 10 connection.

Using aliases with Apple Remote Access

When you create an alias over an Apple Remote Access connection, select the alias icon and choose Get Info from the File menu, then click the Locked checkbox. If you don't lock the alias, the alias can be converted to call the wrong Apple Remote Access server or to try to access the service across your local network.

Using the Manual Dialing feature

When you use Manual Dialing, establishing a Remote Access connection varies according to the type of modem you are using. To ensure that you can make a connection while using Manual Dialing, you may need to experiment with pressing the Connect button slightly before or after you hear the remote modem answer the phone.

Using the Redialing feature

Remote Access Client will attempt redialing only when the phone number that has been dialed is busy. If the connection attempt has failed for any other reason, Remote Access will stop the redialing attempts so that you can correct any problems.

When using the Redialing option, you should set the “Time between retries” number to five seconds or greater. Depending on the modem, anything less than five seconds may not give your modem sufficient time to reset, resulting in your Macintosh serial port being busy and unavailable for redialing.

When using the Redial alternate number option, the main number will be dialed once before the redialing sequence is initiated. The redialing sequence will then alternate between the main and alternate numbers.

Using DialAssist

In certain countries city/area codes don't exist. If you are calling within such a country and you encounter problems, try entering a space in the "Connect To City/Area Code" field in your connection document to get DialAssist to work properly.

Serial Port Arbitration

When a Remote Access connection is established (or being established when making a call), Remote Access prevents other application programs from using the serial port you selected in the Remote Access Setup control panel. In this case, most programs will inform you that the port is in use.

Remote Access Client provides this port arbitration through a system extension called the Serial Port Arbitrator located in the Extensions folder. Some programs that use the serial port may not be compatible with this extension. If you suspect this, remove the Serial Port Arbitrator file from the Extensions folder, restart your Macintosh, and try the program again.

NOTE: The Serial Port Arbitrator will not work on a Macintosh if Remote Access Client has not been installed.

Macintosh computers with Virtual Memory

If you are using a Macintosh IIfx, Macintosh Quadra 900, or Macintosh Quadra 950 and have Virtual Memory turned on, you must open the Serial Switch control panel (included on the Install 2 disk) and set the serial port setting to Compatible.

Modem cable requirements

Most modems require a cable that supports the data terminal ready (DTR) signal. In addition, certain modems require a cable that supports CTS/RTS hardware flow control. To support DTR, the cable must connect pin 20 on the DB=25 connector to pin 1 on the Mini DIN=8. To support CTS/RTS, the cable must connect pin 5 on the DB=25 connector to pin 2 on the Mini DIN=8 and pin 4 on the DB=25 connector to pin 1 on the Mini DIN=8. See your modem vendor or Apple=authorized dealer about obtaining the necessary cable.

Keywords: <None>

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This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 14322