Tech Info Library

AppleTalk Remote Access and CNG Modem CCL Scripts (8/95)

Article Created: 12 August 1995

TOPIC ---

I'm trying to connect to an AppleTalk Remote Access (ARA) Server 2.x with my
PowerBook Duo and Express Modem using Telecomm 2.0 software. The Remote Access
Status Window shows I'm communicating at 14.4 kbps, but then gives me the
following error message, "The connection attempt has failed. The modems did not
connect properly. Please try again." ARA worked fine with my other PowerBook Duo
with an Express Modem using the same password, user name, and software. I have
tried a clean install of the Operating System, Express Modem, and ARA software
but it still does not work. What is wrong?

DISCUSSION --

Check your Remote Access Setup control panel to see which ARA CCL script you are
using. Sometimes if the modem you are connecting to does not support CNG
signals, and you have selected the Express Modem 2.x/CNG in the Access Setup
control panel, it will give you this type of error. Simply using the script
Express Modem 2.x instead will let you connect.

So what is CNG

When you use the CNG scripts, the Express Modem will transmits data calling
tones after dialing. Data calling tones allow the remote machine to detect
automatically that an incoming call is a data modem instead of a FAX or Voice
call, so the call can be routed to the appropriate software supporting the
service.

Support Information Services
Copyright 1995, Apple Computer, Inc.

Keywords: knts

==

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 18369