



# Tech Info Library

## Apple Remote Access MultiPort Server 2.1: Read Me (7/96)

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TOPIC -----

This article is the Apple Remote Access (ARA) MultiPort Server 2.1 ReadMe file.

DISCUSSION -----

APPLE REMOTE ACCESS MULTIPORT SERVER 2.1 READ ME  
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This document provides late-breaking news about the Apple Remote Access MultiPort Server that is not covered in the "Apple Remote Access MultiPort Server Administrator's Guide." You may need to refer to that guide to understand the use of several terms in this document, and you may want to print this document to keep with your user's guide.

IMPORTANT INSTALLATION NOTE  
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If you purchased this software, and it is bundled with a communication card of some sort (a 4-port serial NuBus card for example), you may need to install a software driver for that communication card. Please read the installation guide supplied with the communication card for specific instructions.

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The Remote Access MultiPort Server supports any Hayes-compatible 9600-bps or higher-speed modem so long as the appropriate modem script is available. Scripts for some of the most popular modems are provided on the Apple Remote Access MultiPort Server installation disks. You can also use 9600-bps or higher-speed modem scripts included with the Apple Remote Access Client for Macintosh software. You can also use 9600-bps or higher-speed modem scripts included with the Apple Remote Access Client for Macintosh software. Alternatively, if you're familiar with connection control languages (CCLs), you can write an appropriate script for your modem by using the "Apple Remote Access Scripting Guide" and the Modem WorkShop software, which are included with the Apple Remote Access MultiPort Server.

If an appropriate script is not included, and you do not choose to write a script, you should contact your modem manufacturer. You should also contact the

manufacturer if you encounter problems with any of the scripts on the installation disks. These scripts were written by the specific modem manufacturers and have not been extensively tested by Apple Computer, Inc. You will find contact information for each manufacturer as comments inside the scripts. Additionally, the contact information for these vendors is contained at the end of this note.

#### Using an MNP 10 Modem

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

Cellular phones with modems that have MNP 10 capabilities generally cannot receive a call back from a server due to variations in how phones answer incoming calls. Use a security verification method other than call back for cellular clients.

#### Adding Additional Ports

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Apple no longer sells the Apple Remote Access MultiPort 4-Port Expansion Kits; add additional ports by buying additional server packages and installing the cards into the same machine.

#### Open Transport Compatibility

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The MultiPort Server does not rely upon nor does it install Apple's new Open Transport networking architecture. As of this writing, however, the MultiPort server is compatible with machines running Open Transport.

#### Using a Remote Access MultiPort Server With an Apple Internet Router

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The Remote Access MultiPort Server may be installed on a Macintosh computer along with an Apple Internet Router version 3.0.1 or later, and the two applications can be active concurrently. If you have Apple Internet Router 3.0 installed, you must upgrade to Apple Internet Router 3.0.1 before installing the MultiPort Server. You may obtain this software through your authorized Apple reseller or representative, AppleLink, or the Apple Customer Assistance Center.

Additionally, if you intend to use SNMP network management with either the Router or MultiPort Server, you must upgrade the SNMP AppleTalk Transport to version 1.1 after installing the Router and before installing the MultiPort Server. If you do not need SNMP, you can simply remove the SNMP AppleTalk Transport file from your extensions folder before installing the MultiPort Server.

#### Using the Remote Access MultiPort Server With AppleShare

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The Remote Access MultiPort Server may be installed on a Macintosh computer

along with AppleShare version 4.0.1 or later. The Apple Remote Access MultiPort Server and AppleShare can be active concurrently. You may obtain AppleShare software through your authorized Apple reseller or representative, AppleLink, or the Apple Customer Assistance Center.

Using the Remote Access MultiPort Server With Macintosh File Sharing  
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You cannot use the Remote Access MultiPort Server software concurrently with System 7 Macintosh file sharing. When you start the Remote Access Manager program, you will be asked to convert the Users & Groups Data File. After it is converted, only Remote Access Manager and AppleShare 4.0.1 (or later) can use the Users & Groups Data File.

Using the Remote Access MultiPort Server With the Built-in Serial Ports  
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The built-in serial ports in your Macintosh are not available for use with the Remote Access MultiPort Server.

Using the Remote Access MultiPort Server With the Meeting Maker Server  
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You cannot use the Meeting Maker® Server from ON Technology and the Creative Solutions serial NuBus card in the same machine. The machine may hang while booting when the Meeting Maker Server extension is loaded. This hang may occur even though neither the Remote Access MultiPort Server software nor the CSI Serial Init is installed. This problem does not affect Macintoshes computers running the Meeting Maker client software.

Automatically Starting the Remote Access MultiPort Server  
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If you want the MultiPort Server to start automatically after you restart your computer, or if you want the server to restart after a power failure, place the Remote Access Manager application (or an alias) in the Startup Items folder, located in the System Folder. The MultiPort Server will only start automatically if it was running the last time you quit the Remote Access Manager application.

Printing the Remote Access MultiPort Server Log  
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For best results when printing the Remote Access Manager server log:

- 1) Choose Page Setup from the File menu.
- 2) Click the Landscape icon (the icon showing a horizontal format) in the Orientation section of the dialog box.
- 3) Enter 70% in the Reduce or Enlarge box.
- 4) Click OK.

## Using the Remote Access MultiPort Server With a Security Zone

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If a security zone is advertised by a network router, make sure the security zone is available when Remote Access Manager ports are configured and turned on. Otherwise users will be disconnected and the port turned off when they attempt to dial in. See the "Apple Remote Access Security Zone Read Me" file (on the "Apple Remote Access MultiPort Server Toolkit" disk) for more information.

## Zone Lists and Server Performance

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Overall performance of the MultiPort Server may be diminished if a large number of zones are included as part of a user's zone access privileges. If you wish to allow or disallow a user's access to a large number of zones, it would be better to choose either "All Zones except listed" or "Only Zones listed," respectively. (See the section "Creating a New User" in Chapter 3 of the "Apple Remote Access MultiPort Administrator's Guide" for details on how to set these options.) Always try to minimize the number of zones in a user's zone list for best performance.

## Changes in Version 2.1 of the Apple Remote Access MultiPort Server

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The MultiPort server is no longer bundled with an Apple-manufactured serial NuBus card. The software may be available with or without a bundled communication card. As of this writing, there is currently one bundle available; a 4-port serial NuBus card manufactured by Creative Solutions, Inc. This card has several advantages over the Apple Serial NB card: 1) it is a short NuBus card and will fit in those Macintoshes that do not support a full-length NuBus card. 2) It is possible to use more than one of these cards concurrently in a PowerPC NuBus machine.

The Creative Solutions serial NuBus card does not support the Apple X.25 server. This means that a MultiPort Server equipped with the CSI card will no longer accept incoming ARA connections over X.25. However, this version of the MultiPort server software will continue to support X.25 for customers who already have the Apple Serial NB card and are simply upgrading the MultiPort Server software.

MultiPort Server v. 2.1, unlike un-updated v. 2.0.1 software, supports ARA 1.0 clients. Customers, however, are encouraged to have ARA 1.0 clients upgrade to the current client software. Future Apple Remote Access products will not support ARA 1.0 clients.

Previous versions of the MultiPort server did not correctly respond to SNMP queries. This problem has been corrected with v. 2.1.

When using 28.8 modems, the server would sometimes start resending data needlessly resulting in a dramatic drop in throughput. This problem has been corrected with v. 2.1.

Computers running System Software version 7.5.1 and 7.5.2 occasionally

experienced a crash in the Port Configuration Window in the Remote Access Administration program. This was due to a bug that has been corrected in System Software version 7.5.3 and above. The MultiPort Server Installer adds a system extension to correct this bug even with the earlier systems. The extension does not run if the bug is not present.

It is normal for some corrupted packets to pass the data integrity checks in the dial-up protocol. With earlier versions of the server, however, corrupted packets caused occasional crashes. This problem has been corrected with v. 2.1.

Sorting of the network zone lists for networks with a large number of zones (500 and over) has been significantly speeded up.

Reliability of the server when using 3rd party security modules has been improved.

Reliability of the serial drivers for the Apple Serial NB card has been improved.

Modem Manufacturer Contact Information  
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Global Village Communication, Inc.  
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Global Village Communication, Inc.  
1144 East Arques Avenue  
Sunnyvale, CA 94086

Tel: 408-523-1050  
Fax: 408-523-2423  
TDD: 408-523-2414  
BBS: 408-523-2403  
AppleLink: GLOBALVILLAG  
AOL: GLOBALVILL  
Prodigy: FMJM51A  
eWorld: GLOBALVILL  
CompuServe: 75300,3473  
Internet: techsupp@globalvillage.com  
FTP: ftp://ftp.globalvillage.com  
WWW: http://www.globalvillage.com

Motorola Information Systems Group  
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Motorola Information Systems Group  
20 Cabot Boulevard  
Mansfield, Massachusetts 02048-1193

Tel: 508-261-4000  
Fax: 508-337-8004  
BBS: 508-261-1058  
WWW: http://www.motorola.com/MIMS/ISG  
FTP: ftp://www.mot.com/pub/MIMS/ISG

Technical Support Centers:

Mansfield, MA

508-261-0366

800-544-0062 (In U.S. and Canada only)

Huntsville, AL

205-726-0798

800-221-4380 (In U.S. and Canada only)

USRobotics

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USRobotics

8100 North McCormick Blvd.

Skokie, Illinois 60076-2999

BBS: 708-982-5092

FTP: FTP.USR.COM

WWW: WWW.USR.COM

CompuServe: GO USROBOTICS 76711,707

Internet: SUPPORT@USR.COM

Sportster and Worldport Products:

Fax: 708-676-7314

Telephone: 708-982-5151

Courier Only:

Fax: 708-982-0823

Hot Line: 800-550-7800 or 708-982-5010

Shared Access, and Total Control Only:

Hot Line: 800-231-8770 or 708-982-5010

Zoom Telephonics

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Zoom Telephonics, Inc.

207 South Street

Boston, MA 02111

Tel: 617-423-1076

Fax: 617-423-9231

BBS: 617-423-3733

WWW: <http://www.zoomtel.com>

CompuServe: GO ZOOM

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