Apple Remote Access MultiPort Server 2.1.1 Read Me (9/96)

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TOPIC ---

This article is the Apple Remote Access (ARA) MultiPort Server 2.1.1 ReadMe
file.

DISCUSSION --

Apple Remote Access MultiPort Server 2.1.1 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.

Modem Scripts
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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 Personal Server/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. The contact information for
some modem manufacturers is contained at the end of this note.

Beginning with version 2.1.1 of the Apple Remote Access MultiPort Server, modem
scripts are no longer stored in the Extensions Folder. A new folder called
"Modem Scripts" within the Extensions Folder is created by Apple Remote Access
to hold modem scripts.

The Apple Remote Access MultiPort Server Installer will move any existing
scripts you may already have in your Extensions Folder to the new Modem Scripts

folder in addition to placing scripts for all the modems listed above into the
Modem Scripts folder.

Future remote access products from Apple will also use the Modem Scripts folder.
However, there will be a transition period before other products are updated to
use the new folder. Some existing products may install modem scripts into the
Extensions Folder. If such a product is installed after Apple Remote Access
MultiPort Server 2.1.1, you will have to open your Extensions Folder and drag
the scripts into the Modem Scripts folder in order for Apple Remote Access
MultiPort Server to recognize the script.

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 Apple 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.

NOTE: Apple Internet Router is not compatible with Open Transport, and thus can
not run on a Macintosh computer with PCI bus.

Using the Remote Access MultiPort Server With AppleShare
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The Apple 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.

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.

Using Third-Party Serial Card with 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 are currently two bundles
available; a 4-port serial NuBus card manufactured by Creative Solutions, Inc.
and a 6-port serial PCI card manufactured by Keyspan. The CSI NuBus 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 Keyspan PCI card makes it possible for the MultiPort Server
to run on new Macintoshes with PCI bus.

Neither the CSI NuBus card nor the Keyspan PCI card supports the Apple X.25
server. This means that a MultiPort Server equipped with these cards 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.

Using ARA 1.0 Clients with Apple Remote Access MultiPort Server
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Apple Remote Access MultiPort Server 2.1 and 2.1.1, unlike unupdated 2.0.1
software, support 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.

Here is a list of the 2.0 security features that have no counterpart in 1.0
clients:
• The client's account requires an external security module.
• The "Always Require User to Enter Password" checkbox is checked in the
  Server Preferences dialog box.
• The client's account has "Require New Password on Next Login" checked.
• The client's password has an expiration date.
• The client's password must be of a minimum size specified by the
  administrator.

When a 1.0 client attempts to connect to a server that has 2.0-only security
features in place that apply to the client's ARA account, the connection attempt
is refused by the server. The client receives the following message in a dialog
box:

"The connect attempt failed. Remote Access on the computer you are calling
refused to connect."

The server records the following two messages in the activity log:

"Connection attempt refused."
"Caller's ARA version insufficient for security or password settings."

Note: For all the security features just listed, if a 1.0 call is denied access

and is followed by a 2.0 call to the same account, the security is handled in
the standard 2.0 way. For example, say that the user's password has expired and
he or she is refused access when calling in with 1.0. The next time the user
calls in with 2.0, he or she will be presented with the normal password-expired
dialog box.

In addition, if dial-in-and-transfer and callback-only ports are being used on
the 2.0.1 MultiPort server, 1.0 clients may encounter the "The connect attempt
failed…" error message if their accounts are not set up properly for callback.
The administrator should verify that a callback number is entered and checked
for each 1.0 client that uses a dial-in-and-transfer port.

Other Changes in Apple Remote Access MultiPort Server since 2.0.1
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Previous versions of the MultiPort server did not correctly respond to SNMP
queries. This problem has been corrected since version 2.1. NOTE: MacSNMP 1.x is
not compatible with Open Transport, and thus can not run on a Macintosh with PCI
bus.

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 since version 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 since version
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.

Version 2.1.1 of Apple Remote Access MultiPort Server supports serial connection
speed of 115200 when running over a serial port on Keyspan PCI card.

Starting with version 2.1.1, it is no longer necessary to enter serial numbers
to enable ports.

Virtual memory may adversely affect the performance of some server application
programs, such as Apple Remote Access MultiPort Server and AppleShare. Version

2.1.1 of Apple Remote Access MultiPort Server requires virtual memory being
turned off.

Modem Manufacturer Contact Information
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Global Village Communication, Inc.

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

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

USRobotics
8100 North McCormick Blvd.
Skokie, Illinois 60076-2999

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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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