



# Tech Info Library

## Apple IP Gateway: -344 Error (6/96)

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TOPIC -----

I am having problems starting the Apple IP Gateway. I am using an SE/30, System 7.1, Asante SCSI-to-Ethernet adapter box, MacTCP 2.0.4, and ARA 2.0.1. I have a working TCP/IP connection on the SE/30, and I want to use this computer as an ARA dial in connection to the IP network.

I have attempted both Custom and Easy installs of IP Gateway software. Whenever I start the IP Gateway, I get the error, "Gateway cannot start because of a system error -344". This corresponds to a Start Manager error -- No more sResources.

In Chapter 1 of the IP Gateway manual, it states that the software will work with SCSI, NuBus, or PDS Ethernet interfaces. Why does this error occur?

DISCUSSION -----

The Apple IP Gateway 1.0 was not tested with any third-party SCSI Ethernet adapters. In the original design specifications, supporting third-party SCSI Ethernet adapters was anticipated. The manual should not state, the Apple IP Gateway supports third-party SCSI Ethernet adapters. The Apple IP Gateway team is aware of this and will either change the documentation, or revise the software to work with third-party SCSI Ethernet adapters.

If you are seeing this error, obtain the Apple IP Gateway 1.0.1 Patch, which can be found on Apple Computer's software update locations. The Apple IP Gateway 1.0.1 Patch Read Me states, "The IP Gateway now works with external SCSI Ethernet devices." However, the Apple IP Gateway may not work with ALL third-party SCSI Ethernet adapters.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

Article Change History:

04 Jun 1996 - Updated for accuracy and changed distribution status.

22 May 1996 - Added reference to Apple IP Gateway Patch 1.0.1.

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