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PowerBook Duo Dock and Ethernet Problem (9/93)

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TOPIC -----

I'm having a network problem. The network is a star network controlled by Farallon's StarLet. The network contains a Macintosh Quadra 800, a Macintosh Quadra 950, and three PowerBook Duo 230 computers with Duo Dock, each has Apple Ethernet cards.

The network works properly over LocalTalk, but after selecting Ethernet the StarLet control LEDs indicating collisions related to the Duo Docks. All of the Ethernet cards are from Apple. The cards in the Duo Docks were tested in a Quadra and seem to work properly. Below are the software configurations being used:

- 1) Network CDEV ver. 2.3.3
EtherTalk Phase 2 ver. 2.3.1
AppleTalk ver. 57.0.4
- 2) Network CDEV ver. 2.3.3
EtherTalk Phase 2 ver. 2.3.1
AppleTalk ver. 58.0
- 3) Network CDEV ver. 2.3.3
EtherTalk Phase ver. 2 2.3.1
AppleTalk ver. 56
- 4) Network CDEV ver. 2.3.3
EtherTalk Phase 2 ver. 2.5
AppleTalk ver. 57.0.4
- 5) Network CDEV ver. 2.3.3
EtherTalk Phase ver. 2 2.5
AppleTalk ver. 58.0
- 6) Network CDEV ver. 2.3.3
EtherTalk Phase 2 ver. 2.5
AppleTalk ver. 56

DISCUSSION -----

The problem is most likely caused by the presence of AutoRemounter 1.0 in

the Control Panels folder of the PowerBook Duo computers. If this software is removed, does the problem persist? (The software needs to be removed, turning it off does not help.) If this resolves the problem, please ask the customer to not re-install the software. An updated version of AutoRemounter that corrects this problem should be available around mid September 1993.

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