Macintosh Quadra: Using with Practical Peripherals 9600SA

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TOPIC ---

I'm having problems getting AppleTalk Remote Access (ARA) to answer calls.
I'm using a Macintosh Quadra 700 and a Practical Peripherals 9600SA
modem. The modem works fine with a Macintosh PowerBook 100, Macintosh Classic,
Macintosh IIci, Macintosh Plus, and Macintosh SE.

When calling the Quadra, the modem answers for several seconds, then an error
message appears: "The connection has failed. An unknown error of type -5,920
has occurred."

DISCUSSION --

The problem you are experiencing is actually due to the command handling
speed of the modem. It can be fixed with a new script. Macintosh Quadra
systems issue CCL instructions too quickly for the Practical Peripherals
9600SA to respond. (Other modems may have this problem as well.)

The solution is to insert a suitable "pause" before each write command in
the CCL script. Testing on a Macintosh Quadra 700 with the 'Practical
Peripherals 9600SA' script indicates 'pause 1' gives 275ms delay, 'pause 2'
gives 375ms, and so on. A 'pause 1' should be sufficient for any modem.
One side effect is that the entire dial/connect sequence takes
approximately 1 second more.

The 'Practical Peripherals 9600SA' script with the pauses included is
available on AppleLink. Use this script on all Macintosh systems.

Here is the path to the script on AppleLink:

```
  Software Sampler
    Apple SW Updates
      Macintosh
        Networking & Communications
          AppleTalk Remote Access
            Original CCL's
              Practical Peripherals 9600SA (updated)
```

Note: The ARA error -5,920 means the length of a write request exceeds the maximum allowed.

Keywords: <None>

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