# Tech Info Library

**Apple Remote Access 2.1 Client For Macintosh Read Me (7/96)**

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TOPIC -------------------------------------------------------

The following article is the ReadMe document for the Apple Remote Access (ARA)
Client version 2.1.

DISCUSSION --------------------------------------------------

APPLE REMOTE ACCESS CLIENT FOR MACINTOSH READ ME
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This document provides late-breaking news about the Apple Remote Access Client
that is not covered in the "Apple Remote Access Client User'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.

Modems Supported by the Apple Remote Access Client
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Scripts that support most popular modems are provided on the Remote Access
Client installation disks. The scripts include:

 3Com Impact Analog 14.4
 3Com Impact ISDN 56K
 3Com Impact ISDN 64K
 Apple Modem 2400
 AT&T Dataport 288
 AT&T KeepInTouch
 Dayna CommuniCard 28800
 Farallon Netopia 56K
 Farallon Netopia 64K
 GeoPort/Express Modem
 GeoPort/Express Modem CNG
 Global Village Gold/Silver/Mercury
 Global Village Platinum
 Hayes Accura 288
 Hayes Optima 14.4
 Hayes Optima 288
 Megahertz CruiseCard 14.4
 Megahertz CruiseCard 28.8

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 Metricom Ricochet Wireless
 Microcom MicroPorte 4232bis
 Microcom QX/4232bis
 Motorola 326xV34
 Motorola BitSURFR 56K
 Motorola BitSURFR 64K
 Motorola Power/Lifestyle 28.8
 Practical Peripherals V.34
 Prometheus ProModem 144e
 Prometheus ProModem 96
 PSI PowerModem II
 PSI PowerModem III/IV
 Supra 144
 Supra 288
 TDK DF2814
 Telebit QBlazer
 Telebit T3000
 Telebit Worldblazer
 US Robotics Universal
 Zoom V-series
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Beginning with version 2.1 of the Apple Remote Access Client and the companion Personal Server product, 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 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 2.1, you will have to open your Extensions Folder and drag the scripts into the Modem Scripts folder in order for Apple Remote Access to recognize the script.

You can use modem scripts included with the Apple Remote Access MultiPort Server (any version) with version 2.1 of Apple Remote Access Client. You can also use AppleTalk Remote Access version 1.0 modem scripts with version 2.1 of the Client, but certain new features, such as Ignore Dial Tone, Manual Dialing, and MNP 10 support, will not be available.  Additionally, you will be able to use scripts from future Apple dial-up products with version 2.1 of Apple Remote Access. But, see the note below on some issues related to manual dialing.

Apple Remote Access and System 7.5.3
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The Read Me documents for System 7.5.3 and System Update 2.0 suggest that Apple Remote Access should be installed before System 7.5.3. This is not necessary. Beginning with version 2.1, Apple Remote Access should be installed after System 7.5.3.

Installing ARA X.25 Client over Apple Remote Access 2.1
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The Apple Remote Access X.25 Client installer places X.25 scripts into the
Extensions folder. If you install the X.25 additions after installing Apple
Remote Access 2.1, you will have to open your Extensions Folder and drag the
X.25 scripts into the Modem Scripts folder in order for Apple Remote Access to
recognize the scripts.

If you use the Apple Remote Access 2.1 installer to upgrade your existing Remote
Access 2.0.1 and X.25 Client, the installer will move the scripts for you.

Compatibility with AppleTalk Remote Access 1.0
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Version 2.1 of the Apple Remote Access Client will successfully connect to both
AppleTalk Remote Access 1.0 compatible servers and Apple Remote Access 2.x
compatible servers. The compatibility setting in the connection document of
earlier version 2.0 and 2.0.1 has been removed. Since connection to either style
server is automatic, the setting is no longer necessary.

The next major upgrade to Apple Remote Access will no longer support ARA 1.0
clients or servers.

Using an MNP 10 Modem
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MNP 10 is an error-correction protocol that allows for more reliable data
connections over cellular  modems.  Clicking the  "Use MNP 10 error correction
in modem" checkbox in the Remote Access Setup window puts MNP 10 modems into
cellular mode. Do not click the "Use MNP 10 error correction in modem" checkbox
to use MNP 10 over land lines.

To establish an MNP 10 connection, both your modem and the modem you are calling
must support MNP 10; clicking the "Use MNP 10 error correction in modem"
checkbox in the Remote Access Setup window is not by itself sufficient to
establish an MNP 10 connection.

Manual Dialing
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The method used to do manual dialing in Apple Remote Access 2.0/2.0.1 has not
worked well. Apple Remote Access presents a dialog asking you to dial, wait for
the phone to ring, and then press OK. Often the user has to experiment to
determine exactly when to press OK to dismiss the dialog.

To improve manual dialing, a new dialog has been incorporated into the modem
scripts installed along with version 2.1 of Apple Remote Access. Two dialogs are
now displayed when doing manual dialing.  This first dialog is still present to
provide backwards compatibility with the wide variety of existing modem scripts.
When using newer scripts, the first dialog box should be dismissed before
dialing, and you will be prompted by the modem script when to actually dial the
phone. If you are using a modem script not included with this product, you may

have to experiment to determine if the first dialog box should be ignored.

Future remote access and dial-up products from Apple will require the new style
scripts and will not present two dialog boxes.

Using the Redialing Feature
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If the redialing option is selected, the Remote Access Client attempts redialing
only when the phone number that has been dialed is busy.  If the connection
attempt fails for any other reason including a failed callback attempt, Remote
Access stops redialing so that you can correct any problems.

If you use the Redialing option, set the "Time between retries" number to five
seconds or greater. Anything less than five seconds may not give your modem
sufficient time to reset.

When using the Redialing Alternate Number option, the main number is dialed once
and then redialing sequence alternates between the alternate and main numbers.

Using DialAssist
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If you are calling within a country with no city or area codes, and you
encounter problems using DialAssist, try entering a space in the "Connect To
City/Area Code" box in your connection document.

Serial Port Arbitration
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When a Remote Access connection is established, Remote Access prevents other
application programs from using the serial port selected in the Remote Access
Setup control panel. Most programs will inform you that the port is in use.

Remote Access Client provides this port arbitration through a system extension
called the Serial Port Arbitrator located in the Extensions folder. Some
programs that use the serial port may not be compatible with this extension. If
you suspect that a program is not compatible with the Serial Port Arbitrator:

1. Remove the Serial Port Arbitrator file from the Extensions folder.
2. Restart your Macintosh.
3. Try the program again.

NOTE:  The Serial Port Arbitrator will not work on a Macintosh if Remote Access
Client has not been installed.

High Speed Serial Connections
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Both Apple Remote Access Personal Server 2.1 and Client 2.1 support specifying a
serial connection speed of 115200 bps in a modem script. Not all Macintosh
built-in serial ports support connection speed of 115200 bps. Here is a list of
Macintoshes that do.

```
        Centris/Quadra 660AV, Quadra 840AV
        Macintosh Performa 61xx
        Power Macintosh 61xx, 71xx, 72xx, 75xx, 76xx, 81xx, 85xx, 95xx
        Workgroup Server 6150, 7250, 8150, 8550, 9150
```

In order to use the serial port at 115200 bps on one of these computers, you
need a new serial extension called SerialDMA. System 7.5.3 or later incorporates
this driver into the operating system.

If you use a modem script that specifies 115200 bps, and your computer does not
support this data rate, Apple Remote Access will automatically fall back to
57600 bps.

Using a Local Printer
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If you are using a non-networked printer connected to the printer port of your
Macintosh, you may get an error dialog when trying to initiate a connection or
when trying to print while connected saying that one of your serial ports is
already in use. You may need to select Remote Only in the Network Control Panel
(AppleTalk Control panel for Open Transport-based machines).

Apple Remote Access Client and the Apple Internet Router
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Apple Remote Access Client should not be installed on the same Macintosh as the
Apple Internet Router.

Using ARA Security Modules (like SecurID) with Virtual Memory
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There is an incompatibility between some ARA security modules (like SecurID) and
Virtual Memory.  This bug has been fixed in the latest system release (7.5.3).

Changes in version 2.1 of the Apple Remote Access Client
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Modem scripts have been moved to a new Modem Scripts folder within the
Extensions Folder.

The compatibility option in the connection document is no longer necessary and
has been removed.

The method of manual dialing has been changed. See the section above.

Interoperability with some non-Apple Remote Access Servers has been improved.

The installer has been upgraded from version 3.4 to version 4.0.3.

There is no longer a separate Remote Access Aliases extension.

The installer is now on a single high-density diskette.

A bug that caused machines with certain extensions to crash during boot has been fixed in the Serial Port Arbitrator.

Serial port rates of up to 115,200 bps are now supported in modem scripts. If the computer does not support 115,200, Apple Remote Access will use 57,600 bps instead.

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