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AppleTalk Remote Access: HayesConnect 3.0 Required

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TOPIC -----

I'm having a problem with internal Hayes Smartmodem V-Series software and AppleTalk Remote Access.

After installing the AppleTalk Remote Access software, I opened the control panel to select the Hayes Connect CDEV to recognize the internal modem as the serial port for communications. Then I opened AppleTalk Remote Access and clicked on the Answer button. It returned a message saying that there was a conflict with the modem port. The icon for the internal modem didn't appear as a choice. I could only choose the modem and printer ports.

I took the serial port arbitrator out and tried again. The conflict with the modem port went away; however, the icon for the internal modem still didn't appear as an option within the AppleTalk Remote Access software. I could select the external port and told it to answer calls, but since the Hayes software expects the internal port to be enabled, it didn't work.

I also left the serial port arbitrator in, and using the Hayes connect CDEV, chose the external modem port for communications. The internal modem appeared as a choice in the AppleTalk Remote Access software. But since the Hayes connect was through the external modem port for communications, this didn't work.

Is there a known problem/solution for the conflict between AppleTalk Remote Access and Hayes software for their internal modem?

DISCUSSION -----

You will need to contact Hayes Technical Support to get a copy of their latest HayesConnect software. Version 3.0 or later is required for compatibility with AppleTalk Remote Access.

On AppleLink, you can find contact information for the various vendors by clicking the Library Index button to view the folder structure in the Tech Info Library. An alphabetic listing of vendors is in the Third Party Company Directory folder.

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