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ARA Not Seeing Local Devices (4/96)

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TOPIC -----

When I connect from my network with a few computers and a printer to a remote network using Apple Remote Access (ARA), I can see the remote network's servers and printers. However, I can no longer see the local printer in the Chooser. If another Macintosh on my local network connects with ARA to the same remote network, they can see the local printer.

Is this a known issue, and is there a way to keep this problem from occurring?

DISCUSSION -----

Yes, this is known issue and engineering has been made aware of it. Here is the explanation we found after testing.

Extended Network with no AppleTalk Routers -----

LOCAL NETWORK - All AppleTalk devices network numbers must either be in the startup range (65528-65534) or the network numbers must all agree with the network number of the ARA client Mac.

REMOTE NETWORK - All AppleTalk devices network numbers CANNOT be in the startup range. They can be anything but within the startup range. They do not need to agree with the MultiPort server's network number.

WORKAROUNDS - For devices not seen on the local network after a ARA connection is made, zap the PRAM of the Macintosh computers connected on the local network. You do not need to zap the PRAM of the ARA client Macintosh. Zapping the Macintosh computer's PRAM will set the network number to a random number within the startup range.

- For LaserWriters - Unfortunately, there is no way that we are aware of to zap the PRAM of a LaserWriter. In order for a LaserWriter to acquire a new network number, it must communicate with an AppleTalk router.
- Using an AppleTalk router can be useful to change all the network numbers of all the devices on the Local or remote network.

For more information you can search the Technical Information Library for the article titled, "ARA Not Seeing Remote Devices Problem."

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