



# Tech Info Library

## ARA: Troubleshooting Devices not Visible in the Chooser (12/96)

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TOPIC -----

This article contains information on how to troubleshoot devices not visible in the Chooser when using Apple Remote Access (ARA).

DISCUSSION -----

Begin\_Table

Qstn #	Question	Option	Solution
1	What device is it that cannot be seen?	Serial or SCSI device (Modem or Scanner)	Cannot be accessed over ARA connection.
		LocalTalk device	See Question # 5
		Ethernet device	See Question # 9
		ARA Server you are calling into.	See Question # 2
2	Are there more than 50 devices on the network?	Yes	Apple Remote Access makes a slow network connection. The Chooser was intended for local area environments and high bandwidth networks. When there are a lot of device names being returned to the Chooser, not all are able to cross your ARA connection before the Chooser makes another request from the network. The Tech Info Library article titled "System 6

			Chooser: Device, Name, Zone, Memory Limits" provides additional information on this topic.
		No	See Question 3
3	Is File Sharing On or is the AppleShare File Server running?	Yes	See Question 4
		No	Turn File Sharing or Apple File Server on.
4	Does Switching between the current AppleTalk setting and Remote Only in the AppleTalk or Network Control Panel of the client solve the problem?	Yes	You cannot connect two extended networks without routers together using ARA and see remote devices.
		No	1) Reset PRAM on ARA Server 2) Perform a clean install of the System software on the ARA server. 3) No known issues
5	Is it a device on the remote LocalTalk network?	Yes	See Question 6
		No	See Question 7
6	Is "Allow access to: the Remote Access Setup set to "entire network?"	Yes	See Question 2
		No	Turn on "entire network in the Remote Access Setup control panel.
7	Is the local LocalTalk routed?	Yes	See Question 8
		No	See Question 4
8	Is the client computer a a PCI-based	Yes	There is a known problem with Open Transport. The Tech Info Library article "ARA and Open Transport Issue" gives

	Macintosh?		additional details on this issue.
		No	See Question 4
9	Is it a device on the remote Ethernet network?	Yes	See Question 10
		No	See Question 11
10	Is the remote Ethernet Routed?	Yes	See Question 6
		No	This is a known limitation of ARA. The Tech Info Library article titled "ARA Not Seeing Remote Devices Problem" gives additional details on this problem.
11	Is the local Ethernet routed?	Yes	See Question 8
		No	See Question 12
12	Is it a printer on non-routed Ethernet network?	Yes	A router needs to be added to the network. The Tech Info Library article titled "ARA Not Seeing Remote Devices Problem" gives additional details on this problem.
		No	See Question 13
13	Is File Sharing on in the Sharing Setup control panel or is the AppleShare File Server application running?	Yes	Reset PRAM on the device that cannot be seen. The Tech Info Library article titled "ARA Not Seeing Local Devices" provides additional information on this problem.
		No	Turn File Sharing or AppleShare File Server on.

End\_Table

Article Change History:

12 Dec 1996 - Changed distribution status.

09 Dec 1996 - Updated reference to another Tech Info Library article.  
30 May 1996 - Corrected table

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