Geoport and ARA 2.0 Problems (3/94)

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TOPIC --

We have a Centris 660AV 16 MB/230 W/GeoPort as our dial-in to network services
utilizing ARA. We have regular problems with the machine in the office while
attempting to answer, the answering modem would hang up during handshake,
disconnecting and turning off the express modem resulting in all subsequent
attempts to fail due to the modem having turned itself off.

When Using ARA, should the radio button be set to:
                      Express Modem
                           or
                      External Modem

Other info: Express Modem V1.1.2, GeoPort Telecom v1.0

DISCUSSION ---

The problem you're experiencing with your GeoPort is most likely caused by a
recently discovered problem with the GeoPort design. A repair program has been
put in place to fix the failing GeoPorts. New GeoPort pods P/N
(# M3127LL/A vs. OLD # M1694LL/A) are being manufactured with the rework already
implemented (detailed explanation below).

As far as the Control Panel settings, if you are using ARA and have the Express
Modem Software installed you should set the control panel to "External Modem."
Since ARA is "CommToolBox aware" it will allow you to select the correct device
from within the ARA application. The "Express Modem" setting in the control
panel is for compatibility with non-CommToolBox aware applications. Setting
this either way should work from within ARA but the recommended way is to set it
to "External" to allow the CommToolBox Express Modem tool to be utilized.

Detailed Description of GeoPort problem

The GeoPort pods which exhibit the problem can "buzz" during a connection
attempt as well as experience problems described above.

Since the pod is not serialized, the easiest way to roll the new design into

production was to create a new part number for it. Older GeoPort pods that have had the rework can be identified by looking for a round dot marked on the label located on the bottom of the Pod. See the WWPTS Service Flash on AppleLink for more information.

The only way to determine if they have the new pods is to look for an indelible marker dot on the label located on the back of the pod. There are 2 parts to the rework, adding some washers to the ground shield and gluing the plastics to assure a tight fit. Unfortunately some of the initial pods that were reworked (and have this mark on the label) were only glued, and did not have the washer fix. This was added later and unfortunately there is no way to determine if they have the second fix. However, we shipped a very limited quantity of the units that were only glued without the washer fix. If the replacement unit has a dot on the label and the customer still has problems, the pod may need to be replaced again. The first rework should be enough to get the GeoPort working although under some conditions both reworks may be required.

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