

1

Getting Started



Before you can make calls to an Apple Remote Access MultiPort Server or other compatible server with Apple Remote Access Client, you must install the Remote Access Client software on your computer. You must also connect your computer to a modem and provide Remote Access Client with information about your modem. This chapter provides software installation instructions and shows you how to indicate your modem setup.

What you need to get started

To use the Remote Access Client software, your computer must be running Macintosh system software version 7.1 or later (7.5.3 is recommended) with 4 megabytes (MB) of memory. If you are installing Remote Access Client software on a PowerPC™-based computer running the Mac OS, the computer must have at least 8 megabytes of memory. You also need an appropriate Hayes-compatible modem with a data rate of at least 2400 bits per second. A 14.4 kilobits-per-second or higher-speed modem is recommended.

Remote Access Client software is fully compatible with Open Transport, Apple's new networking software.

Installing Remote Access Client

Your Remote Access Client package includes a 1.44 megabyte (MB) disk titled *Apple Remote Access Client*. This disk includes the software and the Installer program that you use to install the Remote Access Client software on your computer.

Follow the steps in this section to install the Remote Access Client software on your computer.

- 1 Insert the *Apple Remote Access Client* disk into your floppy disk drive and double-click the Installer icon to open the program.



Installer

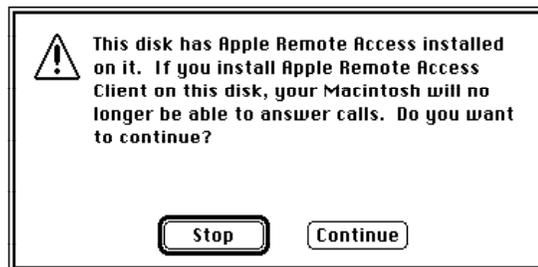
The Installer prompts you to identify the software you want to install and the disk on which you want to install it.

IMPORTANT If you already have AppleTalk Remote Access 1.0 or Apple Remote Access Personal Server installed on your computer and you install Remote Access Client, your computer will no longer be able to answer calls, even if it was set up to answer calls previously. If you want to retain your answering capabilities, do not install Remote Access Client; rather, install the current version of Remote Access Personal Server software, which will allow you to answer calls as well as make calls to a Remote Access MultiPort Server.

2 Select the disk on which you want to install Remote Access Client, then click Install.

The installation process begins. The Installer cannot install Remote Access Client software on your computer if any application programs are open. If you have programs open, a dialog box appears that gives you a choice of quitting the open programs and then continuing or canceling the installation process.

If you have AppleTalk Remote Access 1.0 or Remote Access Personal Server already installed on your computer, the following alert box appears, warning you that Remote Access Client will be installed and your computer will no longer be able to answer calls. If you want to proceed, click Continue.

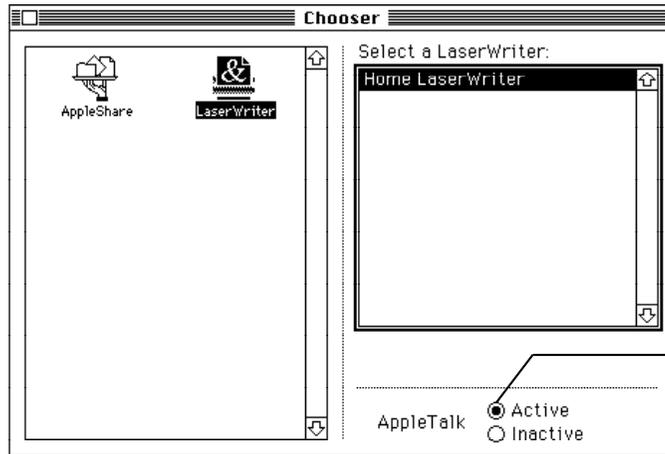


When the Installer has finished, a dialog box appears confirming that the installation was successful.

3 Click Restart to restart your computer.

Installation is now complete. A Remote Access Client folder appears on the disk directory. This folder contains the Remote Access Client application and a Read Me file with a list of modems supported by Remote Access Client. Other components of Remote Access Client reside in your System Folder.

- 4 After installing Remote Access Client, go to the Chooser and make sure the Active button next to the word *AppleTalk* is selected.



After installing Remote Access Client, make sure AppleTalk is active.

Indicating your modem setup

Before your computer can make calls, you need to connect your computer to an appropriate modem. The Read Me file in the Remote Access Client folder lists the modems that you can use with Remote Access Client. Appendix A tells you what to do if your modem isn't among those listed. Although you can use a modem capable of transmitting at least 2400 bits per second, a 14.4 kilobits-per-second or higher-speed modem is recommended. For information on selecting a modem cable and connecting your modem to your computer, consult the manual that came with your modem.

Once you've properly connected the modem, follow the steps in this section to provide the Remote Access Client software with information about your modem setup. Make sure you've already installed the Remote Access Client software according to the instructions in the previous section.

Note: If you are installing Apple Remote Access on a Macintosh PowerBook equipped with an Express modem, see Appendix C, "Using Apple Remote Access With Macintosh PowerBook Computers."

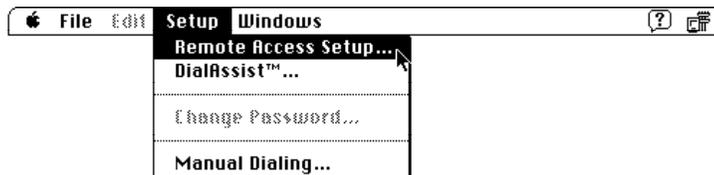
- 1 Double-click the Remote Access Client icon, which resides in the Remote Access Client folder, to open the program.



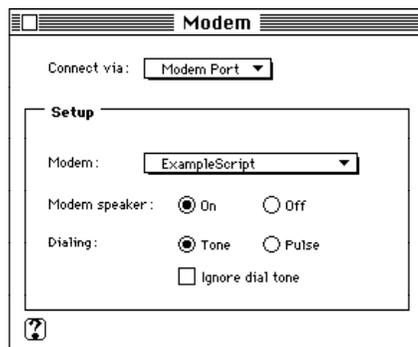
Remote Access Client

An untitled connection document appears. Ignore it for now; you'll work with connection documents in Chapter 2.

- 2 From the Setup menu, choose Remote Access Setup.



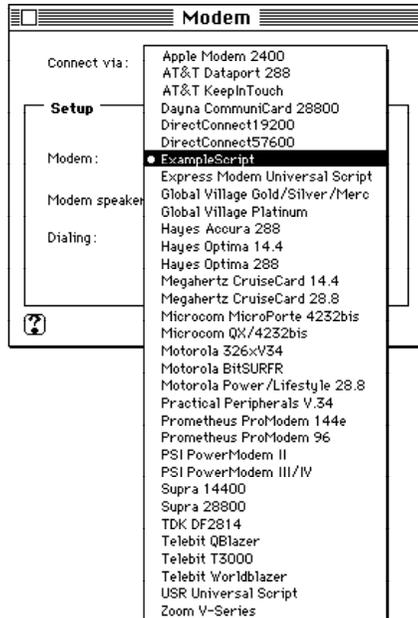
The Modem setup window for Remote Access Client opens, as shown in the following figure.



Note: Another way to open the Modem setup window for Remote Access Client is to choose Control Panels from the Apple () menu, then open the Modem control panel.

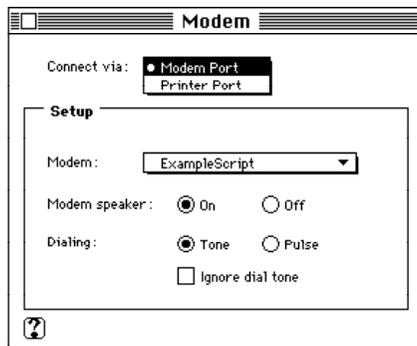
3 Choose your modem type from the Modem pop-up menu.

For the most up-to-date list of modems supported by Remote Access Client, refer to the Read Me file in your Remote Access Client folder. If your modem doesn't appear in the menu or in the Read Me file, see Appendix A for further information.



4 Choose the port to which your modem is connected from the "Connect via" pop-up menu.

If you don't know which port your modem is connected to, look at the back of your computer. The modem port has a telephone icon above it; the printer port has a printer icon.



- 5 **Choose whether you want the modem speaker on or off by clicking the appropriate button.**
- 6 **Choose tone or pulse dialing by clicking the appropriate button.**

If you're dialing from a touch-tone phone line, click Tone. If you're dialing from a rotary phone line, click Pulse.

- 7 **Choose whether you want to ignore the dial tone when dialing.**

If you're using a telephone line that does not have a dial tone or that has a nonstandard dial tone (common in hotels, for example), click the Ignore Dial Tone checkbox. When this option is selected, Remote Access Client dials the telephone number without waiting for a dial tone.

IMPORTANT If the telephone line has no dial tone or has a nonstandard tone and you do not select the Ignore Dial Tone option, Remote Access Client will not be able to establish the connection.

- 8 **If you are connecting over cellular phone lines and you have a modem that supports MNP 10 error correction, click the "Use MNP 10 error correction in modem" checkbox for a more reliable connection.**

MNP 10 is an error-correction protocol that allows for more reliable data connections over cellular phone lines. Clicking the "Use MNP 10 error correction in modem" checkbox puts MNP 10 modems into cellular mode. Do not click the "Use MNP 10 error correction in modem" checkbox to use MNP 10 over standard phone lines.

To establish a connection using the MNP 10 protocol, both your modem and the modem you're 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.

- 9 **Close the Remote Access Setup window.**

To return to Remote Access Client, choose the Remote Access Client application from the Application menu (in the upper-right corner) or click in a Remote Access Client window.

2

Making Calls With Remote Access Client

After you've installed Apple Remote Access Client on your computer and indicated your modem setup, you need to do the following to make a call to an Apple Remote Access MultiPort Server or other compatible server:

- Obtain the telephone number of the modem connected to the server you want to call.
- Obtain the password your network administrator has assigned to you. Also, check with the network administrator to verify how your name is indicated on the server, so that you can enter matching information when you call.
- If the server you're calling uses the callback option, check that your telephone number is correctly entered in the server's records.
- Create a connection document, following the instructions in this chapter.

Creating a connection document and connecting to a server

The information that Remote Access Client needs to connect to a server is stored in a connection document. You can create and save multiple connection documents, one for each server you need to call. The following steps describe how to create a connection document and connect to a server.

IMPORTANT To connect to a server with Remote Access Client, make sure that AppleTalk is specified as “Active” in the Chooser.

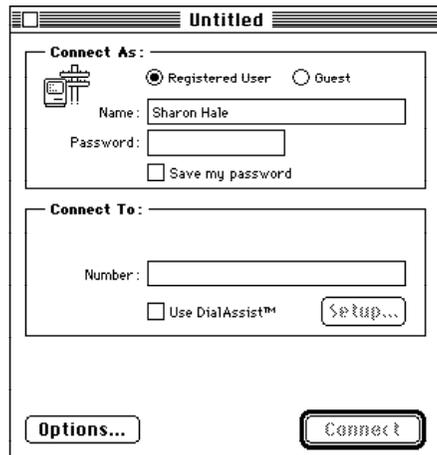
- 1 Double-click the Remote Access Client icon to open the program (this icon resides in the Remote Access Client folder).



Remote Access Client

A new untitled connection document appears.

Note: You can also create a new untitled connection document by choosing the New command from the File menu.

A screenshot of the Remote Access Client application window titled "Untitled". The window is divided into two main sections: "Connect As:" and "Connect To:". In the "Connect As:" section, there is a radio button for "Registered User" (which is selected) and a radio button for "Guest". Below this, there is a text field for "Name" containing "Sharon Hale", a text field for "Password", and a checkbox for "Save my password". In the "Connect To:" section, there is a text field for "Number:" and a checkbox for "Use DialAssist™". To the right of the "Use DialAssist™" checkbox is a button labeled "Setup...". At the bottom of the window, there are two buttons: "Options..." on the left and "Connect" on the right.

2 Click Registered User or Guest.

You can call the server as a registered user or as a guest. When you open a new connection document, the Registered User button is selected automatically. Connecting to the server as a registered user means that, for security reasons, you have been assigned a user name and password on the server by your network administrator. If you will be connecting as a guest, click Guest and then go to step 6.

Note: To connect as a guest, the server you're calling must allow guest access. Check with your network administrator to find out if you can connect as a guest.

3 Type your user name in the Name text box, if necessary, then press Tab.

Your user name must match the spelling that is registered with the server you want to call, but capitalization doesn't matter.

If you've specified an owner name in the Sharing Setup control panel, the owner name appears automatically in the Name text box. However, you may need to change the name because it must match the name as it has been registered on the server.

4 Type your password in the Password text box, then press Tab.

Type your password exactly as it is registered with the server you want to call. You must match uppercase and lowercase letters exactly. As you type, each character appears as a bullet (•) to prevent someone else from reading your password.

Note: If you attempt a connection with an incorrect password, an error message appears and you can try again. However, as a security precaution, your network administrator can set a limit on the number of times you can try to connect. For instance, if the limit is set at seven and you try to connect using an invalid password seven times consecutively, the server will revoke your ability to make a connection. In this case, you'll need to have your connection privileges reinstated on the server you're trying to call. Check with your network administrator if you need your privileges reinstated.

- 5 **To save your password in the connection document, click the “Save my password” checkbox.**

If you save your password, you won't need to enter it whenever you connect (unless your network administrator has set up the server so you must always enter a password). However, be aware that this compromises the security of the server you're calling, because anyone can then use your connection document to connect.

- 6 **Type the phone number of the server you want to call in the Number text box.**

Enter the number as if you were dialing directly, including the area code and other numbers you might need, such as a number to get an outside line or a credit card number.

Depending on your particular calling situation, you may need to insert one or more commas to separate portions of the phone number, such as an outside line number, country code, or credit card number. Each comma causes the modem script to pause 2 seconds before dialing the rest of the phone number.

As an example, if you're at a hotel where you must dial 9 to get an outside line, and you want to call your server at work, and you're using a credit card, you might type:

9,0 818-555-1234,credit card number

You can use dashes in the telephone number to make it easier to read, but Remote Access Client doesn't require them.

Note: The zero (0) is needed to identify the credit card call.

IMPORTANT To automate the dialing process, you may want to use the DialAssist option, discussed in the next section.

7 Click the Connect button.

When you click Connect, Remote Access Client calls the server and tries to connect to it. The Remote Access Status window appears and shows you the progress of your connection. If you want to cancel the connection attempt before the connection is completed, click the Cancel button.

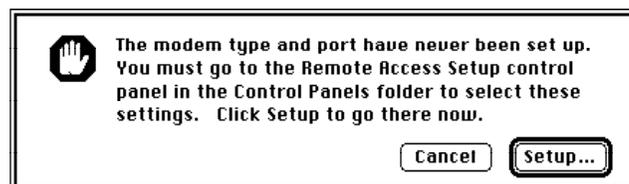


The server verifies your name and password, and the connection is then established.

Note: If the server has callback turned on, you are temporarily disconnected while the server attempts to call you back. Your phone will ring, the modem will answer the call, and the connection will be established.

If you plan on connecting to the server again, you can save the information in the connection document. See the instructions in the section "Saving Your Connection Document," later in this chapter.

IMPORTANT If you try to connect before setting up your modem, the following alert box appears:



If this alert box appears, click the Setup button and follow the instructions in Chapter 1 to set up your modem. Then try connecting again.

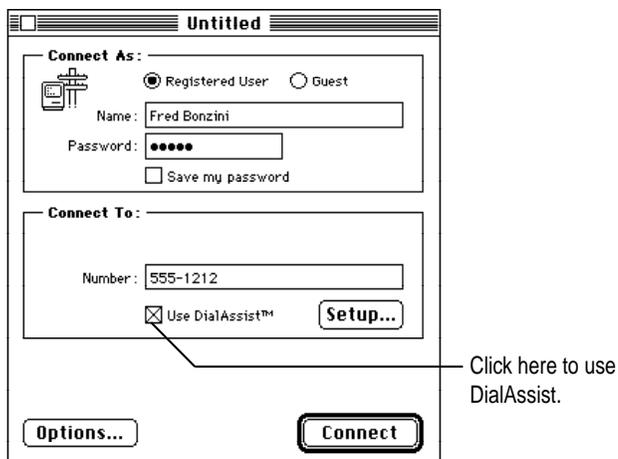
Using DialAssist

DialAssist is a Remote Access Client feature that masks the complexity of dealing with the worldwide telephone system. It is especially useful to Remote Access Client users who travel extensively. After you specify some basic information in the DialAssist setup window, DialAssist automatically provides portions of a phone number for you—including numbers to obtain an outside line, long-distance access numbers, international access codes, country codes, and credit card or calling card numbers. This means that you don't have to enter these numbers manually each time you make a call.

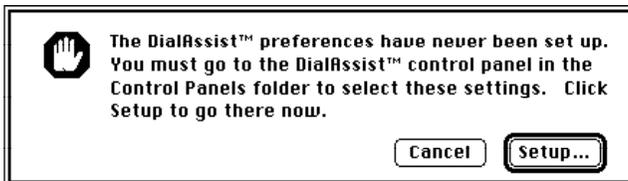
The numbers provided by DialAssist appear in a Dial Preview window in the connection document, so you can check the entire phone number before you actually connect.

Follow these steps to set up and use DialAssist:

- 1 Click the Use DialAssist checkbox in the connection document.



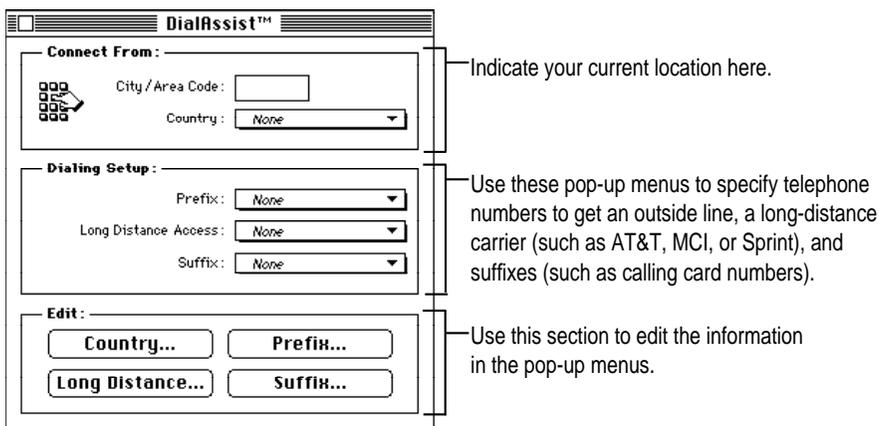
The following alert box appears the first time you use DialAssist:



2 Click the Setup button.

The DialAssist setup window appears.

Note: Another way to open the DialAssist setup window is to choose DialAssist from the Setup menu. Or you can choose Control Panels from the Apple menu and double-click the DialAssist icon.

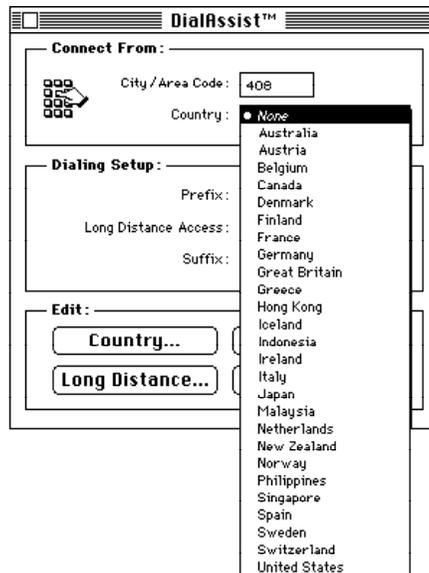


3 Type your current city code or area code in the text box labeled City/Area Code.

By comparing the number you enter here to the area code of the number you're dialing, DialAssist can determine whether to append a long-distance access number to the phone number.

Note: 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.

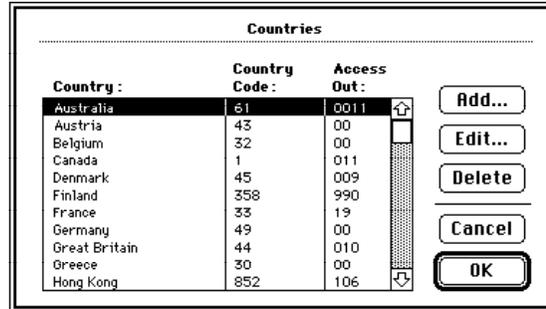
4 Choose the country in which you are currently located from the Country pop-up menu.



By comparing your current country to the country you're calling, DialAssist can determine whether to append an international access code (the code for access out of your current country) and country code (the code for the country you're calling) to the phone number. DialAssist automatically adds these codes to the phone number, if necessary.

If your current country does not appear in the pop-up menu, follow these steps to add the country and associated country code and international access code to the menu and to choose the new country:

- a. Click the Country button in the Edit portion of the DialAssist setup window. The Countries dialog box appears.



- b. Click the Add button. The following dialog box appears:

Country:

Country Code:

Access Out:

Cancel OK

- c. Type the country name in the Country text box, type the country code in the Country Code text box, and type the country's international access code in the Access Out text box.

You can obtain the country code and access code by looking in the phone book or by calling the international operator.

- d. Click OK.

You are returned to the Countries dialog box. The country, country code, and international access code are added to the list and are highlighted.

- e. In the Countries dialog box, click OK.

You are returned to the DialAssist setup window.

- f. Choose the country from the Country pop-up menu in the DialAssist setup window.

Note: You can edit any of the entries in the Countries dialog box by selecting the entry and clicking the Edit button. Similarly, you can delete any of the entries using the Delete button.

- 5 If you need to add a prefix to your telephone number, for example to get an outside line, choose this number from the Prefix pop-up menu in the DialAssist setup window.

DialAssist™

Connect From :

City / Area Code: 408

Country: United States

Dialing Setup :

Prefix: **None**
 Outside Line - 9
 Outside Line - 8

Long Distance Access:

Suffix: None

Edit :

Country... Prefix...
 Long Distance... Suffix...

If the prefix you need does not appear in the pop-up menu, follow these steps to add a new prefix to the menu and to choose the new prefix:

- Click the Prefix button in the Edit portion of the DialAssist setup window. The Prefixes dialog box appears.

Prefixes

Label:	Number:
Outside Line - 9	9,
Outside Line - 8	8,

Add...
 Edit...
 Delete
 Cancel
 OK

- b. Click the Add button. The following dialog box appears:

The dialog box contains two text input fields. The first is labeled "Label:" and the second is labeled "Number:". Below the "Number:" field are two buttons: "Cancel" and "OK".

- c. Type a label for the prefix (such as “work”) in the Label text box; then type the prefix followed by a comma in the Number text box.

- d. Click OK.

The Prefixes dialog box appears again. The prefix has been added to the list and is highlighted.

- e. In the Prefixes dialog box, click OK.

You are returned to the DialAssist setup window.

- f. Choose the prefix from the Prefix pop-up menu in the DialAssist setup window.

Note: You can edit any of the entries in the Prefixes dialog box by selecting the entry and clicking the Edit button. Similarly, you can delete any of the entries using the Delete button.

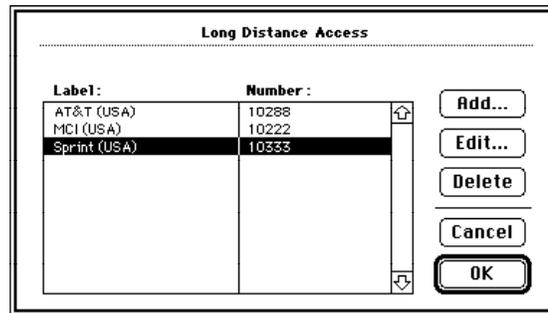
- 6** If you’re making a long-distance call, choose your long-distance carrier from the Long Distance Access pop-up menu in the DialAssist setup window.

The screenshot shows the DialAssist™ setup window. It is divided into three main sections:

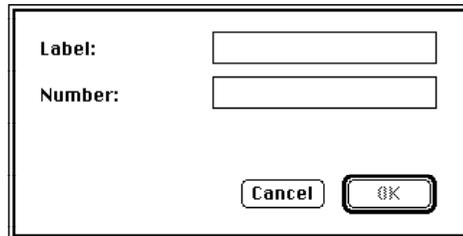
- Connect From:** Includes a "City / Area Code" field with "408" and a "Country" dropdown menu set to "United States".
- Dialing Setup:** Includes a "Prefix" dropdown menu set to "Outside Line - 9", a "Long Distance Access" dropdown menu set to "None", and a "Suffix" dropdown menu with options "AT&T (USA)", "MCI (USA)", and "Sprint (USA)".
- Edit:** Contains four buttons: "Country...", "Prefix...", "Long Distance...", and "Suffix..."

DialAssist automatically provides the long-distance access number associated with your carrier. (This number will appear in the Dial Preview portion of the connection document.) If your long-distance carrier does not appear in the pop-up menu, follow these steps to add it to the menu and to choose the new carrier:

- a. Click the Long Distance button in the Edit portion of the DialAssist setup window. The Long Distance Access dialog box appears.



- b. Click the Add button. The following dialog box appears:



- c. Type a label for your long-distance carrier in the Label text box; then type the long-distance access number in the Number text box. (You can obtain the access number from your long-distance carrier.)
- d. Click OK.

You are returned to the Long Distance Access dialog box. The long-distance carrier and access number have been added to the list and are highlighted.

- e. In the Long Distance Access dialog box, click OK.

You are returned to the DialAssist setup window.

- f. Choose the long-distance carrier from the Long Distance Access pop-up menu in the DialAssist setup window.

Note: You can edit any of the entries in the Long Distance Access dialog box by selecting the entry and clicking the Edit button. Similarly, you can delete any of the entries using the Delete button.

- 7** If you need to add a suffix to your telephone number, such as a credit card or a calling card number, click the Suffix button in the Edit portion of the DialAssist setup window.

DialAssist

Connect From :

City / Area Code: 408
Country: United States

Dialing Setup :

Prefix: Outside Line - 9
Long Distance Access: Sprint (USA)
Suffix: None

Edit :

Country... Prefix...
Long Distance... Suffix...

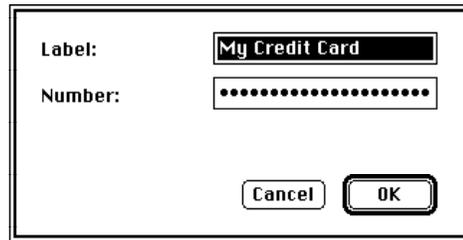
The Suffixes dialog box appears, as shown in the following figure. The entries in this dialog box are simply placeholders; you can either edit these placeholders or add a new entry. The following steps describe how to edit the placeholders to enter your own credit card or calling card number, or other suffix.

Suffixes

Label:	Number:
My Credit Card	*****
My Calling Card	*****

Add...
Edit...
Delete
Cancel
OK

- a. With the label My Credit Card highlighted, click the Edit button. The following dialog box appears:



- b. Type a label for your suffix (such as “MCI credit card”) in the Label text box; then type the numbers for your suffix in the Number text box.
- c. Click OK.

The Suffixes dialog box appears again. The suffix you edited is highlighted. For security reasons, each number you entered in the Number text box appears as a bullet (•).

- d. In the Suffixes dialog box, click OK.

You are returned to the DialAssist setup window.

- e. Choose the suffix from the Suffix pop-up menu in the DialAssist setup window.

Note: You can add a new entry to the Suffixes dialog box by using the Add button. You can delete any of the entries by selecting the entry and using the Delete button.

- 8 Once you've specified all the appropriate setup information in the DialAssist setup window, reactivate your connection document by clicking in it.

Your connection document now contains a text box for City/Area Code and a Country pop-up menu for choosing the country you want to connect to, as shown in the following figure. In addition, the Dial Preview portion of the connection document reflects the settings you chose in the DialAssist setup window. Note that for security reasons, the suffix information (which could contain your credit card or calling card number) is identified by label only, rather than by the actual number.

- 9 In the City/Area Code text box in the connection document, type the city code or area code of the server you're calling.

If the city or area code you're calling is different from your current city or area code, DialAssist adds this city or area code to the telephone number. In addition, DialAssist adds your long-distance access number to the phone number. The city or area code and long-distance access number appear in the Dial Preview portion of the connection document.

Note: If you already have a city code or area code in the Number text box, make sure you delete it and enter it in the City/Area Code text box.

- 10 From the Country pop-up menu in the connection document, choose the country you're calling.

If you are calling another country, DialAssist automatically adds the appropriate international access code and country code to the phone number. These codes appear in the Dial Preview portion of the connection document, as shown in the following figure.

Use this pop-up menu to specify the country you're calling.

Options... Connect

Long-distance access number (MCI) Access code Country code City code (for Paris)

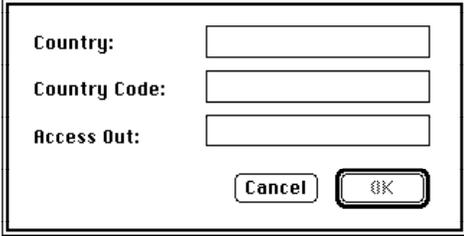
If the country you're calling does not appear in the pop-up menu, follow these steps to add the country (and its associated country code and international access code) to the pop-up menu and to choose the country:

- a. Open the DialAssist setup window by clicking the Setup button in the connection document or by choosing DialAssist from the Setup menu.

- b. Click the Country button in the Edit portion of the DialAssist setup window. The Countries dialog box appears.

Country :	Country Code :	Access Out :
Australia	61	0011
Austria	43	00
Belgium	32	00
Canada	1	011
Denmark	45	009
Finland	358	990
France	33	19
Germany	49	00
Great Britain	44	010
Greece	30	00
Hong Kong	852	106

- c. Click the Add button. The following dialog box appears:



The image shows a dialog box with a double-line border. It contains three text input fields stacked vertically. The first field is labeled 'Country:', the second is labeled 'Country Code:', and the third is labeled 'Access Out:'. Below the input fields, there are two buttons: 'Cancel' on the left and 'OK' on the right. The 'OK' button has a small icon of a mouse cursor pointing at it.

- d. Type the country name in the Country text box, type the country code in the Country Code text box, and type the country's international access code in the Access Out text box.

You can obtain the country code and access code by looking in the phone book or by calling the international operator.

- e. Click OK.

You are returned to the Countries dialog box. The country, its associated country code, and international access code are added to the list and are highlighted.

- f. In the Countries dialog box, click OK.

You are returned to the DialAssist setup window.

- g. Click in your connection document to reactivate it.

- h. Choose the country from the Country pop-up menu in the connection document.

11 To connect to the server, click the Connect button in the connection document.

Remote Access Client dials the telephone number as it appears in the Dial Preview portion of the connection document.

Note: The Dial Preview portion of the connection document cannot be edited. If you need to change any part of the telephone number that appears there, go back to the DialAssist setup window (click the Setup button in the connection document or choose DialAssist from the Setup menu) or change the appropriate information in the Connect To portion of the connection document.

Specifying connection document options

Each connection document includes an Options button that enables you to specify Remote Access Client preferences for redialing choices and connection reminders. You may have additional options if your network administrator has installed special software in your Extensions folder. See the section “Some Additional Options” later in this chapter for more information.

Specifying preferences

The Preferences option allows you to specify

- whether you want Remote Access Client to redial a busy telephone number when calling a server or to dial both the main number (specified in the connection document) and an alternate phone number if the main phone number is busy
- whether you want Remote Access Client to remind you of your connection, to avoid unintentional or prolonged connections

Follow these steps to choose the redialing option and to instruct Remote Access Client to remind you of your remote access connection:

- 1 With a connection document open, click the Options button.

The Options dialog box appears.

- 2 If the Preferences option is not already selected, choose it from the Options pop-up menu.

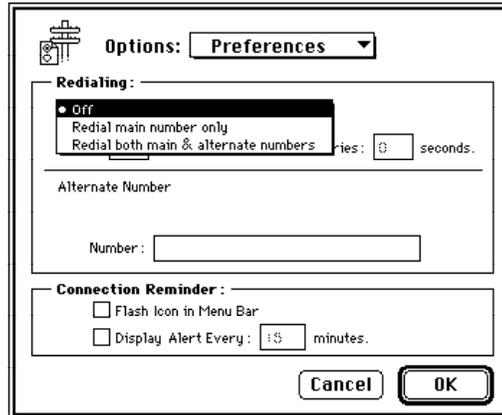
The Preferences options appear.

The screenshot shows the 'Options' dialog box with the following settings:

- Options:** A pop-up menu is open, showing 'Preferences' (checked) and 'Compatibility'.
- Redialing:** A dropdown menu is set to 'Off'. Below it, 'Redial' is set to 3 times and 'Time Between Retries' is set to 30 seconds.
- Alternate Number:** A text field labeled 'Number:' is empty.
- Connection Reminder:** 'Flash Icon in Menu Bar' is unchecked. 'Display Alert Every' is set to 15 minutes.
- Buttons:** 'Cancel' and 'OK' buttons are located at the bottom right.

3 Choose one of the redialing options from the Redialing pop-up menu.

You can choose to redial the main phone number that you typed in the connection document or both the main number and an alternate number.



4 Type the number of times you want Remote Access Client to redial the telephone number (or numbers) and indicate the amount of time you want to elapse between redials (in seconds).

You can specify that the number (or numbers) be redialed up to 1000 times. 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, so the serial port may be busy and unavailable for redialing. The maximum time between retries is 1000 seconds.

- 5 If you want Remote Access Client to redial an alternate phone number, type the number in the Number text box.**

Follow the same conventions you used for the main telephone number. (For more details, see the section “Creating a Connection Document and Connecting to a Server” at the beginning of this chapter.)

Note: If you are using DialAssist, you will see an additional text box in which you type the city code or area code.

Remote Access Client first dials the main number. If that number is busy, Remote Access Client dials the alternate number, and then switches between the main number and alternate number until a connection is made or until the number of redials you have specified is reached.

Note: Redialing only occurs if the connection fails because the number dialed is busy. If the connection attempt fails for any other reason, Remote Access Client stops redialing so that you can correct any problems.

- 6 If you want Remote Access Client to remind you of your connection, choose whether you want the reminder to be a flashing icon, an alert box that is displayed after a certain interval, or both.**

If you choose to be reminded by means of a flashing icon, you will see the Remote Access Client icon flashing in the Apple menu after you are connected.

If you choose to be reminded after a certain interval by a dialog box, type a number between 1 and 1000 after the Display Alert Every checkbox. This number tells Remote Access Client how often, in minutes, to remind you of the connection.

After your computer is connected to a server for the specified period of time, you will receive a message asking if you want to continue your connection. If you click OK, your work will not be interrupted. If you do not respond within one minute, Remote Access Client will disconnect you.

- 7 Click OK.**

The preferences you specified are now in effect.

Some additional options

Your network administrator may install additional software in your Extensions folder that will allow you to choose these additional options:

- If an X.25 extension is installed, you can specify whether you want to make a remote connection to a Remote Access MultiPort Server through an X.25 network.
- If a Remote Access MultiPort Server is running non-Apple security software, you must select the Security option and indicate your security type in order to gain access to your server.

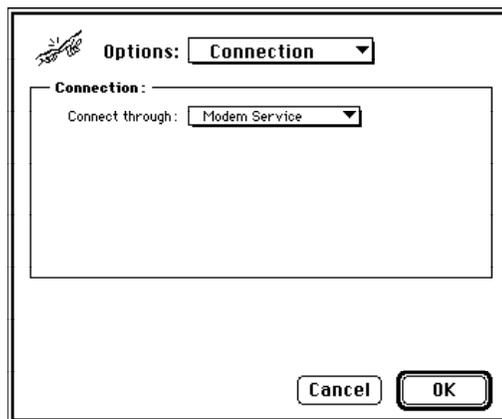
These two options are described in the following sections.

Using the Connection option

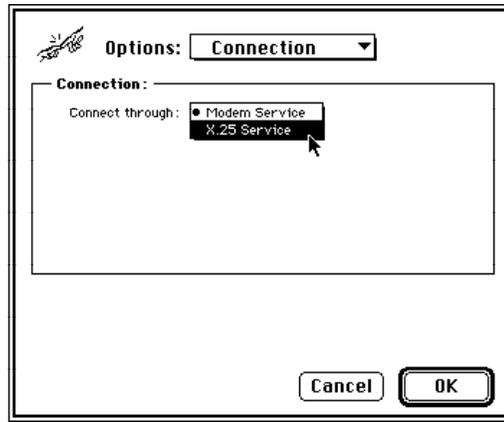
Follow these steps to make your remote connection to a Remote Access MultiPort Server through an X.25 network:

- 1 With a connection document open, click the Options button.
- 2 If it is not already selected, choose Connection from the Options pop-up menu.

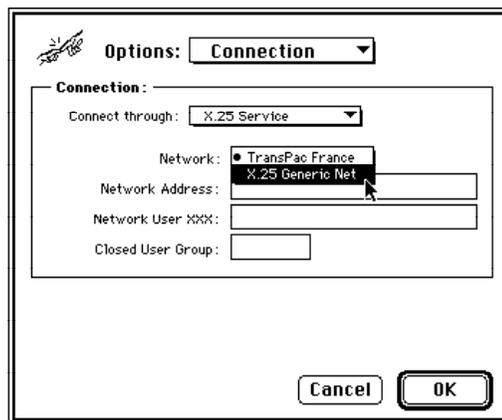
The Connection option appears.



- 3 Choose X.25 Service from the “Connect through” pop-up menu.



- 4 Choose your X.25 network provider from the Network pop-up menu.



The network provider names that appear in the pop-up menu correlate to the network provider scripts that your network administrator placed in your Extensions folder.

5 Enter the information required for your network provider.

The text boxes that appear in the Connection section of the dialog box are determined by the network provider you choose.

You may have to enter the X.25 network address of your Remote Access MultiPort Server, supply a network user ID or the name of your closed user group, or specify whether you want the charges for your call reversed. An example is shown in the following figure.

The screenshot shows a dialog box titled "Options: Connection". Inside, there is a "Connection:" section with the following fields and controls:

- Connect through: X.25 Service (dropdown menu)
- Network: X.25 Generic Net (dropdown menu)
- Network Address: 1234567890 (text box)
- Network User ID: [redacted] (text box)
- Closed User Group: 1432 (text box)
- Reverse Charge: (checkbox)

At the bottom of the dialog box are "Cancel" and "OK" buttons.

6 Click OK.

You are returned to your connection document. When you click the Connect button, Remote Access Client establishes a dial-up X.25 connection with the connection options you have specified.

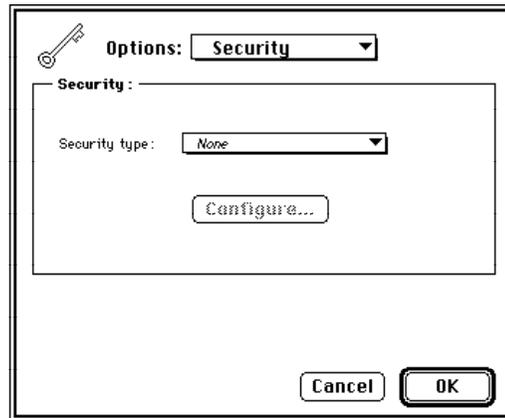
Using the Security option

If your network administrator has installed a security device on your Remote Access MultiPort Server, you must specify security information in order to access the server. Follow these steps to specify security information:

1 With a connection document open, click the Options button.

- 2 If it is not already selected, choose **Security** from the **Options** pop-up menu.

The **Security** option appears.



- 3 Choose the appropriate security module from the **"Security type"** pop-up menu.

Security software is installed and maintained by your network administrator. Contact your administrator if you need information about what security software to select.

- 4 Click the **Configure** button if it is highlighted.

Select the options presented by your security module.

- 5 Click **OK**.

You are returned to your connection document.

Saving your connection document

When you save the connection document, you won't have to reenter the information the next time you call the same server; you'll only need to open the connection document and click **Connect**. To save the connection document, follow these steps:

- 1 With your connection document open, choose **Save** or **Save As** from the **File** menu.
- 2 Enter a name for the connection document and click **Save**.

Choose a name that describes the server you're calling, like "Boston Office." You can store connection documents wherever you like on your hard disk.

Changing or deleting connection information

After you've saved a connection document, double-click its icon to open it. You can edit any of the information previously entered and save the connection document for later use.

To get rid of a connection document, drag it to the Trash and use the Empty Trash command in the Finder to delete it.

Dialing manually

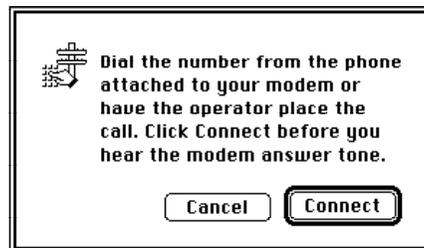
There may be times when you want to dial manually rather than have Remote Access Client place the call. For example, you may want to make an operator-assisted call. Note that you must have a telephone attached to your modem in order to place a manual call. To dial manually, follow these steps:

- 1 **If necessary, open the Remote Access Client program and the appropriate connection document.**

To dial manually, you must specify your user name and password in the connection document. You do not need to enter the phone number of the server you're calling.

- 2 **Choose Manual Dialing from the Setup menu.**

The following dialog box appears:



- 3 **Attach the phone handset to your modem.**

- 4 **Dial the server's telephone number or have an operator place the call. Click Connect.**

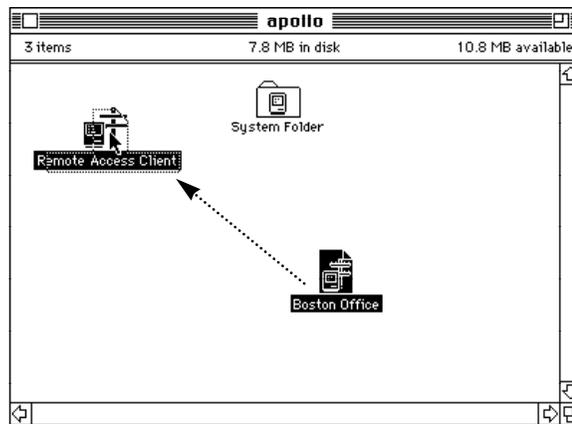
Note: Different modems connect in different ways. You may need to experiment with pressing the Connect button just before or just after you hear the remote modem answer the phone.

- 5 **Hang up the phone.**

You are now connected to the remote server.

Other ways to connect to a remote server

Another way you can open the Remote Access Client program is to drag a connection document onto the Remote Access Client icon.



This opens both the Remote Access Client program and the connection document. You then enter your password (if necessary) and click the Connect button to call the server specified in the connection document.

As a shortcut, hold down the Command (⌘) key when double-clicking the connection document or when dragging the connection document onto the Remote Access Client icon. The Remote Access Client program prompts you for your password (if necessary) and then tries to connect to the remote server using that connection document.

Connecting automatically

Once you've created a connection document, you can connect automatically to a shared volume on a remote server by creating an alias. (For a detailed discussion of aliases, refer to your system software documentation.) By double-clicking an alias, you can establish a connection without opening the Remote Access Client application. To create an alias for a remote server, follow these steps:

- 1 Connect to a remote server using the procedures described in the section “Creating a Connection Document and Connecting to a Server,” earlier in this chapter.**
- 2 Using the Chooser, mount the server volume of the remote network that you'll want to connect to later using an alias. If you need more information on mounting volumes from the chooser, refer to your system software documentation.**
- 3 Select the server volume icon.**
- 4 Choose Make Alias from the File menu.**

An alias icon appears that has the name of the volume with the word *alias* appended to it. (You can change the name if you want to.) The alias is already selected.

- 5 Choose Get Info from the File menu.**
 - 6 Click the Locked checkbox.**
- If you don't lock the alias, the alias may accidentally be converted to call the wrong Remote Access server.
- 7 Drag the alias to a convenient place on your desktop or disk.**
 - 8 When you're done using the volume, disconnect from it by dragging its icon to the Trash.**

Notice that you still have an active Remote Access Client connection. To disconnect from Remote Access Client, see the section “Disconnecting From a Remote Server,” later in this chapter.

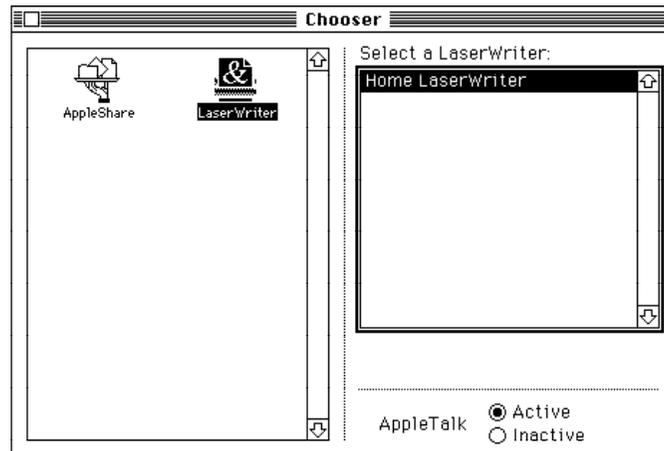
- 9 The next time you want to make a connection to that remote server, double-click the alias.**
- A dialog box appears showing you the status of your connection. To cancel the connection attempt before the connection is completed, click the Cancel button.

Selecting remote network services

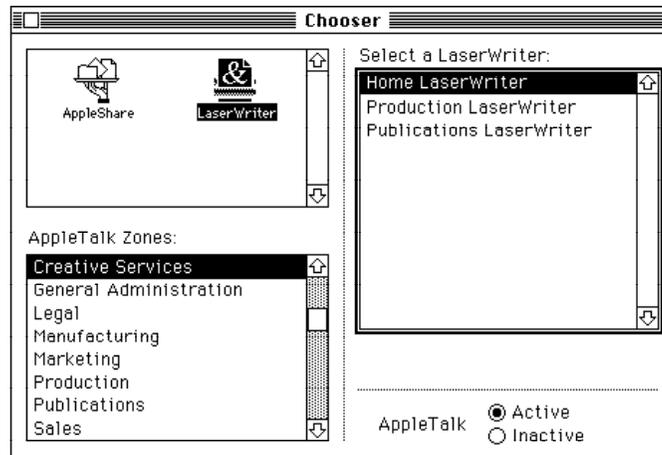
With Remote Access Client, you can simultaneously use the services of your local AppleTalk network as well as the services of the server you've called. Once you've established a connection to a remote AppleTalk network, you can select network services in the Chooser window or use other network products, such as electronic mail, following the same steps you would take to use the services on your local network.

Note: If you want to connect to a remote computer after calling a server, make sure that file sharing is turned on for the remote computer. For more information about file sharing, talk to your network administrator or refer to your System 7 documentation.

As an example, the following discussion illustrates how to print to a LaserWriter that's on a remote AppleTalk network while you're still connected to your home LaserWriter. Let's say you have not yet used Remote Access Client to connect. Assuming that your computer has an AppleTalk network printer such as a LaserWriter attached, the list of local services available to you, which appears in the Chooser, would look something like this:



Once you've used Remote Access Client to call the server and established a connection with the remote AppleTalk network, the services available on the remote network will also appear in the Chooser, as shown in the following figure. You can select the zone (if there are zones) and services you want on the remote network.



Changing your password

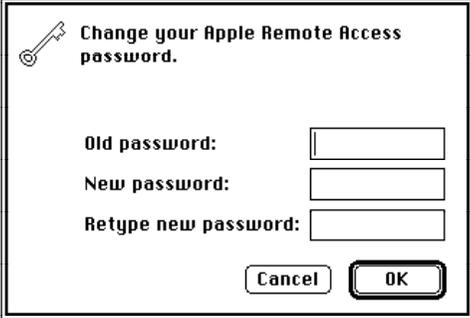
Once you are connected to a remote server, you can change your Remote Access Client password as described in the following steps.

Note: Contact your network administrator to find out if AppleShare is installed on the same server as your Remote Access server. If so, your new Remote Access Client password will also be your AppleShare password.

- 1 Establish a connection to a remote server using the procedures described in the section “Creating a Connection Document and Connecting to a Server,” earlier in this chapter.

2 Choose Change Password from the Setup menu.

The Change Password dialog box appears.



The dialog box has a title bar with a key icon and the text "Change your Apple Remote Access password." Below the title bar are three text input fields: "Old password:", "New password:", and "Retype new password:". At the bottom of the dialog box are two buttons: "Cancel" and "OK".

3 Type your current password in the text box labeled “Old password.”

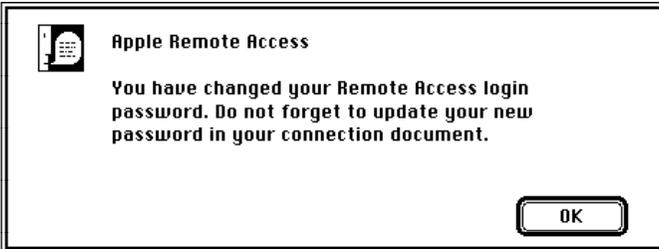
A bullet (•) appears for each character you type.

4 Type a new password in the text box labeled “New password.”

A bullet (•) appears for each character you type. Use a password that will not be easily guessed by someone else.

5 In the text box labeled “Retype new password,” type the new password again to verify it; then click OK.

The following dialog box appears:



The dialog box has a title bar with an Apple Remote Access icon and the text "Apple Remote Access". Below the title bar is a message: "You have changed your Remote Access login password. Do not forget to update your new password in your connection document." At the bottom right of the dialog box is an "OK" button.

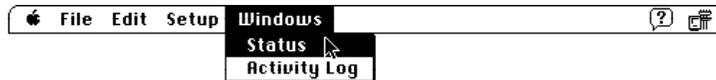
6 Click OK.

Your password has been changed.

IMPORTANT After you’ve changed your password, be sure to update each of your connection documents in which you selected the “Save my password” option.

Viewing your connection status

Whenever the Remote Access Client program is open, you can view your connection status by looking at the Remote Access Status window. To open the window, choose the Status command from the Windows menu.



The Remote Access Status window appears, showing details of your connection.



The Remote Access Status window tells you where you're connected and how long you've been connected. The window also shows you the time remaining for your connection. The time limit is set by the network administrator of the server you've called. If you have no time limit for your connection, the time remaining is indicated by the word *Unlimited*.

Connecting efficiently

Remember that when you use Remote Access Client, you are using standard telephone lines to connect to a server. If you call a server outside your local calling area, you will be billed for any toll charges or long-distance charges.

The following guidelines can help keep your long-distance phone charges to a minimum:

- Do not open applications such as word processors, spreadsheets, and graphics programs on the remote network. Because the program will run over telephone lines, commands may take an extraordinarily long time to complete.
- Prepare files as much as possible before you make a connection. For example, if you need to write a cover memo for your file, do it before connecting to the remote server.
- Use the Connection Reminder option. This keeps you from forgetting that you are connected and inadvertently running up your phone bill.
- While you're using file server volumes, don't leave their windows open. These windows are updated periodically, causing unnecessary network traffic.
- As soon as you finish using a file server volume, disconnect from the server.

Note: If the server you're calling has the callback option turned on, it disconnects your call and immediately calls you back. The server then originates the phone connection and becomes responsible for the charges.

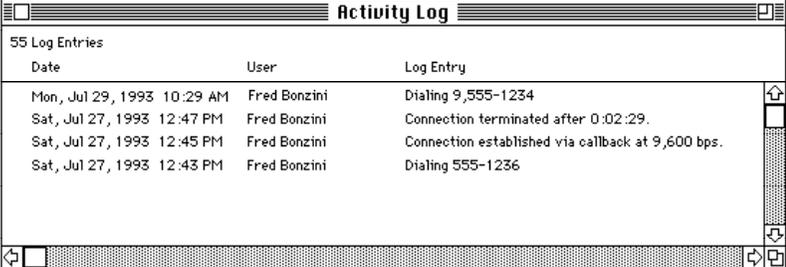
Using the Activity Log

The Activity Log automatically documents all Remote Access Client events. It keeps track of when a Remote Access Client connection is attempted, established, or disconnected. The Activity Log retains the 1000 most recent Remote Access Client activities. Follow these steps to view the Activity Log:

- 1 **Make sure the Remote Access Client program is open.**
- 2 **From the Windows menu, choose Activity Log.**



The Activity Log appears, displaying the current and most recent activity on your computer. The first column shows the date and time of the activity. The second column displays the name of the user making the call. The third column describes the activity.



The screenshot shows a window titled "Activity Log" with a scrollable list of log entries. The window has a title bar with standard window controls. The list contains four entries, each with three columns: Date, User, and Log Entry. The entries are as follows:

Date	User	Log Entry
Mon, Jul 29, 1993 10:29 AM	Fred Bonzini	Dialing 9,555-1234
Sat, Jul 27, 1993 12:47 PM	Fred Bonzini	Connection terminated after 0:02:29.
Sat, Jul 27, 1993 12:45 PM	Fred Bonzini	Connection established via callback at 9,600 bps.
Sat, Jul 27, 1993 12:43 PM	Fred Bonzini	Dialing 555-1236

Copying, saving, and clearing the Activity Log

To save the Activity Log for your records, you can select the Activity Log entries and copy them to the Clipboard. Click the entry, Shift-click the range of entries you want to copy, or use Select All from the Edit menu; then use the Copy command from the Edit menu.

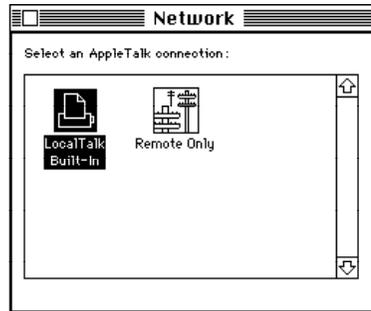
The entries are copied to the Clipboard as tab-delimited text, so you can paste them into a spreadsheet file. You can use this spreadsheet file to save multiple records of the Activity Log, to sort and search through the information, or to print the log.

You can also save the Activity Log as a text file. To do this, choose Save As from the File menu. You'll be prompted to enter a name for the text file, which is saved on the disk you specify. By default, the text file is saved under the name Log, followed by a range of dates that correspond to the earliest and latest activities in the Activity Log. Use any word-processing or spreadsheet program to view or edit the text file.

If you want to clear the Activity Log, choose Clear Log from the Edit menu. A dialog box appears, prompting you to confirm that you want to clear the Activity Log. After you clear the Activity Log, those entries cannot be recovered, so you should save the log before clearing it.

Using the Remote Only option

When Remote Access Client is installed, the Network control panel contains an additional icon called Remote Only, shown in the following figure. You use the Network control panel to select the type of network to which you want to connect. For more information, refer to your computer's manual or your system software documentation.



You might select Remote Only for three reasons:

- To turn off access to your local AppleTalk network (LocalTalk, EtherTalk, or TokenTalk), so you see only the remote network when you make a Remote Access Client connection.

Sometimes you can't locate a service on the remote network because a service on your local network has the same address. This is similar to phone numbers, for which two people in different area codes may have the same seven-digit phone number. If you don't specify the area code and dial only the seven-digit number, you call the person who is in the same area code as you. Selecting Remote Only is like dialing the area code, meaning you call the person outside your local area. When you select Remote Only, access to the local network is shut off, ensuring that all services on the remote network are accessible.

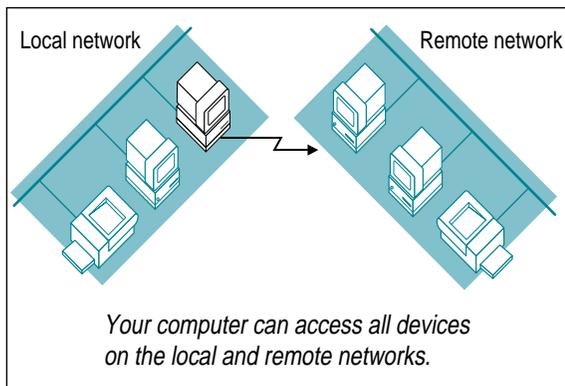
- To turn off LocalTalk (which uses the printer port on your computer) and free up the printer port for local printing while you use Remote Access Client.

- To use the Remote Access Client software on a computer with only one serial port.

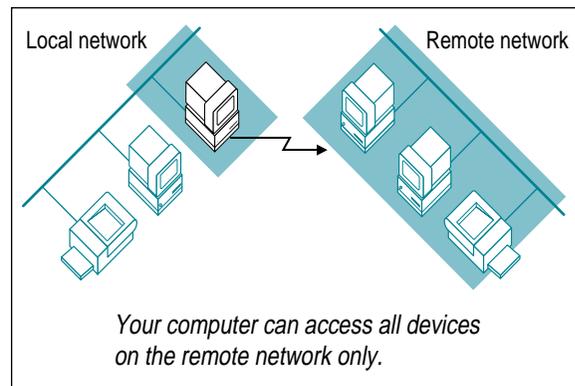
Computers with a single serial port include the Macintosh PowerBook 5200 and 190, and the Macintosh Performa 6200 series. If you are using an external modem, you need to specify Remote Only because there is no available serial port to connect to the local network.

Note: Be aware that if your computer is currently connected to a remote network and you switch from one AppleTalk connection type to another in the Network control panel, such as from LocalTalk or EtherTalk to Remote Only, you will be disconnected. However, you can always reconnect.

With LocalTalk, EtherTalk, or TokenTalk selected



With Remote Only selected



Disconnecting from a remote server

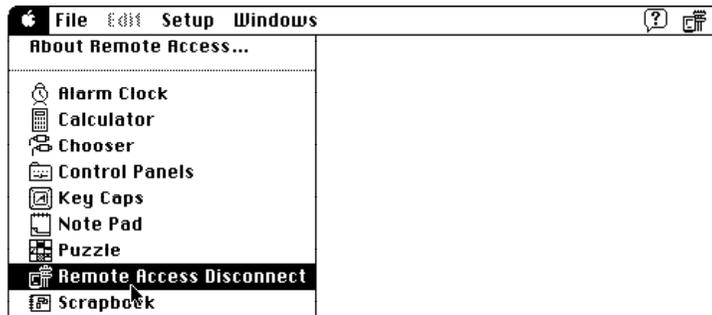
There are two ways to disconnect from a remote server: choosing Remote Access Disconnect from the Apple menu or clicking the Disconnect button in the Remote Access Status window. These two methods are discussed in the following sections.

When you disconnect from a remote server, the Remote Access Client program is still open, so you can make another connection or create a new connection document.

Note: If you shut down your computer while it is connected to a remote server, the connection is automatically broken.

Using Remote Access Disconnect

When you install Remote Access Client, a file called Remote Access Disconnect is installed in your Apple menu.



You can quickly disconnect from a remote server by choosing Remote Access Disconnect from the Apple menu. A dialog box appears asking you to confirm that you want to disconnect; simply click OK, and the connection is broken.

Using the Disconnect button

To disconnect from a remote server using the Disconnect button, follow these steps:

- 1 Make sure the Remote Access Client program is open.
- 2 From the Windows menu, choose Status.

The Remote Access Status window appears.



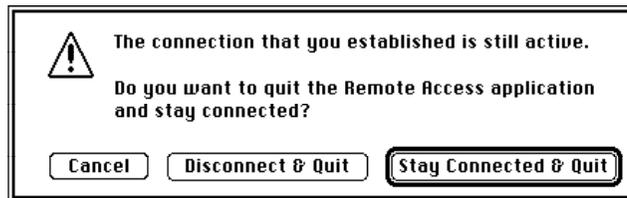
- 3 Click the Disconnect button.

The connection is broken.

Quitting the Remote Access Client program

You can quit the Remote Access Client program by choosing the Quit command from the File menu. Quitting the program frees up memory for your computer to use for other processing.

If you quit while you're connected to a remote server, the following dialog box appears, reminding you of your connection. You can choose to disconnect and quit, stay connected and quit, or cancel.



Note: You'll need to reopen the program if you want to open a connection document or check your connection status in the Remote Access Status window. If you reopen the program while a connection is active, the Remote Access Status window automatically opens.

Appendix A Using Modems With Remote Access Client

Apple Remote Access Client includes scripts (programs that can run automatically) that make it possible for you to use many popular Hayes-compatible modems. (Hayes Microcomputer Products, a major manufacturer of modems, developed a language for controlling modems that has been widely adopted. Any modem that recognizes Hayes modem-language commands is said to be *Hayes-compatible*.)

Each modem script contains program code used by the Remote Access Client software to communicate with that particular modem type. For the most up-to-date list of modems that have scripts included with the Remote Access Client software, refer to the Read Me file in the Remote Access Client folder on your hard disk.

This appendix discusses what you can do if the script for your modem is not included with the Remote Access Client software. In addition, this appendix covers modem cable requirements, describes how to connect a typical modem to a typical computer running the Mac OS, and lists standard modem commands.

If a script for your modem is not included

Your modem should conform to the ITU-TS (International Telecommunication Union-Telecommunication Standardization sector, formerly the CCITT) standards V.22bis, V.32, or V.32bis. If you want to use Remote Access Client with a modem not listed in the Read Me file in the Remote Access Client folder, check with one of the following sources to see if a modem script is available:

- your modem vendor
- your Apple-authorized dealer or service provider
- the Apple Customer Assistance Center (call the support number listed in the support information provided with your Apple Remote Access Client software)
- the Apple Web site (<http://www.apple.com>)
- the Apple Technical Coordinator Answerline or the Apple Software Development Answerline (you must be a subscriber to these services to receive assistance from them.)

Some modems for which scripts are not included with the Remote Access Client software may need a cable that supports the Clear To Send (CTS) protocol. See “Modem Cable Requirements,” later in this appendix, or call the Apple Customer Assistance Center for more information.

IMPORTANT All modem scripts must be placed inside the Modem Scripts folder, which is inside the Extensions Folder, which is inside the System Folder. Scripts placed in any other location won't work.

Writing modem scripts

If you understand Communication Command Languages (CCLs) and are an experienced programmer, you may be able to write the necessary modem script yourself. The Apple Remote Access Modem Toolkit Version 2.0 includes a HyperCard stack and appropriate documentation to help you build scripts.

You can obtain the Modem Toolkit at no charge from ftp.info.apple.com or ftp.support.apple.com, or via AppleLink, America Online, or CompuServe. From whatever source you use, you can find the Toolkit on the following path:

Apple Software Updates
US *or* Worldwide
Macintosh
Networking and Communications
Apple Remote Access
Other ARA

The Modem Workshop and its associated documentation are provided in a self-extracting archive entitled *ARA Modem Toolkit.sea*. The documentation is in Adobe™ Acrobat™ format.

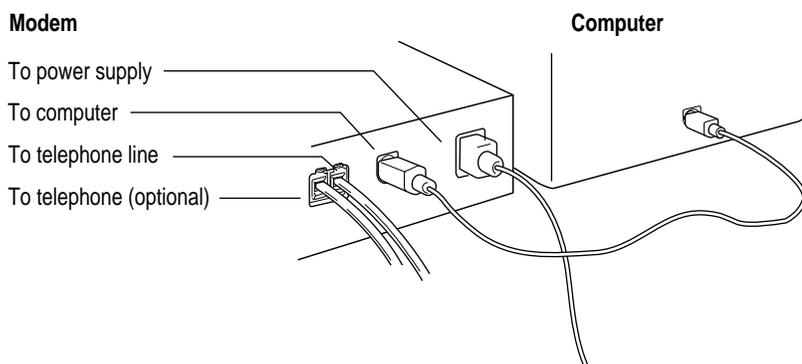
You can also order the toolkit through the the Apple Developer Catalog. For a free catalog or to order the kit, contact

Apple Developer Catalog
Apple Computer, Inc.
P.O. Box 319
Buffalo, NY 14207-0319
800-282-2732 (United States)
800-637-0029 (Canada)
716-871-6555 (International)
Fax: 716-871-6511 AppleLink: ORDER. ADC
Internet: order.adc@applelink.apple.com

Connecting your modem

How you set up your modem depends on the type of modem you're using. For specific details on how to connect your modem to your computer, refer to the documentation that came with your modem. Depending on the type of modem and computer you use, you'll need to do the following:

- Connect your modem to your telephone line.
- Connect your modem to your telephone (optional).
- Connect your modem to your computer.
- Connect a power supply to your modem.



Modem cable requirements

Most modems require a cable that supports the data terminal ready (DTR) signal. Certain modems require a cable that also supports clear to send/ready to send (CTS/RTS or just CTS) hardware flow control. To support DTR, the cable must connect pin 20 on the DB-25 connector to pin 1 on the Mini DIN-8. To support CTS/RTS, the cable must connect pin 5 on the DB-25 connector to pin 2 on the Mini DIN-8 and pin 4 on the DB-25 connector to pin 1 on the Mini DIN-8. Contact your modem manufacturer or your Apple-authorized dealer or service provider to obtain the necessary cable.

Modem commands

Most modems available in the United States can interpret standard commands. You enter these commands as characters in the telephone number sent to the modem. The following table lists standard commands, but you should refer to your modem manual for a complete description of the commands it interprets.

<i>Command (character)</i>	<i>Function</i>
0–9, #, *	Characters used for dialing
T	Causes all digits following to be touch-tone dialed (the default)
P	Causes all digits following to be pulse dialed
,	Pauses before continuing

Touch-tone and pulse dialing

Remote Access Client enables you to specify whether you're dialing from a touch-tone or a rotary (pulse) phone by choosing the appropriate button in the Modem setup window for Remote Access Client. (Choose Remote Access Setup from the Setup menu to display this window.) As an alternative to using the buttons in this window, you can precede the telephone number with a T (for touch-tone) or a P (for pulse), as shown here:

```
P1,818-555-1234
```

If you need a combination of pulse and touch-tone, precede the numbers with P (for pulse) and T (for touch-tone) as appropriate. You may need to do this if you're making a long-distance call with pulse dialing and you first connect to your long-distance carrier and then enter an access code using touch-tone. In this case, the phone number you enter should look something like this:

```
P1,818-555-1234 T342
```


Appendix B Troubleshooting

This appendix discusses potential problems you may encounter while using Remote Access Client and offers suggestions for solving these problems. If these suggestions do not solve your problems, call the Apple Assistance Center, using the number supplied in the support information provided with your software. You can also find support information on the World Wide Web at <http://www.apple.com>.

You can't make a call.

- Make sure your modem is connected properly and turned on. Refer to your modem documentation if you have any problems.
- Make sure your modem type and port are correctly selected in the Modem setup window.

Your modem is working, but you can't connect to the server.

- Make sure you're a registered user on the server or that the server is set up for guest access. If you try to connect as a registered user, check that you've entered your user name and password correctly.
- Make sure that AppleTalk is specified as "Active" in the Chooser.
- Make sure that the server and its modem are turned on, and that it is set up to answer calls.
- Find out if the server is set up to call you back, and verify that the telephone number registered on the server is correct.
- You may need to add one or more commas at breaks in the telephone number, such as after the area code or country code, so that the modem script pauses longer before dialing succeeding portions. (See the section "Creating a Connection Document and Connecting to a Server" in Chapter 2 for information about dialing.)

- AppleTalk may be assigned to a port to which you've connected your external modem. Open the Network control panel and click the Remote Only icon.
- If you're calling a Remote Access MultiPort Server that has additional security features implemented, you may not have the appropriate security module installed in your Extensions folder. See your network administrator.

You're using an X.25 connection and your connection attempts are failing.

- Make sure your server is properly set up to receive X.25 calls.
- Make sure you have selected the correct network and network address in the Connection dialog box.
- X.25 does not support the callback feature. If an alert box appears warning you that your connection attempt has failed because callback is not supported, check with your network administrator to ensure that the callback feature is disabled for your account.
- If the problem persists, contact your X.25 network provider.

You are losing the connection.

- You may have noisy phone lines. Contact your phone company.
- Make sure you've selected the correct modem type in the Modem setup window.
- If you have a call-waiting feature on your phone, an incoming call can disrupt the connection. Contact your phone company for information on what code to use to turn off call waiting. When you enter the phone number in the connection document, precede the number with the code to turn off call waiting.

The response time from the remote network is slow.

- If you have been using a 2400-bps modem, consider upgrading to a 9600-bps or higher-speed modem.
- Refer to the section "Connecting Efficiently" in Chapter 2 to see if you can save time during the connection.
- If you've connected to a server via X.25, performance may vary according to the load on the X.25 network.

You are left waiting for a callback from the server.

- After you make an initial connection with a server, you are disconnected, but the callback never occurs. Check with your network administrator to verify that your callback number is correct.

You can't locate a service on the remote network.

- If a service on the remote network has the same name as a service on your local network, you may not be able to find the remote service you're looking for. To see the remote service, change your network connection to Remote Only in the Network control panel. Refer to the section "Using the Remote Only Option" in Chapter 2 for more information.

After you connect to a remote network, you have problems with your ImageWriter or another device connected to the printer port.

- Change your network connection from LocalTalk (or EtherTalk or TokenTalk) to Remote Only in the Network control panel to redirect AppleTalk and allow you to print to your serial printer. Refer to the section "Using the Remote Only Option" in Chapter 2 for more information.

After you connect to a remote network, you cannot access your local network.

- Change your network connection from Remote Only to LocalTalk (or EtherTalk or TokenTalk) in the Network control panel to access your local network. Refer to the section "Using the Remote Only Option" in Chapter 2 for more information.

Other programs that use the serial port don't function properly, you see a dialog box that says the serial port is in use, or your Macintosh freezes during shutdown.

- Remove the Serial Port Arbitrator from the Extensions folder in the System Folder and restart your computer. (You may want to create a folder in your System Folder called *Disabled Extensions* and move the Serial Port Arbitrator to this folder in case you need it in the future.)
- If another program is incompatible with Remote Access Client, contact your Apple-authorized dealer or service provider for more information.

A modem script does not appear in the Modem pop-up menu in the Remote Access Setup window.

- Make sure that the modem script is installed in the Modem Scripts folder, inside the Extensions folder, inside the System Folder. Some modem scripts are set to install into the Extensions Folder itself. You need to move such scripts into the Modem Scripts folder.
- Contact the modem manufacturer to make sure the modem script is compatible with Remote Access Client. Modem scripts for other applications, such as AppleLink, will not work with Remote Access.

Some modem features, such as manual dialing, do not work.

- Contact the modem manufacturer to be sure the modem script has been upgraded to support the new features available with Remote Access Client version 2.0.

The computer crashes, or other problems occur, when the Remote Access Client software is installed on a computer that is running the Mac OS with Virtual Memory.

- Do the following:
 1. If you have not already done so, install the Serial Switch control panel from the *Apple Remote Access Client* installation disk.
 2. Open the Serial Switch control panel.
 3. Set the serial port to Compatible.

The computer crashes when using an Express or GeoPort modem.

- Open the Memory Control Panel and turn on 32-bit addressing.

An Activity Log file won't print properly.

- Do the following:
 1. Choose Page Setup from the File menu.
 2. Click the Landscape (horizontal) icon in the Orientations section of the dialog box.
 3. Enter 70% in the Reduce or Enlarge box.
 4. Click OK.

Appendix C Using Remote Access Client With Macintosh PowerBook Computers

If you are installing Apple Remote Access Client on a PowerBook computer with an Express Modem or another internal modem of any type, you will need to be aware of the special instructions covered in this appendix.

Disregard this appendix if you are using a newer PowerBook with a PCMCIA-based internal modem. In that case see the Apple Remote Access section of your computer's user guide.

Using Remote Access Client on a PowerBook with an Express Modem

This section provides answers to some common problems that may arise with Express Modem use.

Freezing in sleep mode

If your PowerBook freezes when it goes to sleep while a Remote Access Client connection is active, check your Express Modem software. If the software is earlier than version 1.1, upgrade it to version 1.1 or later. This should solve the problem.

Changing to an external modem

If you want to change from your Express Modem to an external modem, follow these instructions:

- 1 If your PowerBook computer has only one serial port, open the Network control panel and click Remote Only.
- 2 With the Modem setup window closed, open the PowerBook control panel and click the External Modem button.

The External Modem button won't be active if the Modem setup window is open.

- 3 From the Setup menu in Remote Access Client choose Remote Access Setup to open the Modem setup window.
- 4 Select the appropriate serial port in the "Connect via" pop-up menu.
- 5 Connect the external modem to the selected port.

Removing the Serial Port Arbitrator

Disregard the section in the Express Modem Read Me file that tells you to remove the Serial Port Arbitrator from the Extensions folder in your System Folder. Remove the Serial Port Arbitrator only if it is causing problems (for instance, other programs that use the serial port don't function properly, or you see a dialog box that says the serial port is in use when it is not).

Using Remote Access Client on a PowerBook with an internal modem

To use Remote Access Client on a PowerBook with an internal modem, you need to specify the modem script and serial port in the Modem setup window and the modem type in the PowerBook control panel. Follow these instructions:

- 1 From the Setup menu in Remote Access Client choose Remote Access Setup to open the Modem setup window.
- 2 In the Modem setup window, choose the correct modem script for your modem from the Modem pop-up menu and choose Internal Modem from the "Connect via" pop-up menu.
- 3 In the PowerBook control panel, click the Internal Modem button.

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Apple Remote Access Client

User's Guide

 Apple Computer, Inc.

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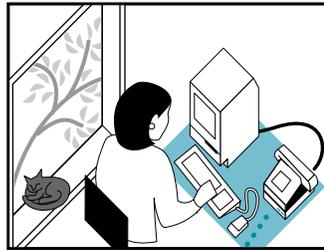
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Preface

Apple Remote Access Client is software that lets a computer running the Macintosh operating system (Mac OS) communicate with an Apple Remote Access MultiPort Server or other compatible server over standard telephone lines, giving you convenient and direct access to information and resources at a remote location. For example, if you're at home but need to get a file from your computer at work, Remote Access Client can make the connection to your office server. Once you're connected to the server, you can use Macintosh file sharing to access files on your office computer or any other computer on the same network as the server.

Remote Access Client lets you go beyond using just the resources of one computer—once you've connected to a server that is on an AppleTalk network, you can take advantage of all the services available on the remote network. For example, you can check your electronic mail, access files on AppleShare file servers, print to a LaserWriter printer on the network, or even access your company mainframe.

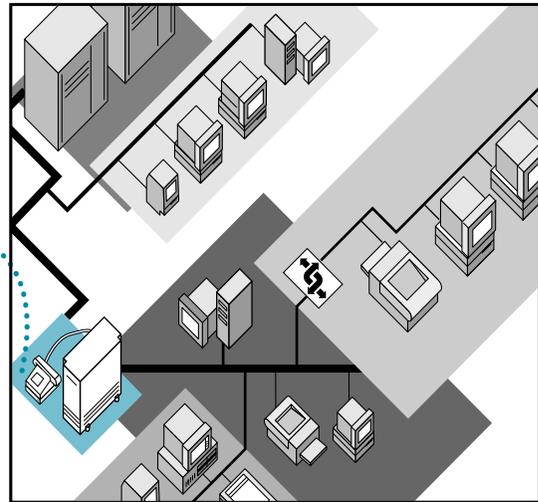
The Apple Remote Access MultiPort Server is a computer on the network that has special software that manages incoming calls. Your network administrator is responsible for setting up this server. In addition to calling an Apple Remote Access MultiPort Server (or other compatible server), you can use Remote Access Client to call a computer that has Apple Remote Access Personal Server installed. Remote Access Personal Server enables a computer to answer as well as make calls.



Remote Access Client lets you access services such as electronic mail, file sharing, file service, and printing remotely.

Calling

Answering



About this guide

This guide explains how to install and use the Apple Remote Access Client software. Chapter 1 tells you what you need to get started, provides you with instructions on how to install the software, and describes how to indicate your modem setup. Chapter 2 provides step-by-step instructions for using Remote Access Client to call a server. Appendix A provides information on using modems with Remote Access Client. Appendix B contains troubleshooting suggestions. Appendix C provides tips about using Remote Access with PowerBook computers.

This guide assumes that you are already familiar with the Mac OS desktop as well as with basic Mac OS skills, such as using the mouse and the Chooser. If you're unfamiliar with these skills, refer to the manuals that came with your computer.

You should also understand basic networking concepts and have experience using network services like electronic mail, file servers, and printers. For more information on the networking features of your computer, see the networking chapter in the manual for your computer or in your System 7 documentation.

On-screen help

Remote Access Client includes two sources of on-screen information that you can consult when you need help: Balloon Help and Remote Access Information.

Balloon Help is a feature of System 7 that explains the function or significance of items you see on your screen. To turn on Balloon Help, pull down the Help menu from the Help icon (the question mark) near the right end of the menu bar, and choose Show Balloons. When you point to an item on your screen, a balloon with explanatory text appears next to the item. To turn off Balloon Help, choose Hide Balloons from the Help menu.

You can also choose Remote Access Information from the Help menu. Remote Access Information provides you with a series of on-screen cards that explain how to use Remote Access Client.