Tech Info Library

Quadra: ARA and Practical Peripherals Modem Issue (9/94)

```
Revised:        9/26/94
Security:       Everyone
```

Quadra: ARA and Practical Peripherals Modem Issue (9/94)

===

Article Created: 20 October 1992
Article Reviewed/Updated: 26 September 1994

TOPIC ---

I'm using AppleTalk Remote Access (ARA) on a Macintosh Quadra 700 to connect to
a Macintosh IIfx. Both Macintosh systems are using Practical Peripherals 9600sa
modems.

When the MC68040 processor caches are enabled on the Quadra 700 and an ARA
connection is initiated to the Macintosh IIfx, the modems communicate, but a
connection can't be made.

ARA generates a message saying that it's communicating at 9600, but the
"connected" message and the clock never appear on the screen. After a minute,
the connection times out and disconnects. When the processor caches are
disabled, it works fine. Two different Macintosh Quadra 700 systems have this
problem.

What is the cause of this problem, and is there a workaround?

DISCUSSION --

The problem you are experiencing is actually due to the command handling speed
of the modem, and can be fixed with a new script. Macintosh Quadra systems
issue CCL instructions too quickly for the Practical Peripherals 9600SA to
respond. This problem may exist on other modems as well.

The solution is to insert a suitable "pause" before each write command in the
CCL script. Testing on a Macintosh Quadra 700 with the "Practical Peripherals
9600SA" script indicates "pause 1" gives 275ms delay, "pause 2" gives 375ms, and
so on. A "pause 1" should be sufficient for any modem. One side effect is that
the entire dial/connect sequence takes approximately one second more.

Contact Practical Peripherals for an updated script or information on how to
modify your current script to add this pause.

Article Change History:
26 Sep 1994 - Reviewed for technical accuracy, removed attachment.

Support Information Services

Tech Info Library Article Number:10647