



# Tech Info Library

## Macintosh Quadra: Using with Practical Peripherals 9600SA

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Security: Everyone

Macintosh Quadra: Using with Practical Peripherals 9600SA

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### TOPIC -----

I'm having problems getting AppleTalk Remote Access (ARA) to answer calls. I'm using a Macintosh Quadra 700 and a Practical Peripherals 9600SA modem. The modem works fine with a Macintosh PowerBook 100, Macintosh Classic, Macintosh IIci, Macintosh Plus, and Macintosh SE.

When calling the Quadra, the modem answers for several seconds, then an error message appears: "The connection has failed. An unknown error of type -5,920 has occurred."

### DISCUSSION -----

The problem you are experiencing is actually due to the command handling speed of the modem. It can be fixed with a new script. Macintosh Quadra systems issue CCL instructions too quickly for the Practical Peripherals 9600SA to respond. (Other modems may have this problem 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 1 second more.

The 'Practical Peripherals 9600SA' script with the pauses included is available on AppleLink. Use this script on all Macintosh systems.

Here is the path to the script on AppleLink:

Software Sampler  
Apple SW Updates

Macintosh

Networking & Communications

AppleTalk Remote Access

Original CCL's

Practical Peripherals 9600SA (updated)

Note: The ARA error -5,920 means the length of a write request exceeds the maximum allowed.

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