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PowerBook, One Serial Port, Express Modem, and ARA (5/96)

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Security: Everyone

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TOPIC -----

Users cannot get Apple Remote Access (ARA) to dial out on PowerBook (Duo) 200 and 2300 series when they are not in a dock. They might encounter similar problems with PowerBook 500 series computers which cannot be put in a dock.

DISCUSSION -----

Macintosh PowerBook computers with only one serial port, except the PowerBook 100 and 150*, require some additional steps when using ARA and/or AppleTalk. Confusion stems from the fact that some PowerBook computers (for example the PowerBook 200, 2300, and 500 series) a single, 'split' serial port. This port is mapped as a modem port, but also handles AppleTalk like a printer port would.

This one serial port is mapped on the logic board as a modem port (that is the default). Most software developers who write software that addresses and uses the Macintosh serial port assume there are two serial ports in all Macintosh computers, not just one.

To successfully use a PowerBook computer that has a split serial port with an internal modem and ARA you need to make sure the following conditions are met:

1) When using an internal modem such as the Apple Express Modem, Express Modem II, or Global Village PowerPort Mercury modem with ARA:

- AppleTalk must be enabled in the Chooser. This may require restarting the computer.
- The Network control panel must be set to LocalTalk, NOT to the ARA icon for "Remote Only."
- The PowerBook Setup control panel changes appearance when the Express Modem is installed, and gives an option for "Internal Modem." Make sure this is

selected.

On System 7.1.1 and higher and Duo 250 and higher this second option applies.

- The PowerBook Setup control panel changes appearance when the Express Modem is installed, and gives an option for "Normal." Make sure this is selected.

Note, if the Global Village PowerPort 2.5.2 or later software is installed, the option "Normal" can be found in the PowerPort control panel by selecting the Configure Port button.

- In the Express Modem control panel, the modem must be set to "on."
- When the ARA software is opened and the computer is docked, it indicates options for communication through the modem port, the printer port, or the internal modem. When the machine is not docked, the options become two: printer/modem and internal. Make sure it is set to "internal."

2) When using an EXTERNAL modem for ARA through the computer's single serial port:

- AppleTalk must be enabled in the Chooser.
- The Network control panel must be set to "Remote Only," NOT "LocalTalk."
- If an Express Modem is installed, make sure the Express Modem control panel is set to "off."
- When the ARA software is opened, make sure it is set to use the combination printer/modem serial port and not the internal modem.

* Note: This does not apply to the PowerBook 100 and 150 because the single serial port is not a 'split' serial port. It is mapped only as a printer port. Therefore, an internal modem would not affect its functionality.

Article Change History:

08 May 1996 - Corrected control panel reference.

21 Feb 1996 - Clarified difference with 100 and 150 serial port.

20 Feb 1996 - Removed PowerBook 150, it is not like the Duos.

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