Tech Info Library

PowerBook Duo Dock and Ethernet Problem (9/93)

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Revised:        7/8/94
Security:       Everyone


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TOPIC -----------------------------------------------------------


I'm having a network problem.  The network is a star network controlled by
Farallon's StarLet.  The network contains a Macintosh Quadra 800, a Macintosh
Quadra 950, and three PowerBook Duo 230 computers with Duo Dock, each has Apple
Ethernet cards.

The network works properly over LocalTalk, but after selecting Ethernet the
StarLet control LEDs indicating collisions related to the Duo Docks.  All of the
Ethernet cards are from Apple.  The cards in the Duo Docks were tested in a
Quadra and seem to work properly.  Below are the software configurations being
used:

1) Network CDEV  ver. 2.3.3
   EtherTalk Phase 2   ver. 2.3.1
   AppleTalk   ver. 57.0.4

2) Network CDEV   ver. 2.3.3
   EtherTalk Phase 2   ver. 2.3.1
   AppleTalk   ver. 58.0

3) Network CDEV   ver. 2.3.3
   EtherTalk Phase   ver. 2 2.3.1
   AppleTalk   ver. 56

4) Network CDEV   ver. 2.3.3
   EtherTalk Phase 2   ver. 2.5
   AppleTalk   ver. 57.0.4

5) Network CDEV   ver. 2.3.3
   EtherTalk Phase   ver. 2 2.5
   AppleTalk   ver. 58.0

6) Network CDEV   ver. 2.3.3
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    EtherTalk Phase 2   ver. 2.5
    AppleTalk    ver. 56
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DISCUSSION ---

The problem is most likely caused by the presence of AutoRemounter 1.0 in
the Control Panels folder of the PowerBook Duo computers. If this software is
removed, does the problem persist? (The software needs to be removed, turning
it off does not help.) If this resolves the problem, please ask the customer to
not re-install the software. An updated version of AutoRemounter that corrects
this problem should be available around mid September 1993.

Support Information Services

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