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Apple Remote Access: MultiPort Server Q&A (5/96)

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TOPIC -----

This article contains questions and answers about the Apple Remote Access MultiPort Server.

DISCUSSION -----

- Q) What is the Apple Remote Access MultiPort Server?
- A) Apple Remote Access MultiPort Server software provides a simple, secure, and efficient way to offer multiline remote network access for large numbers of mobile professionals. Used in conjunction with one or more Apple Remote Access Serial Cards, Apple Remote Access MultiPort Server 4-Port Expansion Kits, and Apple RS-232 cables, the server software converts a single Macintosh computer into a server that can support from 4 to 16 simultaneous dial-up connections.
- Q) Who will use the Apple Remote Access MultiPort Server?
- A) The Apple Remote Access MultiPort Server is designed to meet the remote access needs of large workgroups who are more security conscientious, need more powerful systems management and desire broader expansion capabilities. Likely purchasers will be people whose job is to provide technical support services for organizations, such as IS managers, network managers, systems analysts, and workgroup administrators. In addition, independent consultants/systems integrators may be interested in this product as a component of a larger custom solution.
- Q) What are the key features of the Apple Remote Access MultiPort Server?
- A) Key features include:
- Easy to install and use
 - "Multiline" scalable solution that can support up to 16 simultaneous connections
 - Offers a comprehensive set of security features
 - Powerful and comprehensive administrative capabilities.

Q) How many ports are included in the Apple Remote Access MultiPort Server?

A) The Apple Remote Access MultiPort Server includes four ports and is expandable to eight, 12 and 16 ports with the addition of 1, 2 or 3 Apple Remote Access MultiPort Server 4-Port Expansion Kit, respectively.

Q) Does the ARA MultiPort Server support the built-in serial ports?

A) No. The ARA MultiPort Server will only function over NuBus communication cards such as the ARA Serial Card for modem connections.

Q) What are the software licensing options for the MultiPort Server?

A) The Apple Remote Access MultiPort Server comes with a license to install Apple Remote Access MultiPort software on a single Macintosh and to install Apple Remote Access Client for Macintosh software on up to four systems. Additional Apple Remote Access Client for Macintosh software can be purchased as single packs or 10-packs. For 50 or more, the Apple Remote Access Client software can be volume licensed.

Q) What level of support does Apple offer for this product?

A) For U.S. customers, the Apple Remote Access MultiPort Server product includes lifetime, basic up and running support at no charge during regular business hours Monday through Friday. Additional support is available through the Interactive Voice Response System which offers a 24 hour common questions & answers line and is available 24 hours a day, 7 days a week by calling 1-800-SOS-APPL. For information about product support outside the U.S., contact the local Apple subsidiary or distributor.

Q) Will network administrators be able to monitor the MultiPort Server with SNMP network management consoles?

A) Since the Apple Remote Access MultiPort Server supports the Simple Network Management Protocol—an industry-standard network management protocol—network administrators can monitor the Apple Remote Access MultiPort Server from any SNMP-based console. However, the SNMP console must support the MIB for Apple's MultiPort Server.

Q) What makes the Apple Remote Access MultiPort Server so secure?

A) The Apple Remote Access MultiPort Server offers a host of sophisticated security features that allow administrators to maintain the integrity of the network. These features—such as password aging, location validation, and the ability to filter access to services—make it one of the most secure remote access servers available. And because its security architecture is supported by leading third-party security vendors, administrators can choose to augment the server's built-in security features with additional challenge-and-response or roving access security modules.

Q) What is challenge-and-response or roving access security ?

A) Challenge-and-response or roving access security uses credit card or palm-size computers, provided by companies, such as Security Dynamics or Digital Pathways. These cards or small computers generate random passwords or access codes that users must input to gain access to a remote network. Providing this type of "roving access" security enables

an additional level of security for Apple Remote Access users who are traveling and are unable to utilize the built-in call-back feature.

Q) What are the Operating requirements of the Apple Remote Access MultiPort Server?

A) Operating requirements include:

- A Macintosh computer with one or more NuBus slots and at least 5 MB of RAM (for configurations with more than four ports, additional memory is required, and a high-performance system is recommended)*
- Macintosh system software version 7.0 or later (version 7.1 or later recommended)
- A hard disk drive and an Apple SuperDrive floppy disk drive
- Apple Remote Access Serial Card and Apple RS-232 Cable (for each set of four ports)
- One or more Apple or other Hayes-compatible 9600 bps/V.32 or higher speed modems
- The dial-in client software must be the Apple Remote Access Client software version 2.0 or greater.

* Support for Macintosh computers that require 7-inch NuBus cards may not be available at this time; consult your authorized Apple reseller or representative.

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