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Open Transport, Eudora, and PPP Connection Issue (10/96)

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Security: Everyone

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TOPIC -----

I have a Power Macintosh 7500 with Open Transport 1.0.7, MacPPP 2.1.1SD. I've gotten Netscape and Fetch to work. With Eudora, however, I have a problem of not being able to send mail. I can receive mail, but when attempting to send I get the dialog, "Euroda said 'data:' and server said """, with a sorry button.

I have tried three different versions of Eudora -- 1.5.1, 1.5.3, and 2.1.3 (Eudora Pro). I get the same errors with all of them. I have also called Eudora technical support, and received conflicting information, although the more senior person told me there were problems with 2.1.3.

My question is, does Eudora work with Open Transport? Your Read Me file indicates at least that Eudora 1.5.1 should work.

DISCUSSION -----

This issue has been taken care of with Open Transport 1.0.8 and later, so you should upgrade your version of Open Transport. Version 1.1 is part of System 7.5 Update 2.0, which is available from the online services where Apple posts software updates. Also, Qualcomm currently recommends using Eudora versions 1.5.3, 1.5.4, 2.1.3, 2.1.4 (or newer) with Open Transport.

If you do not have access to Open Transport 1.0.8 or later the workaround below may work.

Eudora 1.5.1 does work properly with Open Transport unless you are using a SLIP or PPP connection. In this case, Eudora has a issue sending small mail messages.

The workaround at this point is to make sure the mail message contains at least 1500 characters. This seems to allow the message to be sent every time. This workaround has not received extensive testing and is not guaranteed to work. In

fact, 1500 characters may be a bit of overkill but it seems to be reliable.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

This article is one of many available through the Apple Fax center. For a complete list of available fax documents, search the Tech Info Library for Apple Fax Document Index or call the Apple Fax line at 1-800-505-0171 and select document number 20000 (Apple Fax - Document Index - Product Support Literature). The Apple Fax center is available free of charge 24 hours a day, 7 days a week.

Article Change History:

- 24 Oct 1996 - Updated Eudora information.
- 09 Jul 1996 - Added information on Open Transport 1.1.
- 02 Jul 1996 - Added Fax Doc word

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