



Tech Info Library

ARA 2.0.x Connection and No IP Address (11/95)

Revised: 11/4/95
Security: Everyone

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Article Created: 4 November 1995

TOPIC -----

Our remote users are dialing in with Apple Remote Access (ARA) 2.0.x to a Shiva LanRover 8/E, and we are intermittently not receiving an IP address from the server. We currently are restarting the remote computer and redialing. Do you have any idea how to correct this?

DISCUSSION -----

A problem that may be causing this is when MacTCP is configured for Manual addressing and the MacTCP stack is initialized before the ARA connection is made.

This can be reproduced by installing MacSNMP software on a remote Macintosh. MacSNMP software will load at startup and initialize the MacTCP stack, causing MacTCP connections over an ARA link to not work. Removing MacSNMP software from the remote Macintosh resolves this.

Support Information Services

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Tech Info Library Article Number:18881