



# Tech Info Library

## Support Professional Preview CD: New ARA Telephone Number (2/96)

Revised: 2/6/96  
Security: Everyone

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TOPIC -----

Effective February 6, 1996, the Support Professional Preview CD has a new telephone number for dialing into the Support Information Server with the included Apple Remote Access (ARA) Client.

DISCUSSION -----

The Support Professional Preview CD includes trial versions of Support Professional software. This software enables you to remotely access a Support Information Server and initiate a search (Macintosh client only).

The SIS Sampler READ ME (path: Support Pro -> Trial Software -> SIS Folder), included on the Preview CD, has been slightly modified and will be included in the next revision of the Preview CD. The primary change to the SIS Sampler READ ME is the existence of a new phone number to connect to the remote Support Information Server. The old phone number is listed in the "Configuring Apple Remote Access Client" section of the READ ME file. Please change the phone number in this section to 1-512-908-8198. Also, if you use the SIS Sampler Access file (also on the Preview CD) to connect, please update the file with the new phone number (1-512-908-8198).

If you would like to receive Support Professional Solution Series ordering information and/or a free Support Professional Preview Kit on the Support Professional program, you may call 1-800-745-2775 between the hours of 7 a.m. and 10 p.m. Central Time.

Support Information Services

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