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AppleShare 3.0, 3.0.1: Prob with ARA & Retrospect Remote (9/95)

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TOPIC -----

This article describes a known bug and its solution in AppleShare 3.0 or 3.0.1 when used with AppleTalk Remote Access and Retrospect Remote Control Panel software.

DISCUSSION -----

There is a known bug in AppleShare Server 3.0 & 3.0.1 which is fixed in AppleShare Server 3.0.2. AppleShare 3.0.3 is the current release and should be used. Here are the details:

Macintosh systems that have the following software installed are affected:

AppleShare File Server 3.0 or 3.0.1
AppleTalk Remote Access 1.0
Retrospect Remote Control Panel

If the entire system is backed up with Retrospect Remote, subsequent attempts by AppleTalk Remote Access users to dial in to that system will fail with an "Unrecognized User" error message. The immediate, albeit temporary, solution is to restart the server Macintosh.

The solution is to use the AppleShare 3.0.3 Patch Program to update AppleShare 3.0 or 3.0.1 file servers to version 3.0.3. The AppleShare 3.0.3 Patch Program is available on Apple Computer's online services. These articles can help you locate the AppleShare 3.0.3 Patch software 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.

The previous workaround was to not back up the Users & Groups file with Retrospect Remote.

To locate Dantz's (the maker of Retrospect) address and phone number, search the

Tech Info Library article titled "Locating Vendor Information" for help.

Article Change History:

19 Sep 1995 - Updated article to AppleShare 3.0.3 Patch software.

27 Aug 1993 - Revised article with AppleShare 3.0.2 solution information

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