Ungermann-Bass MaxTalk Card and NSI 1.3 Problem (3/93)

Article Created: 4 March 1993

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC ---

The backbone is Ethernet over Fiber connecting to an Ungermann-Bass Central unit in the computer room. Each floor in the building is connected to the backbone via an Ethernet Bridge and in the same enclosure is a Ungermann-Bass MaxTalk 'card' model #MTM7100.

The MaxTalk cards is an Ethernet to LocalTalk Router simultaneously supporting 16 LocalTalk connections through separate ports on the card. The majority of the Macintosh computers are Connected via Ethernet, while a small number of users (PowerBooks and some older LaserWriters mainly) are connected with LocalTalk connections to the MaxTalk cards on each floor.

The Ungermann-Bass MaxTalk units perform as Brouters (Bridge/Router) in providing zone definition. The system is one large logical zone with 'soft' floor defined zones for convenience & troubleshooting.

All that being said, I will now describe the problem encountered. The PowerBook 170 & regular IIci's connected via LocalTalk to the MaxTalk cards have performed flawlessly in providing zones and connections to the network. The client is wanting to implement two major changes to the network. The first is SNMP management of resources, Macintosh, DOS PCs, OS/2 Print Queue services, mini and mainframe. Second a large number of remote workstations (primarily PowerBook 170/180s & some desktop Macintosh computers) want to connect to the network using modem access ARA to modem to Lanrover E's connecting to Ethernet ports on the MaxTalks (which assign IP addresses if the subnet and gateway are predefined) to access Oracle Databases via TCP/IP which Ungermann-Bass says it already supports with no modifications required.

To date both a PowerBook 170 and a Quadra 700 have been upgraded to AppleTalk v58.0 from 57.0.4, which worked. Both units will connect and show zones in the chooser for AppleShare and LaserWriters. However, if the Network Control Panel is accessed and double-clicked on to select a different default zone in which to reside the Macintosh computers 'freeze' with the stopwatch going into never-never land. And it will remain this way until the Macintosh is restarted or the Finder is forced to Quit or the

10BaseT jumper cable from the PhoneNet connector is disconnected. When the jumper cable is disconnected the Network Control Panel opens normally. Definitely sounds like the software driving the port is not compatible.

Just tried another test, drag installed the old Network Control Panel replacing the Network Control Panel from NSI 1.3 and it now opens normally. So the new version of the Network Control Panel has some type of conflict with the LocalTalk ports on the MaxTalk cards.

Is there any other known conflicts with parts of the AppleTalk version 58? What is the down side of configuring the system software with version 3.0 of the Network Control Panel? Does this prevent proper operation of SNMP? Please advise.

DISCUSSION ----------

Our testing with Ungermann-Bass reveals that the problem is in the MaxTalk card software. The Macintosh appears to freeze, but in reality it is polling the MaxTalk card for responses. Customers with this problem should contact Ungermann-Bass directly for a patch. To locate a vendor's address and phone number, use the vendor name as a search string.

Keywords: <None>

==========

19960215 11:05:19.00