1 Introducing the Apple Remote Access MultiPort Server

This chapter provides a basic introduction to the Apple Remote Access MultiPort Server, including all hardware, software, and network requirements. This chapter also describes the role of a remote access server on your network.

About the Remote Access MultiPort Server and Remote Access Manager

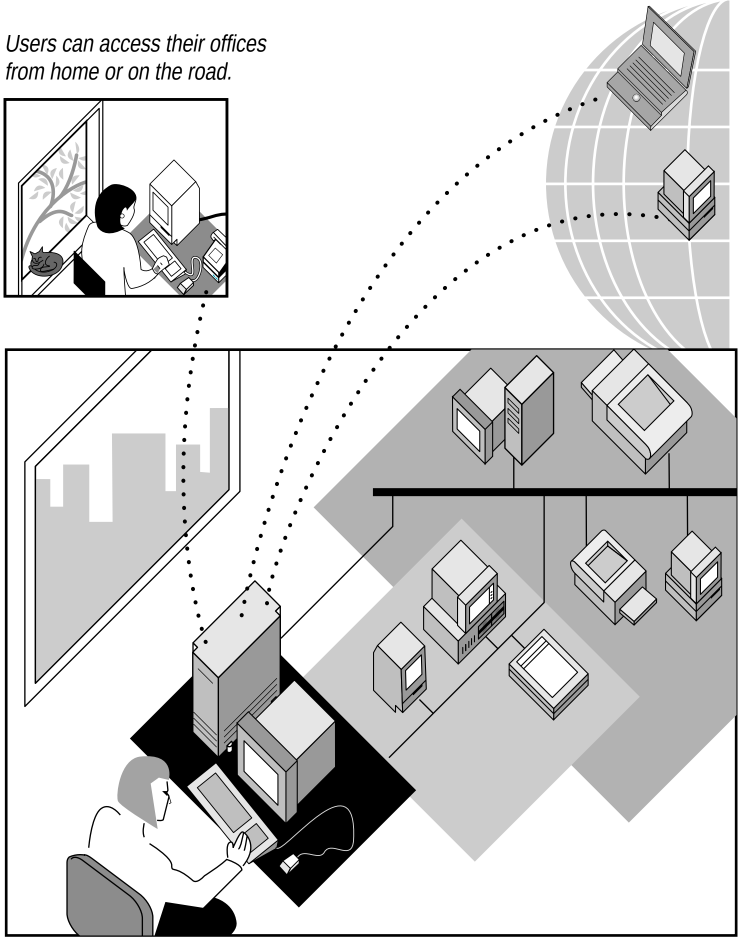
The Remote Access MultiPort Server is a product that turns a computer running the Mac OS into a remote access server supporting up to 16 lines for remote connection by users. Remote Access Manager is the application for configuring ports and controlling user access to the server.

Remote Access allows users to use network services, such as file sharing, electronic mail, and print servers, that are available on an AppleTalk local area network. Users can print on a remote printer, send data to or retrieve data from file servers, or access remote computers and network-based host systems. In practical terms, users can access their offices from home or on the road.

The remote access server administrator uses Remote Access Manager software to set up and administer the server. These tasks include the following:

- setting server preferences
- registering users
- configuring ports for dial-in and callback access
- establishing server security

Note: There are a number of ways to establish server security. Refer to Chapter 3 for more information about the types of security available for a Remote Access MultiPort Server.



Users can access their offices from home or on the road.

The administrator uses Remote Access Manager software to set up and administer the server.

Requirements for using the Remote Access MultiPort Server

The following sections list the *minimum* hardware, software, and network requirements for using the server. You will need additional RAM to run other applications or services. Also, the more powerful the computer, the better the performance.

Hardware requirements

The following are the minimum hardware requirements for setting up and running a Remote Access MultiPort Server:

- a PowerPC™-based computer with one or more PCI slots, running the Mac OS
- 8 megabytes (MB) of RAM
- a hard disk
- a CD-ROM drive
- a Smart Serial 6 expansion card and a Smart Serial 6 cable, included with your Remote Access MultiPort Server
- one or more high-speed asynchronous serial devices, such as a modem or an ISDN adapter
- a telephone line for each device

Software requirements

Your Remote Access MultiPort Server CD-ROM disc contains all the software you need to run the Remote Access MultiPort Server and Remote Access Manager application, including the software for the Smart Serial 6 PCI card. Additionally, you must be using system software version 7.5.2 or later on your server computer. If your server is an Apple Network Server, a Power Macintosh 7500, 8500, or 9500, or equivalent, you must use Macintosh system software 7.5.3 or later.

IMPORTANT Install the correct system software on the server computer before installing the Remote Access Server. If you don’t have this software, contact your Apple-authorized reseller or representative before proceeding.

Network requirements

Connect your Remote Access MultiPort Server to an AppleTalk network using the same type of networking software and cable as used with other devices on your network. Any AppleTalk network is capable of supporting a Remote Access MultiPort Server. The most common network choices are LocalTalk, Ethernet, and token ring.

IMPORTANT This guide assumes that you are adding the Remote Access MultiPort Server to an existing network. If not, consult the documentation that came with the network materials you plan to use before continuing with this guide.

Client software requirements

Users can access the Remote Access MultiPort Server using any version of the Remote Access Client software, but upgrading to the current version is recommended. Remote Access Client version 2.1 is included on the MultiPort Server installation CD-ROM disc, and one copy of the client user manual is included in the MultiPort Server package. For information on volume licensing, contact your Apple-authorized reseller or representative. Once you have the correct licensing, users can upgrade over the network from the CD-ROM disc, or the administrator can use Disk Copy to make an installation floppy disk from the image file on the disc.

Using the Remote Access MultiPort Server with other networking software

The MultiPort Server is compatible with many but not all additional networking programs.

Apple Internet Router

The Apple Remote Access MultiPort Server and the Apple Internet Router version 3.0.1 or later can run concurrently on the same computer. If you have Apple Internet Router 3.0 installed, you need to upgrade to v. 3.0.1 before installing the MultiPort Server.

SNMP AppleTalk Transport v.1.0 is not compatible with the MultiPort Server. If you have SNMP AppleTalk Transport v.1.0 installed, remove it. If you intend to use SNMP network management with either the Internet Router or the MultiPort Server, install SNMP AppleTalk Transport v. 1.1 after installing the Internet Router and before installing the MultiPort Server.

AppleShare

The Apple Remote Access MultiPort Server and AppleShare v. 4.0.1 or later can run concurrently on the same Mac OS computer. They will share the same Users & Groups Data File.

Macintosh file sharing

The Apple Remote Access MultiPort Server cannot run concurrently with Macintosh file sharing. If you install the MultiPort Server on a Mac OS computer on which file sharing is enabled, you will be asked to convert the Users & Groups Data File. After conversion, only the MultiPort Server and AppleShare 4.0.1 or later can access the Users & Groups Data File.

2 Getting Started

This chapter provides step-by-step instructions for getting your Apple Remote Access MultiPort Server ready to work, from preparing the server computer to installing the Remote Access Manager software.

During the setup process you may need to consult the manuals that came with your computer, expansion cards, and serial communications devices for general information, installation instructions, and troubleshooting.

Preparing the server computer

Set up the server computer exactly as you would any other computer running the Mac OS, giving extra consideration to the server's physical security. If you have any concerns about physical security, you should consider putting the server computer in a separate room with controlled access. Physical security is your first line of defense for server security. For information about other types of security, refer to Chapter 3.

The following instructions assume that you have chosen to use a new computer for the server.

Note: You can set up the server on a computer that you are currently using for other network services. If you plan to use a computer that is already in use, some of the steps will not apply to you.

To prepare the server computer:

1. **Set up the server computer.**

   Follow the unpacking and setup instructions that came with the computer.

2. **If necessary, install a network communications card.**

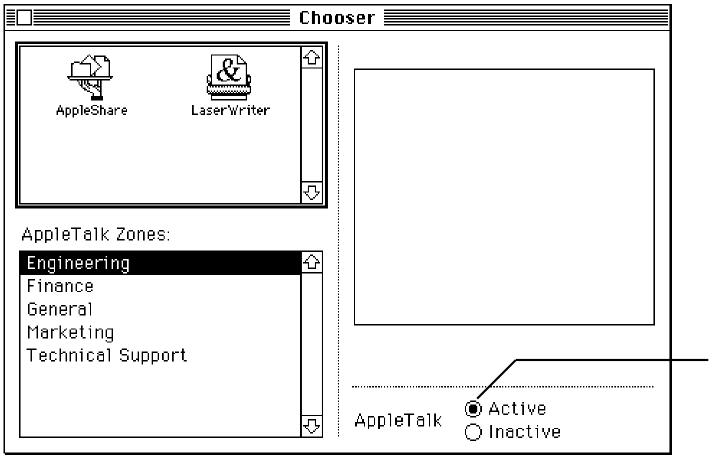
   You may need to do this if you plan to connect your computer to a token ring or Ethernet network. Follow the directions in the user's guide supplied with the card.

3. **Connect the server computer to your AppleTalk network.**

   Follow the directions in the user's guide for your cable system.

4. **Make sure that the AppleTalk option is active.**

   The AppleTalk Active option should be selected. If it isn't, open the Chooser and click the AppleTalk Active button in the lower-right corner of the Chooser window.



AppleTalk ● Active ○ Inactive

Make sure the AppleTalk Active button is selected.

Installing expansion cards

The number of expansion cards that you can install in the server computer depends upon the number of slots available in the computer. For example, if you are using an Apple Workgroup Server 8150 as the server computer, you can install a maximum of three 6-port serial cards, resulting in sixteen possible ports, with two left over.

IMPORTANT Each Remote Access MultiPort Server package contains a Smart Serial 6 six-port expansion card and six-ended connector cable. You must purchase an Apple Remote Access MultiPort Server package for each additional six ports you wish to use, up to the sixteen-port maximum.

You can use an Apple Remote Access MultiPort Server package to expand an Apple Remote Access version 2.1 server, or to upgrade and expand an existing Remote Access version 2.0 server. The expansion card must be compatible with the system you are upgrading or expanding.

Instructions for installing the expansion card are provided in the card installation guide that accompanies the product.

Attaching the serial devices

Use the Smart Serial 6 cable included with your expansion card to attach all serial devices. Attach a telephone line to each device, following the installation instructions provided with the device.

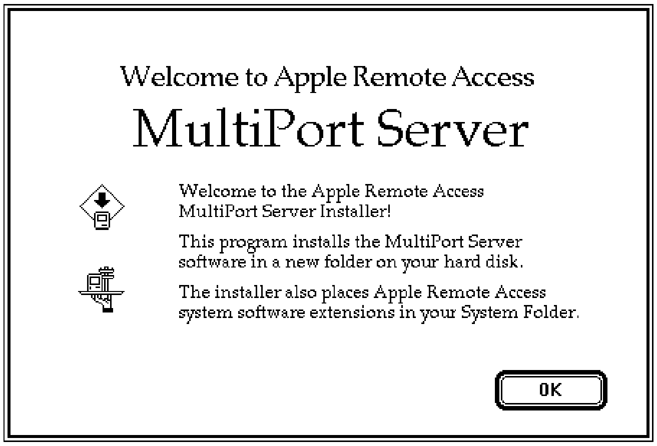
Installing the software

The CD-ROM disc included in your Remote Access MultiPort Server package contains all the software you need to run the Remote Access Manager application and the server.

To install the software:

1. **Insert the *Apple Remote Access MultiPort Server* CD-ROM disc into the CD-ROM drive of the server computer.**
2. **Double-click the Installer icon.**

   The Installer screen appears.



Welcome to Apple Remote Access

MultiPort Server

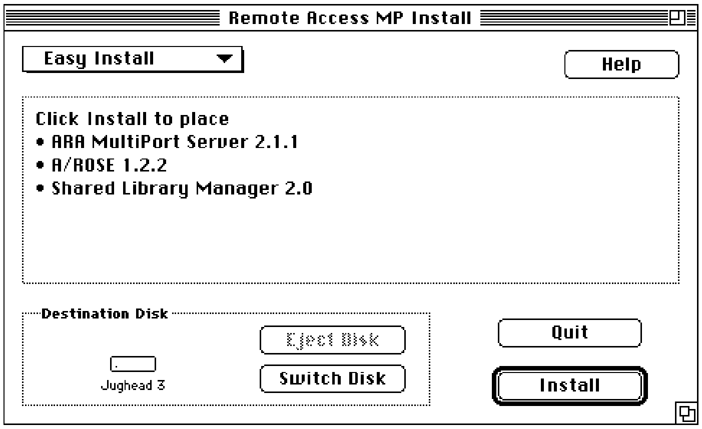
Welcome to the Apple Remote Access MultiPort Server Installer!

This program installs the MultiPort Server software in a new folder on your hard disk.

The installer also places Apple Remote Access system software extensions in your System Folder.

3 **Click OK.**

The Easy Install screen appears.



Click Install to place
- ARA MultiPort Server 2.1.1
- A/ROSE 1.2.2
- Shared Library Manager 2.0

4 **Click Install.**

Note: Be sure to use Easy Install. Clicking Customize allows you to install the software elements individually. However, all the software elements are required for successful installation, so use of the Customize option is not recommended. After installation is complete, a dialog box appears informing you that installation was successful.

5 **Click Restart.**

The computer ejects the installation disc, the computer restarts, and you're back in the Finder, ready to set up the server.

6 **Check the clock.**

The server computer's internal clock is the source for all time entries in the Remote Access Manager's records, such as the server activity log. Before you set up remote access service, make sure that the computer's clock is accurate.

3 Setting Up the Server

This chapter provides information about and instructions for setting up basic remote access service—including setting server preferences, configuring the ports, and registering users.

This chapter also provides information about the different types of security you can establish for the server using the Remote Access Manager application.

About server security

You can establish and control server security through a number of features in the Remote Access Manager software:

- user registration
- password and callback options
- zone access
- Security Zone
- external security

Guests and registered users

Guest user is a generic account for guest users of remote access service. Anyone on the network can be a guest; a guest is not assigned a password and generally has limited network access. In the interest of security, you should limit the amount of access that guests have on your network.

A *registered user* is anyone for whom you have assigned a user name, password, and security options.

The user database, or *User List*, contains the names of all users and guests who can access the server. Information about each user, such as user name and password, appears in a *User information window.*

Password and callback security

You can increase the security of your network by requiring that each registered user enter a password to access the server. You should provide registered users with a unique password the first time they log in and require that they change the password at that time. Select the Require New Password on Next Login option in the User information window to ensure that all users must change their passwords after the first time they log in. For more information about this and other password options, refer to “Registering Users,” later in this chapter.

Requiring a callback number for users further ensures security because users can only connect to the server using a telephone number that they have provided to you. When a user successfully logs in, he or she is immediately disconnected from the server. The server then attempts to make a connection at the callback number listed for that user. If the telephone number is valid, a connection is made.

To maintain a high level of security for your network, you should require all users to supply callback numbers. For users who require "roving access"—that is, users who need to access the server remotely but aren't always in the same location—you should implement external security software. For more information about this option, refer to "External Security," later in this chapter.

IMPORTANT Many cellular modems use the MNP 10 error-correction protocol to improve communications reliability. Because cellular phones vary in the way they receive incoming calls, cellular phones equipped with MNP 10 modems generally cannot receive callbacks. Use a security method other than callback for cellular clients.

Zone access

Zones are logical subdivisions of a network in which services such as file servers, printers, and other individual computers reside. Zones appear in the Chooser window. You can use zones to organize services into logical groups. Groupings can be by type of resource, along organizational boundaries, or in any manner the network administrator decides. The Apple Remote Access MultiPort Server administrator can assign each user access to specified zones on the network.

Note: Although zone access cannot be considered "true" security when compared with password and external security, it does provide a way for you to control access to the network.

Including a large number of zones in users' zone access privileges can slow down server performance. If you want to exclude a user from a large number of zones, choose "All Zones Except Listed," or "Only Zones Listed" instead of naming the zones specifically. See "Creating a New User," later in this chapter, for more information. For best performance, always try to minimize the number of zones per zone list.

Security Zone

The Security Zone feature prevents individuals from setting up an Apple Remote Access MultiPort Server or Apple Remote Access Personal Server without an authorizing password. Security Zone software is provided in the Apple Remote Access MultiPort Server Toolkit folder included on the installation CD-ROM disc. For instructions on how to implement this feature, see the Read Me file provided with the software in the Apple Remote Access Security folder.

IMPORTANT If a router advertises a security zone, make sure the security zone is available when the Remote Access MuliPort Server ports are configured and turned on. Otherwise users will be disconnected and the port turned off when they attempt to dial in. See the Read Me file provided with the Security Zone software for more information.

External security

You can provide an additional level of security by implementing third-party, external security. For example, additional security would be appropriate for those who need roving access. Two types of external security are available: *line-level security* and *protocol-level security.*

Line-level security provides security at the telephone-line level and usually consists of hardware that is connected to the server and a security software module that is placed on the clients' workstations.

Protocol-level security provides security at the software level and usually consists of security software modules that are placed on both the server and the clients' workstations. You can install more than one security module on an Apple Remote Access MultiPort Server computer and client workstations, but you can activate only one security module at a time.

Once you install the security module, you can decide if all users or only selected users must be validated by this type of security when they dial in to the server.

Note: Example screens throughout this manual display “Third-Party Security” as the security module. This name does not refer to a specific product, but is intended for illustration purposes only. See your Apple-authorized reseller or representative for specific product recommendations.

Starting the Remote Access Manager software

The Remote Access Manager application does not have to be running for the server to be active; however, you must run Remote Access Manager once to start up the server. After that, you can quit Remote Access Manager and the server will keep running.

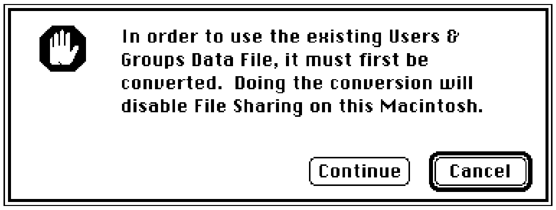
IMPORTANT If you want the server to start up automatically, or if you want the server to restart after a power failure, place an alias of the Remote Access Manager application in the Startup Items folder, located in the System Folder.

Starting the Remote Access Manager application also starts the server, if it is not already running. The first time you start the application, you will be prompted to enter information about the server.

To start the server and the Remote Access Manager application:

1 **Double-click the Remote Access Manager icon.**

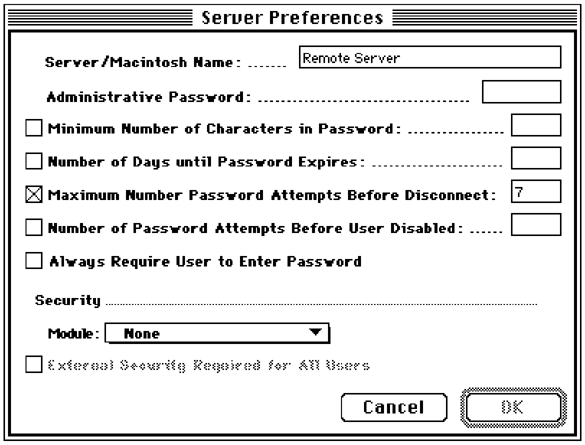
If you have installed Remote Access Manager on a computer on which AppleShare is not installed, the following message appears:



In order to use the existing Users & Groups Data File, it must first be converted. Doing the conversion will disable File Sharing on this Macintosh.

2 **Click Continue.**

The Server Preferences dialog box appears. If you have installed the Remote Access manager software on the same computer as an AppleShare server, or if you have named your computer, the server or computer name appears in the Server/Macintosh Name text box. If these circumstances do not apply, “Apple Remote Access Server” appears in the name box. If AppleShare is installed, bullets appear in the Administrative Password text box; each bullet indicates a character in the Admin Key for your AppleShare server.


Server Preferences

Server/Macintosh Name: .... Remote Server

Administrative Password: ....

□ Minimum Number of Characters in Password: ....

□ Number of Days until Password Expires: ....

☒ Maximum Number Password Attempts Before Disconnect: 7

□ Number of Password Attempts Before User Disabled: ......

□ Always Require User to Enter Password

Security

Module: None

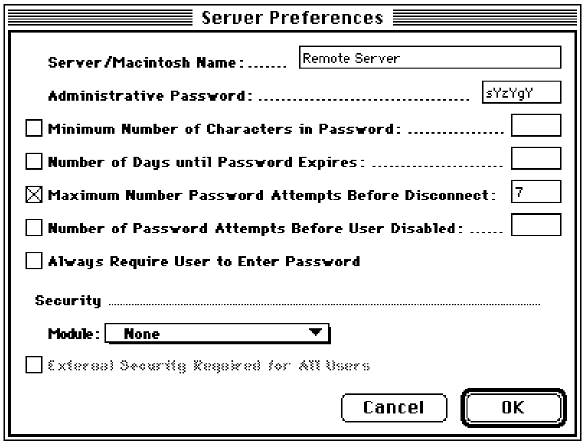
□ External Security Required for All Users

3 **If necessary, enter a new name for the server and an Administrative Password.**

The Administrative Password helps prevent unauthorized use of the server and some features of Remote Access Manager. The password can be any combination of up to eight characters and can include uppercase and lowercase letters.

IMPORTANT Any changes you make to either of these items are also applied to the AppleShare server.

IMPORTANT Replacing an Administrative Password is difficult. If you record your administrative password, guard it carefully. If you lose or forget it, see "The Administrative Password Has Been Lost" in the Appendix, "Troubleshooting."



Server/Macintosh Name: .... Remote Server

Administrative Password: .... sYzYgY

□ Minimum Number of Characters in Password: ....

□ Number of Days until Password Expires: ....

☒ Maximum Number Password Attempts Before Disconnect: 7

□ Number of Password Attempts Before User Disabled: ......

□ Always Require User to Enter Password

Security

Module: None

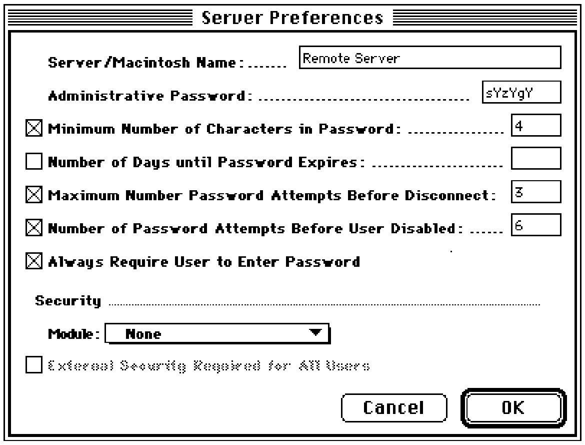
□ External Security Required for All Users

4 **Select password options by clicking the appropriate checkboxes and entering a value when required in the text box.**

The password options in the Server Preferences dialog box allow you to control server security at the password level. The following options apply to user passwords:

- *Minimum Number of Characters in Password* The minimum number of characters for a user password. The minimum is one; the maximum is eight. As a general rule, the longer the password, the safer. Encourage users to choose passwords that combine letters and numbers and that are not actual words.
- *Number of Days until Password Expires* The range of days is 1–1000. Select this option to require users to change their passwords regularly.
- *Maximum Number Password Attempts Before Disconnect* The maximum number of times a user can enter an incorrect password before being disconnected. Each incorrect attempt is also applied to the Number of Password Attempts Before User Disabled option if you have selected it and entered a value. The default is seven attempts.

- *Number of Password Attempts Before User Disabled* The number of times a user can attempt to log in to the server without success before the user's account is disabled. This number should be greater than the Maximum Number Password Attempts Before Disconnect. A count of consecutive bad password attempts is kept. When it equals the Number of Password Attempts Before User Disabled, the user's access is disabled. Access must be reenabled by the administrator before the user can connect again. The count is reset to zero each time the user successfully connects with the correct password.
- *Always Require User to Enter Password* This option requires all users to enter their passwords when logging in, even if they have selected the Save My Password option in their Remote Access connection documents. Selecting this option prevents anyone from using a "stolen" connection document in which the password has been saved.



Server Preferences

Server/Macintosh Name: .... Remote Server

Administrative Password: .... sYzYgY

☒ Minimum Number of Characters in Password: 4

□ Number of Days until Password Expires: ....

☒ Maximum Number Password Attempts Before Disconnect: 3

☒ Number of Password Attempts Before User Disabled: 6

☒ Always Require User to Enter Password

Security

Module: None

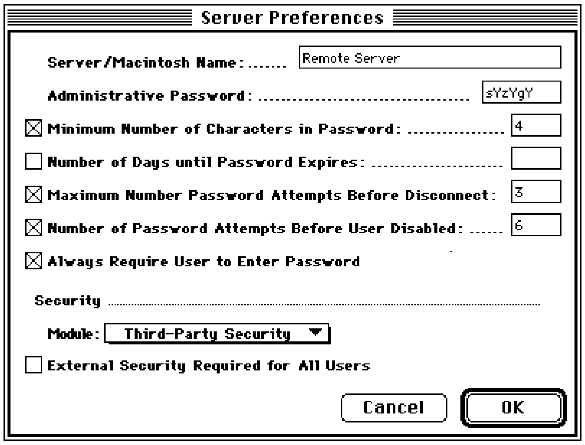
□ External Security Required for All Users

5 If you have installed a third-party external security module and want to implement it, choose its name from the Module pop-up menu.

External security provides an additional layer of security for your server and is applicable for current users and users you register in the future. You can determine whether this type of security is required for all users or only for selected users. Regardless of your choice, a checkbox with the name of the security module will appear in each User information window. (For more information about the User information window, refer to “Creating a New User,” later in this chapter.)

See the documentation that came with your third-party security product for more information on installation and use.

Note: You cannot select more than one security module from the Module pop-up menu.



Server/Macintosh Name: .... Remote Server

Administrative Password: .... sYzYgY

☒ Minimum Number of Characters in Password: 4

☐ Number of Days until Password Expires: ....

☒ Maximum Number Password Attempts Before Disconnect: 3

☒ Number of Password Attempts Before User Disabled: 6

☒ Always Require User to Enter Password

Security

Module: Third-Party Security ▼

☐ External Security Required for All Users

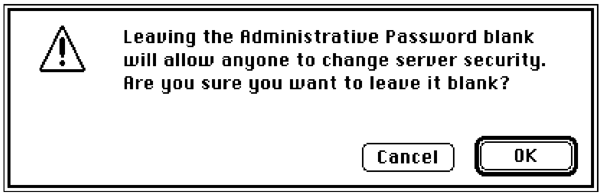
6 Click the External Security Required for All Users checkbox if you want to implement external security for all users.

Depending on the external security module you selected, you may need to configure settings for each user. For more information, refer to “Creating a New User,” later in this chapter.

When you register new users, this option is automatically selected in the User information window.

7 **Click OK when you have finished entering information and selecting security options.**

If you do not enter an Administrative Password, the following warning appears:



Leaving the Administrative Password blank will allow anyone to change server security. Are you sure you want to leave it blank?

8 **Click OK to confirm that you do not want to enter an Administrative Password, or click Cancel to enter an Administrative Password.**

Note: To change the Server Preferences at any time, choose Set Server Preferences from the Server menu.

Configuring the modem ports

IMPORTANT You cannot use the built-in serial ports on the computer for Apple Remote Access. Use only the ports provided on the installed serial card or cards.

This section describes how to configure the modem ports for dial-in and callback access. Before continuing, make sure that you've installed all expansion cards and attached all serial communications devices correctly.

There are three basic ways to configure the modem ports: Dial-in Access, Dial-in and Transfer, and Callback Only.

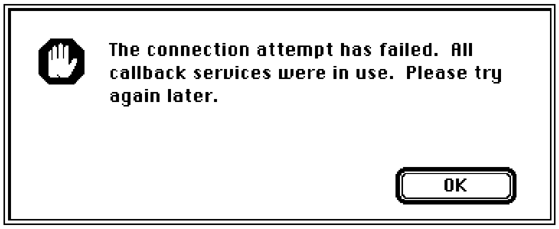
Note: Users cannot access a configured port until it has been turned on in the Port Configuration window, as described later in this chapter.

Dial-in Access allows dial-in and callback access on the same port. With this method, a user who does not have callback enabled is able to dial in and remain connected. This is useful if you have a number of users who are on the road and cannot provide you with a callback number. If the user has callback enabled, when the user dials in, the server checks that the user name and password are correct. If they are correct, the user is disconnected, and the server calls him or her back on the same port.

Ports set to *Dial-in and Transfer* are intended only for users who have callback enabled. When such a user dials in, the server checks that the user name and password are correct. If they are correct, the user is disconnected, and the server calls him or her back through a different, callback-only port. Users for whom you have not set up callback can dial in to Dial-in and Transfer ports, but they will be disconnected. Users who do not have callback enabled must use Dial-in Access ports.

Callback Only ports cannot receive calls. They are used only in conjunction with ports that have been configured for Dial-in and Transfer. For example, you can set up one port for Dial-in and Transfer and the rest for Callback Only. Thus, you can have a maximum of 15 callback lines, depending on the number of expansion cards installed and modems or other serial communications devices connected to the ports. This method allows you to provide only one telephone number to your remote access users.

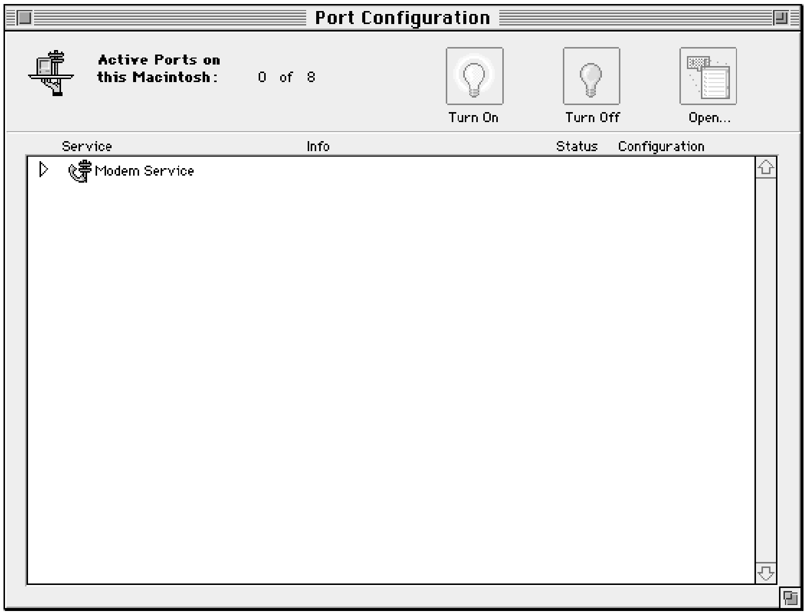
Note: If you configure one port as Dial-in and Transfer and the rest as Callback Only, the user will see the following alert box when all callback lines are in use:


The connection attempt has failed. All callback services were in use. Please try again later.

To configure the serial ports:

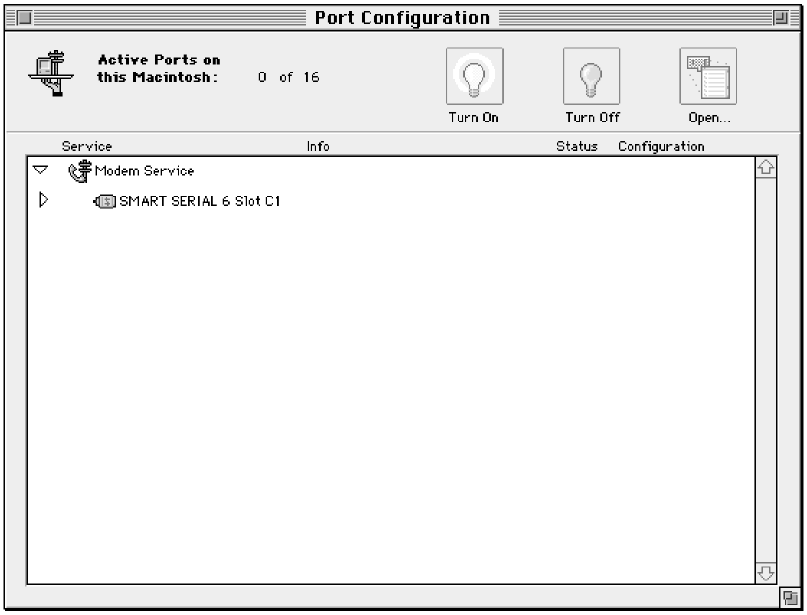
1 **Choose Configure Ports from the Server menu.**

The Port Configuration window appears. This window contains information about services installed on the server computer and the configuration of each port.



2 **Click the triangle next to Modem Service (or double-click the line) to display all port groupings.**

The two types of grouping are the ports on an expansion card or the computer's internal ports themselves.

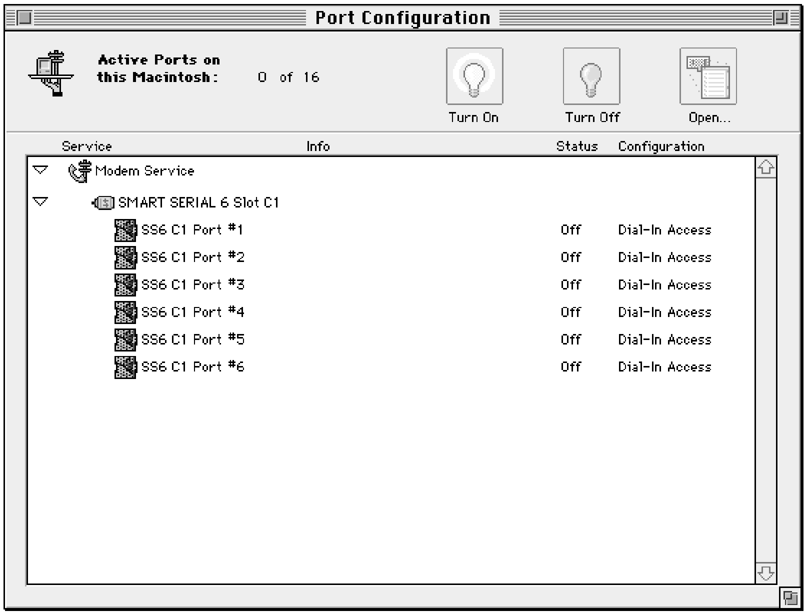


Active Ports on this Macintosh: 0 of 16

Service	Info	Status	Configuration
Modem Service			
SMART SERIAL 6 Slot C1			

3 **Click the triangle next to the port grouping (or double-click the line) to display the name, status, and configuration of each port.**

The port name is determined by the slot in the computer in which the card is installed and the number of the port on the card. For example, SS6 C1 Port #1 means that a Smart Serial 6 card is installed in Slot 1 in the server computer and that Port 1 on the card is selected.

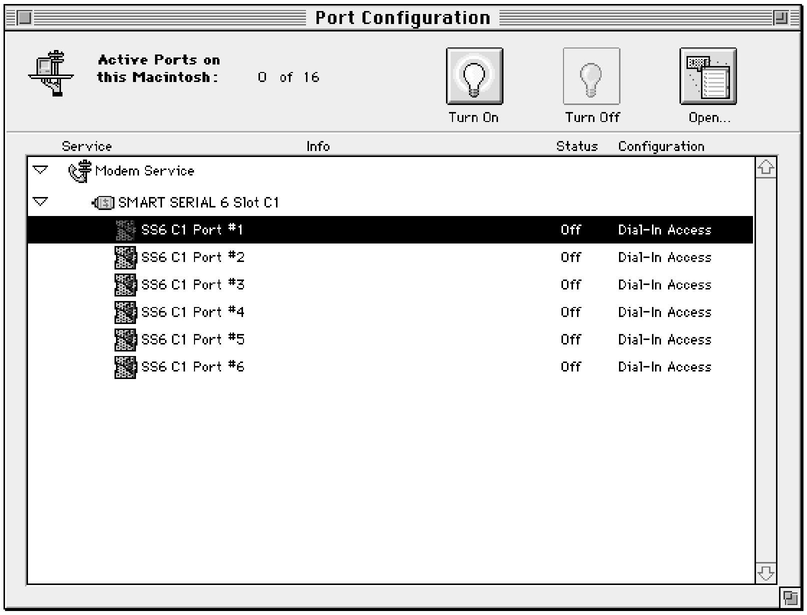


Active Ports on this Macintosh: 0 of 16

Service	Info	Status	Configuration
▽ Modem Service			
▽ SMART SERIAL 6 Slot C1			
SS6 C1 Port #1		Off	Dial-In Access
SS6 C1 Port #2		Off	Dial-In Access
SS6 C1 Port #3		Off	Dial-In Access
SS6 C1 Port #4		Off	Dial-In Access
SS6 C1 Port #5		Off	Dial-In Access
SS6 C1 Port #6		Off	Dial-In Access

4 **Select the port you want to configure by clicking it.**

The Open button becomes active. Initially ports are turned off; that is, they are inactive. Once you configure a port, you can turn it on to make it active.



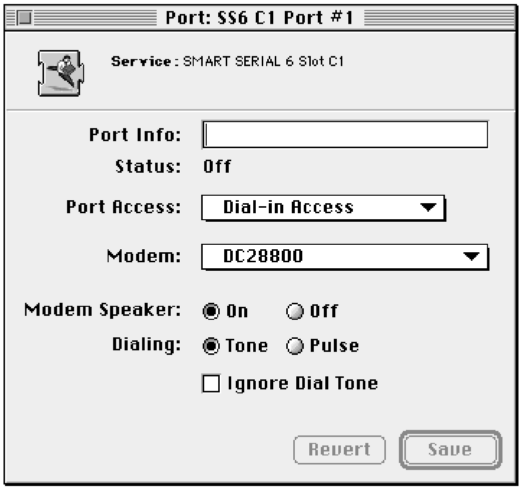
Active Ports on this Macintosh: 0 of 16

Service	Info	Status	Configuration
Modem Service			
SMART SERIAL 6 Slot C1			
SS6 C1 Port #1		Off	Dial-In Access
SS6 C1 Port #2		Off	Dial-In Access
SS6 C1 Port #3		Off	Dial-In Access
SS6 C1 Port #4		Off	Dial-In Access
SS6 C1 Port #5		Off	Dial-In Access
SS6 C1 Port #6		Off	Dial-In Access

5 **Click the Open button.**

The Port window appears for the port you selected. The name of the port appears in the title bar.

Note: You can also double-click the port name to open the Port window.



Port: SS6 C1 Port #1

Service : SMART SERIAL 6 Slot C1

Port Info:

Status: Off

Port Access: Dial-in Access

Modem: DC28800

Modem Speaker: ● On ○ Off

Dialing: ● Tone ○ Pulse

□ Ignore Dial Tone

6 **Enter text in the Port Info text box, such as the name of the modem connected to the port and the telephone number of the line connected to the modem.**

7 **From the Port Access pop-up menu, select one of the following options: Dial-in Access, Dial-in and Transfer, or Callback Only.**

8 **From the Modem pop-up menu, select the modem script for the modem you've attached to the port.**

See the Read Me file in the Apple Remote Access MP Folder for a list of supported modems. If your modem does not appear on that list, check with your modem vendor or consult the support information available on Apple's World Wide Web site at `www.info.apple.com`. If you are an experienced programmer and want to write your own script, complete documentation and prototyping software are included in the Apple Remote Access MultiPort Server Toolkit folder on the installation CD-ROM disc.

9 **Turn the modem speaker on or off by clicking the On or Off button.**

When the modem speaker is on, you can hear when the modem is making a connection with another modem. However, if modem noise is a concern, you can turn off the modem speaker.

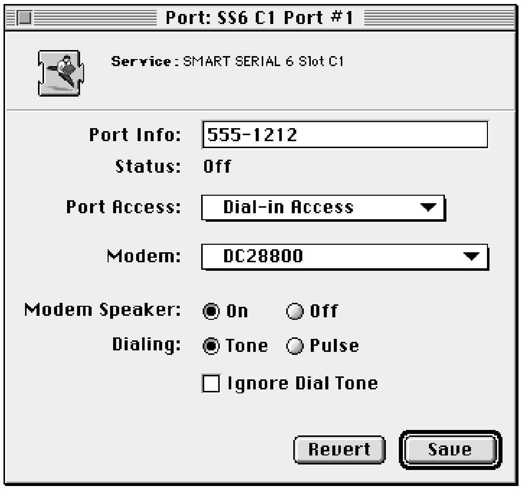
10 **Select Tone or Pulse for the dialing capability of your telephone line.**

Select Tone if the telephone line to which the modem is connected supports touch-tone dialing. Select Pulse if the telephone line to which the modem is connected supports pulse or rotary dialing.

11 **Click the Ignore Dial Tone checkbox if you always want the modem to dial, regardless of its ability to recognize the tone provided on the telephone line.**

12 **Click Save to save these settings for the port.**

If you click Revert, the contents of the window are not saved.



Port: SS6 C1 Port #1

Service: SMART SERIAL 6 Slot C1

Port Info: 555-1212

Status: Off

Port Access: Dial-in Access

Modem: DC28800

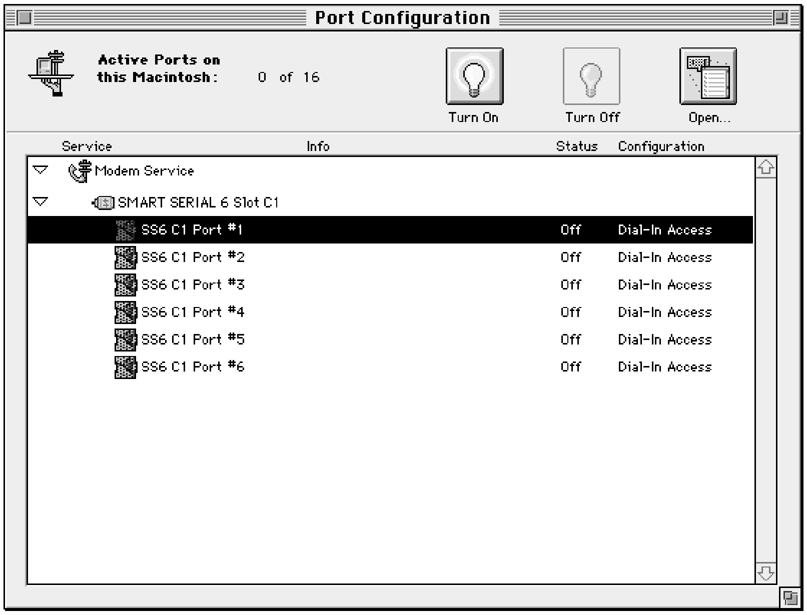
Modem Speaker: ● On ○ Off

Dialing: ● Tone ○ Pulse

□ Ignore Dial Tone

13 **Click the close box to close the Port window.**

The Port Configuration window is still visible. Now that you've configured the port, you must turn it on to make it active for receiving and making calls.



Port Configuration

Active Ports on this Macintosh: 0 of 16

Service	Info	Status	Configuration
▽ Modem Service			
▽ SMART SERIAL 6 Slot C1			
SS6 C1 Port #1		Off	Dial-In Access
SS6 C1 Port #2		Off	Dial-In Access
SS6 C1 Port #3		Off	Dial-In Access
SS6 C1 Port #4		Off	Dial-In Access
SS6 C1 Port #5		Off	Dial-In Access
SS6 C1 Port #6		Off	Dial-In Access

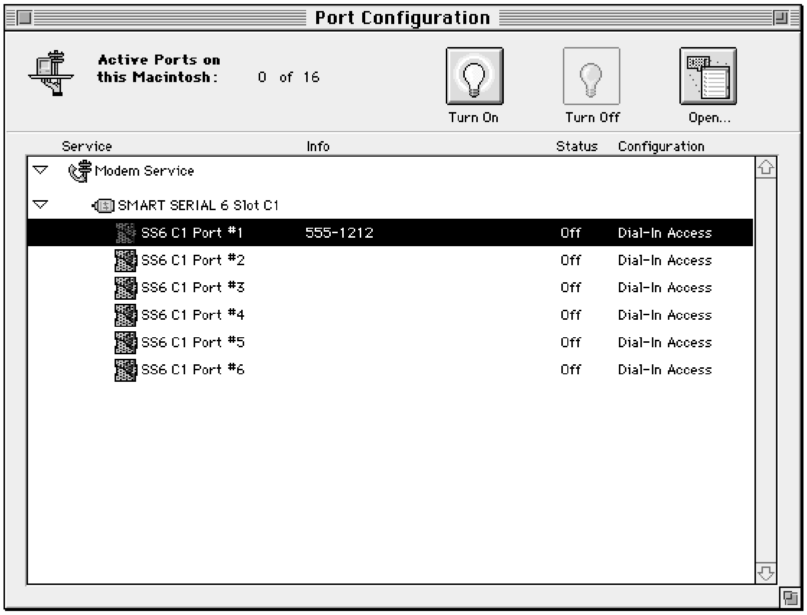
14 **Select the port and click the Turn On button to turn on the port.**

Note: If you are using the Security Zone software, you will be required to enter a password at this point. You will only be required to enter this password the first time you turn on a port.

Following is a sample Port Configuration window in which all ports on an expansion card have been configured.

The status of each port is indicated as On, Off, or Error. If Error appears, a configuration problem exists, and you should refer to the server activity log for a description of the error. For more information about the server activity log, refer to Chapter 5.

The Info column contains the text from the Port Info text box in the Port window. The Configuration column contains the access selected in the Port Access pop-up menu in the Port window. The status is determined by clicking the Turn On or Turn Off button.



Active Ports on this Macintosh: 0 of 16

Service	Info	Status	Configuration
Modem Service			
SMART SERIAL 6 Slot C1			
SS6 C1 Port #1	555-1212	Off	Dial-In Access
SS6 C1 Port #2		Off	Dial-In Access
SS6 C1 Port #3		Off	Dial-In Access
SS6 C1 Port #4		Off	Dial-In Access
SS6 C1 Port #5		Off	Dial-In Access
SS6 C1 Port #6		Off	Dial-In Access

Registering users

Once you have configured the ports, you should register users and select dial-in and callback options for them. There are several ways in which you can register users. You can

- use the Users & Groups Data File from AppleShare if you have installed the Apple Remote Access MultiPort Server on the same computer as your AppleShare server
- create a new User List using the Remote Access Manager software
- create or amend a User List by importing data from another application (for more information about this process, refer to Chapter 4)

Sharing user database information with AppleShare

If you have installed the Apple Remote Access MultiPort Server on the same computer as your AppleShare server, the user database is shared between Apple Remote Access and AppleShare. The user database is called the User List in Apple Remote Access and the Users & Groups Data File in AppleShare.

All users from the AppleShare Users & Groups Data File appear in the Remote Access Manager User List as registered users, but you must select login and callback options for them. Remote Access Manager does not support the AppleShare Groups feature; any groups that you have created with AppleShare do not appear in the User List.

IMPORTANT Any changes you make to the User List, such as adding or deleting users, will affect the AppleShare Users & Groups Data File.

Any changes that you make to a User information window, such as changing the login name or password, also affects the AppleShare Users & Groups Data File. For more information about changing users' settings, refer to "Creating a New User," later in this chapter, and Chapter 4.

IMPORTANT Since AppleShare Admin and Remote Access Manager use the same user database, you cannot run both applications at the same time. However, if you lock Remote Access Manager, you can run the AppleShare Admin application. To lock Remote Access Manager, choose Lock Server Manager from the Server menu.

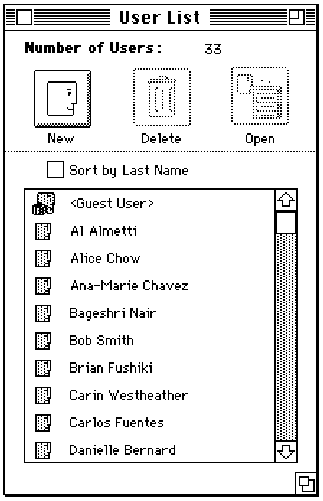
Displaying the User List

The User List displays all users you've registered for using the server. Through the User List window, you can also create new users, delete users, and display information about users.

To display the User List:

- **Choose Show User List from the Users menu.**

If AppleShare is installed or Macintosh file sharing was previously enabled, registered users appear in the User List. Otherwise only the Guest User appears. The following User List is a user database shared with AppleShare for which no remote access privileges have been set yet. Note that the Guest User is the first user on the list.



Number of Users: 33

□ Sort by Last Name

<Guest User>
Al Almetti
Alice Chow
Ana-Marie Chavez
Bageshri Nair
Bob Smith
Brian Fushiki
Carin Westheather
Carlos Fuentes
Danielle Bernard

The following table shows the meanings of the icons that appear on the User List.

Icon	Meaning
□	A new user created in Apple Remote Access
□	User converted from Users & Groups Data File who has never been modified
□	Guest access (Guest User only)
□	Access only to a server running the Mac OS
□	Access to a selected group of zones
■	Access to the entire network

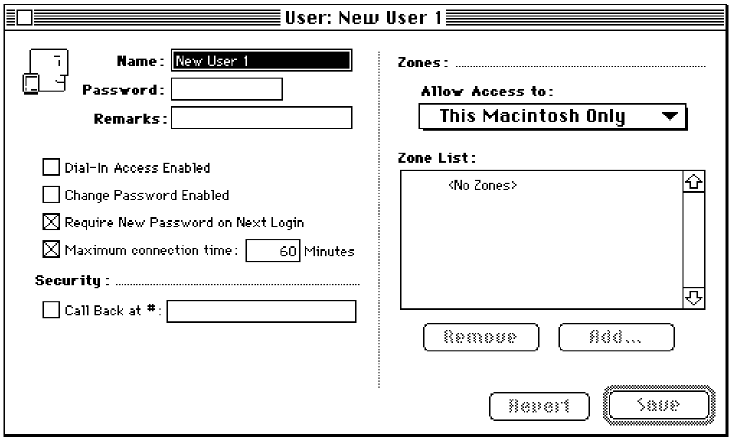
Note: A dimmed icon indicates that dial-in access has not been set for that user.

Creating a new user

To create a new user:

1 **If the User List is displayed, click the New button; otherwise, choose Create User from the Users menu.**

A New User information window appears. Require New Password on Next Login and Maximum connection time set to 60 minutes are selected by default.



User: New User 1

Name: New User 1

Password:

Remarks:

□ Dial-In Access Enabled

□ Change Password Enabled

☒ Require New Password on Next Login

☒ Maximum connection time: 60 Minutes

Security:

□ Call Back at #:

Zones:

Allow Access to: This Macintosh Only

Zone List:

<No Zones>

2 **Enter the user’s name.**

For sorting to work properly, enter user names first name first (for example, Joe User).

3 **Type a password in the Password text box.**

The user must enter this password when calling the server. Make sure to inform the user of the exact password, including capitalization.

Note: You determine the minimum length of a password in the Server Preferences dialog box.

4 **Use the Remarks text box to enter information about the user, such as a department or project name.**

This information is included in the server activity log when the user connects to the server and can be useful for call accounting or chargeback applications.

5 **Click the Dial-In Access Enabled checkbox so that the user can log in to the server.**

If you want to revoke the user’s dial-in access at a later time, you can click the checkbox again to deselect this option.

6 **Click the Change Password Enabled checkbox if you want to allow the user to change his or her password after logging in.**

This allows the user to make user-initiated password changes. The administrator can also change the password for any user in the User information window.

7 **Click the Require New Password on Next Login checkbox to force the user to create a new password at the next login time.**

This option is deselected once the user changes his or her password. This option works even if the Change Password Enabled option is not selected.

8 **If necessary, click the Maximum connection time checkbox and enter a time in minutes if you want to limit the amount of time for which the user can connect to the server.**

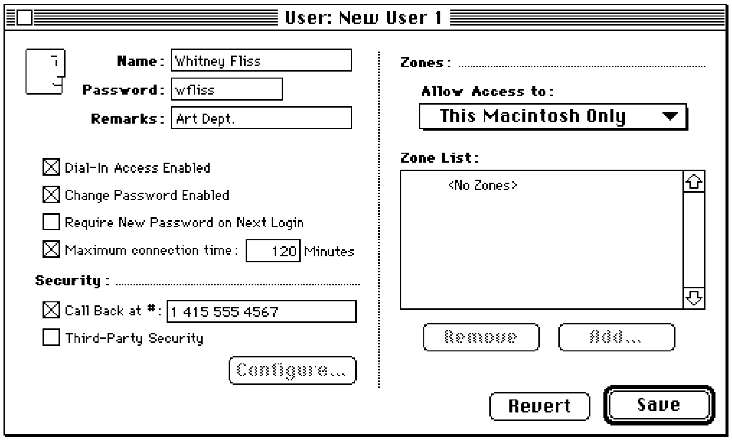
The default connection time is 60 minutes. Deselecting this option will give the user unlimited access time.

9 **If you want to require callbacks, click the Call Back at # checkbox and type in the callback number.**

The callback number is the telephone number provided to you by a user for remote access. Selecting this option means that when the user calls the server, the server computer will temporarily disconnect the user, then immediately call the user at the number you've entered. The callback feature is optional; it provides an extra level of security, because the user must call from a specific phone number.

You enter the phone number as if you were dialing directly. Type in any dialing prefixes, such as "1" for long-distance calling in the United States and an area code. If the server needs to dial an outside line (as in many business phone systems), type the outside line number, followed by a comma. For example, type 9, 1-415-555-1234. The comma in this example indicates a pause during dialing so that the modem can connect to an outside telephone line from a PBX. The hyphens are included for readability but are not required.

Note: If you deselect the callback option, the phone number is saved, but is unused.



User: New User 1

Name: Whitney Fliss
Password: wfliss
Remarks: Art Dept.

☒ Dial-In Access Enabled
☒ Change Password Enabled
☐ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

Security:
☒ Call Back at #: 1 415 555 4567
☐ Third-Party Security

Zones:
Allow Access to: This Macintosh Only
Zone List:
<No Zones>

10 **If you selected an external security module in the Server Preferences dialog box, the name of the module appears in this dialog box with a checkbox next to it. Click the checkbox to enable the security feature for this user.**

Note: If you selected the External Security Required for All Users option in the Server Preferences dialog box, the security option will already be selected. The name of the module will be dimmed, and you will not be able to deselect this option.

11 **Click the Configure button to configure external security.**

A dialog box appears in which you can set security parameters. Click OK when you have finished.

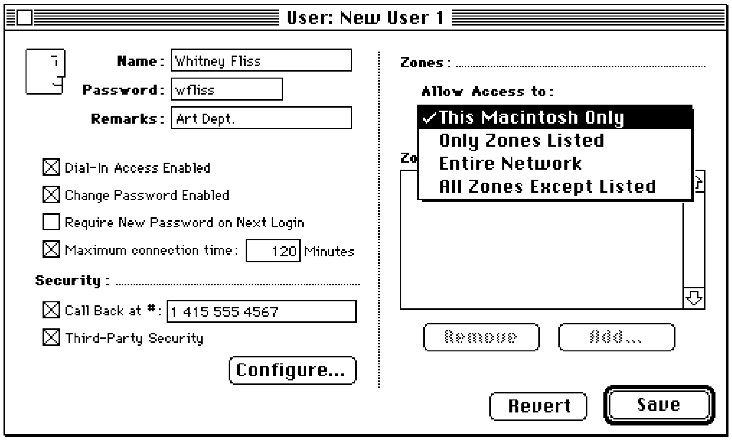
12 **Enable access to one or more zones by making a selection from the "Allow Access to" pop-up menu in the Zones area.**

You can determine which, if any, zones on your network a user can access by selecting an option from the "Allow Access to" pop-up menu.

There are four options for user zone access:

- *This Macintosh Only* The user has access only to the services available on the server running the Mac OS.
- *Only Zones Listed* The user has access to the zones listed in the Zone List in the User information window. The server zone is always part of the list and cannot be deleted.
- *Entire Network* The user has access to all the zones on the network.
- *All Zones Except Listed* The user has access to all the zones on the network except the ones listed in the Zone List in the User information window. The zone the server is in cannot be put on this list because the user always has access to the server zone.

If you want to limit zone access, select Only Zones Listed or All Zones Except Listed.



User: New User 1

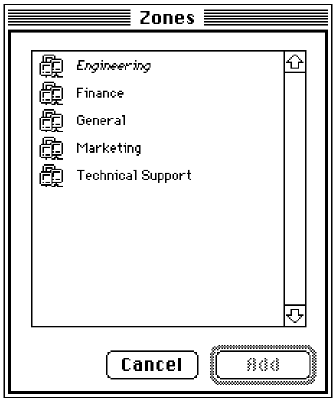
Name: Whitney Fliss
Password: wfliss
Remarks: Art Dept.

☒ Dial-In Access Enabled
☒ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

Security:
☒ Call Back at #: 1 415 555 4567
☒ Third-Party Security

Zones:
Allow Access to: ✓This Macintosh Only

If you choose Only Zones Listed or All Zones Except Listed, a dialog box appears from which you select which zones will appear on the user's Zone List.



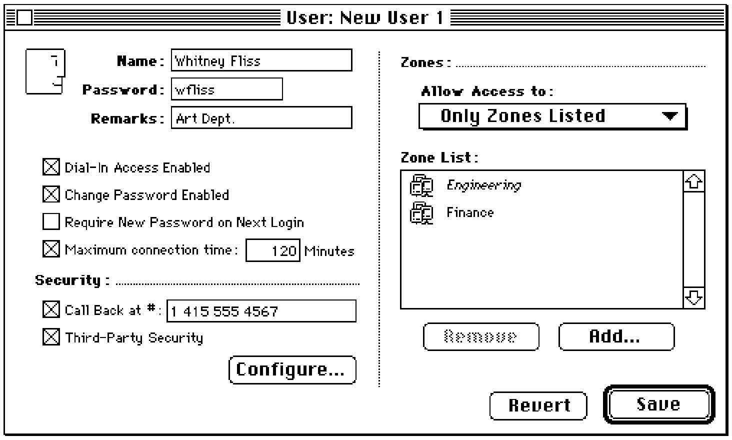
Zones

Engineering
Finance
General
Marketing
Technical Support

The zone in which the server computer is located appears in italics.

13 **Select one or more zones and click Add to add these zones to the Zone List in the User information window.**

You can change the contents of a user’s Zone List by adding or removing zones. For more information, refer to Chapter 4.



User: New User 1

Name: Whitney Fliss
Password: wfliss
Remarks: Art Dept.

☒ Dial-In Access Enabled
☒ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

Security:
☒ Call Back at #: 1 415 555 4567
☒ Third-Party Security

Zones:
Allow Access to: Only Zones Listed

Zone List:
Engineering
Finance

14 **Click Save.**

Saving the information you entered in the New User information window registers the user; the user’s name appears in the User List. For information about changing user settings, refer to Chapter 4.

Creating a user with another user’s settings

To save time, you can create one or more users with the same settings, based on a user that you have previously created. For example, if you want to create five users, all with the same settings, you can create the first one, save the settings, and then create the others based on the first user.

To create a user with another user’s settings:

1. **Select the user in the User List that you want to use as a model.**
2. **Choose Create User As ‘User Name’ from the Users menu, where ‘User Name’ is actually the name of the user you selected in the User List—for example, Create User as ‘Joe User’.**

   A New User information window appears. Note that options are already selected.
3. **Enter the new user’s name.**
4. **Type a password in the Password text box.**
5. **Change the callback number if necessary.**
6. **Click Save.**

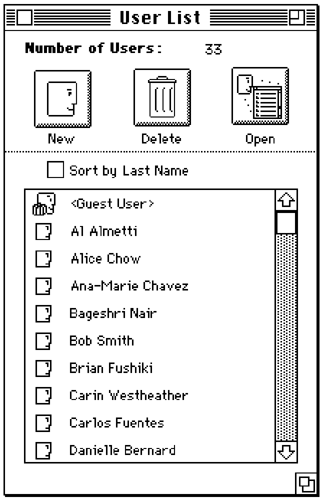
   The user is registered, and the user’s name appears in the User List.

Setting Guest access options

The Guest User always appears in the User List. You should first decide whether you want to allow guest access, and if so, what access privileges you want to provide. Guest access allows anyone to access the network without a password or a user name. Guest access is useful for some network servers but can be a security risk.

To set Guest User access options:

1 **Display the User List by choosing Show User List from the Users menu.**



User List

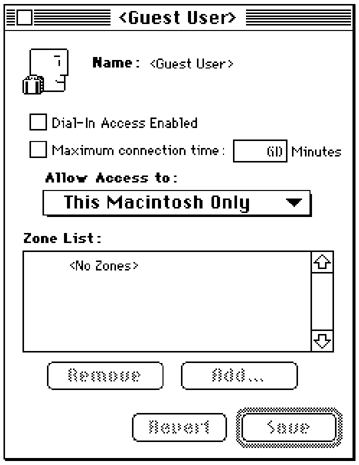
Number of Users: 33

□ Sort by Last Name

- <Guest User>
- Al Almetti
- Alice Chow
- Ana-Marie Chavez
- Bageshri Nair
- Bob Smith
- Brian Fushiki
- Carin Westheather
- Carlos Fuentes
- Danielle Bernard

2 **Select Guest User in the User List and click the Open button.**

The Guest User information window appears.



<Guest User>

Name: <Guest User>

□ Dial-In Access Enabled

□ Maximum connection time: 60 Minutes

Allow Access to: This Macintosh Only

Zone List:

<No Zones>

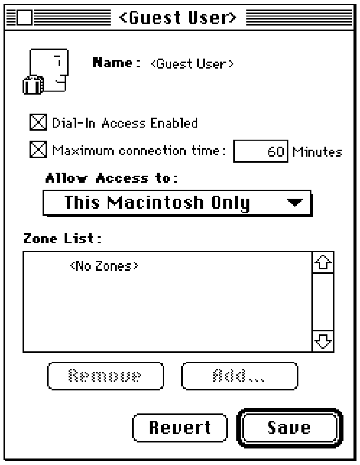
3 **Click the Dial-In Access Enabled checkbox.**

If you want to revoke Guest access at a later time, you can deselect this option.

Note: If you want to provide AppleShare access, make sure that you select the Login Enabled option in the AppleShare Guest User information window.

4 **Click the "Maximum connection time" checkbox and enter a time in minutes if you want to limit the amount of time for which a Guest User can connect to the server.**

The default time is 60 minutes.



<Guest User>

Name: <Guest User>

☒ Dial-In Access Enabled

☒ Maximum connection time: 60 Minutes

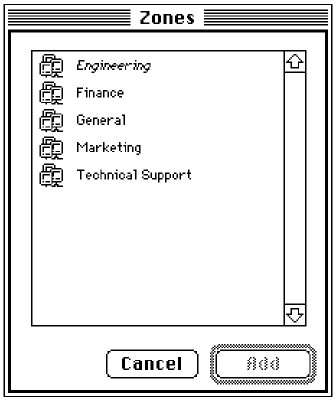
Allow Access to: This Macintosh Only

Zone List: <No Zones>

5 **Enable access to a selected zone by making a selection from the "Allow Access to" pop-up menu.**

You can allow access to This Macintosh Only (the server computer), one selected zone in addition to the zone the server is in, or the entire network. You can also, if necessary, allow access to all zones but one by choosing All Zones Except Listed from the "Allow Access to" pop-up menu and selecting a zone from which you want to exclude guests. You cannot exclude the zone in which the server computer is located.

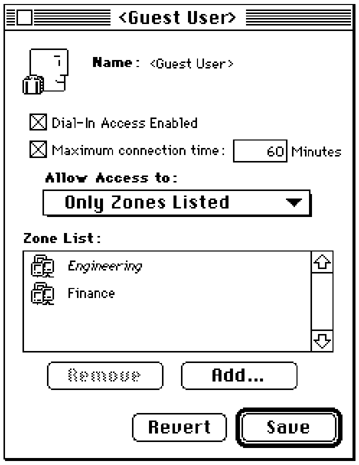
If you choose the Only Zones Listed option, a dialog box appears from which you can select the one zone to which guests will have access.


Zones

Engineering
Finance
General
Marketing
Technical Support

6 **If necessary, select a zone and click Add.**

The zone you selected is added to the Zone List. Note that the zone in which the server is located is also included in the Zone List in italics; this zone cannot be removed.


<Guest User>

Name: <Guest User>

☒ Dial-In Access Enabled
☒ Maximum connection time: 60 Minutes

Allow Access to: Only Zones Listed

Zone List:
Engineering
Finance

7 **Click Save.**

The guest account now includes basic security attributes. For information about changing zone access, refer to Chapter 4.

8 **Click the close box to close the Guest User information window.**

Getting users ready to use the Remote Access MultiPort Server

Make sure that you provide Apple Remote Access Client version 2.0 (or later) software and documentation to all registered Remote Access users. Installation instructions are provided with the *Apple Remote Access Client User's Guide.*

A license and documentation for four clients is included with each Apple Remote Access MultiPort Server you purchase. Additional copies may be purchased individually or in volume through Apple's volume licensing program. Contact your local Apple-authorized reseller or representative for more information.

Before users can log in to the server, you must tell them their login names and passwords; you should also briefly explain what they can expect during the first login. Make sure that the Dial-In Access Enabled option is selected for all users to whom you want to provide dial-in access, and that you have provided them with the dial-in number for the server.

Finally, if your server is using external security, as discussed in "About Server Security," earlier in this chapter, make sure that this software has also been provided to users, and that you have explained how to use it.

4 Managing the User List

This chapter provides all the information you need for managing the User List. The topics covered include exporting and importing a User List, displaying and changing settings for a single user, changing settings for multiple users, and deleting users from the User List.

Exporting a User List

You can export the User List into a tab-delimited text file, which you can then import to another server.

To export the User List:

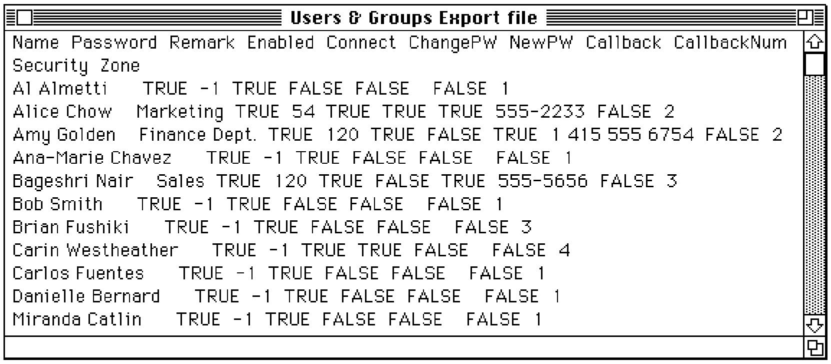
1. **Make sure that the User List window is active.**
2. **Choose Export User List from the Users menu.**

   A directory dialog box appears in which you can name the exported User List and save it.
3. **Enter a name and click Save.**

   The exported list is saved. You can view the list in any application that accepts tab-delimited data.

   The following SimpleText file is a sample exported list. The headers for each column are taken from the contents of the User information window.

IMPORTANT Although a Password header appears in the document, passwords are not exported.



```
Name  Password  Remark  Enabled  Connect  ChangePW  NewPW  Callback  CallbackNum
Security  Zone
Al Almetti    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
Alice Chow   Marketing  TRUE  54  TRUE  TRUE  TRUE  555-2233  FALSE  2
Amy Golden   Finance Dept.  TRUE  120  TRUE  FALSE  TRUE  1 415 555 6754  FALSE  2
Ana-Marie Chavez    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
Bageshri Nair   Sales  TRUE  120  TRUE  FALSE  TRUE  555-5656  FALSE  3
Bob Smith    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
Brian Fushiki    TRUE  -1  TRUE  FALSE  FALSE   FALSE  3
Carin Westheather    TRUE  -1  TRUE  TRUE  FALSE   FALSE  4
Carlos Fuentes    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
Danielle Bernard    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
Miranda Catlin    TRUE  -1  TRUE  FALSE  FALSE   FALSE  1
```

The following is a list of the headers included in the export file and their meanings.

Header	Meaning
Name	User name.
Password	User password. Not exported.
Remark	Remarks from the User information window.
Enabled	Indicates whether dial-in access is enabled. The default value is True.
Connect	The number of minutes for maximum connection time. A -1 indicates unlimited connection time. The default value is 60 minutes.
ChangePW	Indicates whether the Change Password option is enabled. The default value is True.
NewPW	Indicates whether the Require New Password on Next Login option is enabled. The default value is True.
Callback	Indicates whether the “Call Back at #” option is enabled. The default value is False.
CallbackNum	The callback telephone number.
Security	Indicates whether a security module has been enabled. The default value is False.
Zone	The type of zone access: 1 indicates only this computer running the Mac OS. 2 indicates Only Zones Listed. 3 indicates entire network. 4 indicates All Zones Except Listed.

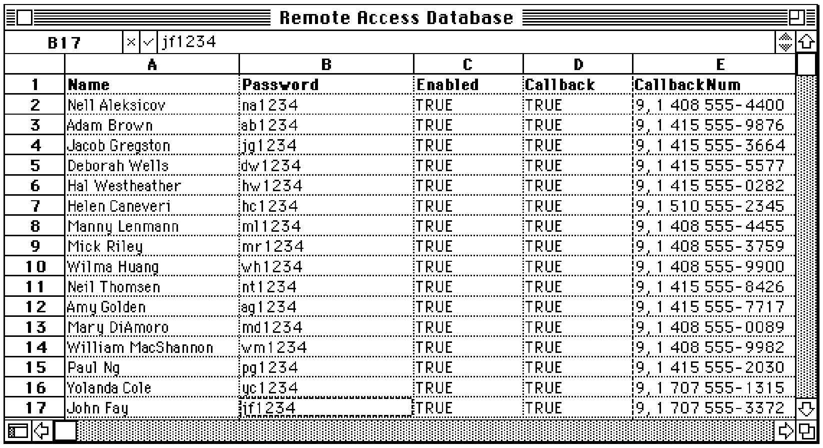
Importing User List information

You can create a tab-delimited text file containing user information, such as names, passwords, and login access, and then import the information into Remote Access Manager to create a new User List or to add users to the current User List.

Note: You cannot import zone information or external security settings.

The first record in the imported file is a header record that contains the names of the fields that are to be imported. The only mandatory field is the Name field, which must be the first field specified. It is used as the key for matching the records in the imported file with the users existing in the User List. All fields in the header record must have corresponding values in the imported file, or processing will stop at the record with the missing data.

The following is a sample user database created with a spreadsheet application.



B17 jf1234

	A	B	C	D	E
1	**Name**	**Password**	**Enabled**	**Callback**	**CallbackNum**
2	Nell Aleksicov	na1234	TRUE	TRUE	9, 1 408 555-4400
3	Adam Brown	ab1234	TRUE	TRUE	9, 1 415 555-9876
4	Jacob Gregston	jg1234	TRUE	TRUE	9, 1 415 555-3664
5	Deborah Wells	dw1234	TRUE	TRUE	9, 1 415 555-5577
6	Hal Westheather	hw1234	TRUE	TRUE	9, 1 415 555-0282
7	Helen Caneveri	hc1234	TRUE	TRUE	9, 1 510 555-2345
8	Manny Lenmann	ml1234	TRUE	TRUE	9, 1 408 555-4455
9	Mick Riley	mr1234	TRUE	TRUE	9, 1 408 555-3759
10	Wilma Huang	wh1234	TRUE	TRUE	9, 1 408 555-9900
11	Neil Thomsen	nt1234	TRUE	TRUE	9, 1 415 555-8426
12	Amy Golden	ag1234	TRUE	TRUE	9, 1 415 555-7717
13	Mary DiAmoro	md1234	TRUE	TRUE	9, 1 408 555-0089
14	William MacShannon	wm1234	TRUE	TRUE	9, 1 408 555-9982
15	Paul Ng	pg1234	TRUE	TRUE	9, 1 415 555-2030
16	Yolanda Cole	yc1234	TRUE	TRUE	9, 1 707 555-1315
17	John Fay	jf1234	TRUE	TRUE	9, 1 707 555-3372

To import the information in this sample file to the current User List, use the Import User List command from the File menu. Once you begin the import operation, a dialog box appears containing the following four options: Merge, Replace, Ignore, Cancel. Select one of these options to determine how the information will be imported.

If new records exist in the imported file but do not exist in the User List, they are added to the User List. Fields in new records that do not contain information are filled with the default values (refer to “Creating a New User” in Chapter 3 for information about the default values). However, if a user name appears in both the file you are importing and in the current User List, the results of the import operation differ depending on the option you select.

Merge Select Merge to combine the records from the imported file with the records from the User List. Fields in the existing User List are replaced by the fields from the imported file. Any fields that are not specified in the header record remain unchanged and retain the values from the existing User List.

Use the Merge option to add data to an existing User List while retaining some of the existing values. For example, you could change the callback numbers for a set of users without changing their passwords or zone access.

Replace Select Replace to replace matching records in the existing User List with matching records from the imported file. Fields that are not present in the header record are filled with the default values.

Use Replace if you need to make changes that affect every field in matching records. For example, you can quickly change maximum connection times to the default value.

WARNING Using the Replace option can cause you to lose information. For example, if the imported file does not specify passwords and you select Replace, the passwords for the matching records in the User List are lost.

Ignore When Ignore is selected, any record in the imported file that matches an existing record in the User List is skipped, and import continues with the next record in the file. No values in the existing record are changed.

Cancel Cancels the operation.

IMPORTANT When you import User List information, you change your current Users & Groups Data File. Make sure that you back up this file by duplicating and renaming it in the Preferences folder.

To import information to a User List:

1. **Create the user database file and save it.**

   For information about determining the header for each column of information, refer to “Exporting a User List,” earlier in this chapter.

2. **Choose Import User List from the Users menu.**

   A directory dialog box appears from which you can choose a document to import.

3. **Select a file from the directory dialog box and click Open.**

   A dialog box appears containing four options: Merge, Replace, Ignore, and Cancel.

4. **Select an option to continue.**

   Once the information is imported, the current User List is updated. Any errors that occur during the import process are written to the server activity log. For more information about the server activity log, refer to Chapter 5.

   You should display the User information window for each imported user so that you can select zone access and security options.

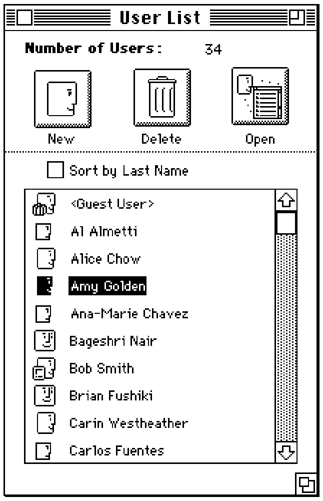
   Note: If you want to create a completely new User List, first delete all users in the User List window, then import the user database file.

Opening a User information window

You can access a User information window from the User List window or by using the Open User command in the Users menu. You can also display multiple User information windows at one time.

To open a User information window:

1 **Select the user name from the User List.**



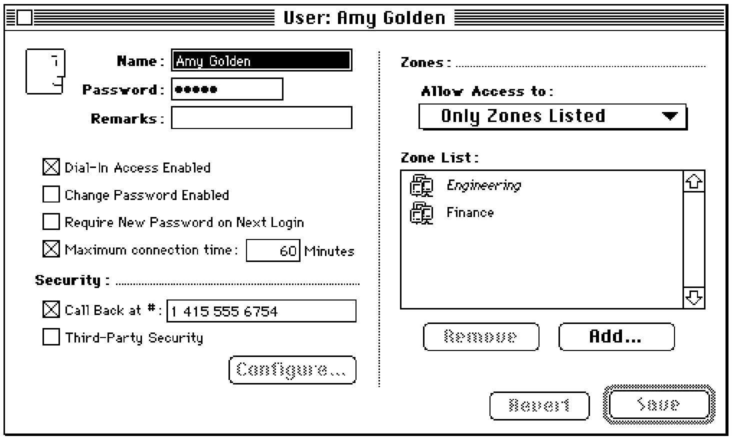
Number of Users: 34

□ Sort by Last Name

<Guest User>
Al Almetti
Alice Chow
Amy Golden
Ana-Marie Chavez
Bageshri Nair
Bob Smith
Brian Fushiki
Carin Westheather
Carlos Fuentes

2 **Click the Open button in the User List window or choose Open User from the Users menu.**

The User information window appears.



User: Amy Golden

Name: Amy Golden
Password: •••••
Remarks:

☒ Dial-In Access Enabled
□ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 60 Minutes

Security:
☒ Call Back at #: 1 415 555 6754
□ Third-Party Security

Zones:
Allow Access to: Only Zones Listed

Zone List:
Engineering
Finance

Note: You can also double-click on a user's name in the User List to open the User information window.

Changing settings for a single user

The previous chapter described the process of creating users and setting basic security options. The following sections describe how to change settings for a user.

Changing login options

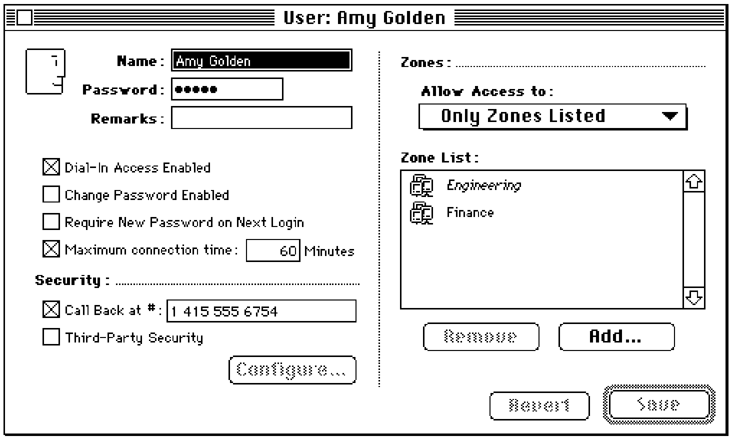
The login options for a user include Dial-In Access Enabled, Change Password Enabled, Require New Password on Next Login, and Maximum connection time. You can enable or disable these options at any time to change a user's access to the server.

To change login options:

1 **Select a user from the User List.**

2 **Click the Open button in the User List window or choose Open User from the Users menu.**

The User information window appears.



User: Amy Golden

Name: Amy Golden
Password: ●●●●●
Remarks:

☒ Dial-In Access Enabled
□ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 60 Minutes

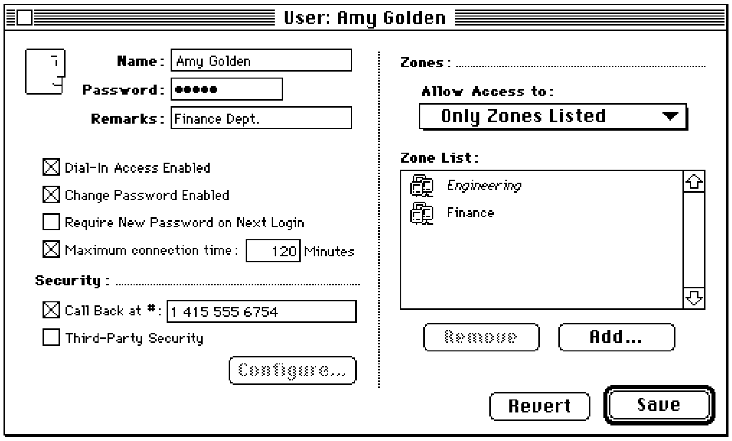
Security:
☒ Call Back at #: 1 415 555 6754
□ Third-Party Security

Zones:
Allow Access to: Only Zones Listed
Zone List:
Engineering
Finance

3 **Enable or disable any of the following login options by clicking the option’s checkbox.**

- *Dial-In Access Enabled* Enabling this option allows the user to dial in to the Remote Access server. Disabling this option revokes dial-in access.
- *Change Password Enabled* Enabling this option allows the user to change his or her password at any time. Disabling this option means that the user cannot change the password.
- *Require New Password on Next Login* Enabling this option requires the user to enter a new password at the next login time. Once the user enters a new password and logs in successfully, this option is automatically deselected.

- *Maximum connection time* Enabling this option allows you to enter a maximum time (in minutes) for which the user can be connected to the server. The default connection time is 60 minutes. You can enter a maximum of 99,999 minutes (do not enter the comma). Disabling this option provides the user with access to the server for an unlimited amount of time.



User: Amy Golden

Name: Amy Golden
Password: ●●●●●
Remarks: Finance Dept.

☒ Dial-In Access Enabled
☒ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

Security:
☒ Call Back at #: 1 415 555 6754
□ Third-Party Security

Zones:
Allow Access to: Only Zones Listed
Zone List:
Engineering
Finance

4 **Click Save to save these changes.**

If you attempt to close the User information window without saving your changes, a dialog box appears asking you to save your changes.

Changing security options

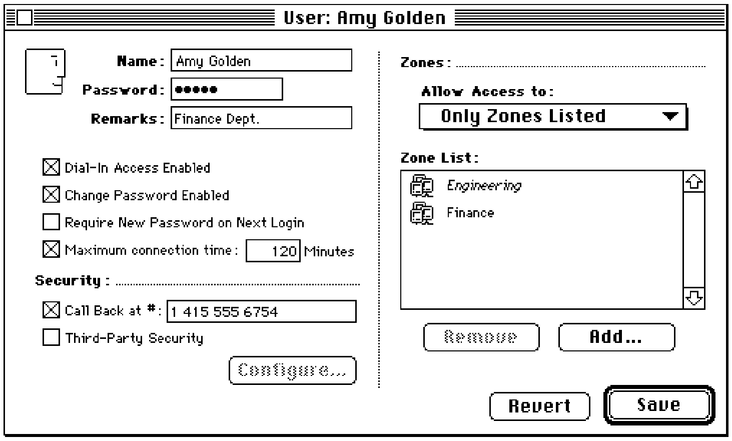
Security options include a callback number and an external security module. Recall that users must have a client security module installed on their computer to use external security.

To change security options for a single user:

1 **Select a user from the User List.**

2 **Click the Open button in the User List window or choose Open User from the Users menu.**

The User information window appears.



User: Amy Golden

Name: Amy Golden
Password: ●●●●●
Remarks: Finance Dept.

☒ Dial-In Access Enabled
☒ Change Password Enabled
☐ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

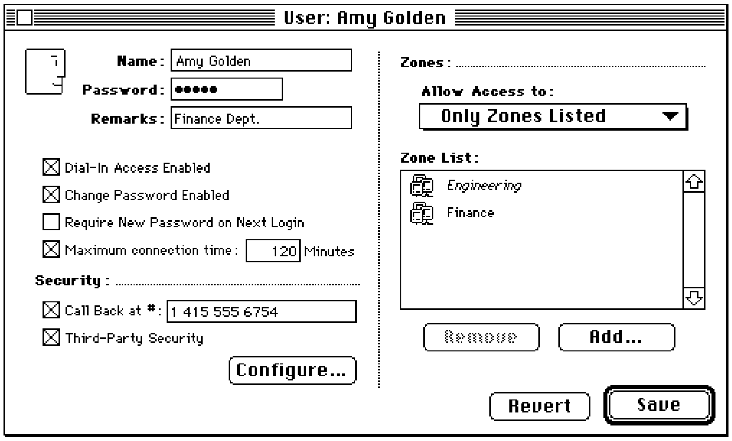
Security:
☒ Call Back at #: 1 415 555 6754
☐ Third-Party Security

Zones:
Allow Access to: Only Zones Listed
Zone List:
Engineering
Finance

3 **You can enable or disable either of the following options by clicking the option's checkbox.**

- *Call Back at #* Enabling this option allows you to enter a telephone number for callback access. Disabling the option means that a user who dials in to the server with the correct user name and password is given immediate access. When the option is disabled, the phone number is saved in the text box, in case you want to enable this option again in the future.

- *Third-Party Security* Enabling external, third-party security requires that the user be validated by the security module on the server each time he or she tries to log in. Once this option is enabled, the Configure button becomes active.



User: Amy Golden

Name: Amy Golden

Password: ●●●●●

Remarks: Finance Dept.

☒ Dial-In Access Enabled

☒ Change Password Enabled

☐ Require New Password on Next Login

☒ Maximum connection time: 120 Minutes

Security:

☒ Call Back at #: 1 415 555 6754

☒ Third-Party Security

Zones:

Allow Access to: Only Zones Listed

Zone List:

- *Engineering*
- Finance

4 **If you selected Third-Party Security and want to configure the security settings, click the Configure button.**

A dialog box appears in which you can enter configuration information. Refer to the security provider’s documentation for more information.

5 **Click Save to save these changes.**

If you attempt to close the User information window without saving your changes, a dialog box appears asking you to save your changes.

Changing zone access

The section “Creating a New User” in Chapter 3 describes the different types of zone access you can select for users. Zone access determines which zones on your network a user can access.

This section describes how to change a user’s zone access by removing zones from the Zone List in the User information window. If you have selected This Macintosh Only or Entire Network for a user, you must change the option in the “Allow Access to” pop-up menu in the User information window before you can change the user’s zone access.

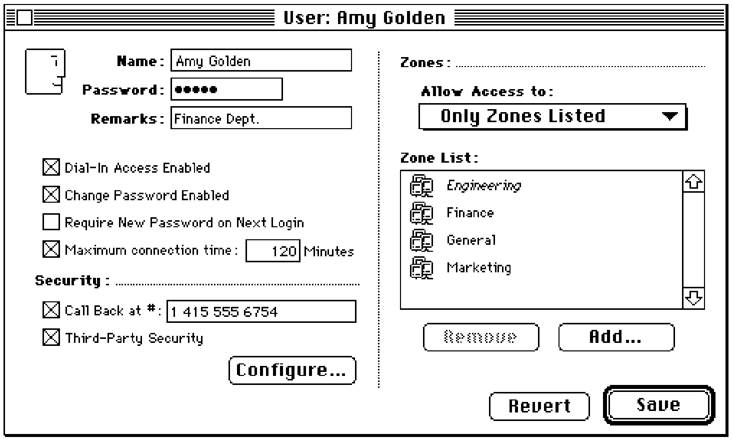
Note: If you choose the All Zones Except Listed option, you cannot add the zone in which the server computer is located to the user’s Zone List.

To change zone access for a user:

1 **Select a user from the User List.**

2 **Click the Open button in the User List window or choose Open User from the Users menu.**

The User information window appears.



User: Amy Golden

Name: Amy Golden
Password: ●●●●●
Remarks: Finance Dept.

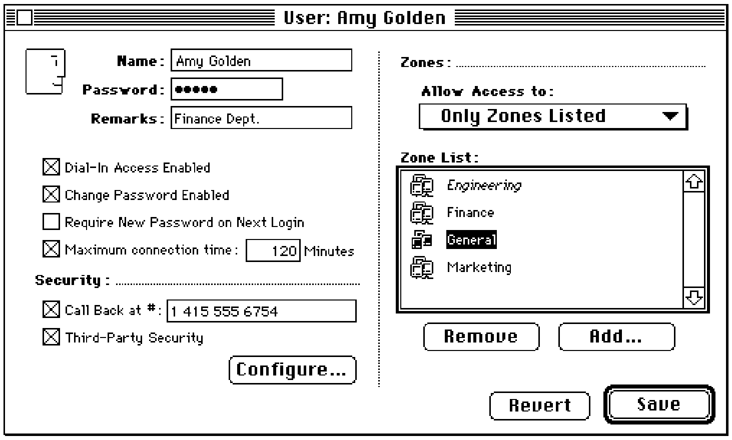
☒ Dial-In Access Enabled
☒ Change Password Enabled
□ Require New Password on Next Login
☒ Maximum connection time: 120 Minutes

Security:
☒ Call Back at #: 1 415 555 6754
☒ Third-Party Security

Zones:
Allow Access to: Only Zones Listed

Zone List:
Engineering
Finance
General
Marketing

3 **Select one or more zones in the Zone List.**



User: Amy Golden

Name: Amy Golden

Password: •••••

Remarks: Finance Dept.

☒ Dial-In Access Enabled

☒ Change Password Enabled

□ Require New Password on Next Login

☒ Maximum connection time: 120 Minutes

Security:

☒ Call Back at #: 1 415 555 6754

☒ Third-Party Security

Zones:

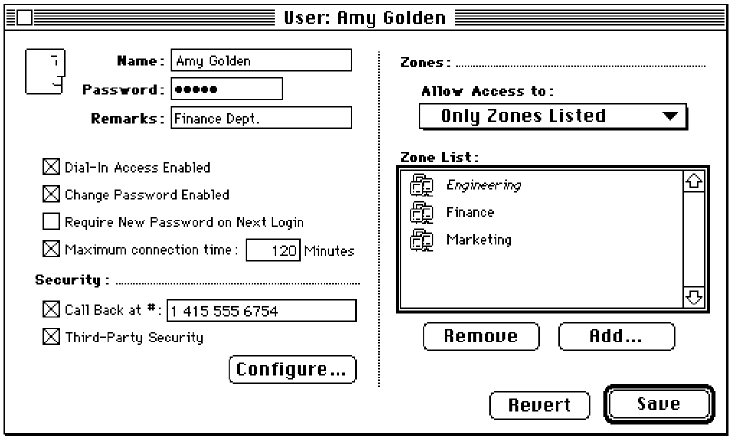
Allow Access to: Only Zones Listed

Zone List:

- *Engineering*
- Finance
- General
- Marketing

4 **Click the Remove button.**

The zone is removed from the user’s zone list.



User: Amy Golden

Name: Amy Golden

Password: •••••

Remarks: Finance Dept.

☒ Dial-In Access Enabled

☒ Change Password Enabled

□ Require New Password on Next Login

☒ Maximum connection time: 120 Minutes

Security:

☒ Call Back at #: 1 415 555 6754

☒ Third-Party Security

Zones:

Allow Access to: Only Zones Listed

Zone List:

- *Engineering*
- Finance
- Marketing

5 **Click Save.**

Changing settings for multiple users

The previous sections describe how to change settings for a single user by opening the User information window and changing the options directly. You can easily change settings for multiple users by selecting users in the User List and choosing a command from the Users menu.

Changing dial-in access

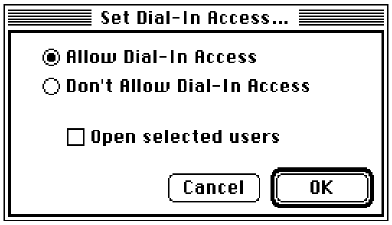
By changing the dial-in access, you can immediately enable or disable the Dial-In Access option for any number of users, without accessing each User information window individually.

To change the dial-in access for multiple users:

1 **Select the users from the User List.**

2 **Choose Set Dial-In Access from the Users menu.**

A dialog box appears in which you can enable or disable dial-in access for the selected users. Allow Dial-In Access is selected by default.



● Allow Dial-In Access
○ Don't Allow Dial-In Access

□ Open selected users

3 **To remove dial-in access for the selected users, click the Don’t Allow Dial-In Access button.**

4 **If you want to display the contents of each User information window after setting dial-in access, click the “Open selected users” checkbox.**

5 **Click OK to save the new setting for the selected users.**

If you selected the “Open selected users” option, each selected User information window is opened. The Dial-In Access option reflects the setting you selected.

Allowing users to change their passwords

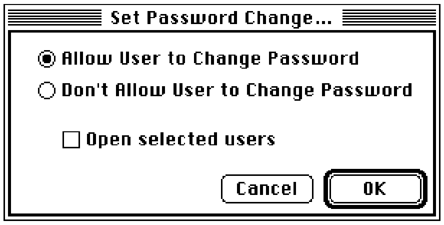
You can decide whether or not selected users can change their passwords for accessing the server.

To enable or disable users changing passwords:

1 **Select the users from the User List.**

2 **Choose Set Password Change from the Users menu.**

A dialog box appears in which you can enable or disable the option allowing users to change their passwords. Allow User to Change Password is selected by default.



Set Password Change…

● Allow User to Change Password

○ Don't Allow User to Change Password

□ Open selected users

3 **Click the Don't Allow User to Change Password button if you don't want to allow the selected users to change their passwords.**

4 **If you want to display the contents of each User information window after changing password access, click the "Open selected users" checkbox.**

5 **Click OK to save the new setting for the selected users.**

If you selected the "Open selected users" option, each selected User information window is opened. The Change Password Enabled option reflects the setting you selected.

Requiring a new password at login time

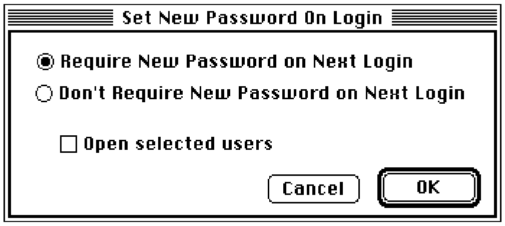
As an added security measure, you may want to require that some users change their passwords at the time they log in to the server. The Set New Password on Login command enables you to change the setting of the Require New Password on Next Login option. Make sure that you have selected the Change Password Enabled option in each user's information window.

To change the requirement for entering a new password at login time:

1 **Select the users from the User List.**

2 **Choose Set New Password on Login from the Users menu.**

A dialog box appears in which you can enable or disable this option. Require New Password on Next Login is selected by default.



Set New Password On Login

● Require New Password on Next Login

○ Don't Require New Password on Next Login

□ Open selected users

3 **If you don't want to require users to enter a new password at the next login, click the Don't Require New Password on Next Login button.**

4 **If you want to display the contents of each User information window after setting the New Password on Login option, click the "Open selected users" checkbox.**

5 **Click OK to save the new setting for the selected users.**

If you selected the "Open selected users" option, each selected User information window is opened. The Require New Password on Next Login option reflects the setting you selected.

Changing the maximum connection time

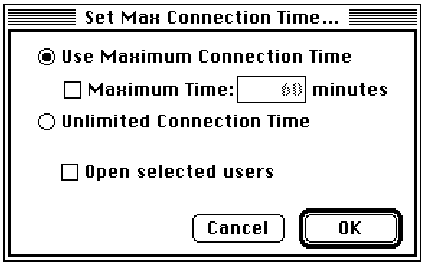
Using the Set Max Connection Time command, you can change the setting of the Maximum Connection Time option in the User information window.

To set the amount of connection time for multiple users:

1 **Select the users from the User List.**

2 **Choose Set Max Connection Time from the Users menu.**

A dialog box appears in which you can use the already set limits, select a new maximum connection time, or provide the selected users with unlimited connection time. The Use Maximum Connection Time option is selected by default. This option retains the time selected in the User information window.



Set Max Connection Time…

● Use Maximum Connection Time

□ Maximum Time: 60 minutes

○ Unlimited Connection Time

□ Open selected users

3 **If you want to set a maximum connection time for the selected users, click the Maximum Time checkbox and enter the time in minutes in the text box. If you want the selected users to have unlimited connection time, click the Unlimited Connection Time button.**

The default maximum time is 60 minutes; the maximum amount that you can enter is 99,999 minutes (do not enter the comma). The maximum time for all selected users is changed to the value entered in the text box.

4 **If you want to display the contents of each User information window after setting the maximum connection time, click the "Open selected users" checkbox.**

5 **Click OK to save the new setting for the selected users.**

If you selected the "Open selected users" option, each selected User information window is opened. The maximum connection time option reflects the setting you selected.

Changing callback access

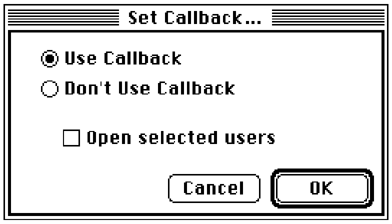
Setting callback options allows you to provide an additional layer of security. The server must be able to access the telephone number listed in each User information window. If you have already entered a callback telephone number for selected users, you can easily enable or disable the Callback option.

To change callback access for multiple users:

1 **Select the users from the User List.**

2 **Choose Set Callback from the Users menu.**

The Set Callback dialog box appears in which you can select to use or not use the callback feature for selected users. The Use Callback option is selected by default.



Set Callback…

● Use Callback
○ Don't Use Callback

□ Open selected users

3 **Click the Don’t Use Callback button if you want to disable callback for the selected users.**

4 **If you want to display the contents of each User information window after setting the Callback option, click the “Open selected users” checkbox.**

5 **Click OK to save the new setting for the selected users.**

The option you selected is applied to all selected users. If you have not entered callback numbers for one or more users, a message appears providing this information. If you selected the “Open selected users” option, each selected User information window is opened.

Enabling or disabling external security

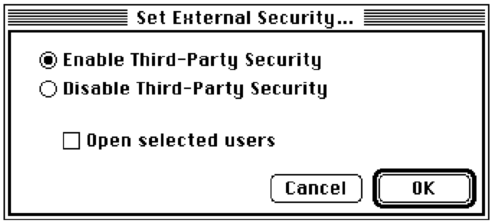
You determine the type of external security by selecting the module in the Server Preferences dialog box. You can quickly enable or disable external security for multiple users by selecting the users and choosing the Set External Security command.

To enable or disable external security for multiple users:

1 **Select the users from the User List.**

2 **Choose Set External Security from the Users menu.**

A dialog box appears in which you can enable or disable external security for the selected users. The Enable Third-Party Security option is selected by default.



Set External Security…

● Enable Third-Party Security
○ Disable Third-Party Security

□ Open selected users

3 **Click the Disable Third-Party Security button to disable security for the selected users.**

Note: “Third-Party Security” does not refer to a specific product, but is intended for illustration purposes only. See your Apple-authorized reseller or representative for specific product recommendations.

4 **If you want to display the contents of each User information window after changing the external security option, click the “Open selected users” checkbox.**

You may need to open the User information windows to configure external security for the selected users. If you have previously configured external security options, you may not need to do so again.

5 **Click OK to save the new external security setting for the selected users.**

If you selected the “Open selected users” option, each selected User information window is opened. The Third-Party Security option reflects the setting you selected.

Adding zone access

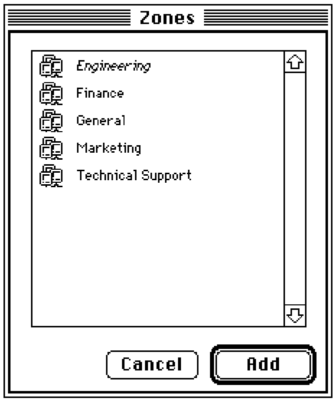
You can give a set of users access to a specified zone or set of zones using the Add Zone Access command in the Users menu.

To add zone access for multiple users:

1 **Select the users from the User List.**

2 **Choose Add Zone Access from the Users menu.**

The Zones dialog box appears.



3 **Select the zones and click Add.**

Access to the selected zones is added for each user you selected in the User List.

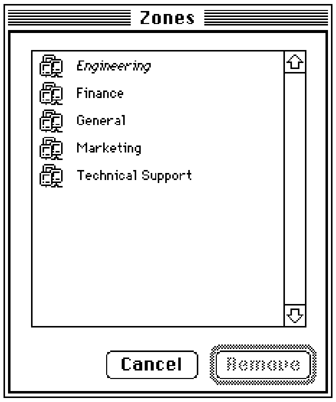
Removing zone access

You can remove access to a zone or set of zones for a set of users with the Remove Zone Access command in the Users menu.

To remove zone access for multiple users:

1. **Select the users from the User List.**
2. **Choose Remove Zone Access from the Users menu.**

   The Remove Selected Zones dialog box appears.



3. **Select the zones and click Remove.**

   Access to the selected zones is removed for each user you selected in the User List.

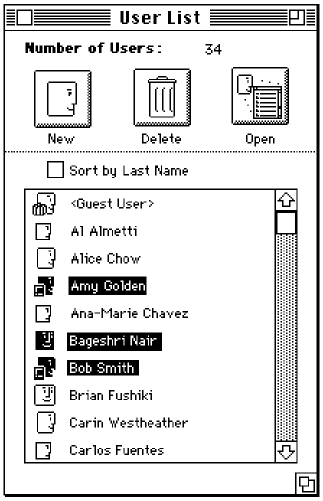
   Note: The server zone in the Remove Selected Zones dialog box is in italics. You cannot remove access to the server zone.

Deleting users from the User List

You can delete users either through the User List window or by using the Delete User command in the Users menu.

To delete users from the User List:

1 **Select the users you want to remove from the User List.**

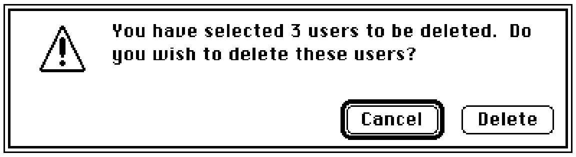


Number of Users: 34

<Guest User>
Al Almetti
Alice Chow
Amy Golden
Ana-Marie Chavez
Bageshri Nair
Bob Smith
Brian Fushiki
Carin Westheather
Carlos Fuentes

2 **Click the Delete button in the User List window or choose Delete User from the Users menu.**

A dialog box appears, asking you to confirm your choice.



You have selected 3 users to be deleted. Do you wish to delete these users?

3 **Click Delete.**

The users are deleted from the User List.

5 Managing the Server

This chapter provides all the information you need for managing the server. The following topics are covered: working with the server activity log, displaying port activity, working with the Zone List, sending information to users, locking the server, disconnecting users from the server, and shutting down the server.

Working with the server activity log

The *server activity log* records all activity on the server. You can use this log to document the users who connect to the server, the date and time of the activity, and any pertinent information regarding the activity, such as the type of activity and errors.

The server activity log can also be used for accounting purposes, for example to charge connection costs back to departments or projects. It can be exported to a tab-delimited text file.

Setting server activity log preferences

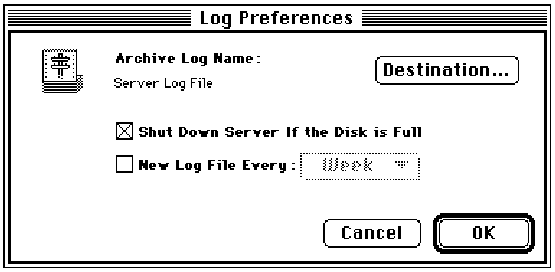
You can set server activity log preferences through the Log Preferences dialog box. Log preferences include the following:

- export log name
- option to shut down the server if the hard disk is full (the default)
- interval at which the log file is archived (daily, weekly, or monthly)

To set server activity log preferences:

1 **Choose Set Log Preferences from the Server menu.**

The Log Preferences dialog box appears.



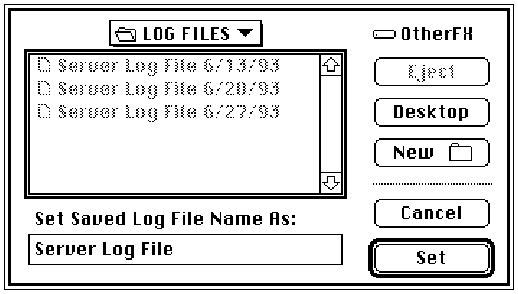
Archive Log Name:
Server Log File

☒ Shut Down Server If the Disk is Full

☐ New Log File Every: Week

2 **Click the Destination button to enter a name for the log and a location in which to archive the log.**

The default filename is Remote Access Log, but you can enter another filename, for example, Dial-in Server Log. The maximum length of the filename is 20 characters, because the export date is added to the end of the filename when the log file is created.

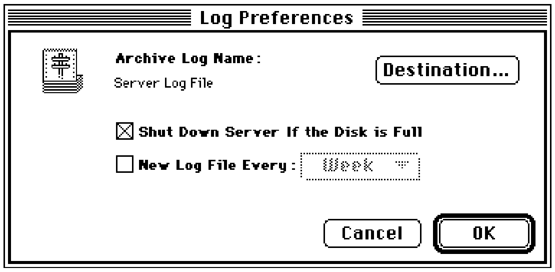


Server Log File 6/13/93
Server Log File 6/20/93
Server Log File 6/27/93

Set Saved Log File Name As: Server Log File

3 **Click Set.**

The dialog box disappears, returning you to the Log Preferences dialog box. The name for the log file appears in the Log Preferences dialog box.



Archive Log Name: Server Log File

☒ Shut Down Server If the Disk is Full

□ New Log File Every: Week

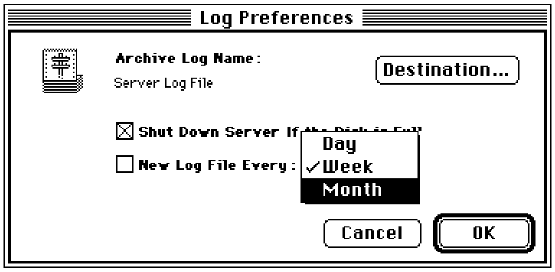
4 **Click the New Log File Every checkbox if you want Remote Access Manager to automatically archive the current log file at a specified time interval.**

The pop-up menu becomes active.

5 **Choose a time interval from the pop-up menu: Day, Week, or Month.**

At the interval you select, the contents of the server activity log are exported to a text file and saved on the hard disk. At the time of export, the activity log is cleared.

If you select Day, the contents of the server activity log are exported each day at midnight. If you select Week, the contents of the log are exported at midnight on Sunday. If you select Month, the contents of the log are exported at midnight on the first day of each month.



Archive Log Name:
Server Log File

☒ Shut Down Server If

□ New Log File Every:

6 **Click OK to save the changes and close the dialog box.**

Displaying the server activity log

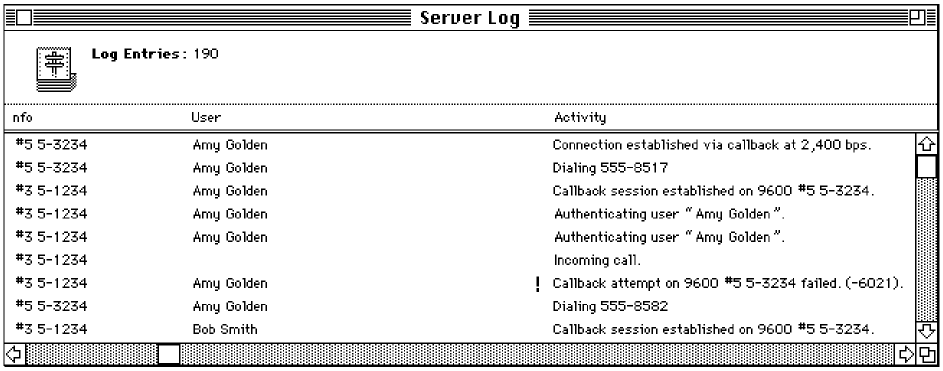
The server activity log contains the following information:

- date and time of activity
- port information (from the Setup Port window)
- user name
- activity, such as connecting, calling back, or error message

To display the server activity log:

1. **Choose Show Server Log from the Server menu.**

   The server log appears in its own window. Errors are indicated by an exclamation point (!).



Log Entries: 190

nfo	User	Activity
#5 5-3234	Amy Golden	Connection established via callback at 2,400 bps.
#5 5-3234	Amy Golden	Dialing 555-8517
#3 5-1234	Amy Golden	Callback session established on 9600 #5 5-3234.
#3 5-1234	Amy Golden	Authenticating user " Amy Golden ".
#3 5-1234	Amy Golden	Authenticating user " Amy Golden ".
#3 5-1234		Incoming call.
#3 5-1234	Amy Golden	! Callback attempt on 9600 #5 5-3234 failed. (-6021).
#5 5-3234	Amy Golden	Dialing 555-8582
#3 5-1234	Bob Smith	Callback session established on 9600 #5 5-3234.

2. **Click the close box to close the window.**

Copying the server activity log

To make a copy of the server activity log without affecting the current archiving schedule, choose Copy Log File As from the File menu. Use this option if you want to print a copy of the server activity log.

Displaying the archived log file

The log file contains the information that is exported from the server activity log at an interval that you specify in the Log Preferences dialog box. Once this file is saved on a disk, you can view it using SimpleText or most word-processing programs.

Printing the archived log file

Follow these instructions for best results when printing a log file that you have saved on a disk.

1. **Open the file using SimpleText or a word-processing application.**
2. **Choose Page Setup from the File menu.**
3. **Click the Landscape icon (the icon indicating horizontal format) in the Orientation section of the dialog box.**
4. **Enter 70 in the Enlarge or Reduce box.**
5. **Click OK.**

Displaying port activity

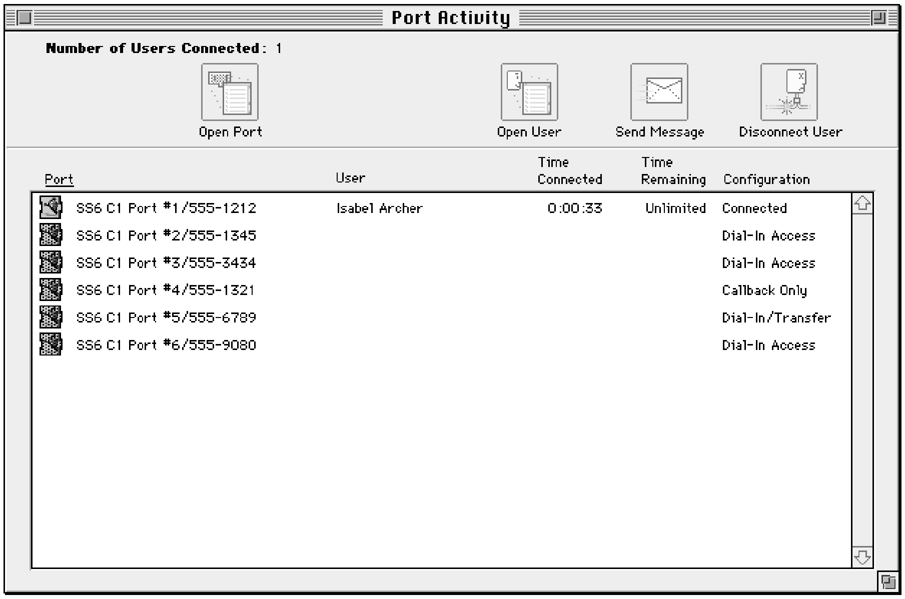
Once you have configured ports, set up the user database, and allowed login access, you can display the following information for each port:

- port information (from the Setup Port window)
- user name (if a user is connected to the port)
- the amount of time the user has been connected to the port
- the amount of connection time remaining to the user
- the status of the port (determined by the options selected in the Setup Port window)

To display port activity:

1 **Choose Show Port Activity from the Server menu.**

The Port Activity window appears. This window contains a list of all ports, the status of each port, port information, and the users who are connected to each port. Using the buttons in the window, you can open User information windows, send a message to users, and disconnect users.

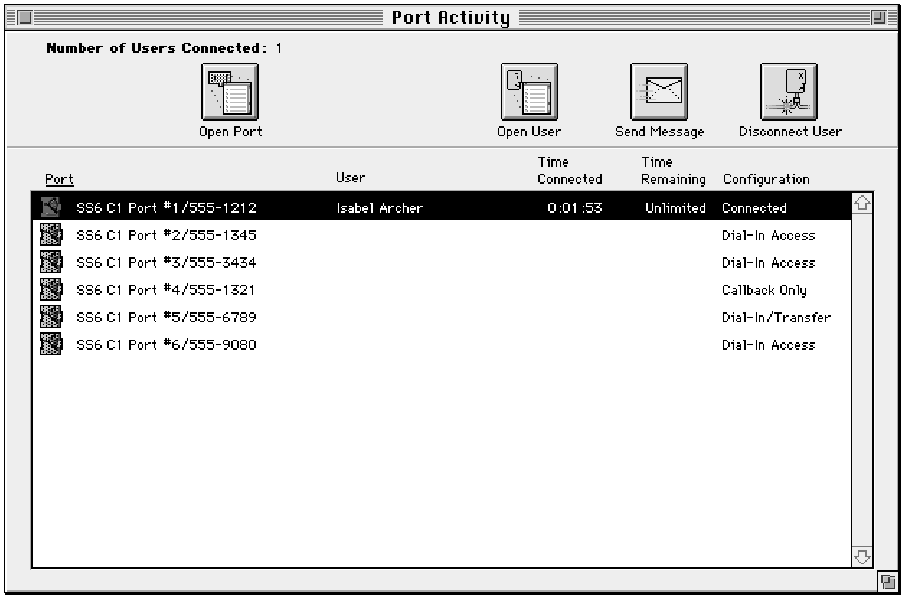


Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:00:33	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

2 **Select a port for which you want to display information.**

The buttons at the top of the window become active. If you select a port to which no users are connected, only the Open Port button becomes active. If you select a port to which a user is connected, all the buttons become active.



Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:01:53	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

3 **To display the Setup Port dialog box, click the Open Port button.**

You can make changes to the port information at this time; however, any changes you make may affect the connected user.

4 **To display a User information window for the user connected to the port you selected, click the Open User button.**

This button is active only if a user is connected to the port you select. You can make changes to the user information at this time. Any changes you make will affect the user’s next login.

For information about sending a message to users and disconnecting users, refer to later sections in this chapter.

Working with the Zone List

In Chapters 3 and 4 you learned how to add and remove zone access using the User information window, the User List, and the Add Zones and Remove Zones commands in the Users menu. This section describes how to work with zones using the Zone List and Zones menu commands.

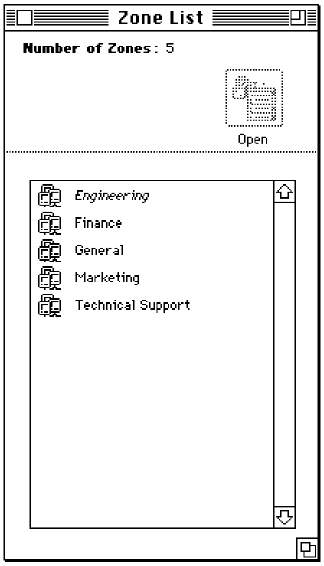
Displaying Zone and User Lists

The Zone List displays all zones that are available on your network. Once you display the Zone List, you can "open" a zone to display a list of all users who have access to that zone. When the User List for a zone is displayed, you can add users to and remove users from the zone.

To display the list of users who have access to a zone:

1 **Choose Show Zone List from the Zones menu.**

The Zone List appears. The server zone is in italics.

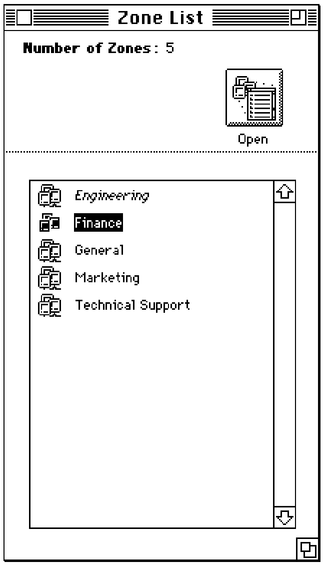


Number of Zones: 5

Engineering
Finance
General
Marketing
Technical Support

2 **Select a zone from the Zone List.**

The Open button becomes active.

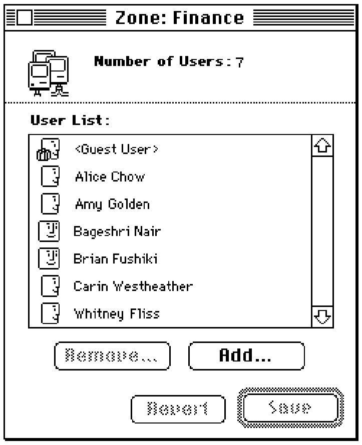

Zone List

Number of Zones: 5

Engineering
Finance
General
Marketing
Technical Support

3 **Click the Open button in the Zone List window, double-click the zone name, or choose Open Zone from the Zones menu.**

The User List for the zone appears.


Zone: Finance

Number of Users: 7

User List:

<Guest User>
Alice Chow
Amy Golden
Bageshri Nair
Brian Fushiki
Carin Westheather
Whitney Fliss

4 **Click the close box to close the window.**

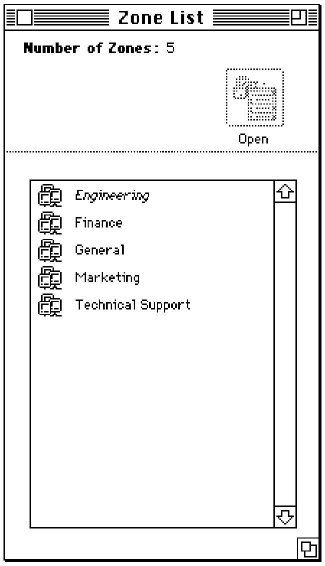
Adding users to a zone

To provide users with access to a zone on your network, you must add them to the User List for that zone. This method is an alternative to adding zones to the user's Zone List in the User information window.

To add users to a zone:

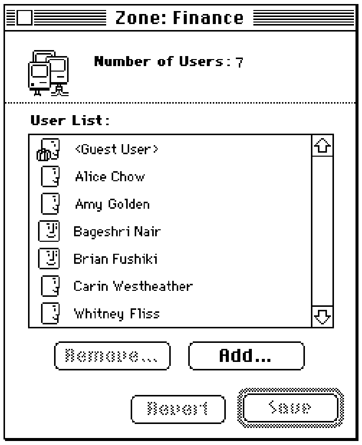
1 **Choose Zone List from the Zones menu.**

The Zone List appears.



2 **Select the zone to which you want to add users and click Open.**

The Zone window appears.



Zone: Finance

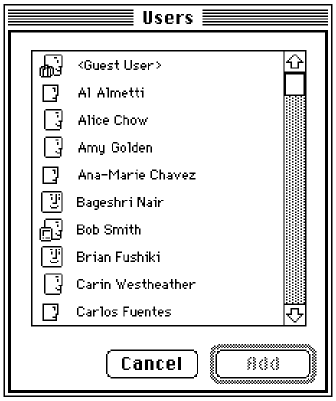
Number of Users: 7

User List:

- <Guest User>
- Alice Chow
- Amy Golden
- Bageshri Nair
- Brian Fushiki
- Carin Westheather
- Whitney Fliss

3 **Click the Add button in the Zone list or choose Add Users from the Zones menu.**

The User List appears.



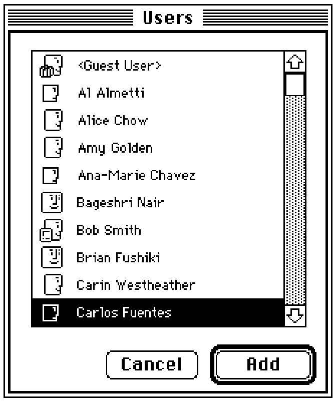
Users

- <Guest User>
- Al Almetti
- Alice Chow
- Amy Golden
- Ana-Marie Chavez
- Bageshri Nair
- Bob Smith
- Brian Fushiki
- Carin Westheather
- Carlos Fuentes

4 **Select the users you want to add to the selected zone.**

You can select any users on the list, regardless of their zone access. The Add button becomes active.

Note: If you add users who have This Macintosh Only selected in their User information windows to the list, their zone access automatically changes to Only Zones Listed.

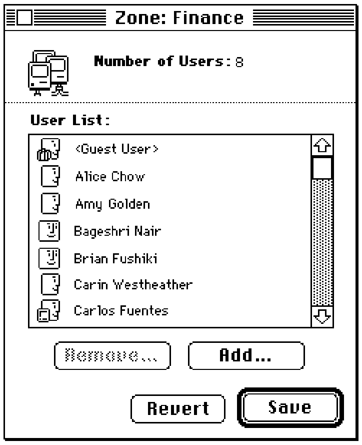


<Guest User>
Al Almetti
Alice Chow
Amy Golden
Ana-Marie Chavez
Bageshri Nair
Bob Smith
Brian Fushiki
Carin Westheather
Carlos Fuentes

5 **Click the Add button.**

The window disappears, returning you to the Zone window. The users you selected now appear in the User List for the zone.

The Save and Revert buttons become active in the Zone window.



Number of Users: 8

User List:

<Guest User>
Alice Chow
Amy Golden
Bageshri Nair
Brian Fushiki
Carin Westheather
Carlos Fuentes

6 **Click Save to save the User List for the zone.**

Note: When the Zone window is displayed, you can add users to it directly from the main User List. Choose User List from the Users menu to display the list. Select the users and drag them from the User List into the Zone window.

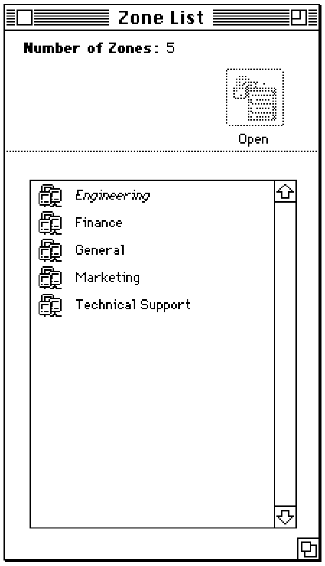
Removing users from a zone

To remove users from a zone on your network, you must remove the users' names from the zone's User List. This method is an alternative to removing zones from the user's Zone List in the User information window.

To remove users from a zone:

1 **Choose Show Zone List from the Zones menu.**

The Zone List appears.

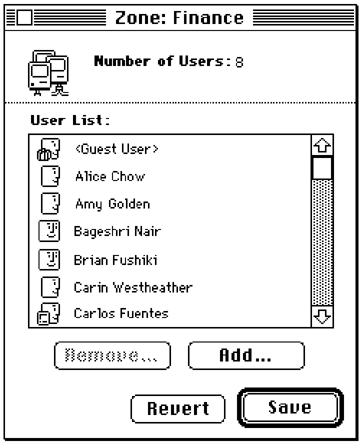


Number of Zones: 5

Engineering
Finance
General
Marketing
Technical Support

2 **Select the zone from which you want to remove users and click Open or choose Open Zone from the Zones menu.**

The User List for the zone appears.



Zone: Finance

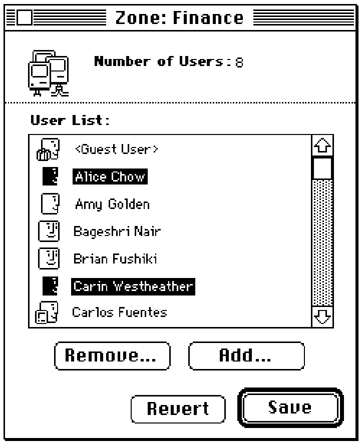
Number of Users: 8

User List:

<Guest User>
Alice Chow
Amy Golden
Bageshri Nair
Brian Fushiki
Carin Westheather
Carlos Fuentes

3 **Select the users you want to remove from the zone.**

The Remove button becomes active.



Zone: Finance

Number of Users: 8

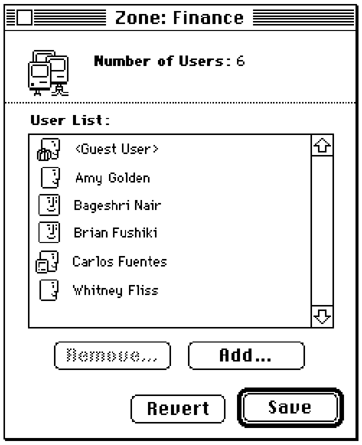
User List:

<Guest User>
Alice Chow
Amy Golden
Bageshri Nair
Brian Fushiki
Carin Westheather
Carlos Fuentes

4 **Click the Remove button or choose Remove Users from the Zones menu.**

The users are deleted from the User List for the zone.

The Save and Revert buttons become active in the Zone window.



Number of Users: 6

User List:

- <Guest User>
- Amy Golden
- Bageshri Nair
- Brian Fushiki
- Carlos Fuentes
- Whitney Fliss

5 **Click Save to save the revised User List for the zone.**

Sending information to users

You can send information to users in two ways: using the server's greeting or sending a message directly to connected users. The server's greeting usually provides general information and appears only at login time. Sending a message to connected users through the Port Activity window allows you to send a specific message to selected users at any time while they are connected to the server.

Setting the server's greeting

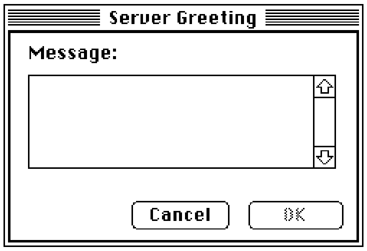
The server's greeting appears to users at the time they log in to the server. You might want to enter the following types of information as a greeting:

- "Welcome to the Remote Access Server."
- "Welcome to the Remote Access Server. Service will be unavailable on February 12 between 4 a.m. and 7 a.m."

To set the server's greeting:

1 **Choose Set Greeting from the Server menu.**

The Server Greeting dialog box appears.



2 **Enter a greeting and click OK.**

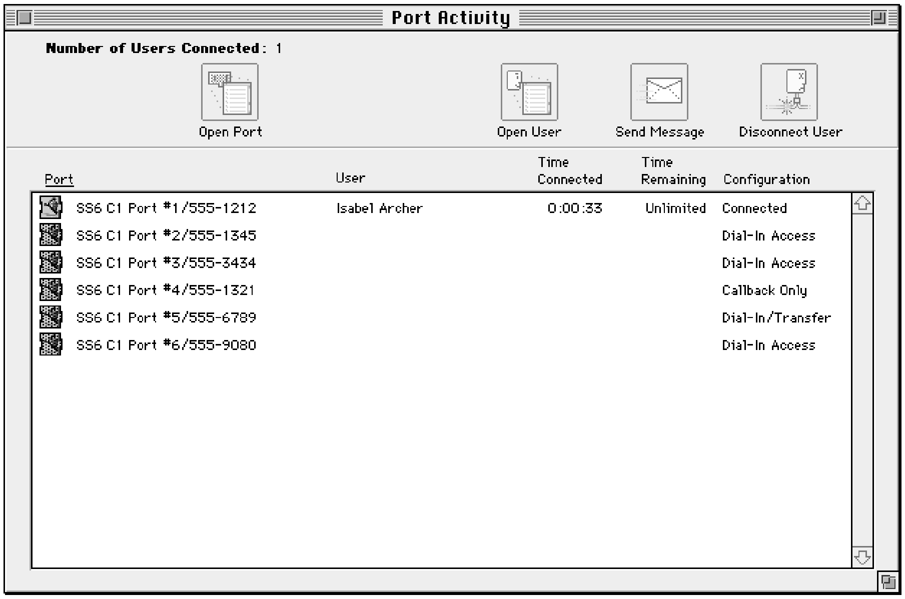
Sending a message to connected users

When displaying the Port Activity window, you can send a message to selected users.

To send a message to connected users:

1 **Choose Show Port Activity from the Server menu.**

The Port Activity window appears.

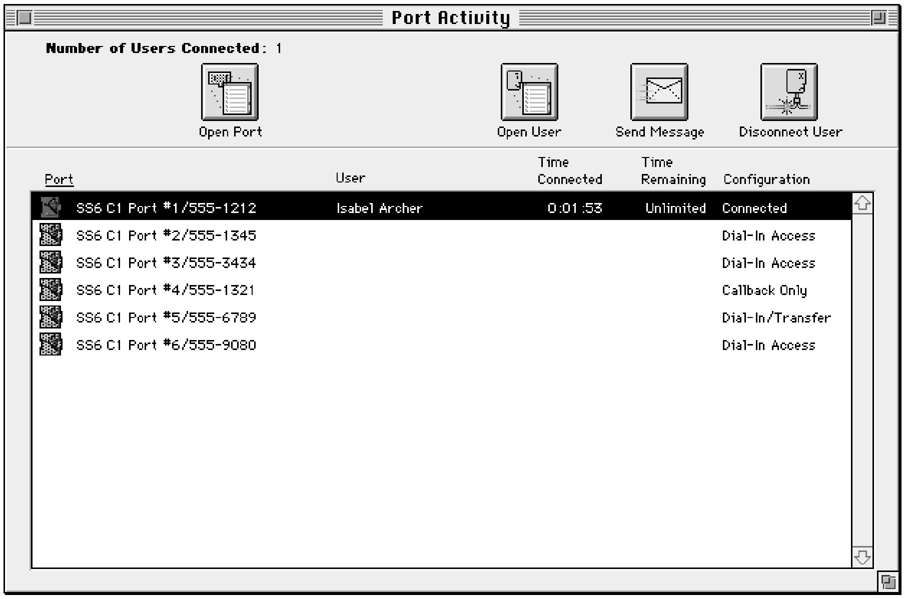


Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:00:33	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

2 **Select a port that has users connected.**

The buttons at the top of the window become active.

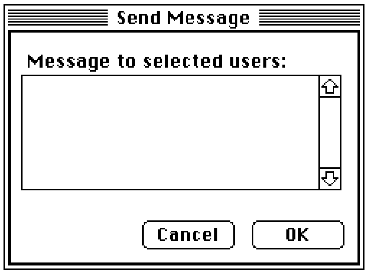


Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:01:53	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

3 **Click the Send Message button.**

A dialog box appears in which you can enter and send a message.



Message to selected users:

4 **Enter the message and click OK.**

The message appears on the monitors of users connected to the ports you selected.

Locking the server

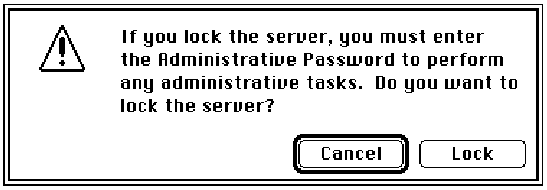
Locking the server prevents unauthorized individuals from accessing most server windows or menus by closing all windows but leaving the server running.

IMPORTANT Before locking the server, you must know the Administrative Password. You will be required to enter this information before you can unlock the server. For more information about the Administrative Password, refer to Chapter 3.

To lock the server:

1 **Choose Lock Server Admin from the Server menu.**

An alert box appears, asking you to confirm that you want to lock the server.



If you lock the server, you must enter the Administrative Password to perform any administrative tasks. Do you want to lock the server?

2 **Click Lock.**

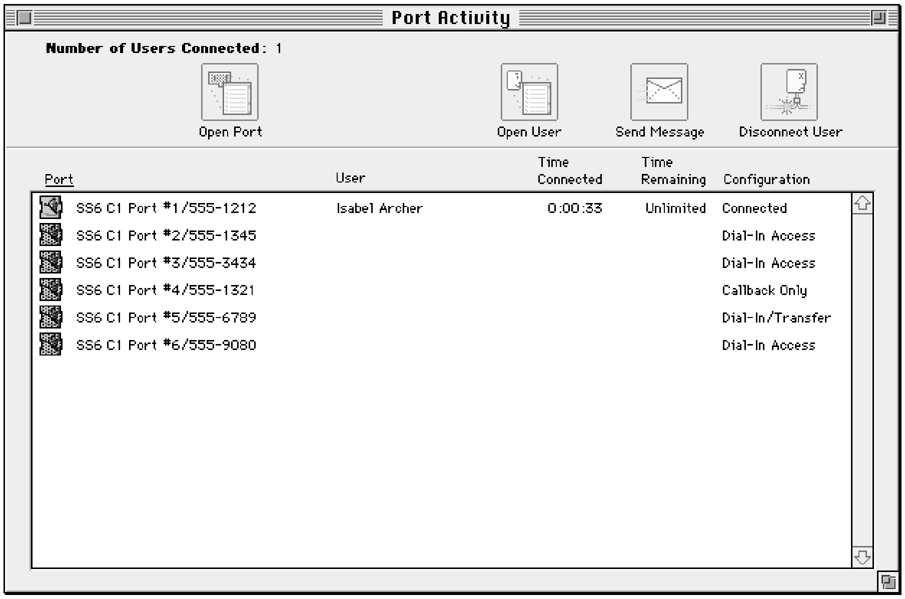
The server is locked. To unlock the server, choose Unlock Server Manager from the Server menu.

Disconnecting users from the server

You can disconnect users through the Port Activity window only. To disconnect users from the server:

1 **Choose Show Port Activity from the Server menu.**

The Port Activity window appears.

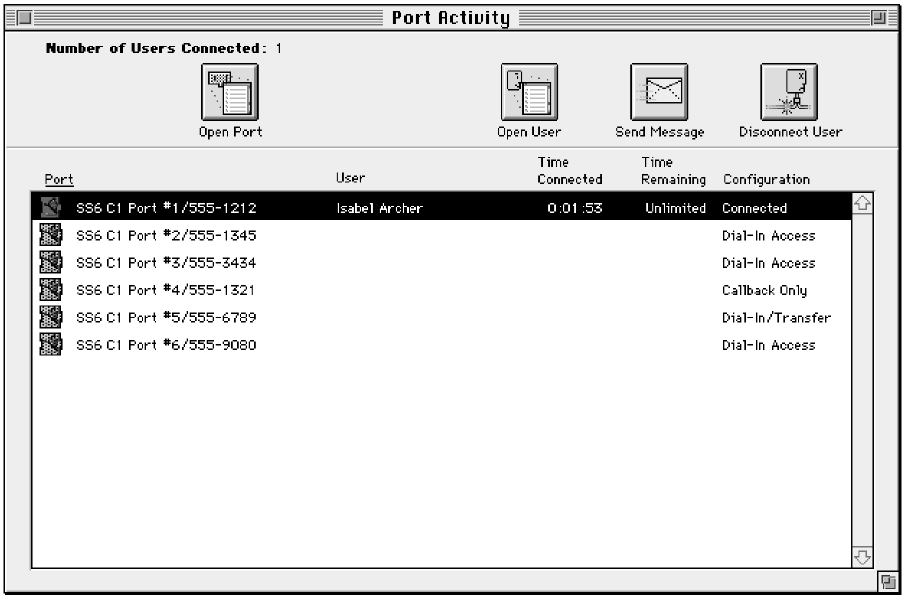


Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:00:33	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

2 Select the ports from which you want to disconnect users.

The buttons at the top of the window become active.

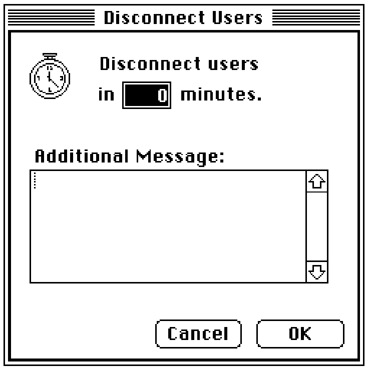


Number of Users Connected: 1

Port	User	Time Connected	Time Remaining	Configuration
SS6 C1 Port #1/555-1212	Isabel Archer	0:01:53	Unlimited	Connected
SS6 C1 Port #2/555-1345				Dial-In Access
SS6 C1 Port #3/555-3434				Dial-In Access
SS6 C1 Port #4/555-1321				Callback Only
SS6 C1 Port #5/555-6789				Dial-In/Transfer
SS6 C1 Port #6/555-9080				Dial-In Access

3 Click the Disconnect User button.

The Disconnect Users dialog box appears in which you can enter the amount of time until the users will be disconnected and send a message to the users.



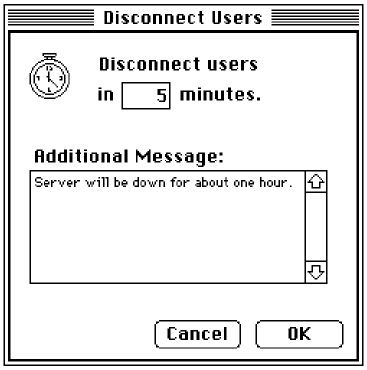
Disconnect users in 0 minutes.

Additional Message:

4 **Enter the number of minutes until the users will be disconnected.**

If you do not enter a number, but leave the default value, 0, and click OK, the selected users are disconnected immediately.

5 **Enter any message to the users, such as when the server will again be available.**



Disconnect Users

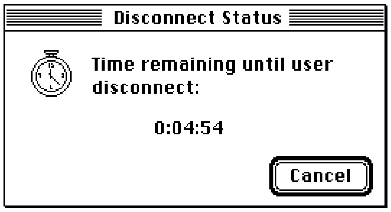
Disconnect users in 5 minutes.

Additional Message:

Server will be down for about one hour.

6 **Click OK to send the message and begin the countdown for disconnection.**

The message appears on the users' monitors. The following status display appears on your monitor:



Disconnect Status

Time remaining until user disconnect:

0:04:54

Shutting down the server

You can easily notify users of a shutdown and then shut down the server using the Shut Down Server command.

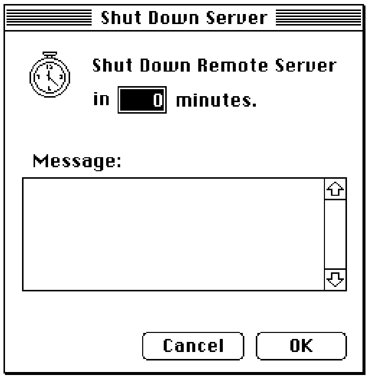
Note: If possible, you should give users ample time to finish their work and close their connections to the server.

To shut down the server:

1 **Choose Shut Down Server from the Server menu.**

If no users are connected, a message appears asking you to confirm that you want to shut down the server immediately. Click OK to shut down the server.

If users are connected, the Shut Down Server dialog box appears.



Shut Down Server

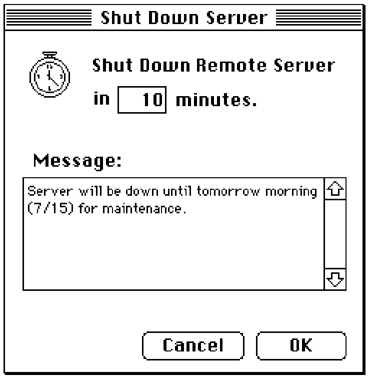
Shut Down Remote Server

in 0 minutes.

Message:

2 **Enter the number of minutes until the server will shut down.**

3 **Enter a message to users, such as when the server will again be available or the reason for the shutdown.**


Shut Down Server

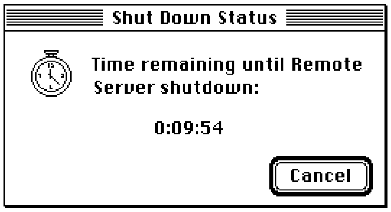
Shut Down Remote Server in 10 minutes.

Message:

Server will be down until tomorrow morning (7/15) for maintenance.

4 **Click OK.**

The message is sent to all connected users, and the server is shut down after the time limit you specified. The following status display appears on your monitor:


Shut Down Status

Time remaining until Remote Server shutdown:

0:09:54

Note: The Shut Down Server command becomes the Start Server command after the server shuts down. To restart the server, simply choose the Start Server command from the Server menu.

Appendix Troubleshooting

This appendix discusses problems you may encounter while using the Apple Remote Access MultiPort Server and offers suggestions for solving these problems.

Note: If you think you are having trouble with your expansion card, see the troubleshooting section of the card guide that accompanies the product.

You may find additional helpful information on Apple’s World Wide Web site at `www.info.apple.com`.

Server activity log error messages

Whenever you're troubleshooting, check the server activity log for errors, which are indicated by an exclamation point (`!`). The server activity log records the most significant events that occur on the server, including errors. This section presents the most common errors that may appear in the server activity log.

`Callback attempt failed: phone number is busy.`

The client's phone was busy when the server tried to call the client back. There may be a timing problem between the modems (either the server tried to call back too quickly or the client answered the phone too slowly). Consult your modem manufacturer or try a different modem.

`Callback attempt failed: modems could not connect.`

The server tried to call the client back but a connection could not be established. The client may not be at the callback number specified, or there may be a modem incompatibility problem.

`Callback attempt failed: no dial tone detected.`

The server tried to call the client back, but the modem used for the callback failed to detect a dial tone. There may be no phone line plugged into it, or the phone line is dead.

`Callback attempt failed: client not answering.`

The server tried to call the client back but a connection could not be established. The callback number may be wrong, or another application on the client computer may be using the callback line.

`Connection attempt failed: unregistered user.`

The name specified by the client is not a registered user of the server being called.

`Connection attempt failed: this port reserved for callback accounts only.`

A user who does not have callback enabled tried to call a Dial-In and Transfer port.

`Connection attempt failed: incorrect password.`

After a number of attempts, the user making the call did not enter a correct password.

`Listen error occurred on this port.`

The modem could not be made to listen for an incoming phone call. First check to see if the modem is on. If it is on, try switching the modem off and then on again. Then turn the port off and then on again in the Port Configuration window. Check the modem cable; it may be loose. If none of these measures solves the problem, the modem script may be defective. Contact the modem manufacturer for the latest Apple Remote Access modem script.

`No available callback client was found.`

The server received a connection request from a client but all the ports on the server that can be used for calling back the client are in use. Check to make sure all the ports are on.

General troubleshooting

A correctly registered user can't connect to the server.

- Be sure that the port the user is dialing in to is configured correctly and is turned on. Check the Port Configuration window to determine the status of the port.
- Be sure the modem connected to the port is on, and that the cabling between the port and the modem is correct.
- Another application, such as a terminal emulation program, may be using the port the user is trying to dial in to. Check to make sure that no other program is configured to use the port.

Information displayed by Remote Access Manager appears to be incorrect. For instance, a User information window shows that the user has access but he or she does not.

- Close and reopen the Remote Access Manager window to be sure it is up to date.

A user you previously registered has disappeared, and you are running AppleShare File Server software on the same machine as the Remote Access MultiPort Server.

- The AppleShare Admin application and Remote Access Manager both use the same user list. Therefore, changes made to the list affect users of both applications. For example, if you delete an AppleShare user, that user will be unable to use Remote Access.

A port is selected in the Port Configuration window but the Turn On button is disabled.

- If the port configuration displayed in the Port Configuration window indicates "No Access," open the port and change that access.

A modem script installed in the Extensions Folder on a client machine does not appear in the Modem pop-up menu in the Remote Access Setup window.

- Contact the modem manufacturer to make sure the modem script is compatible with Apple Remote Access. Modem scripts for other applications will not work with Remote Access.

Some features of a modem, such as manual dialing, do not work.

- Contact the modem manufacturer to be sure the modem script has been upgraded to support the new features available with Apple Remote Access version 2.

On server startup, the server reports that the server log is corrupted.

- This can happen if the server is shut down unexpectedly. To solve the problem, drag the Remote Access Log file from the Preferences folder to the Trash. Restart the computer. This creates a new log file. Note that the Trash cannot be emptied until after restart.

Clients are unexpectedly disconnected.

- Contact the device manufacturer to be sure that the most current scripts are being used by both client and server. If the serial device supports firmware upgrades, contact the device manufacturer to be sure that the most current firmware is installed. Check that a proper high-speed modem cable is being used.

The Administrative Password has been lost.

- The Administrative Password is equivalent to the AppleShare Admin Key. The password is stored in the Users & Groups Data File. If it is lost:

  1. Shut down the Apple Remote Access MultiPort Server.
  2. Drag the Users & Groups Data File from the Preferences folder to the System Folder.
  3. Restart the server.
  4. When prompted, enter a new Administrative Password but retain the same server name.
  5. Drag the Users & Groups Data File to the Trash.

  This procedure creates a new Users & Groups Data File in the Preferences folder, with all information retained.

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Apple Remote Access MultiPort Server

Administrator's Guide

 Apple Computer, Inc.

Every effort has been made to ensure that the information in this manual is accurate. Apple is not responsible for printing or clerical errors.

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Preface

This guide provides all the information you need to set up and administer an Apple Remote Access MultiPort Server on an AppleTalk network. Using Apple Remote Access Personal Server or Apple Remote Access Client software, users can access file servers, printers, and other computers running the Macintosh operating system (Mac OS) on an AppleTalk network. As a network/remote access administrator, you can use the Remote Access Manager application to control all aspects of remote access use.

What's in this guide

This guide provides complete instructions for setting up and administering the Apple Remote Access MultiPort Server.

- Chapter 1, "Introducing the Apple Remote Access MultiPort Server," provides basic information about the product and lists sources for learning about Apple networking products.
- Chapter 2, "Getting Started," explains how to set up the hardware and software necessary for running the Remote Access MultiPort Server.
- Chapter 3, "Setting Up the Server," describes first-time use of the Remote Access Manager application, such as setting server preferences, configuring ports, and registering users.
- Chapter 4, "Managing the User List," explains how to manage all aspects of user interaction with the Remote Access MultiPort Server, including controlling user security and managing the list of registered users.

- Chapter 5, “Managing the Server,” describes how to manage all aspects of the Remote Access MultiPort Server through the Remote Access Manager application, including working with the server activity log, displaying information about ports, sending messages to users, and locking and shutting down the server.
- The Appendix, “Troubleshooting,” discusses potential problems you may encounter while using the Remote Access MultiPort Server and offers suggestions for solving these problems.

On-screen information

This guide provides all information necessary for setting up and administering a Remote Access MultiPort Server. Balloon Help, an on-screen help system, is an additional source of information. If you need more information about using Balloon Help, refer to the documentation provided with your computer.

Also, the Read Me file in your Apple Remote Access MP folder contains important information, including additional troubleshooting information and a list of modems that Apple supports for use with your Remote Access MultiPort Server.