



C I S C O S Y S T E M S

Doc. No. 78-2938-01

CiscoRemote Plus User Guide Release Notes

June 28, 1996

This document provides information about CiscoRemote Plus that became available after the user guide was printed. This document includes the following sections:

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Network Operating Systems

This section provides information about potential problems that can result from switching LANS or using a protocol stack other than the stack provided by CiscoRemote Plus.

Switching LANs

CiscoRemote Plus allows you to have simultaneous file and printer sharing with both a local and remote LAN. However, if you perform this dual sharing function, both the local and remote LANs must have the same domain name (if you are using Microsoft Windows Networking), or the same network address (if you are using Novell networking). If you attempt to connect to a different LAN for the remote and local networks, you might lose a connection or data.

Ping Utility Available Only with the CiscoRemote Plus Protocol Stack

The CiscoRemote Plus Ping utility works only over the protocol stack provided with CiscoRemote Plus. As a result, if you specified only “TCP/IP LAN Access” as part of your custom installation during the CiscoRemote Setup, and a functioning, non-CiscoRemote Transmission Control Protocol/Internet Protocol (TCP/IP) stack is already present, the Ping utility will not be installed.

Windows 95

This section discusses some known problems that you might experience while using CiscoRemote Plus on Windows 95.

Installation Alternatives

The *CiscoRemote Plus User Guide* incorrectly states that for Windows 95 the network operating system must be installed prior to installing CiscoRemote Plus.

Windows 95 does not require that the network operating system be installed prior to CiscoRemote. As a result, you can link and bind either the Microsoft Windows 95 Networking client or the Microsoft Windows 95 NetWare client to the CiscoRemote Plus driver at any time using the Windows 95 Network Setup application.

Note The option of installing CiscoRemote Plus prior to your network operating system is only available on Windows 95 platforms. If you are installing CiscoRemote Plus on Windows 3.x or Windows for Workgroups, you must still install the network operating system before installing CiscoRemote Plus.

Selecting Local Access as Part of Custom Installation

Only a single local instance of a local TCP/IP stack is supported. As a result, if you already have the Microsoft TCP/IP stack, or the stack of another vendor, running with a LAN adapter network interface card (NIC), the Local Access option (in the Component Selection screen) is unavailable.

For remote NetBEUI support (over the Connect dial-out), you must disable the NetBEUI BROWSE function at your workstation. If this is not done, you will be unable to see any nodes on the remote network.

Take the following steps to turn off the NetBEUI BROWSE function:

- Step 1** Run the Microsoft Network Setup application.
- Step 2** Select the service **File & Print Sharing for Microsoft Networks**.
- Step 3** Click on **Properties**.
- Step 4** Set BrowseMaster to Disabled.

Upgrading to NetWare 32-bit Client

Remote access to NetWare servers from Windows 95 is supported using the Microsoft Windows 95 NetWare client. If you were using a Novell 16-bit NetWare client in Windows 3.1 or Windows for Workgroups (either NETX or VLM), the Windows 95 upgrade automatically replaces the Novell 16-bit NetWare client with a 32-bit client.

The 16-bit Novell clients from Windows or Windows for Workgroups do not work on Windows 95 with CiscoRemote Plus. As a result, you must use the Microsoft Windows 95 NetWare client provided with Windows 95.

CiscoRemote Plus does not support the Novell NetWare 32-bit NetWare Client. Because the Microsoft Windows 95 NetWare client is a good alternative, the Novell-branded client will not be supported until it is fully operational for remote connections.

If you are using a remote Internetwork Packet Exchange (IPX) connection with CiscoRemote Plus, you must set the IPX frame type to either 802.3 or Ethernet_II, as follows:

Step 1 From the CiscoRemote Plus Control Panel, select **Network Properties**.

Step 2 Select IPX/SPX-compatible protocol, then select **CiscoRemote**.

Step 3 Click on the **Advanced Tab**.

Step 4 Change the Frametype from AUTO to Ethernet 802.3 or Ethernet_II, depending on your needs.

Note If you are upgrading from Windows 3.x or Windows for Workgroups and have CiscoRemote Plus installed with the Novell NetWare virtual loadable module (VLM) client, you should uninstall CiscoRemote Plus before upgrading to Windows 95. You can uninstall CiscoRemote Plus *after* the upgrade to Windows 95, but for easiest installation, the uninstall should be done first. After upgrading to Windows 95, install the Microsoft Windows 95 NetWare client using the Microsoft Network Setup , network driver interface (NDI) and then install CiscoRemote Plus.

Windows for Workgroups 3.11 and Windows 3.x

This section provides information on some known problems that you might experience while using CiscoRemote Plus on Windows platforms.

Windows Networking Over Remote Dial-Up PPP

If you want to use Microsoft Networking (either LAN Manager or Windows for Workgroups networking) over the remote dial-up Point-to-Point Protocol (PPP), you must have Microsoft Windows Networking installed before running the CiscoRemote Plus Setup application. If you already have local LAN support installed, you only need to run the CiscoRemote Plus Setup application.

If Microsoft Windows Networking is not already installed, you can use the Windows for Workgroups Network Setup program to install Microsoft Windows Networking. An INF file for the CiscoRemote Plus PPP/Serial Line Interface Protocol (SLIP) driver is provided on the CiscoRemote Plus CD under "IMPORTS\WFW" and should be used to bind the Microsoft NetBIOS with the PPP/SLIP driver.

The Microsoft Network Setup application might request files from the original Microsoft Windows for Workgroups disks or CD, so have these present during the installation. After Microsoft Windows Networking is installed, reboot as directed and then run the CiscoRemote Plus Setup application to complete the installation.

For Windows 3.x, use the LAN Manager installation and the IMPORTS\LANMAN directory found on the CiscoRemote Plus CD; then follow the earlier directions for Windows for Workgroup.

Novell Networking Over a Remote Dial-Up Link

If you want to use NetWare over the remote dial-up link, you must have the NetWare client software installed *before* running the CiscoRemote Plus Setup application. If you already have local NetWare LAN support installed, you only need to run the CiscoRemote Setup application.

The DOS and Windows version NetWare client software is provided on the CiscoRemote Plus CD in the NWCLIENT\DOSWIN directory. Take the following steps to install the NetWare client software:

- Step 1** Change your directory to NWCLIENT/DOSWIN by selecting it from the CiscoRemote CD.
- Step 2** Run the NetWare install.exe program to install the NetWare client.
- Step 3** When the NetWare installation requests a Media Access Control (MAC) or NIC driver, direct it to the files in the IMPORTS\NETWARE directory on the CiscoRemote Plus CD to bind with the PPP/SLIP driver.

After the NetWare client software is installed, the setup of the CiscoRemote software proceeds as usual.

Initial tests with the new Novell NetWare 32-bit beta client for DOS and Windows indicate compatibility with the CiscoRemote Plus PPP driver. However, note that this Novell client is in development and therefore still unsupported with CiscoRemote Plus.

System Problems with Novell NetWare Over a Remote Connection

If you use Novell NetWare over a remote connection you *must* unmap any NetWare drives or printers and log out *before* you disconnect from the remote location. Otherwise, you might be faced with a black screen when you try to exit Windows or a system lock-up within Windows itself. If this occurs, reboot your computer by pressing the **reset** button or powering the computer off and then on.

Login Scripting

With the 16-bit Novell NetWare clients, logging into the NetWare server from Windows or Windows for Workgroups will not run either the system or user login scripts. Mapping drives can only be done manually every time that the user connects and logs into a NetWare server.

If you want login scripting, you can use the included CiscoRemote DIALIT.EXE program to dial up and connect to your remote site before you start Windows. However, this application does not work with Windows 95.

Take the following steps to use the DIALIT program:

- Step 1** In your STARTNET.BAT file (normally found in the NWCLIENT directory on your hard disk), add the following lines immediately before the **C:\NWCLIENT\VLM.EXE** command:

```
cd c:\cisco\app
dialit "Cisco default dialup"
```

- Step 2** Replace c:\cisco in the first line with the name of the directory where your CiscoRemote Plus software was stored.
- Step 3** Replace "Cisco default dialup" in the second line (include the double quotes) with the name of one of the destinations shown in the Net Launcher destinations list.

Note that the DIALIT.EXE application has the following limitations:

- 1 If you get a message to the effect that “the modem failed to initialize” you might need to comment out (place a semicolon in front of the line) the INIT2 string in the modem initialization file (found in MODEM.INI within the CISCO\APP directory) for your modem.
- 2 The DIALIT program does not update the DNS address from the remote router during initialization. You will need to set this from the Net Launcher for the destination that will be used by the DIALIT application.
- 3 Once DIALIT makes a connection, and you enter Windows, the Net Launcher does not acknowledge that your computer is already connected to a remote site. Setting the Net Launcher destination to “REMOTE” will allow you to launch applications with the Net Launcher buttons without dialing out.

Two additional DIALIT.EXE commands are noteworthy. The first disconnects from the remote site and hangs up the modem. The second displays status information about your connection. Both of these commands should be run from the C:\CISCO\APP directory.

- Run the following command to have DIALIT.EXE disconnect from the remote site and hang up the modem:

```
c:\cisco\app\dialit /d
```

Note For automatic disconnection this command should be inserted in your AUTOEXEC.BAT file immediately after the call which takes you to Windows.

- Run the following command to have DIALIT.EXE display a status update:

```
c:\cisco\app\dialit /s
```

Both of these commands can be run from a DOS window within Windows.

Creating Installation Disks

The CiscoRemote Plus CD contains a batch file that enables you to make a set of installation disks in case you need to install from this medium. The DOS batch file, MKDSK.BAT, is found in the root directory of the CiscoRemote Plus CD.

When you run MKDSK.BAT, the batch file will copy each of the CiscoRemote Plus installation directories onto disks. This process requires 16 blank, formatted 3.5-inch high density disks.

However, the MKDSK.BAT file does not move the NetWare client, IMPORTS directory, and the manuals to the disks.

Documentation

A full set of documents is included on the CD. These files are in HTML format and are meant to be read using Netscape Navigator 2.0 or later. (Other web browsers might not provide the proper formatting of the documents.)

After your installation is complete, double-click on the CONTENTS.HTM file in the root directory of the CiscoRemote Plus CD to view the table of contents for the various manuals.

Bolstering Performance with the Powerburst Agent

The Powerburst application is used to increase throughput and performance when accessing network operating system shared files over a dial-up line.

CiscoRemote Plus includes the Powerburst client software and the documentation for the client and agent. Note that the Powerburst client included on the CiscoRemote Plus CD is *not* compatible with the Powerburst agent software from earlier versions of CiscoRemote. If you are using Powerburst on your remote network, you must upgrade both the agent and client software simultaneously.

However, the Powerburst agent, which is run on a network server at the remote LAN site, is required before the client software can be used. The agent software is sold separately as Cisco Systems part number CR-SERPRV-V2.0.

If you are unsure whether your site has the Powerburst agent, check with your system or site administrator.

Keeping Eudora Light As Your Electronic Mail Package

The BeyondMail application has replaced Eudora Light as the electronic mail offering for CiscoRemote Plus.

If you are an existing CiscoRemote customer and want to continue using Eudora Light, you *must* move the entire EUDORA subdirectory out of the CISCO directory *before* installing CiscoRemote Plus. Otherwise, the Eudora Light application will be deleted during the installation of CiscoRemote Plus.

Take the following steps to move the Eudora subdirectory:

- Step 1** Drag and drop the EUDORA subdirectory from the File Manager (in Windows or Windows for Workgroups), to the root directory of the drive.
- Step 2** Install CiscoRemote Plus.
- Step 3** Move the EUDORA subdirectory back into the CISCO directory.

The BeyondMail application does not provide an import facility to move existing Eudora Light folders into BeyondMail, so you should save the EUDORA subdirectory until you no longer need the mail received using Eudora Light. You cannot move existing Eudora Light folders and mail to BeyondMail.

Cisco Connection Online

Cisco Connection Online (CCO), formerly Cisco Information Online (CIO), is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional content and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously—a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, Internet e-mail, and fax download options, and is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>.
- Telnet: [cco.cisco.com](telnet://cco.cisco.com).
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and baud rates up to 14.4 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

This document is to be used in conjunction with the *CiscoRemote Plus User Guide* publication.

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