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CiscoRemote Plus User Guide Release Notes 2.0(2)

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 Node Accelerator

CiscoRemote Plus 2.0(2) does not contain a network node accelerator application. Although the *CiscoRemote Plus User Guide 2.0* publication and other supporting documentation reference the Powerburst network node accelerator, that application is no longer included as part of CiscoRemote Plus.

If you would like a network node accelerator application, complete the enclosed coupon and return it to Cisco Systems. The coupon is redeemable for new client accelerator software.

Improvements in CiscoRemote Plus 2.0(2)

This section covers bug fixes and related improvements over earlier versions of CiscoRemote Plus.

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IP Address Preserved in Configurator

In previous versions of CiscoRemote Plus, the Network Configurator program sometimes caused the IP address to be overwritten by the subnet mask. This problem is resolved in CiscoRemote Plus 2.0(2).

Setting Parameters in the Network Configurator

In previous versions of CiscoRemote Plus, the Network Configurator program required you to enter parameters in cases where multiple options were possible. However, in CiscoRemote Plus 2.0(2), when the Network Configurator prompts you to select a parameter that has multiple options (such as node type), you are presented with a list of the options. Rather than enter an optional parameter, you merely need to select it.

Microsoft Explorer Support

When using the Microsoft Explorer with previous versions of CiscoRemote Plus, the Explorer might display an error message. However, in CiscoRemote Plus 2.0(2), the Windows Socket has been enhanced and this corrected the problem.

Lease Time Negotiation

When establishing leased-time connections, earlier versions of CiscoRemote Plus failed to relinquish the IP address of the Dynamic Host Configuration Protocol (DHCP) server. In leased-time connections, clients, such as CiscoRemote Plus, negotiate for the use of an available IP address and the use of that address is set to time out, usually after an hour or so. Although earlier versions of CiscoRemote Plus retained this address past the timeout period, this problem has been resolved in CiscoRemote Plus 2.0(2).

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 specify only “TCP/IP LAN Access” as part of your custom installation while running the CiscoRemote Setup application, and a functioning, non-CiscoRemote Plus 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 Plus. 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 Windows 95 NetWare 32-Bit Client

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

Note The Novell NetWare 32-bit NetWare client will not be supported until it becomes 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 for the upgrade to be successful:

- Step 1** From the CiscoRemote Plus Control Panel, select **Network**.
- Step 2** From the Select Network Protocol window, select the **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 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 application. Next, install the network driver interface 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 Windows 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 you run 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 application 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-ROM in the imports\wfw directory 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.

To use Microsoft Windows Networking for Windows 3.x, install the Microsoft LAN Manager and use the imports\lanman directory on the CiscoRemote Plus CD to bind the Microsoft NetBIOS with the PPP/SLIP driver.

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 Plus 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 Plus 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 application has the following limitations:

- 1 If you get a "the modem failed to initialize" message, 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 Domain Name System (DNS) address from the remote router during initialization. You will need to set this from Net Launcher for the destination that will be used by the dialit application.
- 3 Once dialit makes a connection, and you enter Windows 95, 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 Net Launcher buttons without dialing out.

Two additional dialit 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.

- Enter the following command to have dialit 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 that takes you to Windows.

- Enter the following command to have dialit 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 copy the NetWare client, the imports directory, or the manuals to the disks.

Documentation

A full set of documents is included on the CiscoRemote Plus 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.

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 Plus customer and want to continue using Eudora Light, you must move the entire Eudora subdirectory out of the c:\cisco directory before installing CiscoRemote Plus. Otherwise, the Eudora Light application will be deleted when you install 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 c:\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.

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section “Service and Support” in the information packet that shipped with your chassis.

Note If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems’ primary, real-time support channel. Your reseller offers programs that include direct access to CCO’s services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection Online

CCO is Cisco Systems’ primary, real-time support channel. SMARTnet customers and partners can self-register on CCO to obtain additional content and services.

Note If you purchased your product from a reseller, you can access CCO as a guest. Your reseller offers programs that include direct access to CCO’s 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, and Internet

e-mail, 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>.
- WWW: <http://www-europe.cisco.com>.
- WWW: <http://www-china.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 need technical assistance with a Cisco product that is under warranty or covered by a Cisco maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com.

Please use CCO to obtain general information about Cisco Systems, Cisco products, or upgrades. If CCO is not accessible, 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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