



What to do... PPP or Remote Access Reports "Communicating at an Unknown Rate"

Introduction:

This document provides information about what to do if PPP or Remote Access reports "Communicating at an Unknown Rate."

If PPP or Remote Access reports the message "Communicating at an Unknown Rate," what is occurring is that the speed of the connection attempting to be made cannot be interpreted from the ISP your modem is connecting to, and the error message "...unknown" ensues, sometimes accompanied by a failed connection.

To troubleshoot this issue, ensure you're using the right (OT/PPP) script for your modem. Scripts can be downloaded from our website or the Global Village Bulletin Board System using the program ZTerm.

Downloading From Our Website

1. Log on to the following webpage: <http://www.globalvillage.com/support/scriptlocator.html>
2. Using the list of modem types and script links below, locate the heading for your modem on the website, then download the script file that pertains to your modem.

Modem Type	Script Link
TelePort 56K V.90 (incl. Internal and USB)	Current Script for ARA 2.1/3.0/OT-PPP
TelePort 56K K56Flex	Current Script for ARA 2.1/3.0/OT-PPP
TelePort 56K x2	Current Script for ARA 2.1/3.0/OT-PPP
TelePort Platinum, Speakerphone, Internet Edition	Current Script for ARA 2.1
Global Village (56K) and PowerPort PC Cards	Current Script for ARA 2.1/3.0/OT-PPP

3. After the file is downloaded (in .hqx form), it will auto-expand into another file that ends with **.sea**. Double click on the **.sea** file, and it will extract a folder with the same name (without **.sea**) which contains the actual ARA/OT-PPP script as well as a Read Me file.
4. Open the folder, and place the ARA/OT-PPP script in your **Modem Scripts** folder located inside the **Extensions** folder in your **System Folder**.
5. Open your **Modem** control panel, and choose it from the list of available scripts by clicking on the **Modem** pop-up menu.