Letters to the Editor

Missing Information

I was disappointed that your otherwise excellent articles on Digital Subscriber Lines (DSL) connections (“The DSL Connection: DSL Is Hot—or It’s Not” and “POTS and PA NS: The Nuts and Bolts of DSL,” NetWare Connection, Aug. 2000, pp. 6–14 and 16–24) did not address the question of the network protocols that DSL providers use. Our own DSL deployment plans hit the wall when we learned that NetWare does not support PPP over Ethernet (PPPoE)—the only protocol available from the only DSL provider in our area.

Skip Ferry

NetWare Connection received quite a few responses to the DSL articles—the vast majority of which were positive. However, several of you, including Skip Ferry, pointed out that the articles failed to provide information about PPP over Ethernet (PPPoE), as you’d hoped they would.

What can I say? I’m sorry about that. Here’s the deal: As it turns out, there is a never-ending supply of information about DSL. I think you could spend literally months reading about the subject and still not cover it all. O verwhelmed by the quantity of information available and feeling compelled to read and learn it all, I read and read until I realized I was out of research time. I had to start writing. I took what I had to work with, and off I went.

I must admit that while I was writing these articles, I too felt I was missing something—something important. You’ve pinpointed the question for which I was missing an answer: What protocols do various DSL providers support that make it easier for corporations to use DSL on their networks? I’ve done a little scouting around to locate a few resources that look like they may be helpful when looking for an answer to this question:

• DSL reports (www.dslreports.com/ppoe). DSL reports was founded by Justin Beech in June 1999, when he found it difficult to find information about DSL on the Internet. His site’s PPPoE page provides several useful links, including links to information about PPPoE products, a PPPoE bulletin board (where visitors share their own experiences with PPPoE), a glossary entry, and links to other PPPoE resources.

• Redback Networks (www.redback.com). Redback Networks designs, develops, and markets products that increase the profitability and manageability of DSL and other broadband technologies. Redback Networks’ website has a few white papers about DSL, two of which are about PPPoE specifically. You can find these white papers by clicking on Redback’s home page, and then clicking “Quick Links to.” From the Quick Links page, choose White Papers from the News and Events column.


Thanks for the input, and keep those letters coming!

Linda Kennard, author

How Suite It Is

When NetWare Connection printed “Small Businesses Measure Up With Novell Small Business Suite 5.1,” (Aug. 2000, pp. 28–40), we asked you to write and tell us if this kind of article is valuable to you—and many of you did just that. In fact, every response we received suggested that you find this kind of information valuable. Although we received too many letters to print, we want you to know that we appreciate hearing from you!

Below are just a few of the comments we received:

"Hip-hip–hooray...I discovered NetWare are Connection today—just as I am writing my first proposal for Novell Small Business Suite 5.1. I have sold and installed Microsoft's small business suite many times and am looking for a similar—and better—alternative. So discovering this article was an absolute gift. Keep up the good work.” Debbie T. Hirt

"I loved the article. Yes, yes, yes, please give us more information about small business products.” Mike G. Olander

"In a word: superb.” R.A. Verry

"Great article...very informative. Keep up the good work!” James A. Litchford