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Technical Bulletin

Title: **Installing LANtastic for Windows 95**
Updated: **01/15/96**
Analyst: **RH/EFC**

This bulletin presents technical information about one topic related to your LANtastic network. Bulletins are available to help you with many aspects of managing or enhancing your network and with the installation of many compatible products. Bulletins are available:

- By fax from the **Artisoft FaxReturn System** at (520) 884-1397; request document 2 for a current list of all available bulletins, document 2001 for a list of compatible applications and other software, document 2044 for a list of compatible network interface cards and other hardware;

- Through the **Artisoft Home Page** http://www.artisoft.com on the World Wide Web;

- As ASCII text or Acrobat Text Enriched (PDF) files from the **Artisoft Arti-Facts BBS** at (520) 884-8648 (1200 baud - 28.8 Kbps, 8 data bits, 1 stop bit, no parity, full duplex), the **GO ARTISOFT** forum on CompuServe, or the Artisoft anonymous FTP site **ftp.artisoft.com**; download !BLTXREF.TXT from the BULLETIN section for a current list of all available bulletins, APPCOM.TXT for a list of compatible applications and other software, NICCOM.TXT for a list of compatible network interface cards and other hardware.

Installing LANtastic for Windows 95 on PC's previously running:

* LANtastic 32-bit client for Windows 95.
* LANtastic v6.00.
* LANtastic Power Suite.

and important post-installation tips.

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Installing LANtastic for Windows 95 over LANtastic v6.00, Power Suite and LANtastic Windows 95 client (local CD-ROM method).

1.1 Preliminary steps

> **WARNING**: If Windows 95 came pre-installed on your system and you do NOT have the Windows 95 installation diskettes or CD-ROM, STOP! Before you go any further please follow the computer manufacturer's instructions on creating a Windows 95 disk set.

As with any installation of software, you should be aware of settings for cards or components that you will be using before you actually INSTALL the software itself. For LANtastic for Windows 95, you should know the IRQ, IOBASE, DMA and shared memory address (RAMBASE) of your adapter. Refer to your adapter documentation for details. These settings can usually be found in either the STARTNET.BAT, PROTOCOL.INI file (if using NDIS drivers) or NET.CFG (if using ODI drivers). See your LANtastic manuals for more information.

If any of your Windows 95 computers are already running LANtastic v5.x or 6.x for DOS, you must first manually disable the LANtastic for DOS software before completing the LANtastic for Windows 95 installation. If you want to use a shared CD-ROM drive, see Section 2 of this bulletin.

NOTE: The instructions below appear in the Installing and Using LANtastic for Windows 95 manual. They're repeated here for your convenience.

Follow these steps to disable your LANtastic v5.x or 6.x software:

1. Use a text editor such as DOS EDIT to open your AUTOEXEC.BAT file.

2. Type REM <space> at the beginning of the command line that starts up your network, typically CALL C:\LANTASTI\STARTNET.BAT. This will disable the line by turning it into a remark. For example:

   REM CALL C:\LANTASTI\STARTNET.BAT

IMPORTANT: The network startup line in the AUTOEXEC.BAT file, as well as the lines that load NDIS drivers in the CONFIG.SYS file described in step 5 below, must remain remarked out after you've installed the LANtastic for Windows 95 software. LANtastic for Windows 95 won't function when these lines are active.

3. Save your changes.

4. Open your CONFIG.SYS file.

5. Find any lines that load NDIS drivers and type REM <space> in front of them. For example:
   REM Device=C:\LANTASTI\PROTMAN.DOS /I:C: \LANTASTI
   REM Device=C:\LANTASTI\AEXNDIS.DOS

6. Save your changes.

7. Open your WIN.INI file (located in the \WINDOWS\ directory by default).

8. Go to the LOAD= line, and remove C:\LANTASTI\WNET.EXE from the

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line.

9. Save your changes and exit the text editor.

10. On the Windows 95 desktop, click Start, Settings, Control Panel.

11. Double-click Network. A window appears showing the installed
    network components.

12. Select the line that says Artisoft LANtastic (version 5.x and
    above), then click Remove.

13. Click OK, then click Yes to restart your computer.

14. If an Artisoft NodeRunner series adapter is installed in your machine, change the card operating mode
    to NE1000. To do this, restart the computer and press Shift-F5 when you see the STARTING
    WINDOWS 95 message in the upper left hand corner. This will bypass the CONFIG.SYS and
    AUTOEXEC.BAT files, thus booting the machine clean. Then run NRSETUP.EXE (located in either
    the \LANTASTI\ subdirectory or on the card drivers diskette). Once inside NRSETUP.EXE, select
    "manual configuration", press ENTER. Then select "mode" and change it from Artisoft to NE1000.
    Save your changes by pressing the ESC to exit back out to DOS.

1.2   Installation

1. Shut down all other programs. Do this by pressing Alt+Tab to switch to other applications and close
   them.

2. If you're installing with the CD-ROM, put the LANtastic for Windows 95 CD-ROM in your locally
   attached CD-ROM drive. Or, if you're installing with floppy diskettes, insert the LANtastic for
   Windows 95 Disk 1 (the License diskette) in a floppy drive.

3. Click Start, Settings, Control Panel.

4. Double-click Add/ Remove program icon.

5. Click Install, then click Next.

6. Type D:\SETUP where D: is the CD-ROM drive you're using, or A:\SETUP where A: is the floppy
   drive you're using, then click OK. The Welcome window appears.

NOTE: If you're running the LANtastic 32-bit Client software, you'll see a dialog box that tells you that
LANtastic for Windows 95 or LANtastic 32-bit Client is already installed. Click the Remove button to make
the Setup program disable the software for you. At the dialog box, click Yes to confirm the removal. Click
Restart. When the computer restarts, repeat steps 3 and 4 above to resume the installation.

7. From the Welcome window, click Next to continue. If you want, click the View README File
   button to see the latest information on LANtastic for Windows 95.

8. If you're installing from the CD-ROM, a prompt to insert the License diskette (Disk 1) will appear.

Do so and click OK. The LANtastic Setup Options window appears.

9. At the LANtastic Setup Options window: Type in a computer name. If the computer's
   Windows 95 name already appears there, you can keep that name, or change it to meet your needs.
   LANtastic for Windows 95 automatically sets up this computer to share its drives and printers (act as
   a server), unless you click the check box to deselect this option.(If you deselect this option, this
   computer will operate as a client only and can't share its resources with other computers.)

10. From the Setup Options window, click Next to continue. The Summary window   appears.

11. At the Summary window, review your selections. If you want to change an option, click Back. If
    everything is correct, click Finish to begin copying files. Here's what happens: Windows builds a
    driver information database and adds the LANtastic network component to Windows 95. If you
    haven't already installed an adapter driver, the Select Network Adapters window appears. Follow
    the instructions on that screen, then click OK. For driver selection guidelines, see Appendix A.10
    in this document. If you're performing a floppy-only installation, you'll be prompted to insert Disk

12. Do so and click K. If you're missing any required files from your Windows system directory, you
    may be asked to insert your Windows 95 CD-ROM or diskettes. The instructions on the screen
    will guide you through this process. When the process is complete, the LANtastic for Windows 95
    Setup Complete window appears.

1.3   Finishing up

12. When the LANtastic for Windows 95 Setup Complete window appears, remove the LANtastic for
    Windows 95 CD-ROM and diskette, then click Restart. If the Windows 95 Enter Network
    Password logon box appears, enter your user name and an optional password. To make the
    LANtastic logon box appear the next time you start up your computer, follow the instructions
    under "Changing the primary logon box" in Chapter 2 of the Installing and Using LANtastic for
    Windows 95 manual..

13. To run LANtastic, double-click the LANtastic shortcut icon or click Start, Programs,
    LANtastic for Windows 95.

14. During the installation, Windows 95 may have included some protocols and clients that are not
    required for the normal operation of LANtastic for Windows 95. To optimize the system, these
    components should be removed. To do this, click Start, Settings, Control Panel. Double-click the
    Network icon.

15. Look for the "Client for Microsoft Networks", "IPX/SPX-compatible protocol", and "Netbeui" in
    the Configuration window. These are default network components that aren't used by LANtastic.

16. For each of the components in the order listed above, single click on the component, then click the
    Remove button.

17. Click OK, then click Yes to confirm the restarting of your computer.

Installing LANtastic for Windows 95 over LANtastic v5.x, 6.x and the LANtastic 32-bit Client (networked or common CD-ROM method).

2.1   Preliminary steps

If you have only one CD-ROM drive that is shared across a pre-existing LANtastic network, follow the steps below to upgrade your existing LANtastic computers to LANtastic for Windows 95.
Make sure you have your Windows 95 CD-ROM available because you may be asked to insert it during installation of LANtastic for Windows 95.

IMPORTANT: You must first set up the CD-ROM device as a drive resource on every computer on which you want to install LANtastic for Windows 95 For instructions on how to setup a shared CD-ROM drive resource, see the section on creating a shared non-DOS drive resource in your LANtastic manuals.

The installation method you'll use depends on whether you're installing LANtastic for Windows 95 on a computer that's running LANtastic v5.x/v6.x, or on a computer that's running LANtastic 32-bit Client software. These two sets of instructions follow.

2.2   Installation

2.2.1 Installing using a shared CD-ROM on a computer that's running LANtastic v5.x or 6.x (shared CD-ROM method)

1. Go to each computer on which you're going to install LANtastic for Windows 95 and make sure it has a drive (such as the F:\ drive) assigned to the shared CD-ROM drive that's attached to another server. (See the "Important" note above.)

2. Using a text editor such as DOS EDIT, disable your LANtastic v5.x or 6.x software as described under steps 1-9 in Section 1.1 of this bulletin..

3. Shut down all other programs. Do this by pressing Alt+Tab to switch to other applications and close them.

4. Put the LANtastic for Windows 95 CD-ROM in the shared CD-ROM drive.

5. On the computer where you're installing LANtastic for Windows 95, click Start, Settings, Control Panel.

6. Double-click Add/ Remove program icon.

7. Click Install, then Next.

8. Type F:\SETUP where F: is the drive you've assigned to the shared CD-ROM drive.

9. From the Welcome window, click Next to continue. If you want, click the View README File button to see the latest information on LANtastic for Windows 95.

10. A prompt to insert the Artisoft LANtastic for Windows 95 License diskette (Disk 1) will appear. Do so and click Next. The LANtastic Setup Options window appears.

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11. At the LANtastic Setup Options window, type in a computer name. If the computer's Windows 95 name already appears there, you can keep that name, or change it to meet your needs. If the computer name "Default" appears, you must change it. LANtastic for Windows 95 automatically sets up this computer to share its drives and printers (act as a server), unless you click the check box to deselect this option. (If you deselect this option, this computer will operate as a client only and can't share its resources with other computers.)

12. From the Setup Options window, click Next to continue. The Summary window appears.

13. At the Summary window, review your selections. If you want to change an option, click Back. If everything is correct, click Finish to begin copying files. Here's what happens: Windows builds a driver information database and adds the LANtastic network component to Windows 95. If you haven't already installed an adapter driver, the Select Network Adapters window appears. Follow the instructions on that screen, then click OK. For driver selection guidelines, see Appendix A.10 in this document.

IMPORTANT: If you're asked to insert your Windows 95 CD-ROM, replace the LANtastic for Windows 95 CD-ROM that's in the server's CD-ROM drive with the Microsoft Windows 95 CD-ROM. On the computer where you're installing LANtastic for Windows 95, type in the correct drive path (F:\WIN95 for instance) and click OK. When the process is complete, the LANtastic for Windows 95 Setup Complete window appears. See section 2.3. "Finishing Up" for final steps.

2.2.2 Upgrade of LANtastic 32-bit Client to LANtastic for Windows 95
(shared CD-ROM method)

IMPORTANT: For this installation method it will be necessary to have a floppy diskette with the following drivers:

Low level adapter driver	(NR.EXE or AEX.EXE for instance)
LANtastic protocol driver	AILANBIO.EXE
LANtastic DOS requester	REDIR.EXE
LANtastic NET programs	NET.EXE; NET.MNU; NET.HLP

These files may be copied from LANtastic v.5x or 6.x installation diskettes or from the C:\LANtasti directory on any existing LANtastic v5.x or 6.x computer on the network. However, be aware of any license restrictions that may not allow LANtastic to load on multiple computers.

1. Go to each computer on which you're going to install LANtastic for Windows 95 and make sure it has a drive (such as the F:\ drive) assigned to the shared CD-ROM drive that's attached to another server.

2. Using a text editor such as DOS EDIT, open your CONFIG.SYS file and make sure the FILES= statement is set to at least 50. If you don't have a CONFIG.SYS file, create one in the text editor and type: files=50. Save your changes.

3. Shut down all other programs. Do this by pressing Alt+Tab to switch to other applications and close them.

4. Put the LANtastic for Windows 95 CD-ROM in the shared CD-ROM drive.

5. On the Windows 95 computer, click Start, Settings, Control Panel.

6. Double-click Add/ Remove program icon.

7. Click Install, then click Next.

8. Type F:\SETUP where F: is the shared CD-ROM drive.

9. From the dialog box that tells you that LANtastic for Windows 95 or LANtastic 32-bit Client is already installed:

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      Click the Remove button to make the Setup program disable the software for you.

      Click Yes to confirm the removal.

NOTE: Please read step 10 before restarting your computer.

      Click Restart.

10. When the computer restarts, press F8 while the message "Starting Windows 95" appears in the upper left corner of the screen. This will bring up the Windows 95 startup menu.

11. Select the Command prompt only option. This loads the CONFIG.SYS and AUTOEXEC.BAT files, but not the Windows 95 interface.

12. Insert the floppy diskette with the drivers you copied at the beginning of this process.

13. At the DOS prompt, type A: where A: is the drive letter of the floppy diskette drive. Load each of the LANtastic DOS drivers in the following order by typing:

      AEx IRQ=15 iobase=300 <Enter>   (if using another adapter, replace AEx with your low level driver)
      AILANBIO <Enter>
      REDIR MACHINE_NAME LOGINS=10 <Enter>
      NET <Enter>

14. You're now in the NET.EXE program. Choose LOGIN / LOGOUT <Enter>.

15. Log in to the server that has the shared CD-ROM drive attached to it.

16. Once you're logged into the server, press the Esc key to get back out to the main menu. Then select Connect to other computers disk drives <Enter>..

17. Assign a drive letter (such as F☺ to the shared CD-ROM drive resource.

18. Exit NET by pressing Esc twice.

19. Load Windows 95 by typing WIN <Enter> at the DOS prompt. If the Problem with shortcut window appears, just click OK.

20. Put the LANtastic for Windows 95 CD-ROM in the shared CD-ROM.

21. On your computer, Click Start, Settings, Control Panel.

22. Double-click the Add/Remove Programs icon.

23. Click Install, then click Next.

24. Type F:\SETUP where F: is the drive you've assigned to the shared CD-ROM drive.

25. From the Welcome window, click Next to continue. If you want, click the View README File button to see the latest information on LANtastic for Windows 95.

26. When prompted, insert the LANtastic for Windows 95 License diskette (Disk 1) into a floppy drive, then click Next. The LANtastic Setup Options window appears.

27. Type in a computer name. If the computer's Windows 95 name already appears there, you can keep that name, or change it to meet your needs. If the computer name appears as "Default," you must change it. LANtastic for Windows 95 automatically sets up this computer to share its drives and printers (act as a server), unless you click the check box to deselect this option. (If you deselect this option, this computer will operate as a client only and can't share its resources with other computers.)

28. From the Setup Options window, click Next to continue. The Summary window appears.

29. At the Summary window, review your selections. If you want to change an option, click Back. If everything is correct, click Finish to begin copying files. Here's what happens: Windows builds a driver information database and adds the LANtastic network component to Windows 95. If you haven't already installed an adapter driver, the Select ection guidelines, see Appendix A.10 in this document.

IMPORTANT: If you're asked to insert your Windows 95 CD-ROM, replace the LANtastic for Windows 95 CD-ROM that's in the server's CD-ROM drive with the Microsoft Windows 95 CD-ROM. On the computer where you're installing LANtastic for Windows 95, type the correct drive path (F:\ WIN95 for instance) and click OK. When the process is complete, the LANtastic for Windows 95 Setup Complete window appears. See "Finishing Up" below for the next steps.

2.3   Finishing up

1. When the LANtastic for Windows 95 Setup Complete window appears, click Restart. If the Windows 95 Enter Network Password logon box appears, enter your user name and an optional password. To make the LANtastic logon box appear the next time you start up your computer, follow the instructions under "Changing the primary logon box" in Chapter 2 of the Installing and Using LANtastic for Windows 95 manual. Don't forget to remove the LANtastic for Windows 95 CD-ROM from the server's CD-ROM drive and store it in a safe place.

2. Once the machine has rebooted. To run LANtastic, double-click the LANtastic shortcut icon or click Start, Programs, LANtastic for Windows 95.

3. During the installation, Windows 95 may have included some protocols and clients that are not required for the normal operation of LANtastic for Windows 95. To optimize the system, these components should be removed. To do this, click Start, Settings, Control Panel. Double-click the

Network icon.

4. Look for the "Client for Microsoft Networks", "IPX/SPX-compatible protocol", and "Netbeui" in the Configuration window. These are default network components that aren't used by LANtastic.

5. For each of the components in the order listed above, single click on the component, then click the Remove button.

6. Click OK, then click Yes to confirm the restarting of your computer.

Appendix **A: Post installation tips.**

A.1   Canceling the Artisoft LANtastic for Windows 95 installation.

You may want to cancel the installation of LANtastic for Windows 95 for some reason. If you click Cancel during the process, the setup may continue and you may get a series of error messages. If this occurs, you must run Setup again and click Remove to automatically remove the LANtastic for Windows 95 networking components. After you've solved whatever problem that caused you to cancel the installation, run SETUP a final time to reinstall LANtastic for Windows 95. A.2

A.2   Troubleshooting after installation.

If you receive error messages or have problems after you've installed LANtastic for Windows 95, follow these guidelines to troubleshoot common problems. Look through these tips in the sequence in which they're presented below until you find the problem that you're experiencing.

1. After restarting your computer, you receive the error message:
   "Your network adapter XXXXX is not working properly. You may need to
   set it up again. For more information see the Network Troubleshooter in
   Windows Help."

   Causes and solutions:
   You have the wrong adapter driver installed for your adapter, or
   your adapter I/O Base is different than the adapter settings in the
   Network Control Panel, or it's in conflict with another device in your
   computer. Check your adapter driver name and settings by clicking Start,
   Settings, Control Panel, then double-clicking Network. Make sure the
   adapter driver displayed matches your adapter's manufacturer name and
   model.

   If the adapter name is incorrect, follow the instructions under A.3,
   "Manually removing network components," to remove all network components,
   including the adapter. Then follow the instructions for installing your
   adapter driver and LANtastic for Windows 95 in the Installing and Using
   LANtastic for Windows 95 manual.

   If the adapter shown is correct, click it and click Properties.
   Click the Resources tab. Compare the setting for I/O address
   range to the actual I/O Base address setting for your adapter. If an

asterisk appears by the number, Windows 95 has detected a conflict with another device.

You can change the configuration type to "basic configuration 0" and then use the selection arrows in the I/O address range field to make corrections to the settings for the adapter driver. However, if you don't have a Plug-and-Play adapter, you'll need to use an adapter configuration utility or move jumpers on your adapter card to change the actual settings of your card. If you don't know how to determine or modify your actual settings, see your adapter documentation.

2. After installing LANtastic for Windows 95 and restarting your computer, you open the LANtastic Custom Control panel, click a button such as Connecting to Computers and receive the error message: "This task won't run without the Client for LANtastic Networks" or "The network is not present or not started."

Causes and solutions:
Something has prevented the LANtastic client from loading during startup. For example, you may not have installed your adapter prior to running LANtastic Setup, but selected it during the setup process, or an error may have occurred during setup, or you may have clicked Cancel during setup. If any of these situations is the case, try removing all network components except the adapter driver itself and then reinstall LANtastic for Windows 95. Follow the instructions under A.3, "Manually removing network components," to remove all components except the adapter driver. Then follow the instructions for installing LANtastic for Windows 95 in the Installing and Using LANtastic for Windows 95 manual.

3. After installing LANtastic for Windows 95 and restarting your computer, you open the LANtastic Custom Control panel, click a button such as Configure Server and receive the error message: "The LANtastic Server is not installed."

Causes and solutions:
You may have unchecked the "Share files and printers" box during LANtastic setup, so the LANtastic Server component wasn't installed. If you want to make this computer into a LANtastic server:

    I.   Click Start, Settings, Control Panel, then double-click Network.

    II.   Click Add, Service, Have Disk.

    III.   Type in C:\LANTASTI\WIN95\INSTALL and click OK.

    IV.   Click OK to add the Server.

    V.   Click OK and click Yes to restart your computer.

4. After installing LANtastic for Windows 95 and restarting your computer, the other LANtastic computers on your network aren't displayed when

you click Entire Network in the LANtastic Custom Control Panel or
Network Neighborhood. If your computer is set up as a LANtastic server,
you only see your own computer name or "This Server" displayed.
(If you see some computers but not others, see item 5 below.)

Causes and solutions:
Check the network cabling connections to your computer. See Appendix
B of the Installing and Using LANtastic for Windows 95 manual for help
on network hardware and cabling.

If your network hardware seems fine, you may have an incorrect adapter
driver IRQ setting or an IRQ conflict with another device in your
computer. Check your adapter driver IRQ setting by clicking Start,
Settings, Control Panel, then double-clicking Network. Click your adapter
and click Properties. Click the Resources tab. Compare the setting
for IRQ to the actual IRQ setting for your adapter. If an asterisk
appears by the number, Windows 95 has detected a conflict with another
device.

You can use the selection arrows in the IRQ field to make corrections to
the settings for the adapter driver. However, if you don't have a
Plug-and-Play adapter, you'll need to use an adapter configuration
utility or move jumpers on your adapter card to change the actual settings
of your card. If you don't know how to determine or modify your actual
settings, see your adapter documentation.

5. After installing LANtastic for Windows 95 and restarting your computer,
    only LANtastic for Windows 95 and LANtastic Dedicated Server computers
    on your network are displayed when you click Entire Network in the LANtastic
    Custom Control Panel or Network Neighborhood. LANtastic v5.x and 6.x
    computers aren't shown.

    Causes and solutions:
    If you have other networking components besides those needed for
    LANtastic for Windows 95 installed on your computer, you may have
    exceeded the multicast address table limit of your adapter driver.
    You can avoid this limitation by turning off multicast addressing on
    each LANtastic computer on your network.

    If you're running LANtastic v5.x or 6.x, you'll need to edit STARTNET.BAT.
    Find the AILANBIO command line and add the /NO_MULTICAST switch to the
    end of the command line. For example:

            AILANBIO /NO_MULTICAST

    Save your changes and restart your computer.

    To turn off multicast addressing in your computers running LANtastic for
    Windows 95:

        I.   Click Start, Settings, Control Panel, then double-click Network.

II. Click the Artisoft LANtastic NetBIOS and then click Properties.

III. Click the Advanced tab. A screen listing properties and values appears.

IV. Click Multicast, scroll through the list in the Values window and click Off.

V. Click OK to return to the Network components window.

VI. Click OK and click Yes to restart your computer. Repeat these steps on each Windows 95 computer.

6. You see two computers with the same name when you click Entire Network in Network Neighborhood. When trying to connect to drives and printers on computers that are displayed twice in Network Neighborhood, you receive error messages such as "Cannot locate network computer name or resource"

Causes and solutions:
You're running both File and Printer Sharing for LANtastic Networks (the LANtastic server) and another server, such as File and Printer Sharing for Microsoft Networks, on the same computer. Two identical computer names appear in your list of available servers.

If you want to make one computer act as a server for two or more different networks, the two server components must have different computer names. Windows 95 can only distinguish between computer names, not types of networks.

NOTE: If you've set up your computer as a client ONLY or as a server for only one network, you don't need to change computer names.

If you already have Microsoft Networking installed, LANtastic for Windows 95 will adopt the same computer name when it's installed. If you're setting up your computer as a LANtastic server and Microsoft file and print services are already installed, you'll need to manually change one of the computer names.

To change the name of a LANtastic for Windows 95 computer:

I. Go to the LANtastic Custom Control Panel and click the Manage Servers tab.

II. Click the Customize menu and then click Add/Remove Buttons.

III. Click the Add tab.

IV. Scroll through the list box in the Categories window and click Utilities.

V. Click Change Computer Name, then click OK.

VI. A Change Computer Name button will appear on the Manage Servers page. Click this button and then check the Change LANtastic Computer Name box.

VII. Enter the new computer name and click OK.

VII. Restart your computer for the change to take effect.

To change the computer name under Microsoft file and print services:

I. Click Start, Settings, Control Panel.

II. Double-click Network and click the Identification tab.

III. Type in a new computer name, click OK, then click Yes to restart your computer.

7. You receive the error message: "No more connections can be made to this remote computer at this time because there are already as many connections as this computer can accept."

Causes and solutions:
You'll receive this message if you have the Microsoft Client for NetWare Networks loaded and you use the Manage Print Jobs option. Instead of using Manage Print Jobs, follow these steps:

I. Double-click Network Neighborhood.

II. Double-click the computer for which you want to check print jobs.

III. Double-click the printer icon. The Print Job Status window appears.

Or, if you prefer, create a shortcut to the printer you want to use:

I. Follow steps I and II above.

II. Click the printer icon and drag it to your Windows 95 desktop.

III. Double-click the printer icon on your desktop to open the Print Job Status window.

You can now view and manage print jobs.

8. You can't view or manage print jobs even though your account has the Q privilege, or you receive the error message:
"You don't have permission to modify the settings for this printer. If

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you need to change the settings, contact your network administrator."

Causes and solutions:
If you're trying to manage your own print job on a LANtastic for
Windows 95 server, make sure your account has T, Y and Z rights
on the printer resource you're trying to manage.

If you're trying to view or manage other users' print jobs, usually
you'd only need the Q privilege on your account. However, with
LANtastic for Windows 95, you must also grant the T, Y and Z
access rights to your account on the printer resource. You can then
view and manage print jobs submitted by other users on that printer.

If you're trying to manage print jobs from a Windows 95 computer, you
may have selected a printer management function instead of a print job
management function. If you right-click the document name (the first
column) of the Print Jobs display, you'll be managing the job. Right-
clicking any other column will attempt printer management, which isn't
supported by LANtastic for Windows 95 servers.

9. Drive names appear with extra spaces.
    For example, D-DRIVE   on SERVER1 or G:\\SERVER2   \C-DRIVE

    Causes and solutions:
    If you were running the LANtastic 32-bit Client software and have already
    established permanent drive and printer connections, LANtastic for
    Windows 95 will remember those connections. However, the server names
    for these connections will have extra spaces in them. To fix this problem,
    open the LANtastic Custom Control Panel and follow these steps:

    I.   Click the Assign Drives or Assign Printers button on the Use
            Network page. Then, if necessary, click the Drives/Printers
            check box so that all your network connections are displayed.

    II.   Disconnect the affected drive and printer connections.

    III.   On the Use Network page, click Preferred Servers. In the
            Preferred Servers field on the right, click each affected
            server, then click Remove.

    IV.   If you want these servers to reappear in your Preferred Servers
            list, make sure there's a check in the check box called
            Always add server to Preferred Servers list. Then click Close.

    V.   Click the Connect to Computers button and log out of the affected
            servers (in the Already Connected field).

    VI.   On the left side of the LANtastic Connections window, click the
            plus sign next to Entire Network.

    VII.   Double-click the affected servers, log in to them if necessary,

then click Close.

VIII.   Click Assign Drives/Assign Printers again, and set up the drive
and printer connections you need. All the extra spaces will be
gone. Click Close.

A.3   Manually removing network components

To remove one or more network components, follow the steps below:

1. Click Start, Settings, Control Panel.

2. Double-click Network.

3. You must remove components in the following order:

- Services, such as File Sharing for LANtastic Networks or
  File Sharing for Microsoft Networks

- Clients, such as Client for LANtastic Networks, Client for
  Microsoft Networks, Client for NetWare Networks

- Protocols, such as Artisoft LANtastic NetBIOS, Netbeui,
  IPX/SPX-compatible protocol

- Adapters, such as NE2000 Compatible

4. For each component, click the component, then click Remove.

5. Click OK and click Yes to restart your computer.

A.4   Testing your network with LANCHECK

The LANCHECK programs that come with the LANtastic for Windows 95 software allow you to test network
communication and adapter operation. You'll find two versions of LANCHECK in the Support directory on
your LANtastic for Windows 95 CD: an updated DOS version called
LANCHECK.EXE for your DOS and Windows 3.x computers, and a Windows 95 version called LCHECK95.
Install LCHECK95 on all your Windows 95 computers, and update the older versions of LANCHECK on your
DOS and Windows 3.x machines. Don't use the DOS-based LANCHECK on a Windows 95 computer.

You must run LANCHECK simultaneously on every network computer you want to test. To do this, complete
the following steps at each computer:

1. Open Windows Explorer and double-click your CD-ROM drive.

2. Double-click the Support folder. The file LCHECK95 will appear
in the field called Contents of. If you've already installed
LANtastic for Windows 95, you can copy the file into your
C:\LANTASTI\WIN95 program directory by dragging it into that
folder.

3. Double-click LCHECK95.

Refer to the LANtastic for Windows 95 on-line Help for details on using LANCHECK. It includes Help topics for the DOS-based version of LANCHECK as well as the LANtastic for Windows 95 version.

A.5   Disconnecting drives and printers -- correction to printed manual

The Installing and Using LANtastic for Windows 95 manual states that if you want to permanently disconnect a drive or printer, you should make sure the Remember Next Connection Made box is checked before you disconnect it. This isn't necessary. All disconnection's are permanent, regardless of whether the check box is checked. These statements in Edition 1 of the manual appear on pages 35 (step 2), 36 (step 2) and 63 (step 5).

A.6   Changing your default user name and password

You can change your default user name and password anytime you wish by clicking the Login Preferences button on the Use Network page of the LANtastic Custom Control Panel. If you have connections to other computers that are remembered for connection at startup, you'll have to
disconnect them and then reconnect them after changing your default user name and password. Make sure to check the Remember Next Connection Made box in the Assign Drives window or the Assign Printers window before you re-establish connections.

A.7   Deleting the DRVSPACE resource

Windows 95 includes DRVSPACE, a program that automatically compresses your files to save space. DRVSPACE also creates a virtual, uncompressed drive called Host_for_C (H:). By default, this drive will appear in the My Computer window on your Windows 95 desktop. If you're sharing files and printers, it will also appear as a network resource (H-DRIVE) in the Share Drives and Printers window in the LANtastic Custom Control Panel.

You should avoid sharing your uncompressed drive (H-DRIVE) as a resource on the network. To delete the uncompressed drive as a shared resource from your LANtastic resource list, click the Share Drives and Printers button in the Manage Servers page in the LANtastic Custom Control Panel. Click the uncompressed drive resource (H-DRIVE) and then click Delete. Click OK to verify the deletion.

A.8   LANtastic for OS/2 update file

The Support folder on your LANtastic for Windows 95 CD includes a self-extracting OS/2 file called OS2P10. This software is an update to LANtastic for OS/2 that improves communication with a Windows 95 server from an OS/2 computer.

To open the OS/2 file:

1. On your OS/2 computer, copy OS2P10.EXE from your CD into a new directory on your hard disk.

2. Open a DOS box, change to the new directory, and type OS2P10. The file will self-extract.

3. After the file has been extracted, open a text editor and read

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OS2P10.TXT for information on updating LANtastic for OS/2.

A.9 HP JetDirect support with Artisoft LANtastic for Windows 95.

Computers running LANtastic for Windows 95 can't share an HP JetDirect printer. The printer won't appear as a resource on the Available Printers list in the Share Drives and Printers window. However, each Windows 95 client can still use the printer by installing HP Services in the Windows 95 Network Control Panel. Refer to your HP documentation for detailed instructions.

LANtastic Power Suite supports HP JetDirect printer sharing. See your LANtastic Power Suite "Custom Setup and Troubleshooting Guide" for instructions on adding the printer to your network.

A.10 What card Should I choose during INSTALL?

When performing the Artisoft LANtastic for Windows 95 installation it may become confusing on which card you are supposed to INSTALL for. Listed below are some common adapters and they corresponding 32-bit NDIS drivers that should be installed for them.

Card	Selection to use
Artisoft NodeRunner series	NOVELL / Anthem NE1000 driver
(Including SI series but not NodeRunner PRO)	NOVELL / Anthem NE2000 driver
Artisoft AEx series adapters	
AE-1T	Artisoft corporation AE-1T driver
AE-2 ; AE2/C	Artisoft corporation AE-2 or AE-3 driver
AE-2 Microchannel Ethernet adapter	Artisoft corporation AE-2 MCA driver.
AE-3	Artisoft corporation AE-2 or AE-3 driver
Artisoft NodeRunner PRO	
(PnP enabled) (Default setting)	Intel EtherExpress PRO/10 PnP enabled
(PnP not enabled)	Intel EtherExpress PRO/10 PnP disabled
Artisoft X2mbps series adapters	
02mbps	No drivers available
E2mbps	No drivers available
A2mbps	No drivers available
Artisoft NE-3 adapter	No drivers available
Artisoft simply adapters	
Internal adapter	Existing real mode NDIS driver _may_ work
External parallel port adapter	No drivers available
Eagle NE2000 series adapter	NOVELL / Anthem NE1000 driver
	NOVELL / Anthem NE2000 driver
Eagle EP3210 series adapter	Check with Microdyne for driver availability
Eagle NE200T series adapter	Eagle NE200T driver

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Artisoft offers a wide selection of technical support options. For information regarding technical support services, please refer to our Directory of Support Services, available where you obtained this bulletin (request fax document 4, check Support & Services at our Home Page, or download file DIRLIST.TXT). You can also obtain this information by calling Artisoft at (520) 670-7000.