Mac OS Internet Customer Help Sheet No.2b
"Dial Up Connection Using Open Transport/PPP"

This document has some tips for connecting your Macintosh to the internet and utilising this great resource with Microsoft products such as Internet Explorer and Internet Mail And News/Outlook Express. This help sheet has been written with a dial up connection in mind using the Open Transport/PPP software.

PART 1: PHYSICAL CONNECTION

You will need a modem connected to your Macintosh computer before you can proceed any further.

PART 2: CONNECTION TO A HOST COMPUTER

You will need a contract with an Internet Service Provider (ISP) and you will need the following information from them:

1. Local telephone number to dial up to (a local point of presence – POP).
2. Your account name (login/user ID).
3. Your account password.
4. The ISP's DNS address (for instance: 158.43.240.3).
5. The ISP's domain name (for instance: dial.pipex.com).
6. Your e-mail address (for instance: kaa99@dial.pipex.com).
7. Your e-mail password.
8. Your e-mail account (for instance: kaa99@pop.dial.pipex.com).
9. Your e-mail host computer (for instance: smtp.dial.pipex.com).
10. Your newsgroup host computer (for instance: news.dial.pipex.com).

PART 3. INTERNET SOFTWARE

Use the following procedure to get connected to the internet:

Step 1: (Clean) install system software and check version.

If Your System Version Is	Recommended Action
B1-7.1, B1-7.1.1, B1-7.1.2	Upgrade the OS to minimum of System 7.5.3.
B1-7.5, B1-7.5Px	Upgrade using System 7.5 Update 2.0.
B1-7.5.1, B1-7.5.2, B1-7.5.3	Upgrade using System 7.5 Update 2.0.
B1-7.5.3 Update B1-2.0	You have the option of installing System 7.5.5 Update.
B1-7.5.3 Revision 2.x	You have the option of installing System 7.5.5 Update.
B1-7.5.5	No action required.
B1-7.6	Upgrade using Mac OS 7.6.1 Update.
B1-7.6.1	No action required.
B1-8.0	Upgrade using Mac OS 8.1 Update.
B1-8.1	No action required.
B1-8.5	Upgrade using Mac OS 8.5.1 Update.

Note: Contact Apple on 0990 127753 for more information about (clean) installing your system software. Some documents are available from Microsoft on installing system software.

Step 2: Install system software upgrade [only if necessary – see step one above].

Note: Contact Apple on 0990 127753 for more information about upgrading your system software. Some documents are available from Microsoft on upgrading system software.

Step 3: Install Open Transport (see Internet Help Sheet 11 "Installing Open Transport") [optional].

Step 4: Install the Apple Internet Connect Kit (see Internet Help Sheet 4 "Installing The Apple Internet Connection Kit") [optional].

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Step 5:   Install Open Transport/PPP. Open Transport/PPP can be obtained in one of two ways:

A.   **Open Transport/PPP installer (download or sent by Apple)**: This can be downloaded from the internet http://swupdates.info.apple.com (English-North American > Macintosh > Networking-Communications > Open Transport > "OT_PPP_1.0-Net_Install.sea.hqx"). If you download it you will need Stuffit Expander (see Frequently Asked Questions below) to convert this file into something usable.

TO INSTALL: Quit all open applications. Make sure Open Transport is turned on. Double click on the "OT PPP 1.0-Net Install Folder", then double click on the "NetInstall" folder. Double click on the "Read Me Before Installing" text file and read through the document following any necessary instructions. Quit the SimpleText application and double click on the diamond shaped "Installer" icon. Click "Continue" at the splash screen. Make sure the correct disk to install to is selected in the bottom left hand corner and click on the "Install" button. The installation may take some time. When it has finished restart your Mac.

TO CONFIGURE: See step six below.

B.   **Open Transport/PPP installer (PowerMac 7300, 8600, 9600 or Mac OS 7.6 or later)**: PowerMac 7300, 8600 and 9600 models and Mac OS 7.6 or later come with Open Transport/PPP as standard. However, it may not be installed. To check go to your Apple Menu > Control Panels and look for "PPP" in the list. If it isn't there you will need to install OT/PPP.

TO INSTALL: Put your system software CD in the drive and:

a) If you have a PowerMacintosh 7300, 8600 or 9600 with a System 7.5.5 CD then double click on the "CD Extras" folder and double click on the "Open Transport/PPP" folder.

b) If you have Mac OS 7.6.x then double click on the "Software Installers" folder, double click on the "Open Transport PPP 1.0" folder and then double click on the "OT/PPP Install" folder.

c) If you have Mac OS 8.0 or later then double click on the "Software Installers" folder and double click on the "Open Transport/PPP" folder.

Now double click on the "Read Me Before Installing" text file and read through the document following any necessary instructions. Quit the SimpleText application and double click on the diamond shaped "Installer" icon. Click "Continue" at the splash screen. Make sure the correct disk to install to is selected in the bottom left hand corner and click on the "Install" button. The installation may take some time. When it has finished restart your Mac.

TO CONFIGURE: See step six below.

Step 6:   Configure OT/PPP. You can also start from here if you are just checking your settings for the Open Transport/PPP software.

i: Go to the Apple Menu > Control Panels > Modem. You will see a window like the one to the right. The "Connect Via" pop-up menu should be set to the correct port for your modem.

ii: The "Modem" pop-up menu should be set to the modem you are using. If you modem is not in this list contact your modem manufacturer for more information.
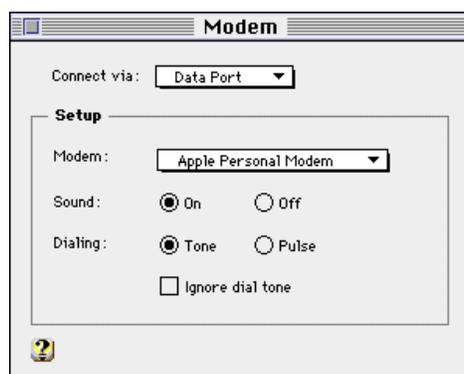
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iii: Open the "TCP/IP" control panel. You will see a window like the one to the right. The 'Connect Via' pop-up menu should be set to "PPP". The 'Configure' pop-up menu should be set to "Using PPP Server". You should then enter the DNS address of your Internet Service Provider's server into the 'Name Server addr.:' box.
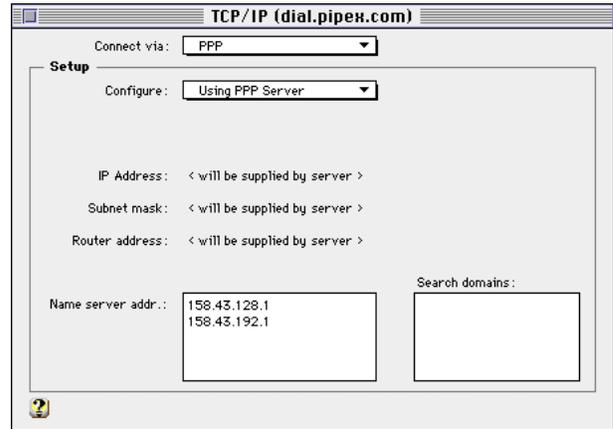
iv: Open the "PPP" control panel. You will see a window like the one to the right. Enter the your details in a similar fashion as seen in this window. For "Name" enter your full user login. For "Password" enter your password as given to you by your ISP. For "Number" enter the telephone number for your ISP.
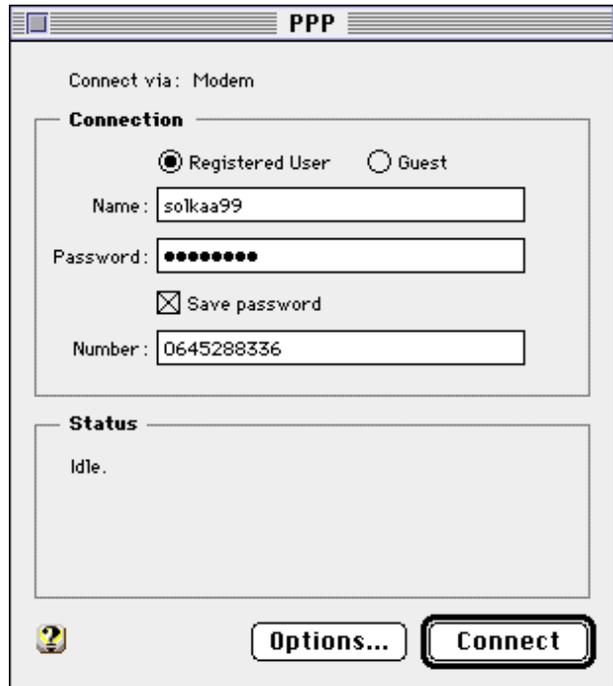
Note: If you do not have a direct line out remember to enter a '9' digit before the telephone number.

v: Click on the "Options…" button.

vi: You will see a window like the one below:
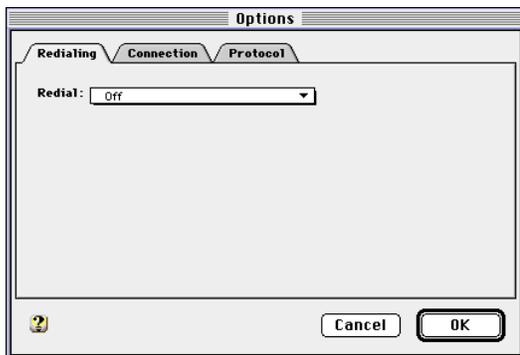
vii: Click on the "Protocol" tab and check the box for "Connect to a command-line host:". The first time you connect you need to 'Use Terminal Window'. Click the "OK" button, then click the "Connect" button.
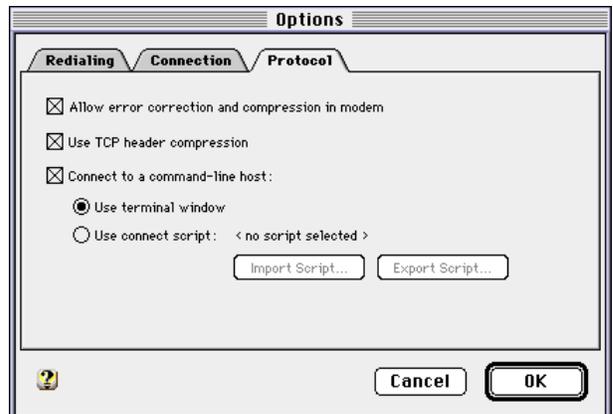
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viii: You will get a terminal window asking for your details. Enter details as outlined by your ISP. At 'login' enter your user ID. At 'password' enter your password being very careful with the spelling. At 'protocol' enter PPP.
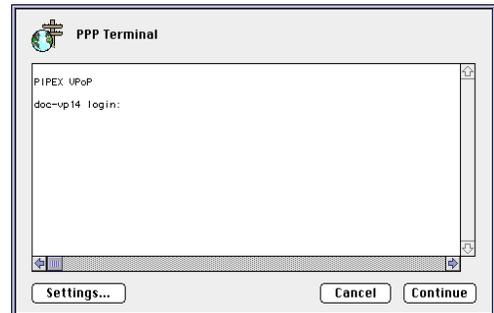
Note: If you wish to save this procedure (connection script) for future use before entering the login click "Settings…" and check "Save Connection Script".

ix: Your Mac should now proceed to log in to your service provider.

Note: If you checked "Save Connection Script" in the 'Settings…' option (see step viii's note) you will be prompted to save the connection script to your hard disk. You will get a window like the one to the right. Please note that the location defaults to the Control Panels folder. Click "Desktop", type a name for the script and click "Save".
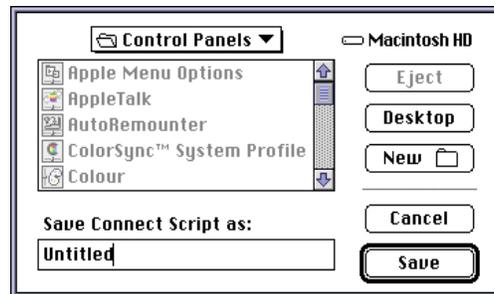
x: If your Mac has logged on successfully you will see a window similar to the one pictured to the right. If it fails to do so make a note of what it says in the PPP Terminal Window and/or any error messages (if any) before contacting Apple and/or your ISP's technical support.
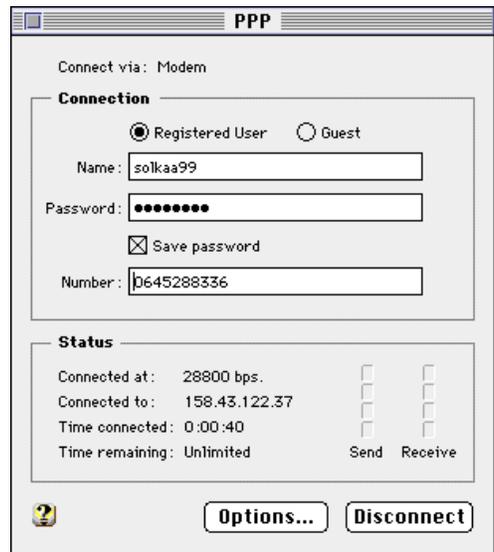
xi: When you wish to disconnect from the internet simply click on the "Disconnect" button in the PPP window and wait until the status reads as "Idle".

Note: If you wish to go back on the internet using your saved connection script (see Steps viii and ix's notes) you will need to tell PPP to use the script. Click on "Options…" and then select the "Protocol" tab and check the bullet for "Use Connect Script". To set it up for the first time click on "Import Script…" and select your saved script. If it has successfully loaded the script's name will appear in the 'Options' window.

Step 7:   If you have setup a connection script we recommend testing the connection for a second time this time using your connection script (see xi's note above). Click on the "Connect" button in the above window and your Mac should connect automatically. If it connected the first time and now it doesn't you have a problem with your connection script. Contact your ISP's technical support and/or Apple. If you have installed the Apple Internet Connection Kit you do NOT need to follow steps nine and ten.

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Step 8:   Install Microsoft Internet Explorer (see Internet Help Sheet 12 "Installing IE").

Step 9:   Install Microsoft Internet Mail & News (see Internet Help Sheet 14 "Installing IMN"), Exchange Client - Outlook (see Internet Help Sheet 19 "Installing Exchange Client") or Outlook Express (see Internet Help Sheet 15 "Installing Outlook Express") [optional].

FREQUENTLY ASKED QUESTIONS

Q. What is Stuffit Expander?
A. Stuffit Expander is a utility that converts files downloaded from the internet into a usable format that your Macintosh can use. Files on the internet are commonly stored as ".sit" files (Stuffit archives), ".sea" (self extracting archives), ".bin" files (binary) or ".hqx" (binary encoded). Either double clicking on the file you have downloaded or dragging the file and dropping it on the Stuffit Expander icon will work.

Q. How do I obtain Stuffit Expander?
A. It is included on the Apple Internet Connection Kit CD and if you have installed the AICK it will be automatically setup for you. The easiest place to get hold of it is on magazine CD-ROM's (MacFormat and MacWorld regularly have it). It can also be downloaded from www.aladdinsys.com.

Q. I have Stuffit Expander but I cannot unstuff a file.
A. Rebuild your desktop (see your Mac's manual). If you can unstuff other files then the file you are trying to unstuff may be corrupted. Download it again. If you cannot unstuff ANY files try removing Stuffit Expander, it's prefs and then reinstall it from a fresh source (like a magazine CD).

Q. I have an Apple bundled modem what are the port settings?
Apple Personal Modem (Performa 630, 52xx, 62xx, 52xx, 63xx): "Data Port".
Apple Express Modem (PowerBooks): "Internal".
External/Internal Geoport Telecom Adapter I or II: "Modem Port"
Performa 5400/6400 or PowerMac 5500/6500 with internal Geoport modem: "Modem Port".
PowerBook with TDK PC Card: 'Upper' or 'Lower' "PC Card Slot".

Q. I have an Apple bundled modem what are its settings?
Apple Personal Modem 14400: Port Speed "14400", Flow Control "None", Modem Init "AT&F"
Apple Personal Modem 28800: Port Speed "57600", Flow Control "None", Modem Init "AT&F"
Apple Express Modem: Port Speed "14400", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"
Geoport Telecom Adapter I: Port Speed "14400", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"
Geoport Telecom Adapter II: Port Speed "57600", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"
Performa 5400/6400: Port Speed "57600", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"
PowerMac 5500/6500: Port Speed "57600", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"
PowerBook with TDK PC card: Port Speed "57600", Flow Control "CTS&RTS(DTR)", Modem Init "AT&F"

Q. I open TCP/IP up but it looks different to the picture on this help sheet?
A. Your "User Mode…" setting on the 'Edit' menu is set to something other than "Basic".

Q. I have tried to record my connection script but it just doesn't work?
A. Some ISP's do not support connection scripts. Check with your ISP. If this is the case you will have to log on manually each time.

Q. I use more than one ISP. What can I do?
A. The TCP/IP control panel allows you to save different configurations. Select "Configurations…" from the 'File' menu.

Q. I log on but the PPP window reports a slower speed than what my modem is?
A. Check you have selected the exact modem in the "Modem" control panel. Also check that your ISP supports your modem speed. Finally check with your telephone company on your line's "gain".

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Q. I can't even get to a connection stage as the actual dialling fails?
A. i) Check you are using an analogue line. ii) If you are on an exchange check whether you have to dial '9' first. If you do enter the extra nine in the "PPP" control panel's 'number' and select "Ignore Dial Tone" in the 'Modem' control panel. iii) Check that your telephone line supports tone dialling. If it only supports pulse dialling change to this in the "Modem" control panel.

Q. My modem is not listed in the Modem control panel?
A. First of all check with the manufacturer of your modem to make sure it supports Open Transport/PPP. If it does they may well be able to supply you with a modem script. Alternatively if you feel confident enough you can create your own script with Apple's "Modem Script Generator" (available to download at Apple Software Updates http://swupdates.info.apple.com US > Macintosh > Unsupported > "Modem_Script_Generator1.0a1.sea.hqx"). However, please note that neither Apple nor Microsoft support the use of this untested piece of software. Do not call Apple or Microsoft for support on this particular product.

PLEASE NOTE

- Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the "Documents" folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, Syquest or Zip/Jaz drive. If you don't have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like "Stuffit Deluxe" (from Aladdin), "Disk Doubler Pro" (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.

- Where Pipex is mentioned as an ISP this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only because Pipex is one of Apple's recommended ISPs in the UK. Microsoft cannot guarantee the quality of any ISP listed in this document.

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