Mac OS Internet Customer Help Sheet No.2
"Dial Up Connection Using MacPPP"

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 (modem) connection in mind using Apple's MacPPP 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 or install Open Transport 1.1.2.
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 AICK") [optional].

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Step 5: Install MacPPP. MacPPP 2.5 can be obtained in one of three ways:

A. MacPPP Folder: This is can be found in the "CD Extras" folder on a System 7.5.3 CD or it can be downloaded from the internet http://swupdates.info.apple.com (English-North American > Macintosh > Networking-Communications > Other N-C > "MacPPP_2.5.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. Double click on your hard disk icon, then double click on the "MacPPP Folder". Make sure you can still see your System Folder icon in the hard disk window. Drag the "PPP" icon directly on top of your System Folder icon. Make sure the System Folder icon goes dark before you release the mouse button. You will get a message similar to 'Extensions need to be stored in the Extensions folder. Put PPP in the Extensions folder?' – you do, so click "OK". If you get a message saying 'are you sure you want to replace a file', you do, so click "OK". Now drag the "ConfigPPP" icon to your System Folder icon. You will get a message similar to 'Control Panels need to be stored in the Control Panels folder. Put PPP in the Control Panels folder?' – you do, so click "OK". Now restart your Macintosh.

TO CONFIGURE: See step six below.

B. Apple Internet Connection Kit (AICK): This is a CD that contained MacPPP. The AICK came free with some Macintosh computers, some versions of the Mac operating system and users of Apple's E-World service were sent copies free. It was also available to purchase.

TO INSTALL: See Internet Help Sheet 4 "Installing the Apple Internet Connection Kit".

TO CONFIGURE: See Internet Help Sheet 4 "Installing the Apple Internet Connection Kit".

C. Open Transport Extras: This is available from the internet http://swupdates.info.apple.com (English-North American > Macintosh > Networking-Communications > Open Transport > "OT_1_1_1-Extras.sea.hqx" or the better option "OT_1_1_2-Extras.sea.hqx"). If you download it you will need Stuffit Expander (see Frequently Asked Questions below). If you have Open Transport already installed you may find you already have this folder. Check on your hard disk, inside the "Apple Extras" folder or on your system CD in the CD Extras folder.

TO INSTALL: Double click on the "Open Transport Extras" folder. Now hold down the option or alt key on your keyboard as you drag the "MacPPP Folder" to your hard disk icon. Make sure the hard disk icon goes dark before you release the mouse and keyboard buttons. Now go to the install section of "A" above.

TO CONFIGURE: See step six below.

Step 6: Configure MacPPP. If you are using the Apple Internet Connection Kit and have configured it using Internet Help Sheet 4 "Installing The AICK" you may skip this part and go to step eight unless you wish to connect 'manually'.

i: Go to the Apple Menu > Control Panels > ConfigPPP. You will get a window similar to the one pictured on the right.

ii: Make sure the Port Name is set to the correct port which is usually "Modem Port".

Note: Note that "Disable Auto Connect" and "Terminal Window" are unchecked. "Hangup on Close" and "Quiet Mode" are checked.
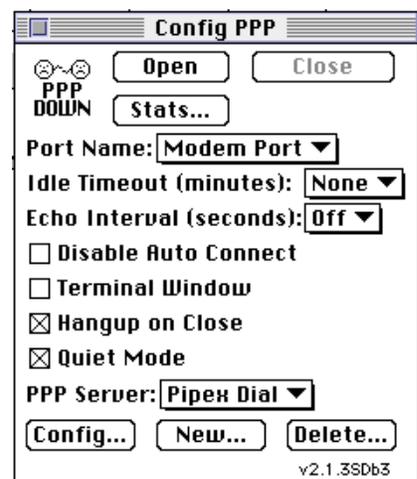
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iii: Click on the "Config…" button.

iv: You will see a window like the one to the right. Set the Port Speed, Flow Control and Modem Init according to the make and model of modem that you are using.

v: If your service provider requires a connection script click on the "Connect Script…" button.

PPP Server Name: Pipex Dial
Port Speed: 57600 ▾
Flow Control: None ▾
◉ Tone Dial ○ Pulse Dial
Phone num 0645 288336
Modem Init AT&Z
Modem connect timeout: 90 seconds
[Connect Script...] [LCP Options...]
[Authentication...] [IPCP Options...] [Done]

vi: You will see a window like the one to the right. Enter the details as seen in this window. For the first 'Out' line enter your full user login. For the second 'Out' line enter your password as given to you by your service provider.

vii: Click on the "OK" button" and then click on the "Done" button.

Wait timeout: 40 seconds <CR>
○ Out ◉ Wait ogin: ☐
◉ Out ○ Wait ☒
○ Out ◉ Wait sword: ☐
◉ Out ○ Wait ☒
○ Out ◉ Wait otocol: ☐
◉ Out ○ Wait PPP ☒
◉ Out ○ Wait ☒
◉ Out ○ Wait ☒
[Cancel] [OK]

Step 7a: Configure TCP. If you are using Open Transport go to step 7b.

i: Go to the Apple Menu > Control Panels > MacTCP.

ii: You should get a window similar to the one to the right.

iii: Make sure "PPP" is highlighted. If PPP is not there then it has not been installed correctly. Go back to step six.

Note: If the version number in the bottom left is listed as 2.0.4 you have an older version of MacTCP and you should update it before attempting to get on the internet. Contact Apple for assistance in this matter.

MacTCP
EtherTalk (0)   Ethernet
PPP
IP Address: 0.0.0.0
[More...]
2.0.6

iv: Click on the "More" button at the bottom of the window.

v: You will get a window like the one to the right. Make sure the settings are setup how your ISP recommends. In most cases you will probably only need to set the Domain Name Server Information in the bottom right.

Note: You may not be able to change the "Gateway Address".

vi: Close the windows and restart your Macintosh. Go to step eight.

Obtain Address:
○ Manually
◉ Server
○ Dynamically
Routing Information:
Gateway Address:
0.0.0.0
[OK] [Cancel]

IP Address:
Class: A **Address:** 0.0.0.0
Subnet Mask: 255.0.0.0
Net | Subnet | Node
Bits: 8   0   24
Net: 0 ☐ Lock
Subnet: 0 ☐ Lock
Node: 0 ☐ Lock
Domain Name Server Information:
Domain   **IP Address**   **Default**
dial.pipex.com | 158.43.128.1 | ◉
    | 158.43.128.1 | ○
    | 158.43.192.1 | ○

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Step 7b: Configure TCP using Open Transport.

> i: Go to the Apple Menu > Control Panels > TCP/IP. You should get a window like the one to the right.

> ii: Make sure "PPP" is set in the 'Connect Via' pop up menu. If PPP is not listed then it has not been installed correctly. Go back to step six.

> iii: Make sure "Using PPP Server" is set in the "Configure" menu.

> iv: Make sure the settings are setup how your ISP recommends (contact them for more information). In most cases you will probably only need to set the Name Server Address in the bottom left.

> v: Close the windows and at the next message click on "Save".
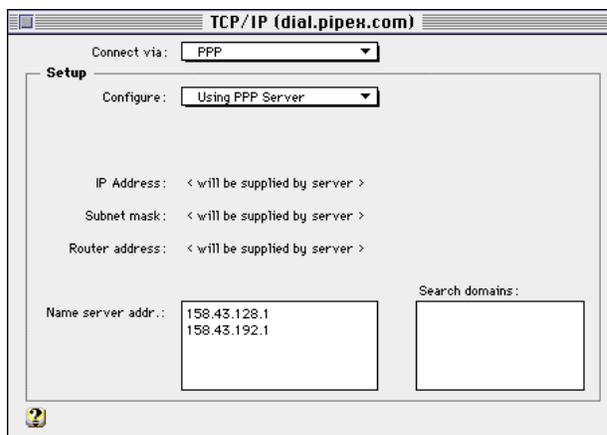
Step 8a: If you do not have the Apple Internet Connection Kit test your connection manually. Go to the Apple Menu > Control Panels > ConfigPPP and click on the "Open" button. If it fails to connect (it may take some time connecting) i.e. PPP is not listed as "UP" in the top left hand corner with the 'Open' button dimmed and the 'Close' button darkened then contact Apple and/or your ISP's technical support.

Step 8b: If you do have the Apple Internet Connection Kit then go to the Apple Menu > Control Panels > Launcher and click once on the "Apple Internet Dialer" button in the 'Launcher' window. At the settings screen click on the "Dial Phone" or "Connect" button depending on which one you have. If it fails to connect i.e. Microsoft Internet Explorer fails to load a web page then contact Apple or your ISP's technical support. If you have the AICK and it connects successfully do NOT follow steps nine and ten below.

Step 9:   Install Microsoft Internet Explorer (see Internet Help Sheet 12 "Installing IE").

Step 10: 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.

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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 preferences 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 ConfigPPP up but their are strange settings already there?
Q. I open ConfigPPP up but it looks different to the picture on this help sheet?
Q. I try to open ConfigPPP but it won't open?
A. You may find MacPPP/ConfigPPP has become corrupted or you have a different/older version or a different/older version has left residual settings in your system. Remove all traces of any PPP (FreePPP) software from the 'Extensions' folder. Remove "ConfigPPP" from the 'Control Panels' folder and finally remove "PPP Preferences" from the 'Preferences' folder.

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.

- Where third party software is mentioned this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only. Microsoft cannot guarantee the workings of any of the third party products or Apple software mentioned.

- Microsoft can only support customers that have valid support with us. Just because you have a Microsoft product or customer number it does not automatically entitle you to support. If you are unsure about the validity of your support ring 0870 5010100 and quote your customer ID.

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