AT&T WorldNet® Setup 2.0
Windows 95 version

Contents

This document contains information that may be helpful to you while installing and using AT&T WorldNet Service.

Error message 503, Cannot Retrieve Access Numbers

If you are repeatedly getting error 503 while attempting to register with AT&T WorldNet Service, refer to *AT&T WorldNet Help* for solutions to problems with the PC configuration. To access AT&T WorldNet Help, click *Start, Programs, AT&T WorldNet Software, AT&T WorldNet Help.*

Using the same login when installing AT&T WorldNet Service

In order to correctly configure various components of the AT&T WorldNet Software and depending on your PC configuration, Setup may need to reboot your computer up to three times. Each time your computer reboots, always use the same Windows 95 login as you did the first time you logged in and initially started the Setup process.

Invalid credit card expiration date error

When entering the expiration date of your credit card, the month must be in xx format.
For example, if your card expires in the month of April, enter 04 instead of just 4.

Connecting to AT&T WorldNet Service when starting other communications programs

Occasionally, running other communications programs causes the AT&T WorldNet Connection Manager to connect to AT&T WorldNet Service. This may happen when using AT&T WorldNet Service (by modem) and an e-mail program (by LAN).

To prevent this from happening, do the following:

1. Start the AT&T WorldNet Connection Manager by double-clicking the Connect to AT&T WorldNet Service icon on your desktop.

2. Click *Options* and disable (remove the check mark) the option "Automatically connect when your Internet application is started." Click *OK*.

Note: Once this option is unchecked, you will have to manually start the AT&T WorldNet Software every time you want to connect to the AT&T WorldNet Service. To do this, double click on the Connect to AT&T WorldNet Service icon in the AT&T WorldNet Software program group. Then, click the Connect button.

Error 103, Configure for AT&T WorldNet Service

Configuration information for AT&T WorldNet Service is saved under the login name of the user that installed the software. If a different login name is used, for example, when a different person logs onto the computer, AT&T WorldNet Service will not be configured for that user and error message 103 will appear. Click *Yes* when asked if you want to configure your computer for AT&T WorldNet Service, and continue working.

Note: All settings for each user are saved, including the home page site and quick links.

Automatic disconnect timers may not be reliable

Certain configurations of PCs and modems do not reliably support the automatic idle disconnect timer. This timer, when set, automatically disconnects your computer from AT&T WorldNet Service after a specific amount of time (entered by you). If you have questions about this feature working on your computer, contact Microsoft, your modem manufacturer, or test this feature yourself.

To test this feature on your PC, do the following:

1. Start the AT&T WorldNet Connection Manager by double-clicking the Connect to AT&T WorldNet Service icon on your desktop.

2. Click *Dial Properties, Configure*, and select the Connection tab.

3. Enable the option "Disconnect a call if idle for more than X minutes," and enter a short amount of time (in minutes).

   Note: This option is not supported by all modems.

4. Connect to AT&T WorldNet Service, and leave your connection idle (don't access any web sites or otherwise use the service). If your PC is disconnected from the Internet after the amount of time you specified, the idle disconnect feature is working. If it doesn't disconnect, you should not rely on this feature to disconnect.

Modem issues

The following sections describe known problems with certain types of modems.

Modems with a Rockwell chipset

Modems with a Rockwell chipset may be identified as a Rockwell modem instead of the brand name of the modem. If the modem works correctly with this setting, you can leave it. Or you can select the brand name of the modem you are using from the modem list. As long as the modem is working correctly, it does not matter which you choose.

If the modem sounds as if it is trying to connect, and does not, it may be sharing an I/O port or IRQ setting with an unused port. If you know how to check for this and fix it, you can move the port or the modem to another IRQ or disable it. If you are not sure how to do this, contact your PC vendor or modem manufacturer to get instructions on how to change these hardware settings.

Motorola Lifestyle PCMCIA (Laptop)

The Motorola Lifestyle 14.4 PCMCIA modem is detected as a Standard modem. The modem will function appropriately at this setting. The modem also connects at an "unknown" connect speed due to the fact that this modem was not designed to report connect speed. This does not affect the functionality of the modem.

Hayes 14.4 modems
The Hayes 14.4 modem may be detected as a Standard 14400 modem. This setting allows the modem to operate acceptably, but the indicated connect speed may be inaccurate.

If necessary, manually select the Hayes 14,400 modem.

Motorola Surfr 28.8 modem
Windows 95 detects the Motorola Modem Surfr 28.8 modem as a standard 28.8 modem. This causes a hardware initialization error during use. To solve this problem, select the Motorola Modem Surfr 28.8 modem or choose a standard Motorola 28.8 modem. If the modem you select does not correctly connect at 28,800 bps (or less), try a different Motorola 28.8 modem.

Motorola Voice Surfr modem
Windows 95 may detect the Motorola Voice Surfr modem as a Sierra-Based Chip 28.8. The modem will still function properly at this setting.

PCMCIA (laptop) modems
Problems detecting the modem
In some instances, Windows 95 (Service Pack 2 only) may not detect PCMCIA modems correctly. A problem exists with correctly detecting the modem and the modem driver. If your modem does not work correctly, select the modem type as Standard PCMCIA modem (regardless of the actual type of PCMCIA modem you are using). Also, you may not be able to access the modem properties (for example, speaker volume or comm port). Try rebooting your laptop after selecting the modem type. In this case, the best place to change the modem properties is by clicking *Start* on the taskbar, selecting *Settings, Control Panel*. Double-click *Modems* and select *Properties*.

Problems connecting
Some laptop modems may report a hardware error while connecting to AT&T WorldNet Service for the first time. Click *Retry* to attempt to make the call again. Many times the call will connect the second time.

Xircom 28.8 PCMCIA modem
If you are using a Xircom 28.8 PCMCIA (laptop) modem, do **not** change the "Disconnect a call if idle for more than <default is 37> minutes" option in the AT&T WorldNet Connection Manager to a value between 10-18 minutes or 28-36 minutes. Doing so may cause unpredictable results, such as Windows 95 RAS Error 230 and then Error 232, Connection Interrupted.

Modems that require additional software
Some modems require that you install the software supplied by the manufacturer before any communications package can work with your modem. Be sure you check your modem manufacturer's manuals and driver diskettes to make sure your modem is properly setup correctly.

Calling Card Dialing Problems
There are two major causes of problems with calling cards:
* Modems that don't support the "$" in calling card rules
* Modems that don't support long dial strings

Modems that don't support the "$" in calling card rules
Some modems do not support the dollar sign ($) character used in the Calling Card Dialing Rules window of the Connection Manager. This character tells the modem to wait for a calling card prompt ("bong") before continuing to dial.

For these modems, you should replace the "$" character with about 4 commas (,,,,). The comma character, which is supported by virtually all modems, tells the modem to pause for a fixed length of time before proceeding (usually about 2 seconds). There are two ways to make the required change.

Method A: This method is easier, but you must repeat the process every time you select a new set of access numbers for a given location.

1. Click the *Location Properties* button in the main window of the Connection Manager software.
2. Then , click *Manually edit dailing characters* in the *Where you are dialing to* box. This will allow you to change the dialed number strings in the boxes below.
3. Carefully replace any instance of the dollar sign ($) in the dialing strings with four commas (,,,,). Most modems should recognize each comma as a request to pause for 2 seconds before continuing to dial. You may need to experiment with the number of commas in order to get the modem to pause the correct amount of time.

Method B: This method is a little bit more involved, but only has to be done once for each calling card you use.

1. Click the *Location Properties* button in the main window of the Connection Manager software.
2. Click the *Dial Properties* button.
3. If you are using a calling card, the *Dial using Calling Card:* box should already be checked. Click the *Change* button next to it.
4. Click the *Advanced* button.
5. If you cannot change the text in the three fields of the *Dialing Rules* window (the text is grey), create a copy of this calling card profile by doing the following:
   a. Click *Cancel* to return to the *Change Calling Card* screen.
   b. Click the *New* button to create a new calling card type.
   c. Enter a name for your calling card and then click OK. The new calling card name should appear in the *Calling card to use* box.
   d. With the new card name selected, click the the *Advanced* button.
   e. In the *Dialing Rules* window, click *Copy From*.
   f. Select the calling card you had previously used and then click OK. The dialing rules for the calling card you were using will be copied to your newly created card name. You can now change the calling card rules for the new card name to suit your needs.
6. In the *Long distance calls* and *International calls* fields, replace any instance of the dollar sign ($) with 4 commas (,,,,). Most modems should recognize each comma as a request to pause for 2 seconds before continuing to dial. You may need to experiment with the number of commas in order to get the modem to pause the correct amount of time.

Modems that don't support long dial strings
Calling card dialing may also fail if your modem does not support long dial strings. For some modems, the maximum number of characters in any dial string cannot exceed 40 characters. Using a calling card may increase the length of the dial string beyond the 40 character limit because of the additional digits that must be dialed.

The following short list contains modems that have been found to be problematic with calling card dialing:

• Motorola Modem SURFR 33.6 External does not work with the long dial strings required for calling card dialing on Windows 3.x systems.
• Sony VAIO's Internal DSVD modem does not work with long dial strings on Windows 95 systems.
• Practical Peripherals 14.4 internal modems supplied by some Compaq systems cannot use long dial strings on Windows 95 systems.

 If replacing the "$" with commas doesn't help, contact your modem's manufacturer for information on possible fixes and/or updated drivers that will enable the use of long dial strings.

Using with software programs designed for both Windows 3.1 and Windows 95
The AT&T WorldNet Connection Manager will automatically connect and disconnect only when used with software applications designed for Windows 95 (32 bit). Applications designed to run with Windows 3.1x (16 bit) and Windows 95 will not activate the AT&T WorldNet Connection Manager automatically.

The AT&T WorldNet Connection Manager can be used with Windows 3.1x applications, but you must manually start it, prior to starting the application, by double-clicking the Connect to AT&T WorldNet Service icon on your desktop.

Entering the News server path in Internet Explorer

If the path to the news server gets deleted, you must reenter it. To do this select *Accounts...* from the *Tools* menu in Outlook Express. When the *Internet Accounts* screen appears, click the *Add...* button and select *News*. This launches the Internet Connection Wizard, which will guide you through the process of adding the news server. Use the following address:

netnews.worldnet.att.net

Using the AT&T WorldNet Connection Manager with applications other than browsers

Using the AT&T WorldNet Connection Manager's auto disconnect feature with applications other than browsers may not produce the expected disconnect results. You may not be automatically disconnected. This can happen with certain programs that periodically contact a server to update information (for example, email or stock quote programs). You might expect it to connect and disconnect each time, but it may stay connected continuously.

TCP/IP is set to allow sharing of files and printer

When starting the browser, you may get a message indicating that "TCP/IP is enabled to allow sharing of files and printer. Would you like to disable this?" You can click *Yes* if you do not need to share files (as in an office setting). Click *No* if your System Administrator has set up file sharing on your PC.

Using F-PROT to check AT&T WorldNet Setup files

If you use the virus checking software F-PROT with the "Paranoid" setting on, you may get an indication that some of the AT&T WorldNet Setup files have the "Uneven" virus. THESE FILES ARE NOT INFECTED.
This is a known problem. AT&T WorldNet Service, along with the makers of the F-PROT product, recommend you not use the "Paranoid" setting to scan files. (This setting is intended for technical debugging and not for general public usage.)

Upgrading your AT&T WorldNet Software then uninstalling a previous version

When you uninstall a previous version of AT&T WorldNet Setup software, you may be prompted to contact Member Services to cancel your registration. If you have already successfully installed a newer version, you should ignore the message.

If you used AT&T WorldNet Service with Netscape 1.22

The uninstall program that came with AT&T WorldNet version 1.0 with Netscape 1.22 may cause all versions of AT&T WorldNet Software installed on your PC since version 1.0 to be deleted. We recommend that you do not run the uninstall program that came with AT&T WorldNet Service version 1.0 with Netscape 1.22.

Unable to use Internet Explorer after uninstalling Netscape Navigator 1.22

If Internet Explorer functioned correctly before you uninstalled Netscape Navigator, and you now have some or all of the following problems while trying to run Internet Explorer, the url.dll file may have been deleted.

- Error message indicating "A required .dll file, Url.dll, was not found."
- Error message indicating "Windows cannot find Program.exe."
- Error message "The properties for this item are not available" when attempting to view the properties. To view the Internet Properties dialog box, use the right mouse button to click the Internet icon on the desktop and then click Properties on the menu that appears.
- When you start Internet Explorer version 3.0 for Windows 95, you receive the following error message
  "Cannot open the Internet site <site>.
  "The site was not found. Please make sure the address is correct and try again."
  where <site> is your current start page. If you click OK when this error message is displayed, Internet Explorer stops responding (hangs).
- Most of the menu options in the pull down menus are missing.

- Unable to access any web site.
- Error message opening web site, prompts to open blank.html

To replace the url.dll file, search for it on your hard drive by selecting *Start, Find, Files or Folders* and entering url.dll. If the file exists on your system, <u>copy</u> it into the windows\system directory.
If the file is not located on your hard drive, reinstall Internet Explorer. This will put a copy of the url.dll file in the windows\system directory.

Running AT&T WorldNet Setup on a NEC computer

On some NEC computers, all open windows including the AT&T WorldNet Setup window may be minimized. Simply open the AT&T WorldNet Setup window by clicking its button on the taskbar. You can then proceed with the installation process.

Using AT&T WorldNet Service after a General Protection Fault (GPF)

If you receive a GPF while using any aspect of AT&T WorldNet Setup or AT&T WorldNet Service, check the cause of the GPF by clicking *Details* on the error screen. If the cause is associated with either KRNL386, TAPIEXE, or RNAAPP, you must reboot your computer. Failure to do so may cause additional system errors and unreliable behavior from AT&T WorldNet Service software.

Caution: Using Dial-Up Networking to access AT&T WorldNet Service

You do not need to read this section if you plan on always starting AT&T WorldNet Service by using either:

- the "Connect to AT&T WorldNet Service" icon, located on the desktop
- the "Connect to AT&T WorldNet Service" icon, located in the AT&T WorldNet Software folder

You need to read this section if:

- You want to access AT&T WorldNet Service by using the AT&T WorldNet Service icon in the Dial-Up Networking folder.

If you want to use the AT&T WorldNet icon in Dial-Up Networking to access AT&T WorldNet Service, you will have to set up a Windows 95 login name and password on your computer. If you are connected to a local area network (LAN), you probably already do this. If your computer is not connected to a LAN (it is 'standalone') you will need to set up a Windows 95 login name and password to log on to your computer (see below), even if you are the only one that uses it and/or it is located at home. The login name and password referred to here as a Windows 95 login name and password is not related to your AT&T WorldNet Service login name and password (your Internet password).

Windows 95 will not save the AT&T WorldNet Service password in Dial-Up Networking if it does not know who you are. The only way for Windows 95 to know who you are is for you to "log on" to Windows 95 each time you start Windows 95.

To setup a Windows 95 password for your computer, follow these steps:

1. From the Start menu, click *Settings, Control Panel*.

2. In the Control Panel, click *Passwords*. Select the User Profiles tab.

3. In User Profiles, select "Users can customize their preferences and desktop settings." The User Profile Settings box will become enabled. Select the first option "Include desktop icons and Network Neighborhood contents in user settings." Click *OK*.

4. Restart your computer by clicking *Start, Shut Down*. When the Shut Down Windows dialog box displays, choose the option "Close all programs and log on as different user?" Click *Yes*.

5. When Windows restarts, you will be asked for your name and password. If you prefer, you can leave the password box blank, and click *OK*. Do not click *Cancel*. Leaving the password box blank and clicking *OK* still logs you into the computer. Clicking *Cancel* does not.

6. You will have to log in each time you start your computer and plan on accessing AT&T WorldNet Service using Dial-Up Networking.

If you wish to manually setup a Dial-Up Networking connection, you can reference your account information stored, by default, in

> c:\ProgramFiles\Worldnet\Wns20\user\account.txt

Note: To update or recreate the AT&T WorldNet Service entry in Dial-Up Networking, double-click the Connect to AT&T WorldNet Service icon on your desktop to open the AT&T WorldNet Connection Manager. Click either Cancel or Connect. This updates or recreates, whichever is necessary, the AT&T WorldNet Service entry in Dial-Up Networking. This method works if the AT&T WorldNet Service entry in Dial-Up Networking is deleted or changed.

Obtaining Technical Support

Instructions on obtaining technical support for this product can be found in AT&T WorldNet Help. To locate these instructions:

1. Click the *Start* button and then select *Programs*, *AT&T WorldNet Software*, *AT&T WorldNet Help*
2. Double-click on the book labeled *For additional help...*
3. Double-click on the document title that appears below the book.