

AT&T WorldNet® Service Setup 5.0

Windows 95, Windows 98 or Windows NT version

Contents

Using the same log in when installing AT&T WorldNet Service
Connecting to AT&T WorldNet Service when starting other communications programs
Modem issues
Entering the News server path in Internet Explorer
Problems detecting the modem
PCMCIA modem is not detected by AT&T WorldNetSoftware
Problems connecting
TCP/IP is set to allow sharing of files and printer
Using F-PROT to check AT&T WorldNet Setup files
Upgrading your AT&T WorldNet Software then uninstalling a previous version
Using AT&T WorldNet Service after a General Protection Fault (GPF)
Obtaining Assistance for GameHub
Windows NT displays the message, "The system cannot find the path specified ..."
Windows NT displays the message, "Internal Error" when running AT&T WorldNet Setup
Obtaining Technical Support

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

Using the same login when installing AT&T WorldNet Service

Depending on the configuration of your computer, Setup may need to reboot your computer up to three times to configure AT&T WorldNet software correctly. Each time the computer reboots enter the same original Windows login you used the first time you logged in and began the Setup process.

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 Local Area Network (LAN).

To prevent this from happening, perform the following:

- 1** Start AT&T WorldNet Connection Manager by double-clicking on the Connect to AT&T WorldNet Service icon.
- 2** Click on the Options button to remove the check mark and disable the option "Automatically connect when your Internet application is started." Click on the OK button.

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

Modem issues

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

PCMCIA (laptop) modems

Problems detecting the modem

In some instances, Windows (Service Pack 2 only) may not detect PCMCIA modems correctly. A condition exists in correctly detecting the modem and the modem driver. If your modem does not operate 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 com port). Try rebooting your laptop after selecting the modem type. In this case, the best method for changing the modem properties is to click on the Start button, select

Settings, click on Control Panel, double-click on the Modems icon and click on the Dialing Properties button. Verify the information for your location is correct.

PCMCIA modem is not detected by AT&T WorldNet Software

Windows recognizes the modem has been installed and adds it to system memory. However, AT&T WorldNet Software does not recognize it. To remedy this condition, after installing the modem, reboot your system then install AT&T WorldNet Software again.

Problems connecting

Some laptop modems may report a hardware error when connecting to AT&T WorldNet Service for the first time. Click on the Retry button to connect again. In most instances the call will connect the second time.

Xircom 28.8 PCMCIA modem

If you are using a Xircom 28.8 PCMCIA (laptop) modem, in AT&T WorldNet Connection Manager, do not change the "Disconnect a call if idle for more than 37 minutes" option (37 minutes is the default time). Changing this time may cause unpredictable results such as Windows RAS Error 230 and then Error 232 Connection Interrupted.

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?" If you do not need to share files, click on the Yes button. Click on the No button if your System Administrator has set up file sharing on your computer.

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 receive 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 manufacturers of the F-PROT product, recommend that 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 successfully installed a newer version, ignore the message.

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 on the Details button in the error screen. If the cause is associated with 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.

Obtaining Assistance for GameHub

AT&T WorldNet Help does not support technical issues or resolve unusual conditions that may occur when using GameHub. These issues are resolved by using GameHub Help, GameHub Customer Support personnel or GameHub Customer Support online. GameHub Customer Support online may be reached at <http://www.gamehub.net> then select Help or Customer Support. You may telephone GameHub Customer Support at 1-305-296-6665 on Monday, Tuesday and Friday from 9:00 A.M. to 12:00 A.M. (midnight), Wednesday and Thursday from 9:00 A.M. to 8:00 P.M., Saturday and Sunday from 4:00 P.M. to 12:00 A.M. (midnight), all hours are Eastern Standard Time. Questions regarding system requirements and connection requirements for game operation can be found at the GameHub Web site included in this paragraph. Information regarding available games, pricing and cancellation of GameHub service can be found at the GameHub Web site included in this paragraph.

Windows NT displays the message, "The system cannot find the path specified ..."

This message appears at the Windows NT command prompt when attempting to use the DOS command line to execute a command pertaining to the \AT&T subdirectory. It appears that NT is unable to recognize file names that include the ampersand character: &.

This condition can be resolved by enclosing the path in quotation marks as follows: "AT&T"

Windows NT displays the message, "Internal Error" when running AT&T WorldNet Setup

This message appears on Windows NT systems for which the temp= environment variable has been set, but the directory to which it refers does not exist. To correct this condition perform the following procedures.

- 1** In the Windows taskbar, click on the Start button, select Settings then click on Control Panel.
- 2** In the Control Panel window double-click on the System icon.
- 3** In the System Properties window click on the Environment tab.
- 4** In the Environment panel locate the User Variable for Administrator display box.
- 5** In the User Variables list locate and click on the Temp variable.
- 6** Click on the "DELETE" button, the Temp variable is removed.
- 7** Click on the "OK" button the System Properties window is removed.
- 8** Close the Control Panel window.
- 9** Run AT&T WorldNet Setup again.

Obtaining Technical Support

Several sources are available to help correct any error conditions that may be encountered when using AT&T WorldNet Service. For help with AT&T WorldNet Setup, refer to this Read Me file and to AT&T WorldNet Help located in the AT&T WorldNet Service Software group.

If you can access the Internet, you can click Help on the AT&T WorldNet Service home page to access information on your AT&T WorldNet Service account. In addition, the Help menu item on your Internet browser contains topics on using the browser and general Internet information.

If you are unable to find the answer to your question or still need help, contact AT&T WorldNet Customer Care at 1-800-400-1447.

Copyright 1999 AT&T

All Rights Reserved

Printed in the U.S.A.

Disclaimer

Every effort was made to ensure that the information in this document was complete and accurate at the time it was initially released. However, the information is subject to change. AT&T assumes no responsibility for any errors that may appear in the document.

AT&T WorldNet is a registered service mark of AT&T Corp. Microsoft, Windows, Windows 95, Windows 98 and Windows NT are registered trademarks of Microsoft Corporation.

Netscape and Netscape Navigator are trademarks of Netscape Communications Corporation.

Other names are trademarks of their respective holders.