NETDIAL 2.76b User's Guide

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Program Overview

Welcome to NetDial. NetDial is an Internet dial-up program for Microsoft Windows. With NetDial, you can connect to an Internet provider with just a click of the mouse. NetDial has many features, just a few of which are:

Can be configured for up to 5 separate connections, 300-115200 baud support, easy to use login scripting with user specified timeout value, can redial up to 99 times or be set to '0' for 'call until connected', on-line timer, log option to maintain a record of calls made, time spent on-line, etc., built-in call log viewer/editor, cumulative timer window, up to 5 startup programs that can be shut down on hangup/exit (if desired), can parse IP and gateway address for users with dynamic addressing.

This program has been painstakingly written to be the best, easiest to use dial-up package available today! I hope you enjoy using it!

Program Registration

NetDial is shareware. This means that if you continue to use this program for more than 30 days, you are required to pay for it. Following are a few good reasons to register NetDial:

1. Registration gets rid of the nag/guilt conscience trigger screen.

2. Registered users are entitled unlimited technical support and discount prices on future versions of this program.

3. It gives the author (me) reason to develop future versions of this program, and to develop more quality shareware programs.

4. It gives you another cool program to add to your collection.

5. It gives you a warm fuzzy feeling to be supporting the shareware concept.

How To Register

The cost of registering NetDial is only $22.00 US or £16 UK. NetDial can be registered in either of the following ways:

6. You can mail in your order and pay by check or money order. Simply select [H]elp, [C]omplete Registration/Upgrade Form from NetDial's main window.

7. You can register NetDial online through CompuServe's Shareware Registration Forum (GO SWREG). NetDial's registration ID is 3528.

8. CREDIT CARD ORDERS ONLY: You can order with MasterCard, Visa, AMEX, or Discover from Public (software) Library by calling 800-242-4775 or 713-524-6394 or by FAX to 713-524-6398 or by CompuServe e-mail to 71355,470. You can also mail credit card orders to PsL at PO Box 35705, Houston, TX 77235-5705.

9. **THE ABOVE NUMBERS ARE FOR CREDIT CARD ORDERS ONLY**

10. Any questions about the status of the shipment of the order, refunds, registration options, product details, technical support, volume discounts, dealer pricing, site licenses, etc., must be directed to me (see below for mailing addresses, or e-mail your questions to 74640,3352 (CompuServe) or sandersj@enterprise.net (Internet).To insure that you get the latest version, PsL will notify me the day of your order and I will ship the product directly to you.

11. Pricing for credit card orders is $26.00 for US customers, and $27.00 for Canadian/Overseas orders. Sorry for the slightly higher price, but I have to pay PsL for credit card services! NetDial's product number is 11695 (reference this number when ordering NetDial!).

How To Upgrade

If you are a registered NetDial user, you can purchase a NetDial 2.75 upgrade for $11.50 US or £8 UK. I can only accept upgrade payments via check or money order, as CompuServe and PSL have no way of knowing who are or aren't registered NetDial users. Simply select [H]elp, [C]omplete Registration/Upgrade Form from NetDial's main window.

NetDial will be sent in 3.5" HD format via floppy diskette mailer.

Miscellaneous Information (Legal Stuff)

• Each copy of NetDial registered may only be used by one person at a time.

• Site licenses can be negotiated for company discounts.

• The registered version may NOT be distributed.

Program Operation

NetDial Main Window

A snapshot of NetDial's main window is displayed below.
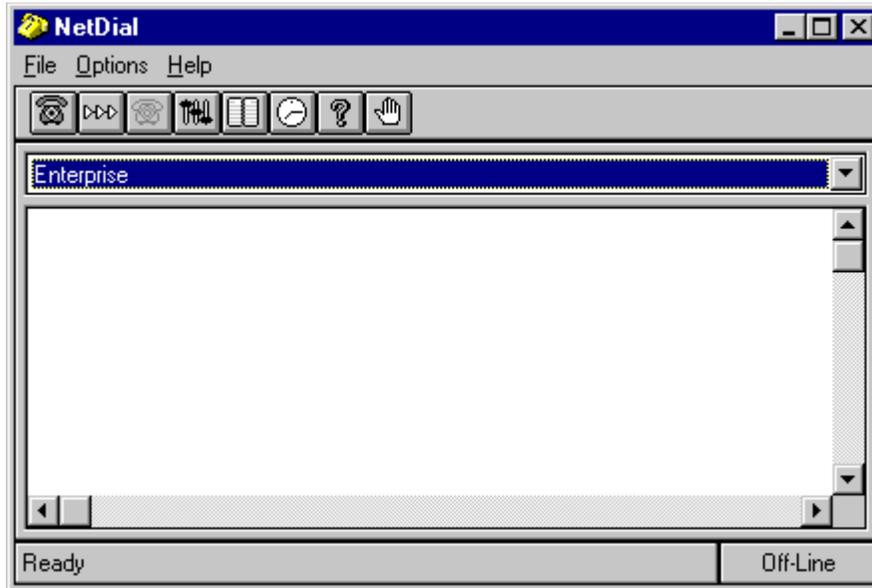
Refer to the picture above to understand the following descriptions:

Menu Bar

This is NetDial's menu bar. Each menu item ([F]ile, [O]ptions and [H]elp can be activated by holding down the <ALT> key and pressing the underlined letter of the desired menu item. For a list of the menu commands, see *Menu Commands* in the *Reference* section.

Tool Bar

NetDial's tool bar contains buttons for the most often used commands. These are (from left to right):

This is the "Dial" button. Click this button to call the number currently displayed in the connection box (the drop down box directly below the tool bar), connect, log in and run your TCP/IP package.
NOTE: If a call is already in progress this button will be disabled.

This is the "Cycle Dial" button. Click this button to dial each connection configured for "Cycle Dial" until a connection is established with one of them.

Connections are configured as Cycle Dial entries in the *Call Settings* section of the configuration window.

NOTE: If a call is already in progress this button will be disabled.

This is the "Hang Up" button. Click this button to hang up and reset the phone line.

NOTE: If a call is not in progress this button will be disabled.

This is the "Configure" button. Click this button to invoke the NetDial Configuration window, where you set up/edit all of your Internet connection settings and options. See *Configuring NetDial* for configuration/set-up options.

This is the "Call Log" button. Click this button to view/edit the NetDial call log. This button will be disabled if you don't have the 'log connections' option turned on (this option can be set in the 'General' section of the configuration window), or the log file has been deleted.

This is the "Cumulative Timer Statistics" button. Click this button to invoke the Cumulative Timer Statistics window, where you can view/reset total on-line time to date.

This is the "Exit" button. Click this button to terminate NetDial. If a connection has been established, NetDial will hang up before exiting.

This is the "Help" button. Click this button to receive help on using NetDial's main window (the help topic you are currently viewing).

Every window in NetDial has a 'Help' button. Click this button to receive help on the current area of NetDial that you are in. You can also select various help items from NetDial's main window 'Help' menu command by pressing [ALT]-H.

Connection List Box

This is the connection list box where you select which connection you wish to work with. When you click the dial button, the connection displayed here is the connection NetDial will call.

Status Window

This is the connection status window where all information coming in and going out of your modem will be displayed. This window displays modem/connection information until a successful connect/login sequence is completed. This window is cleared every time a new connection is attempted.

Status Bar

This is NetDial's status bar. Information relating to the progress of a connection will be displayed here. Common messages displayed here are 'Ready', 'Line Busy', 'No Answer', and 'Dialing'.

Configuring NetDial

The configuration window is the heart of NetDial. It is where all elements of a connection are configured. There are also several miscellaneous program options that can be tailored here.

The configuration window has 5 separate sections. These sections are marked by "Tabs". Each section contains configuration information about a particular aspect of NetDial. In the next topic "*Configuration Window (Preferences)*", the entire configuration window will be explained. However, for the remaining topics, only the items for the associated section will be discussed.

Configuration Window (Preferences)

A snapshot of NetDial's configuration window (Preferences section) is displayed below:
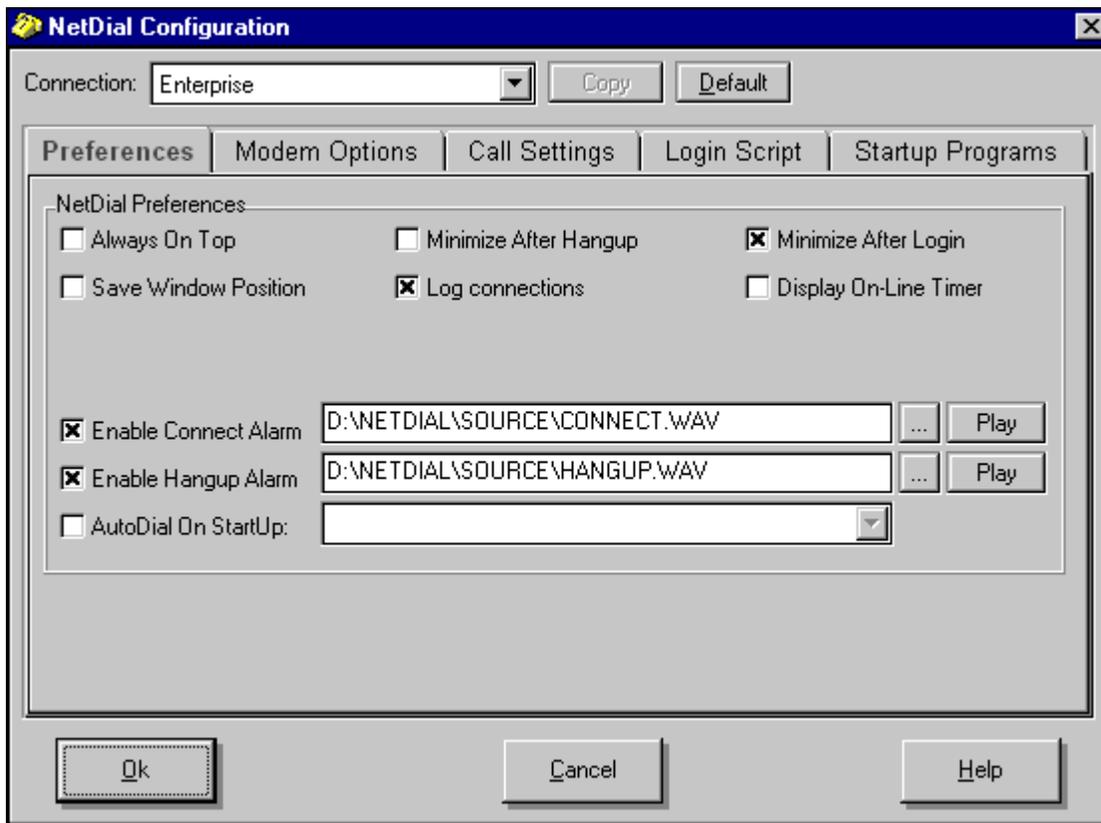
Refer to the picture above to understand the following descriptions:

The following items pertain to <u>all</u> sections of the configuration window:

Connection

This box displays which connection (you can have 5) you are currently working with. Click on the down arrow to select a different connection to edit.

NOTE: "Preferences" and "Modem Options" are global settings. They can't be made different for each connection.

Copy Button

Click this button to copy the currently displayed configuration section to another connection.

The following sections can be copied from connection to connection: Call Settings, Login Script and Startup Programs

If you are not in one of the above sections, this button will be disabled.

Default Button

Click this button to restore the current configuration section to default values.

Preferences Tab

Clicking on this tab brings up the 'Preferences' section of NetDial's configuration window. This is the section that you are currently viewing.

Modem Options Tab

Clicking on this tab brings up the 'Modem Options' section of NetDial's configuration window. This is where you specify various modem options such as the modem initialization string, modem type, speaker options, etc.

Call Settings Tab

Clicking on this tab brings up the 'Call Settings' section of NetDial's configuration window. This is where you specify various connection information such as connection name, phone number, port settings, etc.

Login Script Tab

Clicking on this tab brings up the 'Login Script' section of NetDial's configuration window. This is where you specify your Internet host login script commands.

Startup Programs Tab

Clicking on this tab brings up the 'Startup Programs' section of NetDial's configuration window. This is where you specify programs to run upon successful login (such as your TCP/IP startup program, etc).

Ok Button

Click this button to save any changes made and return to NetDial's main window.

Cancel Button

Click this button to discard any changes you have made and return to NetDial's main window.

Help Button

Click this button to receive on-line help for NetDial's configuration window.

The remaining items pertain to the 'Preferences' section:

Always On Top

If this option is turned on and NetDial is minimized, it's icon will stay on top of all other windows. If this option is off, the NetDial icon can be covered up by other windows.

Save Window Position

This option dictates whether or not NetDial's main window position is saved when you exit NetDial. If this option is turned on, the window position will be saved for later sessions. If this option is turned off, NetDial will start up centered on your screen.

Minimize After Login

If this option is turned on, the NetDial main window will be minimized to an icon once the login script for the current connection has completed.

NOTE: If NetDial is minimized when you exit the program, window position will NOT be saved.

Minimize After Hangup

If this option is turned on, NetDial will minimize to an icon when the "Hangup" button is pressed. If this option is turned off, NetDial's main window will stay active.

Display On-Line Timer

If this option is turned on, NetDial will display an 'On-Line Timer' once a successful login has been completed.

If NetDial is minimized, the on-line timer will be seen under NetDial's icon. If NetDial isn't minimized, the on-line timer will be displayed in NetDial's title bar.

Log Connections

If this option is turned on, connection information will be logged to your hard drive. This log file can be viewed/edited by selecting [**F**]ile, [**V**]iew Log from NetDial's main window.

The log file name is 'NetDial.Log' and it resides in the same directory as the NetDial program files. If you don't wish to use NetDial's built in log editor, the file can be viewed/edited with any text editor.

If this option is turned off, no connection information will be logged.

NOTE: The 'NetDial.Log' file will not exist if this option is never turned on.

Enable Connect Alarm

If this option is turned on, the wave file displayed in the box to the right will be played when a connection is established. If this option is turned off, no sound will play upon connection.

Alarm Text Box

This is the wave file that will be played upon connection. To choose a different wave file, click the 'Select' button to the right of the text box. To hear the selected wave file, click the 'Play' button to the right of the text box.

Enable Hangup Alarm

If this option is turned on, the wave file displayed in the box to the right will be played when NetDial hangs up. If this option is turned off, no sound will play upon disconnect.

Hangup Alarm Text Box

This is the wave file that will be played upon hangup. To choose a different wave file, click the 'Select' button to the right of this text box. To hear the selected wave file, click the 'Play' button to the right of the text box.

AutoDial On StartUp

If this option is turned on, NetDial will automatically dial the connection selected in the combo box to the right. If this option is turned off, the combo box to the right will be disabled.

AutoDial Box

This combo box allows you to select which connection NetDial should automatically dial when the program is started. If the 'AutoDial On Startup' option is turned off, this combo box will be disabled.

Configuration Window (Modem Options)

A snapshot of NetDial's configuration window (Modem Options section) is displayed below:
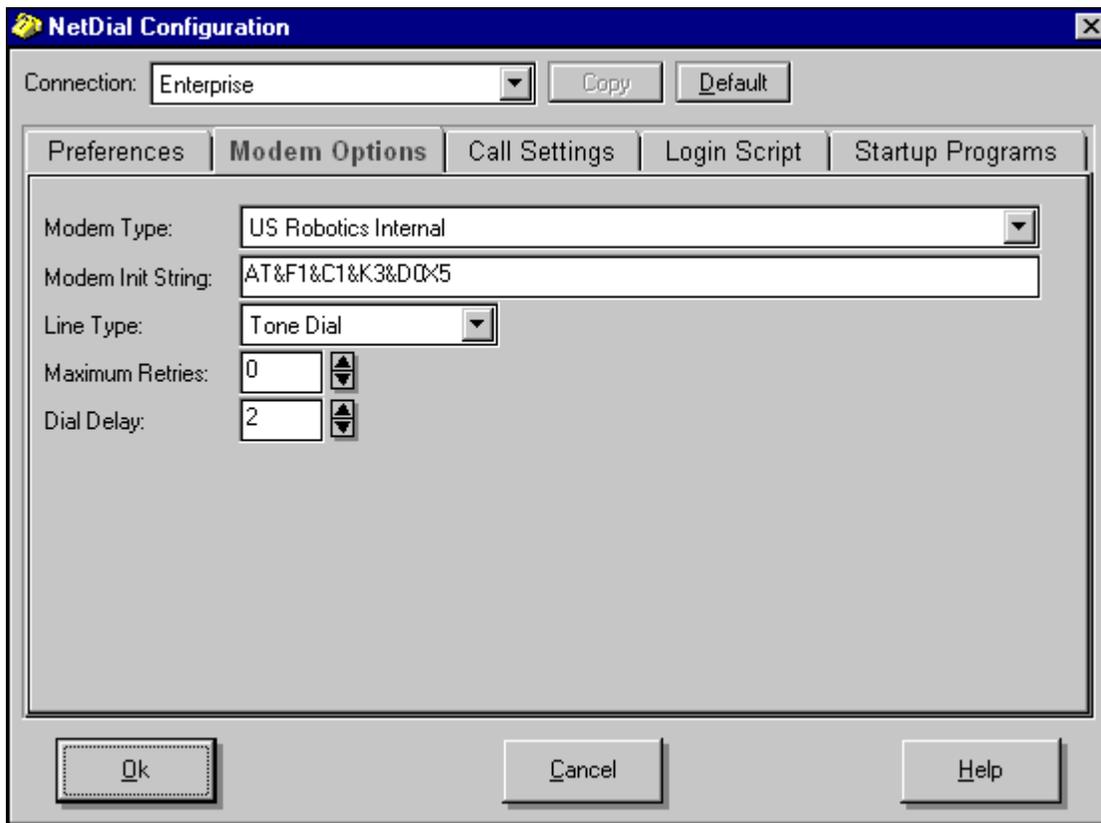
Refer to the picture above to understand the following descriptions:

Modem Type

Click here to select an appropriate modem type.

Modem Init String

When you select a modem from the 'Modem Type' drop down list, an appropriate initialization string will be entered here. You can customize this initialization string to suit your needs. If you are unfamiliar with the Hayes modem command set, then it is best to leave this initialization string as-is.

You'll notice that every initialization string has the command &D0 in it. This is needed by NetDial to properly pass control of your COM port to your tcp/ip software. The &D0 command forces carrier detect (CD) high. If your modem uses a different command to force CD high, replace &D0 with your modem's respective command.

Line Type

This tells NetDial what dialing method to use. Select 'Tone Dial' for touch-tone dialing, or 'Pulse Dial' for pulse dialing.

Maximum Retries

This tells NetDial how many times to try and connect to the number it's dialing. If the line is busy, no dial tone is detected, or there is no answer NetDial will attempt to make a connection up to the number of times specified in this box. This value can range between 0-99. **A value of 0 instructs NetDial to retry until a connection is established**. A value may be entered by keyboard, or by using the up/down arrows to the right of this box.

If you use the up/down arrows, clicking the up arrow will increase the value by 1, while clicking the down arrow will decrease the value by 1.

Dial Delay (Seconds)

This tells NetDial how long to wait (in seconds) for a dial tone before dialing. This value can range between 1-60. A value may be entered by keyboard, or by using the up/down arrows to the right of this box.

If you use the up/down arrows, clicking the up arrow will increase the value by 1, while clicking the down arrow will decrease the value by 1.

Configuration Window (Call Settings)

A snapshot of NetDial's configuration window (Call Settings section) is displayed below:
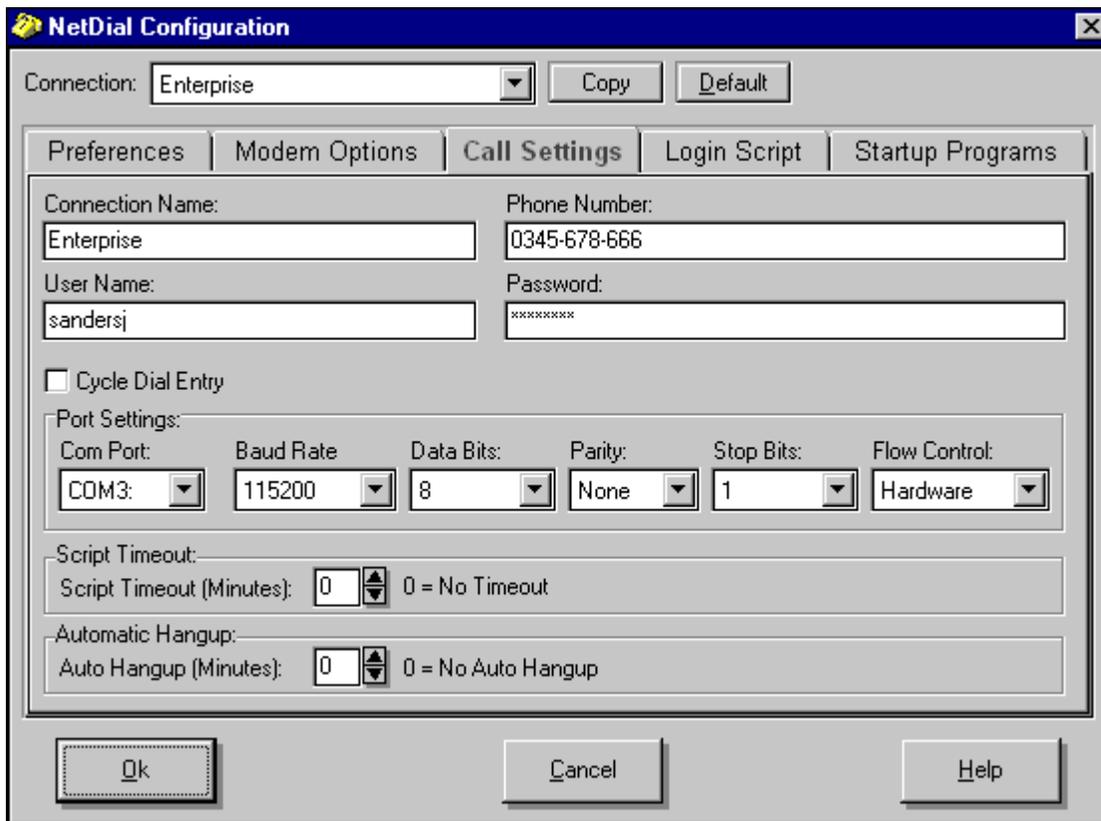
Refer to the picture above to understand the following descriptions:

Connection Name

Enter a name for the connection here. This text will replace the currently displayed name in the connection box if you choose to save your changes.

Phone Number

Enter the phone number for this connection here. The phone number can be preceded by call waiting disable commands. For example, you could have "*70 555-5555"

User Name

Enter the login name or user ID that you use when logging in to this connection. You can then use the [SENDNAME] command in NetDial's login script to send this information.

Password

Enter the password that you use when logging in to this connection. You can then use the [SENDPASS] command in NetDial's login script window to send this information.

Cycle Dial Entry

Turning this option on allows this connection to be used with Cycle Dial. Turning this option off tells NetDial not to use this connection with Cycle Dial

Cycle Dial calls each connection configured for Cycle Dial until a connection is established.

Com Port

This is the com port selection list box. Select the port that your modem is connected to.

Baud Rate

This is the baud rate list box. Select a baud rate support by your modem. Baud rates supported are 2400, 4800, 9600, 19200, 38400, 57600 and 115200.

Data Bits

This is the data bits list box. Choices available are 7 and 8 data bits.

Parity

This is the parity list box. Choices available are Even or None.

Stop Bits

This is the stop bits list box. Choices available are 1 or 2 stop bits.

Flow Control

This is the flow control list box. Choices available are hardware (CTS/RTS) and software (XON/XOFF) flow control.

Script Timeout (Minutes)

This tells NetDial how long to wait (in minutes) for each command in the associated login script to complete.

• Setting this option to 0 disables script timeout (NetDial will wait indefinitely to complete login procedure).

• Setting a timeout value instructs NetDial to hang up if a command isn't executed within the amount of minutes specified.

This value can range between 0-99. A value may be entered by keyboard, or by using the up/down arrows to the right of this box. If you use the up/down arrows, clicking the up arrow will increase the value by 1, while clicking the down arrow will decrease the value by 1.

Auto Hangup (Minutes)

This tells NetDial how long to wait (in minutes) once a connection has been established before automatically hanging up. Setting this option to 0 disables auto hangup. This value can range between 1-95. A value may be entered by keyboard, or by using the up/down arrows to the right of this box. If you use the up/down arrows, clicking the up arrow will increase the value by 1, while clicking the down arrow will decrease the value by 1.

Configuration Window (Login Script)

A snapshot of NetDial's configuration window (Login Script section) is displayed below:
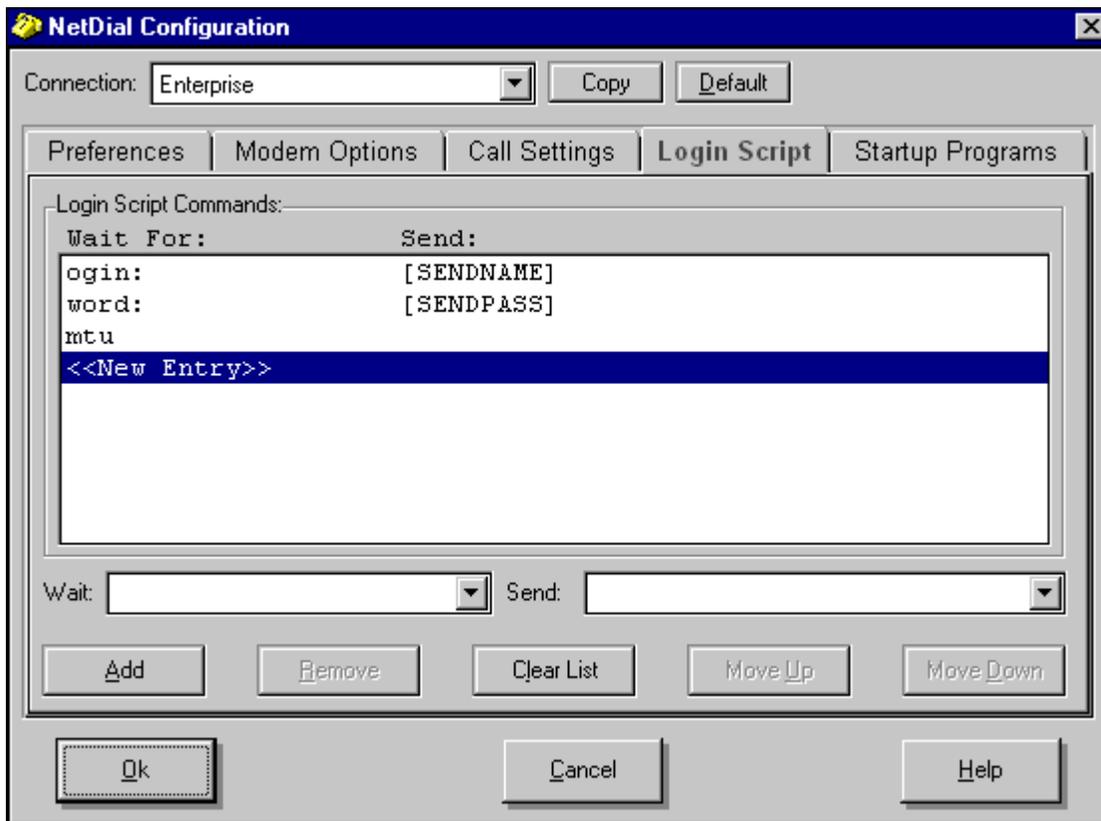
Refer to the picture above to understand the following descriptions:

Login Commands List

This list box contains the login script commands. The last entry in the list box will always be "<<New Entry>>".

Select "<<New Entry>>" in order to add new entries, or select an existing entry to edit it.

The command buttons directly below the list box handle adding, editing, removing and arranging the login script commands.

Wait Text Box

Enter word(s) that NetDial should wait for from the remote computer in this box. Once NetDial receives the word(s) from the remote computer, it will send the word(s) specified in the "Send" box directly across from the matching "Wait" box.

If you want to send word(s) or a carriage return without waiting for anything, leave this box empty and just fill in the "Send" box and/or check the "Add CR" box. An example for this procedure would be if you need to send a CR on connect.

NetDial also has the following login script commands which can be entered or selected from the drop down list:

- [PARSEIP] - to retrieve dynamic IP address

- [PARSEGATE] - To retrieve dynamic gateway address

- [SLEEP] x - Pause login for 'x' amount of seconds (1-60)

These commands are explained in greater detail in the next section *Login Script Commands*

Send Text Box

Enter word(s) that NetDial should send to the remote computer once the matching "Wait" word(s) have been received. If you need to send a carriage return, append '**/R**' to the text

NetDial also has the following login script commands which can be entered or selected from the drop down list:

- [ESCAPE KEY] - to send the escape key character to the remote computer

- [FUNCTION KEY F1] - to send the function key F1 character to the remote computer

- [SENDNAME] - Send user name specified in the "Call Settings" section of NetDial's configuration window.

- [SENDPASS] - Send password specified in the "Call Settings" section of NetDial's configuration window.

These commands are explained in greater detail in the next section *Login Script Commands*

Add Button

This button works as an add/edit button. If you are entering a new login command line, it will read "ADD". If you are editing an existing login command line, it will read "CHANGE".

Clicking "ADD" will take the information from the "Wait" box, "Send" box and "ADD CR" box, create a new login command line and add it to the login script command list. Clicking "CHANGE" will take the same information and UPDATE the currently highlighted login command line.

Remove Button

Click this button to remove the currently highlighted login command line from the list box. If there are no login commands defined, this button will be disabled.

Clear List Button

Click this button to remove all login commands from the list box. If there are no login commands defined, this button will be disabled.

Move Up Button

Click this button to swap the currently highlighted login command line in the list box with the login command line directly above it. This button will only be enabled if such a swap is possible.

Move Down Button

Click this button to swap the currently highlighted login command line in the list box with the login command line directly below it. This button will only be enabled if such a swap is possible.

Login Script Commands

Besides wait/send login scripting, NetDial provides three login commands. These commands are as follows:

[PARSEIP]

This command is useful if your Internet host designates a different IP address for you every time you call. This is referred to as 'Dynamic IP Addressing'. If you use Trumpet, NetDial will automatically pass your IP address to TCPMAN when this command is used. To do this:

- In the 'Login Scripts' section of the configuration window, enter '[PARSEIP]' as a 'Wait' item (or select it from the drop down list). Ensure this command is placed in the appropriate area of the login script.

- In the 'Startup Programs' section of the configuration window, make TCPMAN.EXE your first startup program.

Ensure that your TCPMAN setup has an IP address of 0.0.0.0

[PARSEGATE]

This command is useful if your Internet host designates a different gateway address for you every time you call. If you use Trumpet, NetDial will automatically pass the gateway address to TCPMAN when this command is used. Set up this command in the same manner as [PARSEIP] above.

[SLEEP]

This command may be used to pause NetDial for a specific amount of time. One use for this command could be to wait a few seconds after connecting before sending any data (like a carriage return). To use this command:

- In the 'Login Scripts' section of the configuration window, enter '[SLEEP] x' (where x is a number between 1-60) as a 'Wait' item (or select it from the drop down list). Ensure this command is placed in the appropriate area of the login script.

[ESCAPE KEY]

This command will send the escape key character to the remote computer.

[FUNCTION KEY F1]

This command will send the escape key character to the remote computer.

[SENDNAME]

This command will send the user name specified in the "Call Settings" section.

[SENDPASS]

This command will send the password specified in the "Call Settings" section. Using this command allows you to keep your password hidden, rather than entering your password as a plain text "Send" string.

Configuration Window (Startup Programs)

A snapshot of NetDial's configuration window (Startup Programs section) is displayed below:
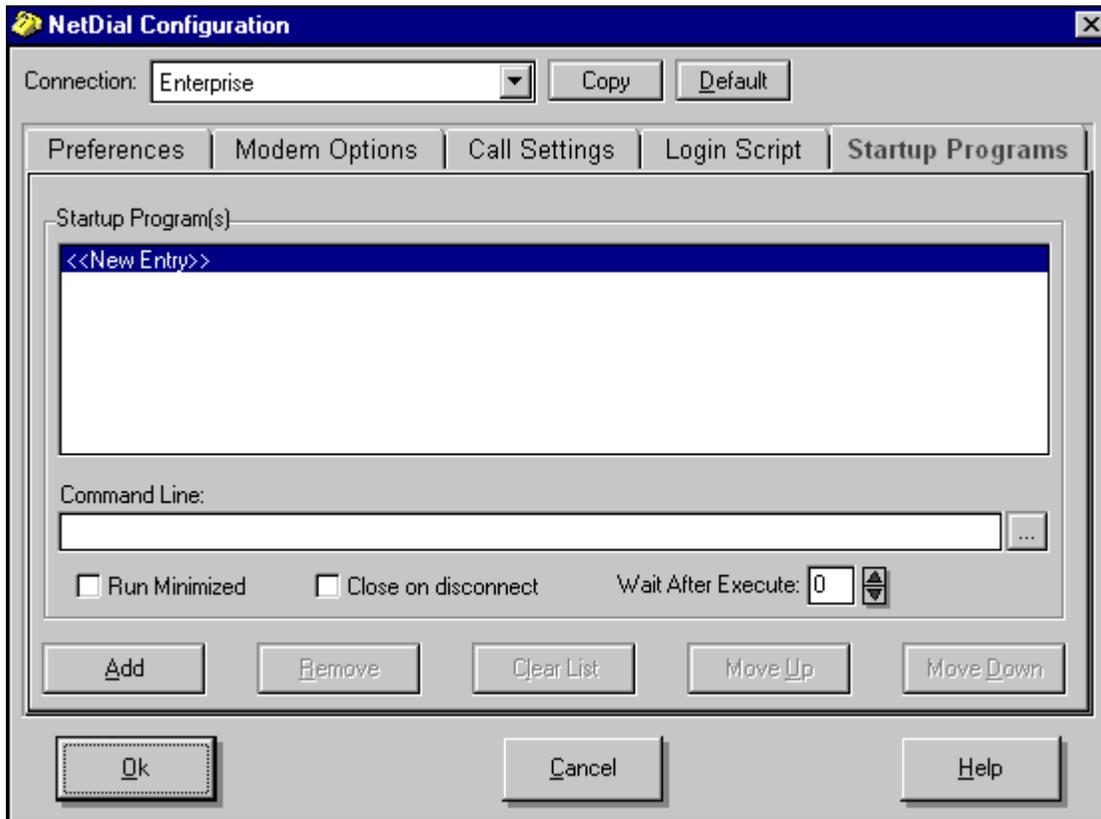
Refer to the picture above to understand the following descriptions:

Startup Programs List box

This list box contains the startup programs. Up to 5 startup programs may be selected. If there are less than 5 programs configured, the last entry in the list box will be "<<New Entry>>".

Select "<<New Entry>>" in order to add new entries, or select an existing entry to edit it.

Startup programs must be .BAT, .EXE or .COM files.

The command buttons directly below this list box handle adding, editing, removing and arranging the startup programs.

Command Line

Enter a program to run on this line. Any switches or parameters can also be appended to the program name. You can also use the "Select" button below to find and select a file.

Select Button

Click this button to find and select a startup program. The program selected will be placed in the "Command Line" box. The command line box can then be edited to include any desired switches/parameters/etc.

Run Minimized

If this option is turned on, the program currently highlighted in the list box will be ran minimized (as an icon) upon successful login script completion. If this option is off, the program will run in it's default window size.

Close on disconnect

If this option is turned on, the program currently highlighted in the list box will be shut down (closed) upon hangup or exit (if a session is in progress). If this option is off, the program will have to be shut down manually before hangup or exit(if a session is in progress).

Wait After Execute

This tells NetDial how long to wait (in seconds) after executing the program currently highlighted in the list box before executing the next startup program.   This value can range between 0-99. A value may be entered by keyboard, or by using the up/down arrows to the right of this box.

NOTE: Your TCP/IP package (Trumpet Winsock, SuperTCP for Windows, Chameleon, etc.) should be the FIRST startup program, and have at least a 2 second wait after execute value assigned.

Add/Change Button

This button works as an add/edit button. If you are entering a new startup program, it will read "ADD". If you are editing an existing startup program line, it will read "CHANGE".

Clicking "ADD" will take the information from the "Command Line" box, "Run Minimized" box, "Close on disconnect" box and "Wait After Execute" box, create a new startup program line and add it to the startup programs list. Clicking "CHANGE" will take the same information and UPDATE the currently highlighted startup program line.

One of your startup programs should be your TCP/IP startup program

NOTE: There is a maximum limit of 5 startup programs. If 5 programs have been selected, the "<<New Entry>>" line will go away, and only editing of existing startup program entries will be possible.

Remove Button

Click this button to remove the currently highlighted startup program from the list box. If there are no startup programs defined, this option will be disabled.

Clear List Button

Click this button to remove all startup programs from the list box. If there are no startup programs defined, this button will be disabled.

Move Up Button

Click this button to swap the currently highlighted startup program with the startup program above it. This button will only be enabled if such a swap is possible.

Move Down Button

Click this button to swap the currently highlighted startup program with the startup program below it. This button will only be enabled if such a swap is possible.

Call Log Viewer

A snapshot of NetDial's Call Log Viewer window is displayed below. This window can be accessed by selecting [F]ile, [V]iew Log from NetDial's main window.
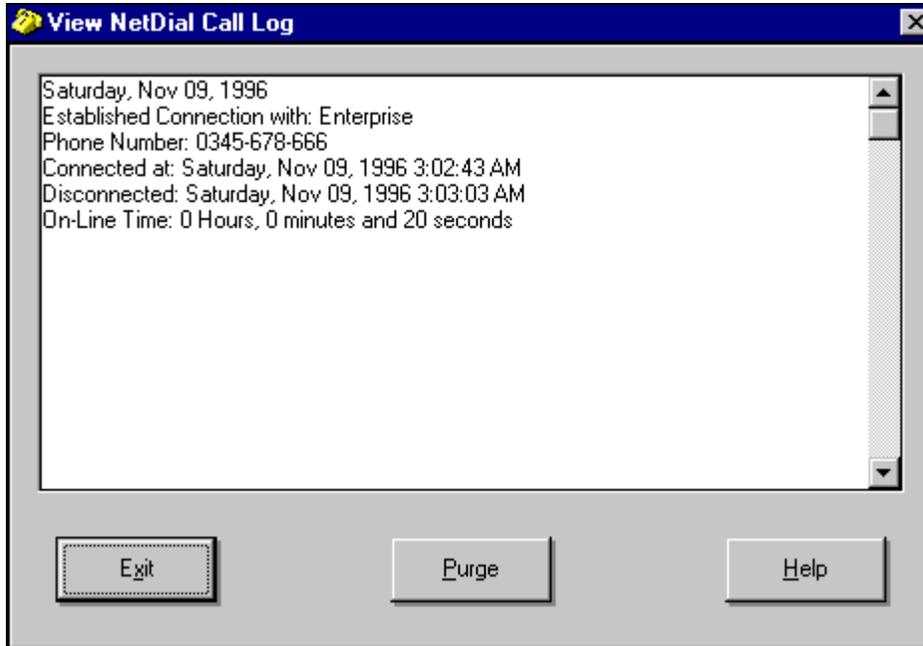
Refer to the picture above to understand the following descriptions:

Text Window

The NetDial call log file will be displayed in this text box. All standard editing functions are available.

Exit Button

Click this button to exit the call log window and return to NetDial's main window. If you have made any changes to the log file, NetDial will query you to save your changes.

Purge Button

Click this button to purge the call log of all data.

Help Button

Click this button to receive on-line help for NetDial's call log window

Cumulative Timer Statistics Window

A snapshot of NetDial's Cumulative Timer Statistics window is displayed below. This window can be accessed by selecting [O]ptions, [T]ime To Date from NetDial's main window.
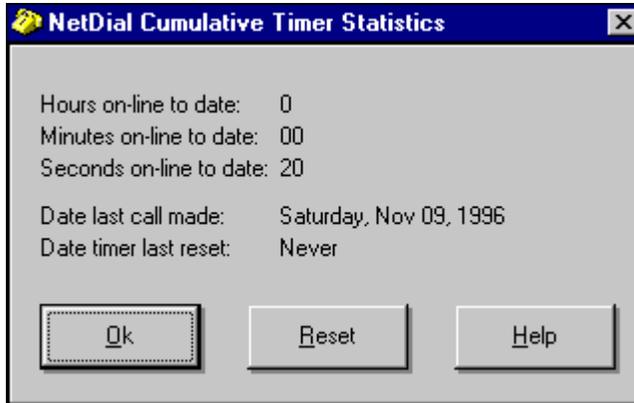
Refer to the picture above to understand the following descriptions:

Information Display

The timer window details your total on-line time to date. Total hours, minutes and seconds on-line will be displayed here. As well, the date of your last call, and the date the timer was last cleared will be displayed.

OK Button

Click this button to save any changes made and return to NetDial's main window.

Reset Button

Click this button to reset the timer statistics. Hours, minutes and seconds will be reset to 0, 'Date last call made' will be set to 'Never' and the 'Date timer last reset' will be set to the current date.

Help Button

Click this button to receive help on NetDial's cumulative timer statistics window (the help topic you are currently viewing).

Command Line Arguments

NetDial supports the following command line arguments:

<u>Numbers 1 through 5</u>

The NetDial command line may be appended with a number between 1-5 (ie, "C:\NetDial\NetDial.Exe 1"). This number instructs NetDial as to which connection to call. Thus, if you wanted, you could set up 5 NetDial icons (since there are a possible 5 configurations), each with a different command line argument. This command line argument overrides the 'AutoDial On Startup' selection.

<u>CYCLE</u>

The NetDial command line may be appended with the word "CYCLE" (ie, "C:\NetDial\NetDial.Exe CYCLE"). This tells NetDial to begin the Cycle Dial (Where all connections configured for Cycle Dial are called until a connection is established) process upon startup. This command line argument overrides the 'AutoDial On Startup' selection.

Reference

Menu Commands

To activate any of the menu bar menus, hold down the <ALT> key and press the underlined letter of the desired menu item. This in turn will drop down a list of choices for the selected menu item. Following is a breakdown of each top menu item:

FILE Menu

12. Dial Number - This will dial the number for the connection currently displayed in the connection list box directly below the button bar.

13. Cycle Dial - This will dial each connection configured for Cycle Dial until a connection is established.

14. Hang Up - This will hang up and reset the phone line.

15. View/Edit Call Log - This will bring up NetDial's Call Log Viewer window where you can view/edit the log file.

16. Exit - This will terminate your NetDial session

OPTIONS Menu

17. Configure - This will invoke NetDial's Configuration window

18. Time To Date - This will invoke NetDial's Cumulative Timer Statistics window.

HELP Menu

19. Contents - This will bring up NetDial's online help at the Table Of Contents.

20. Search for help on... - This will allow you to do a keyword search of NetDial's on line help.

21. How to register - This will bring up NetDial's online help at the 'Registration' topic.

22. Complete Registration/Upgrade form - This will allow you to fill out and print a registration or upgrade order form for NetDial.

23. Register NetDial - This will allow you to enter your registration details and register NetDial in your name.

24. About NetDial - This will bring up an information window about NetDial.

Keyboard Shortcuts

Some of NetDial's commands may be executed by entering a simple key combination. These shortcuts are as follows:

File Commands

<CTRL> D: Dial Number
<CTRL> H: Hang Up
<CTRL> V: View/Edit call log
<CTRL> X: Exit NetDial

Options Commands

<CTRL> C: Invoke Configuration window
<CTRL> T: Display Cumulative Timer Statistics (total time on-line to date) window

Troubleshooting

You should have no problems whatsoever running NetDial. However, there are some things to keep in mind. Following is a breakdown of potential problems and solutions:

TCP/IP Package won't run after connecting with NetDial

Your TCP/IP package must support a 'direct line' option and be configured to operate as such.

25. TRUMPET USERS: For Trumpet to support a direct line, you need to run TCPMAN, select [O]ptions, then [D]ialer and select 'No automatic login'.

26. CHAMELEON SAMPLER USERS: The Chameleon Sampler doesn't support a direct line option, thus it is unusable with NetDial. To use NetDial with Chameleon, the full Chameleon package is required.

27. CHAMELEON USERS: Custom will need to be configured for 'No Modem', and all login script/phone number data removed prior to using NetDial. As well, when NetDial runs Custom, you will still need to select 'Connect' from Custom's menu.

28. WINDOWS 95 USERS: NetDial is not compatible with the Windows 95 packaged TCP/IP. You will need to use a third party TCP/IP package such as Peter Tattam's Trumpet Winsock, Frontier Technologies SuperTCP for windows, etc. Trumpet Winsock is available in both 16 and 32 bit versions. Thus, if you want to use NetDial AND 32-bit Internet applications, Trumpet Winsock 32 is a great choice!

The com port settings for your TCP/IP package must match EXACTLY to how you have them set up in NetDial. For example, if you have call settings in NetDial configured for 19200 baud, 8 data bits, no parity, 1 stop bit, and hardware flow control, your TCP/IP package must be configured exactly the same. Some TCP/IP packages support user-defined settings of up to 19200 baud, and also allow a "use win.ini" setting. With this in mind, there is a good chance that if you have your com port set up for greater than 19200 baud in the Windows Control Panel, the TCP/IP package will 'downsize' the baud rate to 19200. Therefore, you might want to set your TCP/IP package up using user-defined com port settings, and then set your NetDial settings the same.

Internet application(s) won't run after I'm connected!?

NetDial has no built-in TCP/IP support. It is meant to be ran in conjunction with a TCP/IP program, such as Trumpet Winsock, SuperTCP for Windows, Chameleon, etc. When you configure NetDial, ensure that your TCP/IP program's startup program is the first in NetDial's configuration window, "Startup Programs" tab.

Dynamic IP/Gateway Parsing problems

Currently, dynamic IP and gateway parsing ONLY works with Trumpet. If someone can give information on how to make other packages handle dynamic addressing, NetDial will be enhanced to accommodate them.

For dynamic addressing to work with Trumpet, run TCPMAN, select [F]ile, [S]etup, and set the IP address to "0.0.0.0" before using NetDial.

NetDial reports 'Com x not available' on dial

This tells you that the com port you are trying to use is NOT the com port that your modem is connected to. Change the com port setting via the Call Settings window.

NetDial reports 'Could not initialize modem'

Make sure you have the right modem type selected. This option is set in the 'Modem Options' section of the NetDial Options window. If you have a Telebit 2500 modem, make sure you have 'Telebit 2500' selected. Otherwise, use the 'Hayes Compatible' setting (default).
At the beginning of each dial attempt, NetDial sends the modem initialization string (defined in the 'Modem Options' section of the NetDial Options window) to the modem. If the modem doesn't respond with 'OK', you will receive this message. Ensure that the modem initialization string defined will work with your modem, and change if necessary.

NetDial won't exit or hang up

NetDial will attempt to shut down any specified programs that were executed after login ('Startup Programs'). If NetDial can't close these applications, then they will have to be shut down manually. As well, any TCP/IP programs that were started manually will have to be shut down manually.

'Call To Undefined Dynalink' Error Message

It is very unlikely that you will see this error. If you do however, it means that you have an old WINSOCK.DLL file (that isn't for the TCP/IP package you are running) in your Windows directory.

When NetDial starts up your TCP/IP package, it will first look for WINSOCK.DLL in your Windows directory. If the file it finds isn't the right WINSOCK.DLL, the above error will be displayed, and NetDial will terminate.

To fix this problem, remove all old WINSOCK.DLL files from your Windows and Windows\System subdirectories.

'CTL3DV2.DLL not properly installed' Message

You will receive this message if the file 'CTL3DV2.DLL' is ANYWHERE on your hard drive other than your Windows SYSTEM directory. Remove all instances of 'CTL3DV2.DLL' from your hard drive(s) EXCEPT for the one in your Windows SYSTEM directory. If the file doesn't exist in your Windows SYSTEM directory, put it there, and there ONLY.

This is not a 'fatal' error message. NetDial will still run after displaying this message. You simply won't get lovely, stylish 3D message/dialog boxes.

I'm a registered user. Why do I see the shareware notice?

NetDial 2.76b is NOT a free upgrade. There is a minimal charge for upgrading your NetDial software to version 2.76b. To fill out an upgrade form, select [H]elp, [C]omplete Registration/Upgrade Form from NetDial's main window.

NetDial Compatibility

This program has been thoroughly (and successfully) tested with the following TCP/IP packages:

- Frontier Technologies' SuperTCP for Windows

- NetManages' Chameleon

- Peter Tattam's Trumpet Winsock

Any TCP/IP package that supports a 'direct' connection should be compatible with NetDial.

Technical Support

If, by chance you do have problems with NetDial, and none of the tips above help you (or pertain to you), please feel free to contact me! I can be reached at:

Internet Mail: sandersj@enterprise.net
Compuserve :   74640,3352
World Wide Web: http://www.sanderssw.com

Any comments or suggestions about NetDial would be greatly appreciated.