

## **EarthLink 5.0 Windows Troubleshooting Procedures**

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### Verify Modem Installation

Check to see if modem is operating correctly and the computer can send signals to it.

- ▶ Double-click the **My Computer** icon.
  - ▶ Double-click the **Control Panel** folder icon.
  - ▶ Double-click the **Modems** icon.
  - ▶ Highlight your modem and click the **Properties** button. (If there is no modem listed, click the **Add** button and install a modem before continuing with the remainder of these steps.)
  - ▶ In the Port drop down box verify that the correct Communications Port is selected.
  - ▶ In the **Maximum Speed** drop down box, verify that the correct speed is set for your modem.
    - for a 14.4K modem, the maximum speed should be **19200**
    - for a 28.8K modem, the maximum speed should be **38400**
    - for a 56K modem, the maximum speed should be **57600**
  - ▶ Click **OK** to return to the Modem Properties window.
  - ▶ Click the **Diagnostics** tab.
  - ▶ Highlight the Port your modem is installed on then click the **More Info...** button.
- Windows tests the modem connection and should successfully connect to your modem. If the test fails, either the modem is:
- not installed correctly.
  - having a hardware problem.
- ▶ Check your modem documentation or contact the modem manufacturer to get the modem working correctly.



### Verify Modem Selection

Check the Dial-Up Networking connection and verify that the correct modem is selected.

- ▶ Double-click the **My Computer** icon.
- ▶ Double-click the **Dial-Up Networking** icon.
- ▶ Click the right mouse button on the **EarthLink** icon for your username and select **Properties**.
- ▶ In the **Connect using** drop down box make sure the correct **modem** is selected.
- ▶ Click the **Configure** button.
- ▶ In the **Port** drop down box verify the correct **Communications Port** is selected.
- ▶ Click the **OK** button.
- ▶ Click the **OK** button and try connecting again.

▶ **Check for Modem Conflicts**

Check to see if other programs are running that may use the modem.

▶ Hold down the Ctrl – Alt – Delete keys to bring up the Windows Task Manager.

▶ Verify what programs are installed and if they interact at all with the modem. If they do, highlight the program and click End Task.

▶ Click the Start Menu, Programs, StartUp to see what programs run when Windows starts. Remove any that may conflict with the modem.

▶ **Verify Protocol Installation**

Check your Network Control Panel Configuration to see if the correct protocols are installed.

▶ Double-click the **My Computer** icon.

▶ Double-click the **Control Panel** icon.

▶ Double-click the **Network** icon.

▶ Under **The following network components are installed**: the following items should be listed for a dial-up connection:



Client for Microsoft Networks



Dial-Up Adapter



TCP/IP

For a high-speed connection, only **TCP/IP** should be checked.

If you don't have these network components installed and you connect via dial-up, follow the instructions to [Reinstall Network Components](#).

**NOTE:** You may have other network components installed if your computer is connected to a LAN or if you use or have used another Internet Service Provider.

▶ Try to reconnect.

▶ **Verify Protocol Selection**

Check that TCP/IP is installed and check the Dial-Up Networking connection properties to see if the correct protocol is selected.

▶ Double-click the **My Computer** icon.

▶ Double-click the **Dial-up Networking** icon.

▶ Click the right mouse button on the **EarthLink** icon for your username and select **Properties**.

▶ Click the **Server Types** tab.

- If you are using Windows 95 for dial-up, the **Type of Dial-up Server** should be PPP: Internet, Windows NT Server Windows 95.
- If you are using Windows 98 for dial-up, the **Type of Dial-up Server** should be PPP: Internet, Windows NT Server Windows 98.
- If you are using a high-speed connection, the **Type of Dial-up Server** will be greyed out.

In the **Advanced options** section - only **Enable software compression** should be checked.

In the **Allowed network protocols** section - only **TCP/IP** should be checked.

▶ Click the **TCP/IP Settings** button.

**Server assigned IP address** should be selected.

**Specify name server addresses** should be selected.

- Primary DNS: 207.217.126.81
- Secondary DNS: 207.217.77.82
- Primary WINS: 0.0.0.0
- Secondary WINS: 0.0.0.0

Another valid IP address for either DNS: 207.217.120.83

▶ **Use IP header compression** should be checked.

▶ **Use default gateway on remote network** should be checked.

▶ Click the **OK** button until you close the EarthLink Connection Properties dialog.

▶ Use EarthLink 5.0 Sign On to try to reconnect.

▶ **Verify Communications Port Installation**

Go to the System control panel, on the Device Manager tab and see if you have the communications ports installed in the Ports section.

- ▶ Double-click the **My Computer** icon.
- ▶ Double-click the **Control Panel** icon.
- ▶ Double-click the **System** control panel icon.
- ▶ Select the **Device Manager** tab.
- ▶ Double-click the **Ports (COM & LPT)** listing.
- ▶ Make sure the **Communications port** your modem is on is listed and has no error marks beside it (red or yellow).
- ▶ Click the **OK** button.

▶ **Verify Dial-Up Networking Installation**

Check the Add/Remove Programs control panel on the Windows setup tab and make sure that Dial-up Networking is installed in the Communications section.

▶ Double-click the **My Computer** icon.

▶ Double-click the **Control Panel** icon.

▶ Double-click the **Add/Remove Programs** control panel.

▶ Select the **Windows Setup** tab.

▶ Is there a check mark in the **Communications** check box?

If there is no check mark, [Reinstall Dial-Up Networking](#) .

If there is a check, highlight Communications, then click the **Details** button to see if Dial-Up Networking is installed. Is there a check mark in the Dial-up Networking check box? If there is no check mark, [Reinstall Dial-Up Networking](#) .

▶ Click the **OK** button.



▶ **Reinstalling Dial-Up Networking**

If the problem persists reinstall the Communications components. Make sure you have your Windows 95 installation software or your EarthLink 5.0 CD. You will need the installation media in order to reinstall the communications components.

First, remove the Communications components:

- ▶ Double-click the **My Computer** icon.
- ▶ Double-click the **Control Panel** icon.
- ▶ Double-click the **Add/Remove Programs** control panel.
- ▶ Select the **Windows Setup** tab.
- ▶ Click the **Communications** check box to REMOVE the check mark.
- ▶ Click the **Apply** button.

Windows removes the communications components.

Then, reinstall the Communications components:

- ▶ Click the **Communications** check box to put a CHECK MARK in the box.
- ▶ Click the **Apply** button.  
Windows copies the communications components from the Windows 95 installation media.
- ▶ Click the **OK** button in response to the Dial-Up Networking Setup prompt.  
You will need to restart your computer before the new settings will take effect. Click the **Yes** button to restart your computer immediately. Click the **No** button to restart your computer later.

### ▶ **Reinstalling Network Components**

The Networking components required to connect to EarthLink are:

- Client for Microsoft Networks
- Dial-Up Adapter
- TCP/IP

If these components are installed but you are still unable to connect, one or more of the components may be corrupt. Reinstalling the components can correct this problem.

You need your Windows 95 installation software to remove and reinstall the components using the procedure described below.

First remove the network components:

- ▶ Double-click the **My Computer** icon.
- ▶ Double-click the **Control Panel** icon. If these components are installed but you are still unable to connect, one or more of the components may be corrupt. Reinstalling the components can correct this problem.
- ▶ Double-click the **Network** control panel icon.
- ▶ Highlight **Client for Microsoft Networks** and click the **Remove** button.
- ▶ Highlight **Dial-Up Adapter** and click the **Remove** button.  
This should also remove **TCP/IP** from the list.

Then reinstall the network components as follows:

- ▶ Click the **Add** button.
- ▶ Double-click **Protocol**.
- ▶ Double-click **Microsoft** then highlight **TCP/IP**.
- ▶ Click the **OK** button.  
This adds TCP/IP, IPX/SPX compatible protocol, Dial-Up Adapter, Client for NetWare Networks, and Client for Microsoft Networks to the list.  
You can remove IPX/SPX compatible protocol and Client for NetWare Networks if you don't need them for a local area network.
- ▶ Click the **OK** button to accept your changes to Network Configuration.  
If Windows asks to restart your computer, click **Yes**.

▶ **Verify TCP/IP Settings**

To verify TCP/IP settings:

- ▶ Highlight **TCP/IP** on the **Network** Control Panel **Configuration** tab and click the **Properties** button.
- ▶ Select the **IP Address** tab and make sure **Obtain an IP address automatically** is checked.
- ▶ Select the **WINS Configuration** tab and make sure **Disable WINS Resolution** is checked.
- ▶ Select the **Gateway** tab and verify there are no gateway numbers listed.
- ▶ Select the **Bindings** tab and make sure **Client for Microsoft Networks** is checked.
- ▶ Select the **DNS Configuration** tab and make sure **Disable DNS** is checked.
- ▶ Click the **OK** button to accept your changes to TCP/IP Properties.
- ▶ Click the **OK** button to accept your changes to Network Configuration.

▶ **Change Dial Properties**

If you are in an office it is very likely you need to dial a number like 9 to get an outside line. Or if at home check to see if there is a 9 present that might be causing the problem.

▶ On the EarthLink 5.0 Sign On screen click **Configure** then click **Manage Locations**.

▶ Highlight the location you want to see properties for then click **Properties**.

▶ In the **To access an outside line** boxes, do one of the following:

- add **9**, if you normally dial a 9 to access an outside line (the , puts a slight pause between dialing the 9 and dialing the access number to ensure that there is a dial tone)
- remove the **9**, if you do not need to dial a 9 to access an outside line.

▶ Click the **OK** button.

▶ **Select Another Access Phone Number**

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

▶ On the EarthLink 5.0 Sign On screen , click the underlined phone number to open the Phone numbers window for the current location.

▶ Select another access number or two.

▶ Click the **OK** button when you have the access numbers you want to dial.

▶ Click the **Sign On** button and try to reconnect to EarthLink.

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