

EarthLink Network, Inc. EarthLink Support Wizard



Support Wizard is a program EarthLink uses to help diagnose and solve problems that may crop up on your system while connecting to the Internet. Though installing it is optional we highly recommend that you do install it so we can solve your technical problems as quickly as possible. Not only can the Support Wizard be used in relation to Internet problems, you can use it to diagnose other technical issues related to your computer.

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EarthLink Support Wizard

Diagnose

The Diagnose tab is where the Support Wizard shows what components are installed on your system. This is very helpful in trying to determine where the problem is originating. After testing the components with the **Test** button you may reinstall them if they are not working correctly by clicking the **Fix** button. The **Fix** button will launch the appropriate control panel for that component and allow you to reinstall it.

Installation Status	Shows which components are currently installed on your system. A check indicates that a particular component is installed. An empty box shows that the component is not installed.
Refresh Status	Refresh system to see what components are currently installed on your system.
Test	Tests the appropriate component to verify it is correctly installed.
Help	Opens the help file relating to appropriate component to explain what component does, potential problems, and solutions.
Fix	Launches the appropriate control panel so that component may be reinstalled.
Open Existing Log File	Allows you to open a previously saved log file.
Save Existing Log File	Allows saving of current system settings into a log file for later viewing.
Reports	Generate a report of your system settings for printing.
Quit	Quit the Support Wizard program.

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Connection

Support Wizard's connection tab shows everything related to a Dial-Up Networking connection. You can select different connections and view all their settings. Click the **set defaults** button if you wish to have Windows go back to its default networking settings.

Dial-Up Account	Select the Dial-Up Networking account for which you wish to view settings.
Refresh	Reloads selected Dial-Up Networking connection current settings.
Set Defaults	Sets the selected Dial-Up Networking connection value back to Windows default values.
Reports	Generate a report of your system settings for printing.
Quit	Quit the Support Wizard program.

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Modem

The modem tab gives a detailed report regarding the modem you select from the drop down box. With all this information you can determine if your modem is working correctly.

Modem	Select the Modem for which you wish to view settings.
Properties	Launch the Modem Control Panel.
Reports	Generate a report of your system settings for printing.
Quit	Quit the Support Wizard program.

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System

The system tab has information relating specifically to your Windows 95 operating system and hardware information. It shows what version of Windows 95 you are using, as well as the processor type of your computer, how much RAM it has, and even what directory Windows 95 is installed in.

Reports Generate a report of your system settings for printing.

Quit Quit the Support Wizard program.

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Audio/Video

A quick overview of your video configuration and what type of sound card you have installed is displayed in the audio/video tab.

Video Properties	Launch the Display Properties Control Panel.
Multimedia	Launch the Sound Control Panel.
Reports	Generate a report of your system settings for printing.
Quit	Quit the Support Wizard program.

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Components

The components tab is very useful in displaying what programs are installed on your computer. From here you can determine if any needed application was not installed on your system. There is also an area where you can see what programs are in the startup group that might be cause a problem when installing applications.

Reports Generate a report of your system settings for printing.

Quit Quit the Support Wizard program.

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Registry

The registry tab is designed to show basic information from the Windows registry. The registry is like Window's table of contents. If it is corrupt or something is not showing there, Windows will not see it or might not run the application correctly. This tab is read only so that no changes can be made to the registry. The registry is very important to how you computer runs and should not be touched unless absolutely necessary, and even then by only a qualified person.

Reports Generate a report of your system settings for printing.

Quit Quit the Support Wizard program.

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Generate Report Screen

The generate report screen is one of the most important features of the Support Wizard. From here you can print out reports on your system. These reports can then be used by a Technical Support Representative to determine what problems are occurring on your computer.

Your Name	Enter your name. This will be added to the generated report.
Contact Phone	Enter a telephone number where you can be reached. This will be added to the generated report.
Email Address	Type your email address. This will be added to the generated report.
Case Number	Enter the Case Number given to you by the EarthLink Support Representative. This will be added to the generated report.
EarthLink Support Representative	Enter the EarthLink Support Representative who helped you during your call. This will be added to the generated report.
Problem Description	Enter the problem description. This will be added to the generated report.
Close	Quit the Generate Report screen.
Print Report	Prints the generated report to your printer.

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3100 New York Drive
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(626) 296-2400

<http://www.earthlink.net>

Member Support: (800) 395-8410

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

sales@earthlink.net

Business Sales (800) 511-2044

EarthLink Network Support

Our EarthLink Network staff is dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

Billing inquiries: <http://www.earthlink.net/assistance/billing>
Web page support: webmaster@earthlink.net
Corporate web page support: websupport@earthlink.net
Customer service support: <http://www.earthlink.net/assistance/billing>
Comments and suggestions: elnweb@earthlink.net
Sales: sales@earthlink.net
Technical Support: <http://www.earthlink.net/assistance/techsupport>

Technical Support information may also be retrieved via:

<http://help.earthlink.net>

Technical Support (800) 395-8410

24 hours, 365 days a year.

When contacting Technical Support be ready to provide the following information

Additional important information:

BBS (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

System Status: <http://www.earthlink.net/assistance/status/status.html>

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1. The type of computer you have.
2. The type and version of operating system you are using (Windows 3.1, Windows 95, Macintosh 7.5.3, etc.)
3. The make and model of your modem.
4. The exact error message you are getting.
5. The access number you are using to connect to EarthLink.
6. The version of TotalAccess software you are using to connect to EarthLink, or information about other software you are using to connect.

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About EarthLink Support Wizard



The EarthLink Support Wizard is a tool to help you get a wealth of information about your system. Support Wizard is a program EarthLink uses to help diagnose and solve problems that may crop up on your system. Though installing it is optional we highly recommend that you do install it so we can solve your technical problems as quickly as possible.

About EarthLink Network

Updates

Bug Reports

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EarthLink Network ([ELNK](#): NASDAQ), a publicly held, nationwide Internet access provider (IAP), is dedicated to making the Internet a relevant and useful communications tool by coupling fast and easy Internet access with content-rich products and services for individuals and businesses. Combining state-of-the-art technology, quality and user-friendly software, customer-oriented products, and unparalleled customer service, EarthLink has quickly established itself as an industry leader.

EarthLink's motto, "It's your Internet," truly speaks to the company's corporate philosophy; and through its actions, products and services, EarthLink has been recognized for - and continues to prove - its commitment to making the Internet a relevant, entertaining and personal tool for its members.

Software Updates for TotalAccess 2.0 will be made available for downloading from:

http://www.earthlink.net/assistance/ta_update.html

BBS (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

Please send bug reports to <http://www.earthlink.net/assistance/support.html> Include your PC model, modem type, and any other pertinent information. If the bug is reproducible please describe the steps required to produce the error.

Stockholders, financial analysts and brokers seeking information about the company's financial affairs may contact:

Investor Relations Department

Tel: (626) 296-2438

Fax: (626) 296-4130

Email: investors@earthlink.net

Frequently Asked Questions

A. How can I change my dialup number?

You can use the [Phone Numbers section](#) portion of your TotalAccess Dialer to change your dialup number.

B. How can I check to see if there are any new EarthLink access numbers?

You can use the [Phone Numbers section](#) portion of your TotalAccess Dialer to find new access numbers.

Or go to:

<http://www.earthlink.net/company/iaccess.html>

C. Can I give the software to a friend?

Yes. You may loan your TotalAccess software to anyone. However, they must establish their own account.

D. How can I get a free month of access by referring a friend to EarthLink?

During the TotalAccess installation, the software will prompt your friend for the username of the person who referred him/her to EarthLink. Have your friend input your username. You will automatically be credited one free month for every friend you have sign up with EarthLink.

E. How can I update my version of TotalAccess?

TotalAccess updates can be obtained from our World Wide Web page:

http://www.earthlink.net/assistance/ta_update.html

F. How can I change my username or password?

You may update your account information at any time, without any charge. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your account information.

Or you can change the account information online, please use the form at:

<http://www.earthlink.net/assistance/billing>

To change your username or password please use the form at:

<http://www.earthlink.net/assistance/billing>

You will know your request has been completed when you are no longer able to log in with your old account information.

G. How can I change my billing information?

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your account information.

Please allow 24 hours for your request to be processed.

H. How can I contact EarthLink?

To find all contact information use the [EarthLink Network Support](#) page.

I. What are EarthLink's hours of operation?

EarthLink technical support is open 24 hours a day, 7 days a week including all holidays.

EarthLink business hours are 9am to 5pm, Pacific Time.

Basic Configuration Information

Regardless of which computer or operating system you are using, the basic configuration of your connection will be the same. Here are most of the settings you may need.

DNS Settings

Primary DNS: 206.85.92.79
Secondary DNS: 206.85.92.2
Alternate DNS: 206.85.92.60
Domain Name: earthlink.net

Mail Settings

Outgoing Mail (SMTP) server: mail.earthlink.net
Incoming Mail (POP3) server: mail.earthlink.net
POP3 username: your EarthLink username without the ELN/
POP Password: your password

News Settings

News (NNTP) Settings: news.earthlink.net

Other Settings

World Wide Web Setting: <http://www.earthlink.net>
Your Free Homepage URL: <http://home.earthlink.net/~username>

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Domain Name Server (DNS)

A computer that converts Internet names, such as `www.earthlink.net` or `news.earthlink.net` to their corresponding IP numbers, such as `206.250.94.20` or `206.250.94.20`.

Usenet

A world-wide system of discussion groups, with comments passed among hundreds of thousands of machines. Not all Usenet machines are on the Internet, maybe half. Usenet is completely decentralized, with over 10,000 discussion areas, called newsgroups.

Email

(Electronic mail) Messages, usually text, sent from one person to another across a computer network.

Username

Your username will uniquely define your identity at EarthLink. While your username can be anything you wish, it is most common to use a combination of your first and last names. For example, if your name is Bob Smith you may want to consider the username "bsmith" or "bobs". However, another EarthLink user may have already taken a common username so you may need to be creative in your choice. Your username can be up to 12 characters long. It can consist of any combination of lowercase letters and numbers, however, cannot begin with a number or contain any punctuation and special characters.

Your Internet e-mail address will be your username followed by "@earthlink.net". Therefore your full Internet e-mail address might be "bsmith@earthlink.net".

To connect to EarthLink you must add **ELN/** (in uppercase) to your username. Therefore your username might be "**ELN/bsmith**".

Remember: Usernames and passwords are case sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

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Dial-Up Networking is installed

With Dial-Up Networking, you can gain access to shared information on another computer, even if your computer is not on a network. The computer you are dialing in to must be set up as a network server for you to use its shared resources.

For example, if you have a computer at home, you can dial in and connect to your work computer and network through a network server. Both your home computer and the network server must have modems installed.

Click the **Test** button to check to see if the component is working correctly. If not, the **Fix** button will take you to the correctly place to fix the problem.

1. Select the **Windows Setup** tab.
2. Check to see if there is a check mark in the **Communications** check box.

How to Reinstall the component. Please make sure you have your Windows 95 CD with you.

1. **Remove the check mark** from the **Communications** check box.
2. Click the **Apply** button.
3. Click the **OK** button.
4. Select the **Windows Setup** tab.
5. **Put a check mark** in the **Communications** check box.
6. Click the **Apply** button.
7. Click the **OK** button.

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TCP/IP stack is installed

TCP/IP (Transmission Control Protocol/Internet Protocol)

A set of protocols, resulting from ARPA efforts, used by the Internet to support services such as remote login (Telnet), file transfer (ftp) and mail (SMTP). TCP/IP is a major protocol in the Internet world.

TCP/IP takes your data and breaks it apart into small packets. It then sends the information to the destinations. Once the information is received by to destination computer, TCP/IP puts back together the packets into your original data file. If your TCP/IP stack is corrupt this will cause the file not to be put together correctly, or parts of it will never reach their destination. As a result your file will be incomplete and not work.

Click the **Test** button to check to see if the component is working correctly. If not, the **Fix** button will take you to the correctly place to fix the problem.

1. In the box labeled, "**The following network components are installed**" you should only and must have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

To add TCP/IP: (Make sure you have your Windows 95 CD.)

1. Click the **Add** button.
2. Double-click on **Protocol**.
3. Highlight **Microsoft**, select **TCP/IP** and click the **OK** button.
4. Click the **OK** button.
5. If Windows asks to restart your computer click **Yes**
6. Once your computer restarts try to connect to EarthLink.

To Reinstall TCP/IP: (Make sure you have your Windows 95 CD.)

1. Highlight **TCP/IP** and click the **Remove** button.
2. Click the **Add** button.
3. Double-click on **Protocol**.
4. Highlight **Microsoft**, select **TCP/IP** and click the **OK** button.
5. Click the **OK** button.
6. If Windows asks to restart your computer click **Yes**
7. Once your computer restarts try to connect to EarthLink.

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Dial-Up Adapter is installed

Lets your computer connect to PPP, RAS and Netware dial up servers using a modem or cable. The Dial-Up adapter is the software link between your computer and the device that connects to the Internet. If the Dial-Up Adapter is not working correctly data will not be transferred correctly to your modem, network card, etc. The return process to your computer is the same. If the Dial-Up Adapter corrupts data coming in your browser, or email program won't be able to load the file.

Click the **Test** button to check to see if the component is working correctly. If not, the **Fix** button will take you to the correctly place to fix the problem.

1. In the box labeled, "**The following network components are installed**" you should only and must have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

To add Dial-Up Adapter: (Make sure you have your Windows 95 CD.)

1. Click the **Add** button.
2. Double-click on **Adapter**.
3. Highlight **Microsoft** and click the **OK** button.
4. Click the **OK** button.
5. If Windows asks to restart your computer click **Yes**
6. Once your computer restarts try to connect to EarthLink.

To Reinstall Dial-Up Adapter: (Make sure you have your Windows 95 CD.)

1. Highlight **Dial-Up Adapter** and click the **Remove** button.
2. Click the **Add** button.
3. Double-click on **Adapter**.
4. Highlight **Microsoft** and click the **OK** button.
5. Click the **OK** button.
6. If Windows asks to restart your computer click **Yes**
7. Once your computer restarts try to connect to EarthLink.

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At least one modem is installed

The modem lets you connect to the Internet. If it is not installed correctly there will be no way to make the connection. A modem needs to be installed and working correctly to keep from transferring data wrong.

Click the **Test** button to check to see if the component is working correctly. If not, the **Fix** button will take you to the correctly place to fix the problem.

Once you reinstall the modem make sure to check the Dial-Up Networking folder and make sure the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

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At least one browser is installed

A browser is a program that lets you view the World Wide Web in a visual sense. It is like watching the Internet on TV; screen by screen, with the ability to download the information to your computer or go to different pages.

Click the **Test** button to check to see if the component is working correctly. If not, you must reinstall your browser software.

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<http://www.earthlink.net>

Member Support: (800) 395-8410

Technical Support is open 24 hours a day, 7 days a week including all holidays.

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

sales@earthlink.net

Business Sales (800) 511-2044

EarthLink business hours are 9am to 5pm, Pacific Time.

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Select the Dial-Up Networking account for which you wish to view settings.

Select the Modem for which you wish to view settings.

Enter your name. This will be added to the generated report.

Enter a telephone number where you can be reached. This will be added to the generated report.

Type your email address. This will be added to the generated report.

Enter the Case Number given to you by the EarthLink Support Representative. This will be added to the generated report.

Enter the EarthLink Support Representative who helped you during your call. This will be added to the generated report.

Enter the problem description. This will be added to the generated report.

Prints the generated report to your printer.

Closes the generate report screen.

Refresh system to see what components are currently installed on your system.

Allows you to open a previously saved log file.

Launch the Display Properties Control Panel.

Reloads selected Dial-Up Networking connection current settings.

Launches the appropriate control panel to allow reinstallation of the selected component.

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Allows saving of current system settings into a log file for later viewing.

Opens the help file relating to appropriate component to explain what component does, potential problems, and solutions.

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