AT&T WorldNet® Service Setup 2.5
Windows 95 or Windows 98 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 the online AT&T WorldNet Help for solutions to problems with computer configuration. To access the AT&T WorldNet Help, click on the Start button; select Programs, then click on AT&T WorldNet Software, then click on AT&T WorldNet Help.

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.

Invalid credit card expiration date error
When entering the expiration date of your credit card, the month must be in 2-digit (00) format.
For example, if your card expires in the month of April, enter 04 instead of 4.

AT&T WorldNet does not automatically disconnect
AT&T WorldNet Software does not automatically disconnect from AT&T WorldNet Service when you close your Internet browser. To disconnect from AT&T WorldNet Service, in the Windows taskbar click on the AT&T WorldNet button.
When the AT&T WorldNet Service window is displayed, click on the Disconnect button.

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.

Modems with a Rockwell chipset
Modems with a Rockwell chipset may be identified as a Rockwell modem instead of by the modem manufacturer's name. If the modem operates correctly with this setting, you can leave it as it is, or you can select the manufacturer's name from the modem list. As long as the modem is operating correctly, it does not matter which method is used.

If the modem sounds as if it is trying to connect and does not, it may be sharing an I/O port or an IRQ setting with an unused port. If you know how to check for this and correct it, you can move the port or the modem to another IRQ or disable it. If you do not understand how to do this, contact the computer manufacturer or modem manufacturer and ask for 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 operates at this setting and also connects at an "unknown" connect speed due to the fact it is not designed to report connect speed. This does not hinder modem operation.

Hayes 14.4 modems
The Hayes 14.4 modem may be detected as a Standard 14400 modem. This setting allows the modem to pass the modem test and operate acceptably, but the indicated connect speed may be inaccurate. If necessary, manually select the Hayes 14400 modem from the modem list.

Motorola BitSURFR™ 28.8 modem
Windows detects the Motorola BitSURFR™ 28.8 modem as a standard 28.8 modem. This causes a hardware initialization error during use. To correct this condition, select the Motorola SURFR™ 28.8 modem or choose a standard Motorola 28.8 modem. If the modem you select does not correctly connect at 28800 bps (or less), try a different Motorola 28.8 modem.

Motorola VoiceSURFR™ modem
Windows may detect the Motorola VoiceSURFR™ modem as a Sierra-Based Chip 28.8. The modem will still function properly at the Sierra-Based Chip 28.8 setting.

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.

Using with software programs designed for both Windows 3.1 and Windows 95 or Windows 98
AT&T WorldNet Connection Manager automatically connects and disconnects when used with 32 bit software applications Windows 95 or Windows 98. Applications designed to run with Windows 16 bit Windows 3.1x and Windows 95 or Windows 98 do not automatically activate AT&T WorldNet Connection Manager.

AT&T WorldNet Connection Manager can be used with Windows 3.1x applications, but it must be manually started by double-clicking on the Connect to AT&T WorldNet Service icon.

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.

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 computer 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 on the Internet icon then click Properties on the displayed menu.
- When you start Internet Explorer version 3.0 for Windows 95 or later version, 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." (<site> is your current start page).
      If you click on the OK button when this error message is displayed, Internet Explorer stops responding (hangs).
- Most of the menu options in the drop down menus are missing.
- Unable to access any web sites.
- Error message opening web site, prompts to open blank.html

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

Program stops responding when restart AT&T WorldNet Setup stops responding
Installing AT&T WorldNet Software version 2.5 upgrades Internet Explorer from IE4.0 to IE4.01. When AT&T WorldNet Setup has installed IE4.01, you are prompted to restart your computer by clicking on the Restart button. Occasionally, your computer may hang and not respond. To correct this condition, perform the following steps:
1 Turn your computer off by placing the computer's power on/off switch in the off position. Do not turn off the monitor, this does not correct the condition. Power must be removed from the computer.
2 Wait one minute, then turn the computer on. Scan Disk will automatically begin operation.
3 Occasionally when your computer restarts, Scan Disk may be displayed on the monitor, this is normal;   your computer is operating correctly.
4 When Scan Disk has completed running, you can connect to the Internet by double-clicking on the   AT&T WorldNet Software icon.

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. To open the AT&T WorldNet Setup window and proceed with the installation process, click on the AT&T WorldNet Setup button in the Windows taskbar.

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.

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

You do not need to read this section if you will always start AT&T WorldNet Service 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 using the AT&T WorldNet Service icon in the Dial-Up Networking folder.

If you use the AT&T WorldNet icon in Dial-Up Networking to access AT&T WorldNet Service, you must set up a Windows log in name and password to log on to your computer. If you are connected to a local area network (LAN) you probably do this already.

If your computer is not connected to a LAN you must set up a Windows login name and password to log on to your computer even if you are the only user at your location. The Windows login name and password is not related to your AT&T WorldNet Service login name and password for the Internet.

Windows does not save the AT&T WorldNet Service password in Dial-Up Networking if it can not identify you. The only way for Windows to identify you is for you to log on each time you start Windows.

Perform the following steps to setup a Windows password.

1 Click on the Start button, select Settings, click on Control Panel.

2 In the Control Panel window double-click on the Passwords icon. Select the User Profiles tab if not already selected.

3 In the User Profiles window, select "Users can customize their preferences and desktop settings. Windows switches to your personal settings whenever you log in." to enable the User Profile Settings. Click on the first option "Include desktop icons and Network Neighborhood contents in user settings." Click on the OK button.

4 The System Settings Change window is displayed. Click on the Yes button to restart your computer and have it accept the new settings.

5 When the Welcome to Windows window is displayed, enter your user name if not already displayed, then enter your password. Click on the OK button.

6 If the Windows Networking window is displayed stating, "You have not logged on at this computer before. Would you like this computer to retain your individual settings for use when you log on in the future?" click on the Yes button. Close the Control Panel window if it is displayed.

7 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 AT&T WorldNet Connection Manager. Click on either the Cancel or Connect button. This updates or recreates; whichever are necessary, the AT&T WorldNet Service entry in Dial-Up Networking. This method works when the AT&T WorldNet Service entry in Dial-Up Networking is deleted or changed.

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.