

Not using Dial up Networking

If a customer is using proprietary Internet connection software they may not be connecting with a true TCP/IP connection. Some Internet providers provide customers with connection software which will emulate the TCP/IP network and make the users computer "think" it has an IP address and a DNS address and therefore it is on the Internet while it may not be. If they do not have a true TCP/IP connection, MSN connection will fail. If the customer is not using Windows 95 dial up networking to access their IAP set up a connectoid under Windows 95 Dial Up Networking and attempt a connection to MSN. See Appendix 1 to create a connectoid.

The scenario's covered are when a MSN customer has installed MSN 1.2 and they wish to connect to MSN via their third party Internet Access Provider. That is, they are not dialing an MSN access number or POP (Point of Presence).
Note: MSN Technical Support is not responsible for configuring customers machines to connect to third party Internet Access Providers.

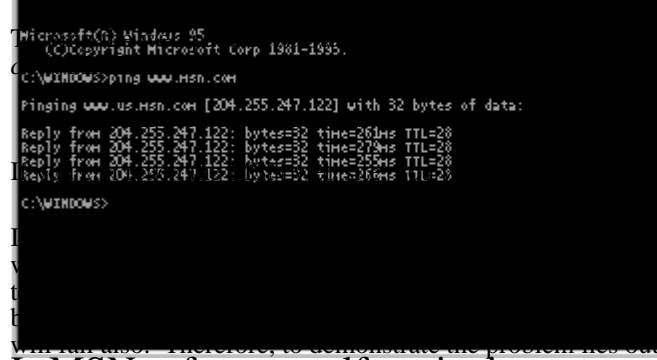
Note: The benefits to MSN connection via a third party IAP are:

No local access numbers, the customer does not need to dial long distance.

Connect time charges do not apply, when a customer connects to MSN via their IAP they only pay the flat monthly fee.

Testing for a true TCP/IP connection

If the connection fails after the connection to the IAP is established you can test for a true PPP connection by using the PING utility to ping the MSN home page, WWW.MSN.COM. Typically, if this ping is successful then MSN connection should work fine.



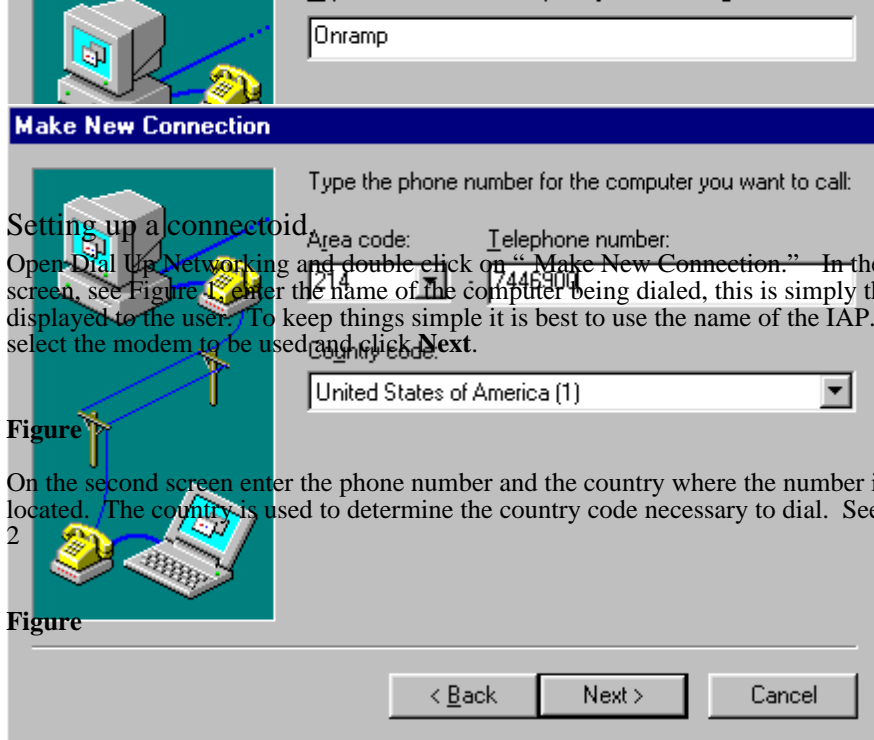
click to **Programs**, and then

nes like this:

phrase "bad IP address"
site, have them contact the
der and find out what needs to
this ping fails, any other ping
side of Microsoft's control

Is MSN software malfunctioning.

To determine that the MSN software is working correctly use the MSN connectoid under Dial Up Networking to connect to a MSN Internet Access number. Then double click the MSN icon, leave the connection settings set to "Connect using another dial-up Internet access provider," and click connect. This will connect the computer to MSN using the same protocols and software as if the customer was using the IAP. When this works explain to the customer that you just demonstrated that MSN is working properly and that the problem lies with the IAP.



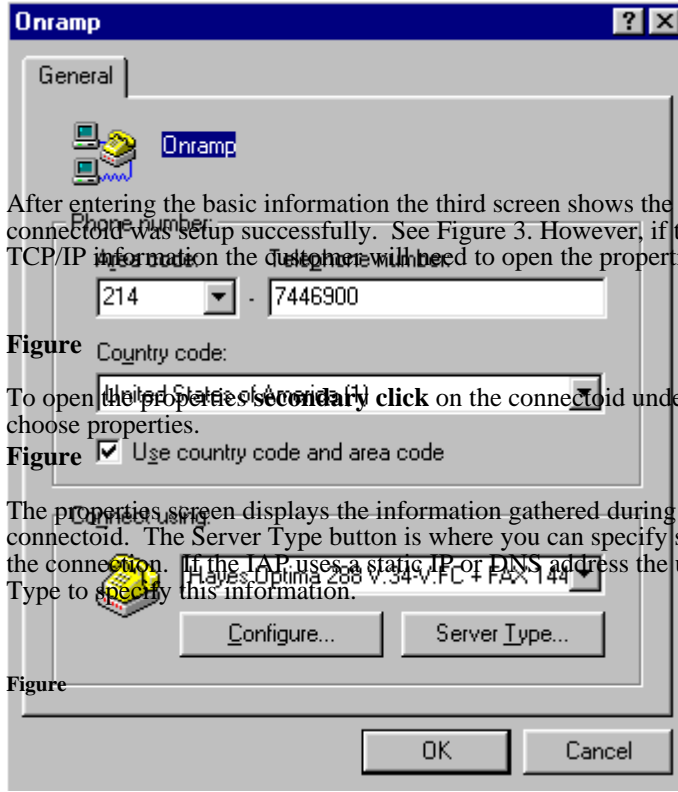
Setting up a connectoid.

Open Dial Up Networking and double click on "Make New Connection." In the first screen, see Figure 1, enter the name of the computer being dialed, this is simply the name displayed to the user. To keep things simple it is best to use the name of the IAP. Then select the modem to be used and click Next.

Figure

On the second screen enter the phone number and the country where the number is located. The country is used to determine the country code necessary to dial. See Figure 2

Figure



After entering the basic information the third screen shows the confirmation that the connectoid was setup successfully. See Figure 3. However, if the IAP requires specific TCP/IP information the user will need to open the properties for the connectoid.

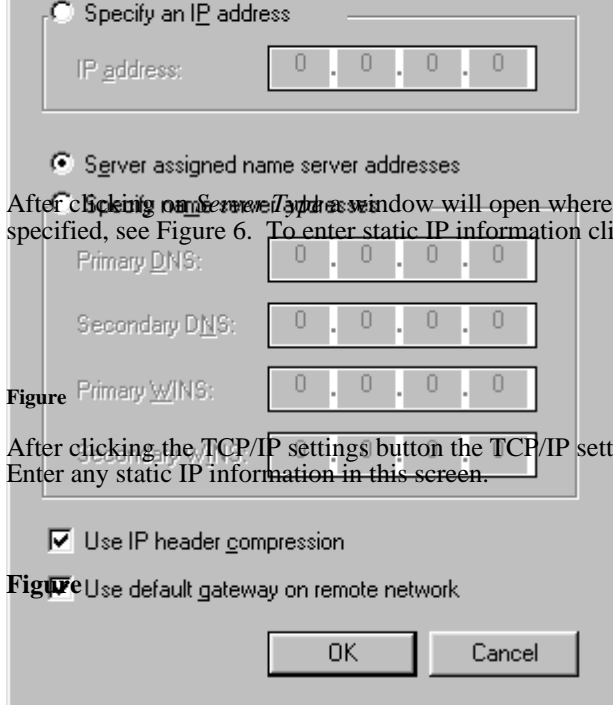
Figure

To open the properties of a connectoid under dial up networking and choose properties.

Figure

The properties screen displays the information gathered during the process of creating the connectoid. The Server Type button is where you can specify specific requirements for the connection. If the IAP uses a static IP or DNS address the user must click on Server Type to specify this information.

Figure



After clicking on **Server assigned name server addresses** window will open where the network settings may be specified, see Figure 6. To enter static IP information click the TCP/IP settings button.

Figure

After clicking the TCP/IP settings button the TCP/IP settings button will be displayed. Enter any static IP information in this screen.

Figure

To test the MSN software connect to the MSN Internet POP using the MSN dial up networking connectoid then connect to MSN using the setting, “ Connect using another dial-up Internet access provider.” This uses the same MSN software as if they were connecting using their IAP and will show if MSN software is not functioning properly.