Netcom DUN Setup Wizard Help Contents

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Dial-Up Networking Setup

The Netcom DUN wizard installs 3 things:

▶   MS TCP/IP Protocol Stack

The TCP/IP protocol stack is required to access the Internet.

▶   Dial-Up Networking

Dial-Up Networking is software that Windows 95 uses to make a call, or Internet connection, via your modem. This wizard creates a Dial-Up Networking folder in your My Computer folder.

Dial-Up Networking requires certain network drivers that come with Windows 95. If the network drivers are not already installed, you will be asked to insert your Windows 95 floppy disks so that this wizard can install them. (For more information go to Troubleshooting.)

▶   NETCOM Phonebook

This is a file that contains information that your modem uses to dial in to the **Netcom** network. This wizard prompts you for information to configure your Dial-Up Networking software so that you can access the Internet quickly via the Netcom network.

About Netcom

Netcom On-Line Communication Services, Inc. is a leading Internet service provider.

Netcom offers:

- High quality and reliable connectivity 24 hours a day, 7 days a week, and 52 weeks a year.
- Local Internet access points in most major metropolitan areas.
- Netcomplete software which allows you to use the following Internet applications: Email, USENET, World Wide Web, Telnet, FTP, and Internet Relay Chat (IRC).

Netcom services can be used to inter-connect branch offices, provide local calling for telecomputing, and establish on-demand Internet connections for News, Email, and personal dial-up service.

Setting Up the Netcom Phonebook

The Dial-UP Networking Setup dialog box prompts you for information so your modem can call, or dial up, **Netcom** to access the Internet.

For information about a field in the dialog box, click on it.

Dial-Up Networking Setup

Country your internet account is located in: United States of America

Country you are dialing into: United States of America

User name: John Doe   Primary DNS: 199.182.120.1

Secondary DNS: 199.182.120.203

Access Phone Number

If you need to dial 9 or some other prefix to access an outside line, please enter it here.

The access number is:

Prefix: [   ]   557-6020

Choose an access number:

201-557-6020 Jersey City, NJ   ☐ Keep area code.

☐ My location has call waiting. To disable it, dial: [   ]

About...   OK   Cancel   Help

Country your internet account is located in

Choose the country that you registered your Netcom account in. This is the country in which you receive the bill for your Netcom account.

Currently, you can set up a Netcom account in 4 countries:
Brazil, Canada, the U.K., or the U.S.

Country You are Dialing Into

Netcom has access numbers in several countries. The DNS servers and access phone numbers are different for each country.

From the drop-down list, select the country that you are calling from or that you are geographically closest to. This Netcom Dial-Up Networking wizard displays the access numbers and DNS server addresses for the country you choose in the fields below.

Username

Enter your Netcom username in this field.

A username consists of 1 to 8 alphanumeric characters (the 26 letters of the alphabet and digits 0 through 9). Usernames do not have spaces and are all lower case. Enter only the **blue** part of: **username**@ix..com. NOTE: a username is sometimes called a login name.

CAUTION: If you do not have a valid username, you cannot log in to the Netcom network.

To create a Netcom account and get a Netcom username go to the following web site:

```
http://www.netcom.com/bin/signup.
```

Primary DNS

DNS stands for Domain Name System. DNS software translates host names into numeric addresses. There are several DNS servers at Netcom.

When you enter a DNS server address, you're telling your computer which DNS computer to contact when it needs to translate a name into an address.

TIP: If you cannot connect to Netcom, select another Primary DNS server from the drop-down list. Make sure that your Primary and Secondary DNS servers are different.

Secondary DNS

Enter more than one DNS server address, so that if one of the DNS servers fails, your computer can contact another DNS server.

Make sure that your Primary and Secondary DNS servers are different.

(For more information, go to [Primary DNS](#).)

Access Number Prefixes

Any number that must be dialed before a phone number is a prefix.

For example you sometimes must dial a number, usually a 7 or a 9, before you can access an outside line. If you have to dial a prefix to access an outside line, enter it in this field.

Another type of prefix commonly dialed is the prefix used to disable call waiting.

Access Phone Number

An access phone number is the number your modem dials to access the Internet.

Netcom has several access phone numbers in different countries, so many locations can use an access phone number that is a local call.

You may have to dial one or more [prefixes](#) before the access number.

Keep Area Code

If you need to dial an area code with the access phone number that you choose, check this box.

If the access number you choose is in your area code, do not check this box.

Disable Call Waiting

When you use your modem to place a call, you must disable call waiting during that call.

Contact your phone company to find out which prefix numbers you dial to disable call waiting. Type the prefix into the Disable Call Waiting edit field.

NOTE: This field contains a drop-down list of the most common prefixes used to disable call waiting, but you also can type a different prefix in this field if your location requires it. The most common prefixes in the U.S and Canada are described below.

Prefix	in Canada	in the US
*70	Use if you are in the following Provinces Alberta Manitoba Newfoundland Ontario Quebec	all tone dial lines
70#	Use if you are in the following Provinces BC Nova Scotia PEI	NA
1170	NA	all pulse dial lines

Netcom Technical Support

▶ Telephone:

Canada: 416 345 1800
U.K.:   01344 395555
U.S.:   408 881 1810 (5 am to 9 pm PST)
       900 555 1144 (after hours ─$15. charge per call)

▶ Email:
       Canada: support@netcom.ca
U.S.:   support@ix.netcom.com

▶ Online support:
Canada: http://www.netcom.ca/bin/webtech
U.K.:   http://www.netcom.net.uk/bin/webtech
U.S.:   http://www.netcom.com/bin/webtech

Tip: For more information on using the World Wide Web pages, refer to <u>Documentation on the Web</u>.

Documentation on the Web

For complete details about Netcom software, on-line documentation is available on the World Wide Web. To use the on-line help pages:

1. Log in to your account.

2. Open any web browser (Netcom's web browser, Internet Explorer, or Netscape Navigator).

3. Type one of the following addresses into the address text box at the top of the browser:

   Canada:

   ```
   http://www.netcom.ca/support/netcomplete
   ```

   U.K.:

   ```
   http://www.netcom.net.uk/support/win
   ```

   U.S.:

   ```
   http://www.netcom.com/support/manuels.html
   ```

4. Press Enter.

Removing DNS Entries

1. Click to open the Network Control Panel.
2. Click on any of TCP/IP icons and then click the Properties button.
3. Click on the DNS Configuration tab.
4. In the DNS Server Search Order field, click on each DNS address and then click remove.
5. After you have removed all the DNS addresses, click on the OK button in both the TCP/IP Properties and the Network dialog boxes.
   IMPORTANT: Do NOT restart the computer.
6. Click on the NO button when you are asked to restart the computer now.
   This wizard will prompt you to restart the computer after the complete installation is finished.

Troubleshooting

Problems:

▶ [The wizard cannot find the requested files on the floppy disk that I was asked to insert.](#)

▶ [Windows 95 crashes when I insert my Windows 95 CD-ROM.](#)

The wizard cannot find requested files...

Cause:

You installed Windows 95 using a CD-ROM, and you are now using floppy disks to install the network drivers.

Solution:

The missing files are on one of the Windows 95 disks, but the disk number you asked for can be incorrect.

Continue to insert Windows 95 floppy disks until Windows finds the files it needs. You will be asked for more than one floppy disk, so please repeat this process for each disk that you are asked to insert.

Windows crashes when I insert my Windows 95 CD

Cause:

You installed Windows 95 from floppy disks, and now you are using a Windows 95 OEM CD-ROM to install the Netcom DUN wizard.

The .dll files on the OEM Windows 95 CD-ROM are not compatible with the .dll files on the floppy disks that you used for your initial Windows 95 installation.

Solution:

Option 1: Use your Windows 95 diskettes to install the Netcom DUN wizard.

Option 2: Reinstall Windows 95 using the OEM CD-ROM.

DUN (Dial Up Networking)

Conflicting DNS Settings

Netcomuses the Windows 95 Dial-Up Networking Dialer to connect to the Internet through a modem. Currently, your Network control panel specifies conflicting DNS information, so that Netcomplete cannot establish a connection.

Possible causes of conflicting DNS information:

▶   Your computer is connected to other computers via a local area network (LAN)

▶   Your TCP/IP Properties are defaulting to another Internet Service Provider

Local Area Networks (LANs)

There are two ways to connect to the Internet through Netcom. You can use either a LAN connection or a dial-up connection through a modem. You can use a modem to connect to Netcom even if your computer is on a LAN.

▶ LAN Connection

If your computer is part of a local area network (LAN) contact your system administrator for the correct TCP/IP settings to connect to the Internet.

CAUTION: Changing or removing TCP/IP settings may disable your computer's connection to the LAN.

Netcomplete does not guarantee or provide support for connections through a LAN or network card.

▶ Modem Connection

Netcomplete guarantees and provides support for dial-up connections through a modem.

You can have more than one network device on a computer. For example, you can have a modem and a network card.

Multiple network devices can conflict so that Netcomplete cannot find the DNS information it needs. To resolve a DNS conflict, you must first determine if DNS is enabled.

To determine if DNS is enabled, perform the following steps:

1. Click ![icon] to open the Network control panel.
2. Click on any of the TCP/IP icons and then click the Properties button.
3. Click on the DNS Configuration tab.
4. If Enable DNS is checked, click ![icon]
   If Disable DNS is checked, click ![icon]

DNS Information

DNS stands for Domain Name System. DNS software translates host names into numeric addresses. There are several DNS servers at Netcom.

My DNS is Disabled...

If the Disable DNS option is checked, do the following steps:

1. Select Enable DNS instead of Disable DNS.
2. In the Host field enter your **username**.
3. In the Domain field, enter `ix.netcom.com`
4. In the DNS Server Search Order field, enter `199.182.120.1`
5. Click the Add button and then enter `199.182.120.202`
6. Click OK in the TCP/IP Properties dialog box and the Network Dialog box.
7. Click OK to restart your computer.
8. Start Netcomplete to reconnect to Netcom.

If you have any problems connecting to your LAN after you have connected to Netcom, do the following steps:

1. Open the Network control panel. (Select Settings from the Start menu, then select control panel, and click on the Network icon).
2. Click on any of the TCP/IP icons and then click the Properties button.
3. Click on the DNS Configuration tab
4. Select Disable DNS.
5. Restart your computer.
   After you restart your computer your DNS settings will be reset to the original settings, so you can connect to the LAN.

My DNS is Enabled…

If the Enable DNS option is checked, do the following steps:

1. Add one or two of the following servers to the end of the DNS Server Search Order field.

   Note: The DNS Server Search Order field can support up to 3 servers. Click the Add button to add a server to the DNS Server Search Order field.

   ```
   199.182.120.1
   199.182.120.2
   199.182.120.202
   199.182.120.203
   ```

2. Click OK in the TCP/IP Properties dialog box and the Network Dialog box.
3. Click OK to restart your computer.
4. Start Netcomplete to reconnect to Netcom.

More than One Internet Service Provider

Problem: Your current DNS settings do not allow Windows 95 Dial Up Networking to use Netcomplete's DNS settings.

Windows 95 Dial Up Networking supports multiple Internet providers by allowing separate configurations for each of the Dial-Up Networking icons located in the Dial-Up Networking folder. However, the Network control panel overrides this feature.

Solution: Remove the current DNS Server settings from the Network control :panel.

1. Click to open the Network control panel.
2. Click on any of the TCP/IP icons and then click the Properties button.
3. Click on the DNS Configuration tab.
4. Write down the DNS Server Search Order settings for the other ISP.
5. In the DNS Server Search Order field, click on each DNS address and then click remove.
6. After you have removed all the DNS addresses, click on the OK button in both the TCP/IP Properties and the Network dialog boxes.
   IMPORTANT: Do NOT restart the computer.
7 Click on the NO button when you are asked to restart the computer now.

This wizard will prompt you to restart the computer after the complete installation is finished.

NOTE: If you cannot connect to your other ISP, contact their technical support for information about how to set a Dial-Up Networking profile without defaulting to the Network control panel.

Dial-Up Networking folder

The Dial-Up Networking folder is located in
`C:\\Windows\Start Menu\Programs\Acessories`