

**EarthLink Network, Inc.**  
**EarthLink Support Wizard**



The EarthLink Support Wizard can help you diagnose and solve problems that may crop up on your system while connecting to the Internet.

The image shows the 'Diagnose' tab of the EarthLink Support Wizard. The window has a blue title bar with the text 'EarthLink Support Wizard' and a close button. On the left side, there is a vertical red bar with the word 'Diagnose' written vertically in white. The main area contains a list of installation status items, each with a checked checkbox, a description, a status indicator (dotted line followed by a right arrow), and buttons for 'Test', 'Help', and 'Fix'. A 'Refresh Status' button is located at the top right of the list. Below the list, there are fields for 'Serial No:', 'Registration No:', 'Tracking ID:', and 'Computer ID:', each followed by its respective value. To the right of these fields are buttons for 'Open log file...' and 'Save log file as...'. At the bottom of the window are buttons for 'Reports', 'Quit', and 'Help'.

**Helpful Information**

[Basic Configuration Information](#)

[Frequently Asked Questions](#)

[Contacting EarthLink](#)

[Technical Assistance](#)

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


## Diagnose

The Support Wizard Diagnose tab shows the [Installation Status](#) of the components on your system. When you start the Support Wizard, it tests these components and places a check mark next to the installed components. If all components on this list are checked, your system should be able to connect to EarthLink.

Clicking **Refresh Status** checks the status of all components again.

Clicking the  for a component checks the component again.

Clicking the  for a component either reinstalls the component – for Client for Microsoft Networks, once the component has been reinstalled, the Support Wizard displays the Network Configuration screen so you can remove Client for Netware Networks, NetBEUI and IPX/SPX (none of these are needed to connect to EarthLink Network).

Clicking the **Reports** button displays the [Generate Report screen](#) .

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## Installation Status

Shows which components are currently installed on your system which may include the following.

[Dial-Up Networking](#)

[TCP/IP Stack](#)


[Dial-Up Adapter](#)


[Client for Microsoft Networks](#)

[At least one modem](#)

[At least one browser](#)

A check indicates that a particular component is installed.

An empty box shows that the component is not installed. Click the  adjacent to the component to fix the problem. Or click the

 adjacent to the component to see a description of the component, potential problems and possible solutions.

Click the  next to a component to verify that it is installed correctly.

## Reports


Generate a report of your system settings for printing. Click this button displays the [Generate Report Screen](#)

**Quit**

Quit the Support Wizard program.



## Connection

The Connection tab shows the details of the selected Dial-Up Networking connection. You can select different connections and view the settings for each. Click  to return to the default networking settings. Clicking the **Reports** button displays the [Generate Report screen](#).

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### Dial Up Account

Shows the selected account. Select the account you want to review connection information for then click **Refresh Status**.

**Connect Using**

Shows the Username and Password for the selected dial-up account, the selected access phone number, and the modem or other connection device in use.

**Allowed Network Protocols**

Shows the valid network protocols, checked items are the protocols currently installed. These are from the settings on the Networks Control Panel.

-- **NetBEUI**

-- **IPX/SPX Compatible**

-- **TCP/IP**

Only TCP/IP is required for connecting to EarthLink Sprint.

#### **Advanced Options**

**Enable software compression** should be checked.

**TCP/IP Settings**

Shows the TCP/IP Settings as set on the Networks Control Panel. Both items should be checked.

**Specified name server addresses**

Shows the primary and alternate IP addresses assigned by EarthLink Sprint.

**Server assigned IP address**

This option is selected when you have **Obtain IP Address automatically** checked on the Network Control Panel. EarthLink Sprint will supply the IP Address when you connect.

**Specified IP Address**

Shows the IP Address you specified on the Network Control Panel.

**Server Assigned DNS Address**

Shows the DNS Address if you enabled DNS addressing on the Network Control Panel.

**Set Defaults**

Sets the selected Dial-Up Networking connection value back to Windows default values.

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## Modem

The Modem tab shows settings for the selected modem.

1. Select the modem you want to review setting for from the Modems list box.
2. Highlight one of the following in the left list box to display details in the right list box:

General	lists the driver used, the reset string, a description and mfg.
Init	shows the initialization strings
Responses	shows the response strings
Monitor	shows the monitor strings
Hangup	shows the hangup string(s)
Answer	shows the answer string(s)
Settings	shows the settings for flow control, volume, error control, compression

Refer to your modem manual for descriptions of the various strings and settings. These details can help you determine if you modem is working properly.

Clicking **Properties** displays the Control Panel Modems dialog.

Clicking the **Reports** button displays the [Generate Report screen](#) .

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## System

The System tab displays information about your [operating system](#) , [processor](#) , [memory](#) , [disk space](#) and [directories](#) .  
Clicking the **Properties** button displays the Control Panel System dialog.  
Clicking the **Reports** button displays the [Generate Report screen](#) .

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**Operating System Information**

Shows the name of the operating system (such as Windows 95), the version and the build number that is currently running.

**Processor Information**

Shows the type of processor (such as Pentium or Pentium II) and the number of processors running.

**Memory Information**

Shows the total physical memory, the available physical memory and the percent of physical memory in use.

**Directory Information**

Shows the full path the Windows and Windows\System directories.

**Disk Space Information**

In a scrollable list with one line per drive, shows the drive letter, if the drive is compressed or not, the disk space available on the drive and the total disk space.



## 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.

Clicking the **Video Properties** button launches the Display Properties Control Panel dialog.

Clicking the **Multimedia** button launches the Multimedia Control Panel dialog.

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### **Video Configuration**

Video configuration shows the current resolution (such as 800x600), color palette and font size.

Click the **Video Properties** button to display the Control Panel Display Properties dialog where you can modify these settings.

**Recording Device Information**

Shows the number of devices, the manufacturer identifier, the driver version, the product identifier, and the channel.

**Playback Device Information**

Shows the number of devices, the manufacturer identifier, the driver version, the product identifier, and the channel.

**Record Devices**

Lists the installed recording devices.

**Record Formats**

Lists the formats available for the installed recording devices.

**Playback Devices**

Lists the installed playback devices.

**Playback Formats**

Lists the formats available for the installed playback devices.



## Components

The Components tab lists the EarthLink and other Internet programs and where they are installed on your system. And it shows the programs that are in your Start Up group (programs that automatically load when you start your computer). Sometimes programs in your startup group can interfere with connectivity.

Clicking the **Reports** button displays the [Generate Report screen](#).

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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.

Your EarthLink Technical Support Representative may refer to this tab and ask to check one or two settings. Clicking on an item in the left panel displays detail information for that selection in the right panel.

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## Generate Report Screen

The generate report screen is one of the most important features of the Support Wizard. It enables you to print a report of all the system and connection settings. This report can be used by an EarthLink Technical Support Representative to determine what problems are occurring on your computer.

Typically, you will be asked by a Technical Support Representative to complete this screen.

Enter your name, a phone number where you can be reached, your email address, the Case Number supplied by the Technical Support Representative and the Name or ID of that representative.

When describing your problem, include as many details as possible.

When you have completed the form, click **Print Report**. The representative will tell you where to mail or fax your report.

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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 the checkbox is empty, then click **Yes** to verify that you would like to reinstall the Dial-Up Adapter.

If you are still having problems, refer to [Connection Troubleshooting](#) or call Technical Support.

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### **TCP/IP stack is installed**

TCP/IP (Transmission Control Protocol/Internet Protocol) is 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 the checkbox is empty, click the **Fix** button, then click **Yes** to verify that you would like to reinstall the TCP/IP. After checking for installed drivers, the TCP/IP component is installed and you are prompted to restart your computer.

If you are still having problems, refer to [Connection Troubleshooting](#) or call Technical Support.

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### **Dial-Up Adapter is installed**

The Dial-Up Adapter enables your computer connect to PPP, such as EarthLink Sprint, or 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. 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 the checkbox is empty, then click **Yes** to verify that you would like to reinstall the Dial-Up Adapter.

If you are still having problems, refer to [Connection Troubleshooting](#) or call Technical Support.

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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 modem is working correctly. If the checkbox is empty, click the **Fix** button to display the Modem Control Panel dialog.

Is your modem listed?

- If it is not listed, follow the instructions in your modem manual to install your modem or verify the hardware installation.
- If it is listed, highlight it and click **Diagnostics**. Select the communications port your modem is installed on and click **More Info** to test the modem.
  - If the test fails, follow the instructions in your modem manual to verify installation.
  - If the test passes, your modem is operating correctly.

If you are still having problems, refer to [Connection Troubleshooting](#) or call Technical Support

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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.

When this box is checked you have at least one browser installed. If this box is not checked, use the following procedure to install a browser from the TotalAccess CD:

1. Load the TotalAccess CD.
2. Start TotalAccess Registration and Utilities.
3. Select Additional Software.
4. Check only the desired browser (Netscape Navigator or Internet Explorer)
5. Follow the instructions on the screen to complete installation of the selected browser.

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**Client for Microsoft Networks**

When this box is checked you have Client for Microsoft Networks installed on your computer.

If this box is NOT checked:

1. Click the **Fix** button. A prompt appears stating that you are about to reinstall Client for Microsoft Networks.
2. Click **Yes**. The Networks Control Panel appears. You should have the following installed:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**
3. You may have other networking components installed. You do not need Client for Netware Networks, AOL Adapter, NetBEUI, or IPX/SPX to connect to EarthLink Sprint.

**Windows 95 Procedures Help not installed**

The Windows 95 Procedures Help file is not installed on your system. This file give specific procedures for installing and configuring Windows 95 communications and dial-up networking components

Select the Dial-Up Networking account for which you wish to view settings. If you select a different account, be sure to click

Refresh

to refresh the settings shown on this screen.

Select the Modem for which you wish to view settings.

Your name as recorded in your account registration. This will be included in the generated report.

Enter a telephone number where you can be reached. This will be included in the generated report.

Your email address as recorded in your account registration. This will be added to the generated report.

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

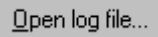
Enter the name of the EarthLink Support Representative who helped you during your call. This will be included in the generated report.

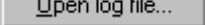
Enter a description of your problem. This will be included in the generated report.

Prints the generated report to your printer.

Closes the generate report screen.

Click [Refresh Status](#) to see what components are currently installed on your system.

Open log file...

Click  to open a previously saved log file. The Open file dialog appears so you can select the log file you want to open. Select the desired file then press ENTER. The Support Wizard reads the Installation Status recorded in the log file and fills in the appropriate check boxes.

Click the **Read Current System** button to reload the current status of your system.

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.

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

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Save log file as...

Click Save log file as... to save current system settings into a log file for later viewing. The Save As dialog shows the default name for saving this log file, Templog.txt. Enter a different file name for the log and press ENTER, or just press ENTER to save the log to this file name.


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


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Click  to test the component and verify that it is correctly installed.

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Click  to test the component and verify that it is correctly installed.



**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, but must begin with a letter. A username CANNOT contain any uppercase, punctuation, or 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**".

## Password

Your password must be between 6 and 8 characters long. It can consist of any combination of letters and numbers. However, your password cannot contain any punctuation or special characters. For security reasons, avoid using your username or the word “**password**” as your password. Passwords are case sensitive, therefore if you choose to use uppercase characters, be sure to make a note.

**EarthLink Network, Inc.**

3100 New York Drive  
Pasadena, California 91107  
Main Tel: (626) 296-2400

**EarthLink Web Site:** <http://www.earthlink.net>

**Additional Contact Info:** <http://help.earthlink/contact>

**EarthLink Member Support:** <http://help.earthlink.net>

**EarthLink Technical Support:** <http://help.earthlink.net/techsupport/>

**EarthLink Billing:** <http://help.earthlink.net/billing/>

Technical Support: (800) 395-8410

BBS: (800) 304-8765

Sales: (800) 395-8425

Business Sales (800) 511-2044

## EarthLink Sprint Account Management and Support

At EarthLink we're dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

**On-line billing inquiries and customer service:**

<http://help.earthlink.net/billing>

**On-line Technical Support:** <http://help.earthlink.net/techsupport>

**On-line System Status Check:**

[http://www.earthlink.net/assistance/status/status.html\\*!EF\('http://www.earthlink.net/assistance/status/status.html',1,1\)](http://www.earthlink.net/assistance/status/status.html*!EF('http://www.earthlink.net/assistance/status/status.html',1,1))

**Send questions about your Personal Start Page:** [startpage@earthlink.net](mailto:startpage@earthlink.net)

**Send questions to Technical Support:** [support@earthlink.net](mailto:support@earthlink.net)

**Send an Email to our Sales staff:** [sales@corp.earthlink.net](mailto:sales@corp.earthlink.net)

**Send comments to the webmaster:** [webmaster@earthlink.net](mailto:webmaster@earthlink.net)

**Send general comments and suggestions:** [elnweb@earthlink.net](mailto:elnweb@earthlink.net)

**BBS** (800) 304-8765

24 hours, 365 days a year,

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

**Technical Support** (800) 395-8410

24 hours, 365 days a year.

When contacting Technical Support be ready to provide the following [information](#)

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## Helpful Information

EarthLink understands that sometimes the Internet can be very confusing to a new user. With a little time and effort all problems and questions can be answered. Here you can find some answers to the most frequently asked questions our members ask, review common terms, or find solutions to error messages. If you are online and have questions or need technical support information, feel free to look at our online help pages at:

<http://help.earthlink.net>

**Basic Configuration Information**

**Frequently Asked Questions**

**Glossary**

**Dialer Errors**

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## 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. You can also refer to the settings page:

[http://help.earthlink.net/techsupport/generic\\_settings/settings.html](http://help.earthlink.net/techsupport/generic_settings/settings.html)

### **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>

Your Personal Start page URL: <http://start.earthlink.net/>

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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@corp.earthlink.net](mailto:investors@corp.earthlink.net)

**Send bug reports to [http://help.earthlink.net/techsupport/request\\_form/support.html](http://help.earthlink.net/techsupport/request_form/support.html)** Include your Name, EarthLink Username, Phone Number, Best Time to Call, Computer Type, Memory, Operating System, Modem Brand and Speed, Dial-up Access Number, Question, Program, Error Message, and any additional information. If the bug is reproducible, please describe the steps required to produce the error.

**Get software updates for TotalAccess from:**

<http://www.earthlink.net/internet/software/ta/>

or from our **BBS** (800) 304-8765

24 hours, 365 days a year,

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

1. The type of computer you have.
2. The type and version of operating system you are using  
(Windows 3.1, Windows 95, Windows 98, Macintosh 7.5.3, Mac OS 8.0, 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.

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.

## **System Requirements**

### **For Windows 98, 95, 3.1 or 3.11**

A 486 or better PC compatible running MS-DOS 5.0 or greater.

16 MB of RAM

20 MB of free hard disk space.

14400 bps or faster modem.

### **For Macintosh**

System 7.5 or greater.

16 MB of RAM

20 MB of free hard disk space

14400 bps or faster modem.

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## Frequently Asked Questions

### A. How can I change my dialup number?

Use the [Phone Numbers tab](#) on the EarthLink Dialer Configure screens to change your dialup number.

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

Use the [Update Phone Numbers tab](#) on the EarthLink Dialer Configure screens to find new access numbers, or go to: <http://help.earthlink.net/access.html>

### C. Can I give the software to a friend?

You may loan your TotalAccess software to anyone. Your friend can use the software to create a new account.

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

During the TotalAccess installation, the Referral screen prompts for the username of the EarthLink user who made the referral. Have your friend type in your username. You will be credited one free month each time another friend signs ups 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](http://www.earthlink.net/assistance/ta_update.html)

### F. How can I change my username or password?

You may update your username and password at any time, without any charge. Use either the TotalAccess **Update Account** option, or the online form at: <http://help.earthlink.net/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?

Use either the TotalAccess **Update Account** or the online form at: [http://www.earthlink.net/assistance/payment\\_options.html](http://www.earthlink.net/assistance/payment_options.html)

Please allow 24 hours for your request to be processed.

### H. How can I contact EarthLink?

See the information listed on the following page: **EarthLink Network Support** or online at <http://help.earthlink.net/contact>

### I. What are EarthLink's hours of operation?

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

EarthLink Network, Inc. business hours are 9am to 6pm, Pacific Time.

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