

## **SIGS Automated Update**

This a time saver utility designed to update any Sierra product via the Internet.

If you have previously installed any Sierra product under Windows 95, it will perform the following steps:

- 1 - Search your system for all installed Sierra products.
- 2 - Display a list of found products.
- 3 - Allow you to select which ones you want to check on.
- 4 - Log onto the Internet and find any update.
- 5 - Download the updates with your approval
- 6 - Apply the updates.

That is about it. You can run this utility when ever you want. We hope that you try this before you call Sierra for technical support. In most cases, we are aware of the problem you are having and have an update available.

If you are having any problems, please review the [trouble shooting](#) section.

## **Trouble Shooting**

↳ Are you running Windows 95?

↳ Are you connected to the Internet?

↳ Does your Internet provider use WinSock32?

? Technical Support

## **Are you running Windows 95?**

SIGS Update runs only in Windows 95.

If you are running Windows 95 and you are connected to the Internet, but you still cannot connect to the SIGS server, you may need to contact your Internet service provider and ask the following questions:

␣ Do they Support WinSock32?

␣ Are they using the Dial-Up Network feature in Win95?

␣ Check our list of ISP's we have reviewed

## **Are you connected to the Internet?**

You must create an open Internet connection to start Automated Updating. Win95 can use an Auto-Dialer feature if it has been activated. Please check with you ISP on how to activate this. If you do not have this available, you will need to start your Internet connection first.

## **Does your Internet provider support a 32-bit WinSock?**

The SIGS server requires a 32-bit WinSock DLL. The WSOCK32.DLL file may exist in your computer's WINDOWS\SYSTEM directory, but your Internet Service Provider (ISP) may not be accessing this DLL.

## **Some known ISP**

Auto Update should work with any Internet Service Providers (with 32 bit access) like:

- GNN (32 bit access only)
- CompuServe (32 bit Dial Up Internet Access)
- Microsoft Network (32 bit Dial Up Internet Access)
- Netcom (32 bit access only)
- Earthlink, PSI, etc...

## **Currently not available with the following Internet access:**

- America On-Line\*
  - Prodigy
  - WOW
  - GNN (with 16 bit access)
  - Netcom (with 16 bit access)
- (Please ask your Internet Service Provider to be sure.)

\* Can work if you are using the Shareware "Eric's-WSOCK32.DLL 3.0" (<http://users.aol.com/friedv> ). Sierra On-Line does not handle tech support calls related to this shareware product. Use at your own risk.

## Sierra Internet Gaming System (SIGS)

