Welcome to EnterNet 300

EnterNet 300 for Windows Broadband Subscriber Client enables you to connect to high-speed, broadband networks like fixed wireless, cable modem, and Digital Subscriber Line (DSL) networks, using Point-to-Point Protocol over Ethernet (PPPoE). PPPoE allows Service Providers to use time-tested, PPP-based client authentication and configuration systems through any Network Driver Interface Specification (NDIS) 3.0-compliant communications device, such as Ethernet adapters and PCI- and USB-based DSL modems.

EnterNet supports most third-party Virtual Private Network (VPN) client software, and is also available for Mac and Linux operating systems.

System Requirements

To run EnterNet 300 for Windows, your system must meet the following minimum requirements:

<u>Processor</u>: Intel Pentium processor or equivalent

<u>Operating System</u>: Any of the following Windows operating systems: Windows 95, Windows 98, Windows NT 4 (Service Pack 4 or newer), Windows Me, Windows 2000, and Windows XP.

<u>RAM</u>: 6 MB

<u>Available Hard Drive Space</u>: 10 MB

<u>Network</u>:   An NDIS 3.0-compliant communications device. EnterNet is optimized for use with Efficient Networks SpeedStream DSL modems

Getting Help for EnterNet

Online Help

Online help is available for most EnterNet features. To access online help, select **Help Contents** from the Connection Manager Help menu, select **EnterNet 300 Help** from the **EnterNet 300** folder on the Windows Start menu, or, when present, click the **?** button in the upper right-hand corner of any EnterNet screen.

Online Help Pop-ups

When viewing the Help file, when your cursor changes to a hand while passing over a particular region of the Help file graphic, simply click on the graphic to view an informational pop-up window.

ToolTip Help

Most EnterNet panels offer helpful ToolTips to assist with understanding the purpose or a feature, control, or setting.

FAQ

For additional assistance with EnterNet, go to the EnterNet Frequently Asked Questions (FAQ) page at:
http://support.efficient.com/KB/NTS/index.shtml

Connection Manager

The EnterNet Connection Manager helps you to create *connection profiles,* which you use to connect to your Service Provider's network services.

To start the Connection Manager:

Click **Start,** select **Programs**, then **Efficient Networks EnterNet 300,** and click **EnterNet 300**. (If you have an icon on your desktop named **EnterNet 300**, you can double-click this shortcut to open Connection Manager.)

Your Service Provider or Network Administrator should give you the information necessary to configure EnterNet. Store this information in a connection profile. On the Connection Manager, double-click **Create New Profile** to start the configuration wizard. The configuration wizard will explain the various parameters and help you select the right ones to create a connection profile.

EnterNet automatically discovers services carried by network servers, and displays these services as icons in the right-hand pane of Connection Manager. These profile icons include a red bar to help distinguish them from other icons. The Advertised Service icons use different colored screens to represent different levels of activity: Green signifies that a service has been discovered and is configured. Black signifies a service that has been discovered but remains unconfigured.

Note: If you do not see any services, the **Show advertised services in the main folder** option on the Application Settings panel may not be selected, or your Service Provider may have opted not to advertise any services.

See also Connection Profile.

Click to bring up the About menu for information on version.

Click to initiate a connection.

Click to terminate your connection.

Click to display the negotiated addresses and statistics of your connection.   Menu is not clickable when   the connection is not active.

Click to view the Properties menu of your current connection profile.

Click to view the Settings menu of your current connection profile.

Click to view the Advanced menus related to your current session.

The company logo for your Service Provider is displayed in this section.

The Profile name that refers to the parameters for this connection.

Your User Name as configured at the network server. The Service Provider normally assigns your User Name to you. It is case sensitive.

Your Password as configured at the network server. The Service Provider normally assigns your Password to you. It is case sensitive. If left blank, you will be prompted for the Password each time you connect.

After creating a new profile using the configuration wizard, the profiles are stored like a dial-up connection.

Click **Create New Profile** to bring up the configuration wizard.

Click the Views icon to toggle between the four display modes: large icons, small icons, list, and details.

Click to copy selected profile to clipboard.

Click to paste copied profile from clipboard.

Click to delete selected profile.

Click to refresh icon display.

Click the Edit menu to copy, paste, rename or delete a profile.

Click **Next** to continue with the configuration wizard.

Click **Back** to go to the previous dialog in the configuration wizard.

Enter Password a second time to confirm.

This scrollable text field displays the driver's state as it progresses through the connection. Click this field to display a window with a trace of the connection.

Displays the state of the driver as it progresses through the connection.

Select your Ethernet adapter from the scroll bar. Do not use the Microsoft Dial-up Adapter for EnterNet.

Click **Connect** to access your Network.

Click to save the parameters for this Profile.

Click the **Delete** button to remove a Profile.

Click **Exit** to shut down the EnterNet application. Any active connections are terminated.

Click **Help** for more information about the EnterNet application.

Connection Profiles

In EnterNet, the information needed to make a connection to your Service Provider is stored as a *connection profile*. Connection profiles include your user name and password, information about your computer, and information about your Service Provider's network. You create connection profiles using Connection Manager.

Connection Profile Types

EnterNet supports two types of connection profiles: *simple connection profiles* (also called *simple profiles*), and *service connection profiles* (also called *service profiles*). The difference between a simple profile and a service profile is that a service profile provides access to a specific service, whereas a simple connection profile does not.

Simple Connection Profiles

If your Service Provider offers only one class of service, you must create at least one simple profile to connect to their network. All subscribers on such a network have the same class of service, and access to the same features.

Service Connection Profiles

If your Service Provider offers more than one class of service (Basic, Expanded, and Premium, for example), you must create at least one service profile (instead of creating a simple profile) to connect to their network. On such a network, subscribers select the class of service they want, thereby gaining access to the features that are important to them.

If your Service Provider offers pay-per-use services, you must create additional service profiles to access them.

Connection Profile Shortcuts

To create a shortcut to an EnterNet Profile, select the Profile in the Connection Manager folder and drag it to the desktop. Once you place a Profile shortcut on the desktop, you can drag it anywhere Windows normally allows shortcuts to exit, such as the taskbar, the Start menu, or other Windows folders.

Entering User Name and Password

Your Service Provider uses your User Name and Password parameters   to authenticate your connection with the network. They are case-sensitive: "Password" is different from "PASSWORD" or "password".   Enter them exactly as your Service Provider or Network Administrator gives them to you.

Locate Servers and Services

EnterNet is attempting to locate servers and services.

Selecting Your Server and Service

The EnterNet application displays a list of network servers and services that may be available for you.   Select a specific network server and the available services provided by that server. The Server and Service fields are blank by default, which means the first available server normally will respond to your request for a connection.

Leave these fields blank unless otherwise instructed by your Service Provider or Network Administrator.

Note: Your Service Provider may have decided to display services that are not available to you. In this case, you will receive an authentication failure when you select one of these services and enter your user name and password.   If you have questions about services that you can see but not run, ask your Service Provider.

Saving the Profile

Once you have entered all the information for this profile, click **Finish** to save.   If you want to modify the configuration, click **Back**.

Services Tab

The Services tab on the Profile Properties panel displays a list of network servers and services that may be available for you to access on the network.   Select a specific network server and the available services provided by that server. The Server and Service fields are blank by default, which means the first available server normally will respond to your request for a connection. Leave these fields blank unless otherwise directed by your Service Provider.

You should request only the specific services that are assigned to you by your Service Provider.   Each of these services requires authentication using a user name and password.

Click to clear the server and service fields.

User Information Tab

The User Information tab on the Profile Properties panel displays your user name and password. Normally, your Service Provider supplies this information.   Select **Save Password** to save your password so you do not have to enter it each time you want to connect.

Select **Default Profile** to mark this profile as the default profile.   If the area is grayed out, it means you have not created any other profiles, and this profile serves as your default automatically

The Service Name, if supplied by your Service Provider, is a qualifier that specifies the type of service permitted for your connection.   Normally this field is left blank.

This value is supplied by your Service Provider, if required.   It is used to connect to a specific network service. It is case sensitive.

Check this box to save the password for subsequent connections.

Click to mark this profile as the default profile.   If the area is grayed out, it means you have not created any other profiles, and this profile serves as your default automatically.

DSL Modem Tab

The DSL Modem tab on the Profile Properties panel displays information on detected Efficient Networks modems that allows you to adjust the configuration parameters of your DSL modem connection.

The DSL Modem panel displays two different sets of options, depending upon whether you are using an Efficient Networks PCI-attached or USB-attached modem, or an Efficient Networks Ethernet-attached modem.

Ethernet Modems

The Configuration portion of the panel contains two values: **Virtual Path Identifier** (VPI) and **Virtual Circuit Identifier** (VCI). These values are factory-set and you should leave them as they are unless directed by your Service Provider to change them. The bottom portion of the panel, **Modem Software**, contains a button labeled **Update**. Your Service Provider may occasionally provide you with updates to your DSL modem software. Press **Update** to install this newer version of modem software.

PCI or USB Modems

The upper portion of the panel, **Status**, contains a five-layer test to verify the status of your modem connection. The bottom portion of the panel, **Information**, contains the outcome of your test. Press **Auto Configure** to set the **Virtual Path Identifier** (VPI) and **Virtual Circuit Identifier** (VCI) parameters for your DSL modem automatically. However, the VPI and VCI values are factory-set and you should leave them as they are unless directed by your Service Provider to change them.

Note: You must have SpeedStream DSL 3.0 (or higher release) drivers installed to see the DSL Modem tab for PCI and USB modems.

Click to restore values to their default settings.

Click to discover new values for settings.

Click to upgrade to a higher level of firmware.

Click to perform a five-layer test on your internal modem connection.

Click if you want to see the details of your test results.

Click if you want to autoconfigure your internal modem connection.

TCP Tab

The TCP tab on the Profile Properties panel displays information on how your addresses are assigned, the IP addresses for the Domain Name and WINS (NBNS) servers, and specifies connection details.

Select **Idle Timeout** to disconnect from the server after the specified period of inactivity.

The default settings are normally sufficient. Except for the **Idle Timeout** setting, which you are free to set, do not change these TCP settings unless directed to do so by your Service Provider or Network Administrator.

Enables automatic disconnection from the server after a specified period of inactivity.   Select the amount of time to wait before disconnecting.

Configuration Tab

The Configuration tab on the Profile Properties panel displays information on your Ethernet adapters. EnterNet supports multiple Ethernet adapters.   Select the Ethernet adapter this connection profile should use to communicate.

Do not change the other settings unless directed to do so by your Service Provider or Network Administrator.

An Ethernet adapter to use for the connection.   Click the scroll arrow to see the supported Ethernet adapters.

Apply changes and close.

Select to establish PPPoE encryption (if supported by the network server).

Select to initiate network login over the connection.   This feature usually requires a VPN or encrypted connection and takes additional time to connect.   For logging into Windows networks, you need to have a WINS or NetBIOS Name Server address assigned by the network server.

Select if you do not want the routing table updated after the connection is established. Default setting (when box is not checked) is to direct all access over the connection.

Connecting to the Internet

Once you save your configuration, a new icon for the profile appears in the Connection Manager folder.   Double-click the new profile to bring up the Connection dialog, displaying the User Name and Password. Click the **Connect** button to establish your connection. If successful, the Connection panel is minimized and moved into the system tray.   Otherwise, an error message displays.

See the Connection Errors section for more information on errors.

Connection Messages

During the connection process, the **Messages** field displays the progress of the connection. The key messages are:

Beginning Negotiation: Discovering and selecting a remote network server to connect with, and negotiating for the types of authentication available at the server.

Authenticating: Verifying the User Name and Password.

Receiving Network Parameters: Negotiating the IP Addresses and network configuration parameters.

Updating Network Parameters: Passing the received IP addresses to the TCP/IP protocol stack that is bound to the EnterNet adapter.

By default, the message window only displays a single line of message text. Double-click the message window to expand it to show multiple lines of messages.

Disconnecting EnterNet

There are several options for disconnecting from the Internet.

To terminate your session and close the active profile connection:

Right click the EnterNet system tray icon and select **Exit**.

To terminate a session but leave the active connection profile open:

Right click the EnterNet system tray icon and select **Disconnect** from the pop-up menu.

Or

Double-click the EnterNet system tray icon and select **Disconnect** from the Connection Details Panel.

Click to disconnect the active connection.

EnterNet Connection Details

To determine the addresses that were negotiated for your session, right click the EnterNet icon from the system tray and select **Connection Details**.

Note: The system tray will only appear when a connection profile is running.

Windows 95/98/Me Connection Details

To determine the addresses negotiated for your session, run **WinIPCFG** from the Windows **Start** menu, and select **Run**. Select the Ethernet Adapter that you are using to connect to the Internet to see the IP Addresses for this connection.

Displays total time of current connection.

Number of Bytes sent during current connection.

Number of Frames sent during current connection.

Current count of bits per second transmitted.

Current count of bits per second received.

Click **Disconnect** to terminate EnterNet connection.

Displays the type of protocol used during connection.

Displays whether SecurID authentication has been negotiated with the server.

Displays IP address assigned from server.

Displays NetBIOS Name Server addresses assigned from server.

Displays negotiated networking protocols over EnterNet.

Click **OK** when finished.

Click **Cancel** to leave unchanged.

Windows NT Connection Details

Besides examining the Connection Details from the system tray, you can also monitor the assigned IP addresses by opening a DOS window and from the DOS prompt typing:

IPCONFIG

```
Windows NT IP Configuration

Ethernet adapterElnk31:
     IP Address. . . . . . . . . :0.0.0.0
     Subnet Mask . . . . . . . . :0.0.0.0
     Default Gateway . . . . . . :0.0.0.0

Ethernet adapter NTSPPOE2:
     IP Address. . . . . . . . . :198.87.72.30
     Subnet Mask . . . . . . . . :255.255.255.0
     Default Gateway . . . . . . :198.87.72.22
```

In some cases you may see a 169.n.n.n address for the Ethernet adapter.   This is a local address and can be ignored.

For details about DNS addresses, Ethernet adapter information, and other information, from the DOS prompt type:

IPCONFIG /all |more

Note: To open a DOS window, select **Start**, **Programs**, **Command Prompt**.

Dial-on-Demand Feature

EnterNet's optional Dial-on-Demand feature eliminates the need to run and connect EnterNet manually when network-aware applications require network access.   Most modern network-aware software, like browsers and FTP clients, can open Dial-on-Demand.

Activating EnterNet's optional Dial-on-Demand requires a one-time user intervention. Dial-on-Demand does not need to be active for EnterNet to function fully in all other respects. You can safely elect not to activate EnterNet Dial-on-Demand.

Activating Dial-on-Demand requires familiarity with Microsoft Dial-Up Networking, the Windows Connection wizard, and possibly Microsoft Virtual Private Networking. For more information on the Dial-on-Demand feature, see the EnterNet 300 *User Guide* and your Microsoft Windows documentation.

To configure the Windows Connection wizard so that it will select EnterNet whenever an application asks it to establish a network connection:

1. From the Windows **Start** menu, open the **Settings** folder, then open the **Control** panel.

2. Run **Internet** or **Internet Options.**

3. Click the **Connections** tab.

4. Look for a window titled **Dial-up settings**. If you have this window, continue with steps 5-8. Otherwise skip to step 9.

5. In the Dial-up settings window, click **EnterNet DoD**.

6. Select the **Always dial my default connection** radio button (or the button that best approximates that meaning.)

7. Click **Set Default**.

8. Click **OK**. You can skip the rest of the following numbered steps.

9. If you do not see a window titled **Dial-up settings**, select **Connect to the Internet using a modem.**

10. Click **Settings**.

11. Select **EnterNet DoD** from the pop-up window.

12. Save your new settings and close all windows you have opened.

Windows NT/2000/XP PPPoE Service

EnterNet runs as a Service on Windows 2000/NT/XP and places a Control Panel object named **PPPoE Service** in the Windows Control Panel.

Opening the **PPPoE Service** Control Panel item produces the following window:
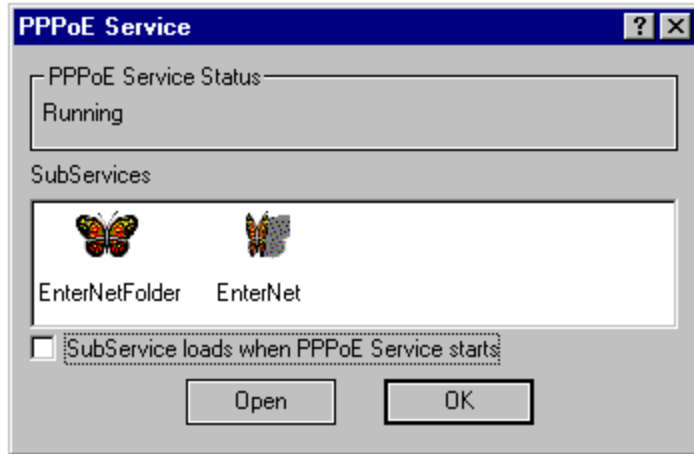
There are two PPPoE subservices running: **EnterNetFolder** and **EnterNet**, each shown as a butterfly icon. Select the **EnterNetFolder** icon and click **Open** to open the Connection Manager. Select the **EnterNet** icon and click **Open** to open the Connection panel.

Typically, when you first set up EnterNet, you open the **EnterNetFolder** icon, which starts the Connection Manager, where you can create the connection profiles you need.

Once you have created the connection profiles you need, you can configure your default EnterNet profile to run automatically when Windows NT starts. To do this, click the **EnterNet** butterfly icon and then click the **SubService loads when PPPoE Service starts** check box. The default EnterNet profile will now run every time Windows NT starts. You can configure the default EnterNet profile to connect automatically when it is run, by clicking the **Auto-Connect** box on the Application Settings panel.

If you want Connection Manager to run automatically when Windows 2000/NT/XP starts, click the **EnterNetFolder** icon and click the **SubService loads when PPPoE Service starts** check box. Connection Manager will run every time Windows 2000/NT/XP starts, enabling you to select and run the desired EnterNet profile manually.

Note that you cannot have both **EnterNet** and **EnterNetFolder** configured to run at Windows NT start up.

For more information on PPPoE service, see the FAQ section at Getting Help for EnterNet.

About Tab

The About tab on the Profile Properties panel displays information about company name, as well as versions and build dates.

Display the **About** menu by right clicking the EnterNet icon from the system tray. (The system tray will only appear when a connection profile is running.)   Please provide the Application version number, and Driver version number, when reporting problems.

Note: The Driver version does not appear until the driver has been accessed by clicking **Connect** on the main EnterNet interface.

 (See for more information).

Date, time-stamp, and version of the Driver.

Click **OK** to leave the **About** menu.

Testing Your Connection

To display information about the session, right click the system tray and select **Advanced**.

Check your **Network Properties** from the Control Panel to verify that the TCP/IP protocol is configured for your Ethernet adapter.

Once connected, you can test your connectivity by opening a DOS window and entering the Ping command for each address displayed in **Connection Details**. Start by pinging your local IP address, then the IP address of the remote server, followed by pinging the DNS and NetBIOS Name Server addresses (if applicable).

Note: To open a DOS window, select: **Start**, **Programs**, **Command Prompt**.   To enter the Ping command, from the DOS prompt, type `ping`, then the IP address of the device you want to check. The DOS screen will report that the device is alive or is not found. For more information on using the Ping command on your computer, see your operating system documentation or Help system.

If the Network servers are not responding, contact your Service Provider. You cannot use the DOS Ping command to determine the name of the Network server or Access Concentrator, because the IP protocol is not active until the connection is established.

Application Settings

To open the **Settings** menu, click **Settings** on the system tray pop-up menu, or select **Settings** from the Connection Manager's **Connection** menu.

Note: The system tray will only appear when a connection profile is running.

If there are no profiles, the **Launch EnterNet at Windows Start-Up** option is unavailable for selection.

Note: The auto launch feature is unavailable on Windows NT and Windows 2000 because this feature is controlled from the PPPoE services. For more information see:

http://support.efficient.com/KB/NTS/windows.html#autoNT

The settings indicated in the **Application Settings** menu are valid for every profile, not just the one that is running currently.

For information on the **Advanced** button, go to Advanced Settings.

Causes EnterNet to run automatically when Windows is started.

Automatically "clicks" the **Connect** button when the application has been run.

Click if you want ToolTips displayed when you rest the cursor over a value, region, or setting.

Click to enable detailed logging in the Messages window.

Click if you want to designate a unique URL for each profile.

Seconds of consecutive timeout since connection establishment.

Click if you want the application to play a .WAV file when a connection is established.

Check if you want your default browser to run automatically when EnterNet establishes a connection.

If selected, all services advertised by the network server are stored in the Connection Manager folder. Note: De-selecting this option will not remove these entries from the Connection Manager folder.

Selecting this will enable EnterNet to reconnect automatically after network failures or dropped connections from the server.

Default interface to update negotiated addresses for the connection.   Use this value unless recommended otherwise by your Service Provider or Network Administrator.

If you are using VPN clients or ICS, you must use Dynamic Host Control Protocol (DHCP).

Uses the built-in DHCP server component in the EnterNet adapter.

Default driver for EnterNet adapter.

Uses internal protocol driver in EnterNet adapter.

Selects the default settings for optimal performance.

Route Table Tab

Display this tab by right clicking the EnterNet system tray icon, selecting **Advanced**, then clicking the **Route Table** tab.

Note: The system tray will only appear when a connection profile is running.

This tab shows the routing details for every IP address configured for your session.   These details include the IP address and subnet mask, the gateway address and interface used, and the metric. The metric assigned to the address defines its priority in the routing sequence. The lower the number is, the higher the priority for routing.

Click **Color** to differentiate the different interfaces.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

In general, the information on this tab is only useful for support personnel.

Click to save information for EnterNet.

Tap Information Tab

Displays information useful to support technicians when they are diagnosing unusually complex problems. To display the **Tap Information** tab, right click the EnterNet system tray icon, select **Advanced**, then click the **Tap Information** tab.

This tab includes detailed information on the adapter supporting the current connection as well as the connection itself. This information includes information on drivers, protocol, MAC address, IP address and subnet mask, gateways used to make the connection, DNS and WINS servers contacted, and the like.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

Note: The system tray will only appear when a connection profile is running.

Packet Log Tab

A powerful diagnostics tool that helps advanced technical support personnel identify problems that can occur with the user login process. The tool captures, stores, and displays the Ethernet packets (also known as "frames") that are sent and received during the initial moments of a user's attempt to connect to their ISP. This tab contains three sections: A **Summary** display, a **Details** display, and a **Hex Dump** display. The **Summary** display provides a single row of general information about each packet. The **Details** display provides in-depth information about the packet selected in the **Summary** display. The **Hex Dump** display provides the hexadecimal values for each byte in the packet that is selected in the **Summary** display.

The captured packets are stored in a non-scrolling buffer. Once the buffer is full, no new packets are captured or displayed. You can define the buffer size via a drop-down list box on the **Packet Log Configuration** panel. The contents of the buffer are cleared when you close the EnterNet application. The buffer is also cleared when you press the **Connect** button. To clear the buffer while you are connected, from the **View** menu select **Clear Log**, and then from the **View** menu select **Refresh**.

The Packet Log tab is not displayed unless you enable **Packet Logging** on the EnterNet **Application Settings** panel. Because enabling Packet Logging causes EnterNet to run slower than normal, only enable Packet Logging as necessary.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

For more information on packet logging, see the EnterNet 300 *User Guide*.

IP Tab

Displays addresses and TCP/IP related statistics and information for packets active on the device selected in the **Description** window. This tab displays such information as the number of packets sent and received, transmission errors (which is an indicator of the quality of the connection), the Maximum Transmission Unit (MTU) negotiated for this session, and the line speed. In general, the information on this tab is only useful for support personnel.

To display IP address and TCP/IP information:

Select the appropriate adapter in the **Description** box, right click the EnterNet system tray icon, select **Advanced**, then click the **IP** tab.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose. If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

Note: The system tray will only appear when a connection profile is running.

Use color display to differentiate the addresses for each adapter.

The metric assigned to the address defines its priority in the routing sequence. The lower the number is, the higher the priority for routing.

Diagnostics Tab

Tests the health of your network connection.   To display the **Diagnostics** tab:

Right click the EnterNet system tray icon, select **Advanced**, then click the **Diagnostics** tab.

To test the availability of a particular device:

Click the icon that represents the device you want to test in the tree to the panel's left-hand side, and then click the **Test** button to the right of the screen.   Clicking the **Test** button sends a ping to that device.

Successful tests result in the appearance of the indicated request in the scrollable list to the right highlighted in green. Unsuccessful tests will result in the appearance of the indicated request in the scrollable list to the right highlighted in red.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

Note: The system tray will only appear when a connection profile is running.

Enter a Name Server or IP Address to probe.

The results of the IP probe are displayed in this field.

Displays the status of the Domain Name Servers and other addresses negotiated during the connection.   If Green, servers have sent a response to the probe.   If Red, servers are not responding. If Yellow, at least one server is not responding but others are active.

The selected server or entry in the Network Health field will be sent an ICMP test probe.

Clears the display in the test field.

Drivers Tab

Displays information about the adapters configured for your system.   This tab shows the status of each adapter, the MAC and tap name, the protocol it is running, and a descriptive label. In general, the information on this tab is only useful for support personnel.

To display the **Drivers** tab:

Right click the EnterNet system tray icon, select **Advanced**, and then click the **Drivers** tab.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

Note: The system tray will only appear when a connection profile is running.

Messages Tab

Traces protocol errors with the server.   In general, the information on this tab is only useful for support personnel.

This tab displays messages by category. Messages can be **Normal** (EnterNet is operating properly), **Informational** (no problem), **Warning** (a problem exists and needs to be fixed, but EnterNet is still running), and **Error** (EnterNet is not running properly and needs to be fixed).

To display the **Messages** tab:

Right click the EnterNet system tray icon, select **Advanced**, and then click the **Messages** tab.

Note: The system tray will only appear when a connection profile is running.

To write detailed messages to this tab, from the **Application Settings** panel, click the **Detailed Log** check box. However, logging detailed messages can affect your computer performance, so only select this option when necessary.

To write the results of this tab, and all other Advanced panel tabs, to a file:

From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

DSL Modem Tab

The Advanced DSL Modem panel is a tool for monitoring the state of your DSL Modem connection.

To open the Advanced DSL Modem panel:
Select the **DSL Modem** tab from the **Advanced** menu.

To check the DSL line speed or connection statistics such as bytes and packets sent and received:
Examine the **Activity** section, located in the upper-right hand corner of the panel.

To check the status of your connection:
Examine the **Connection** section, located in the upper-left hand corner of the panel.

To find various other specifics:
Examine the **Modem Details** section, in the bottom portion of the panel.

To write the results of this tab, and all other Advanced panel tabs, to a file:
From the **File** menu, select **Create Report** and save the file with a name and location you choose.   If necessary, you can send this file to support personnel to troubleshoot EnterNet problems.

Additional information on the connection status and troubleshooting suggestions appears in the **Status Message** section, which appears as a yellow line at the bottom of the panel.   If the connection is functioning properly and there are no messages to report, the **Status Message** section will not appear.

Displays the status of the connection. Note the last entry displays a successful connection.   If the connection fails, check for errors.

Installation Errors

Should any of the drivers for EnterNet fail to load, the application will fail.   The drivers are bound to the operating system during installation.

To verify that the drivers installed correctly, make sure the Efficient Networks PPPoE adapter is installed with TCP.

Connection Errors

Common connection-based errors are:

The Adapter Help Panels

Note: **Adapter Help** is available only on Windows 95 and Windows 98 systems.

When you click the **Connect** button to establish a connection with your Service Provider, EnterNet attempts to use the adapter that is associated with the connection profile in use. If that adapter is no longer available (or is not configured appropriately), EnterNet attempts to locate and use a suitable TCP/IP-bound Ethernet adapter. If it is not able to locate any Ethernet adapter, you see the following Adapter Help panel.
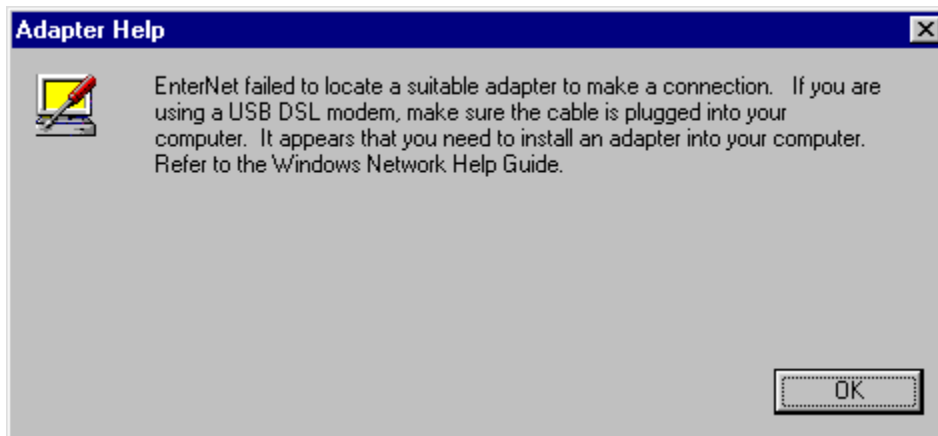

If EnterNet is able to locate an Ethernet adapter, and if that adapter does not have a TCP/IP binding, the following panel appears:
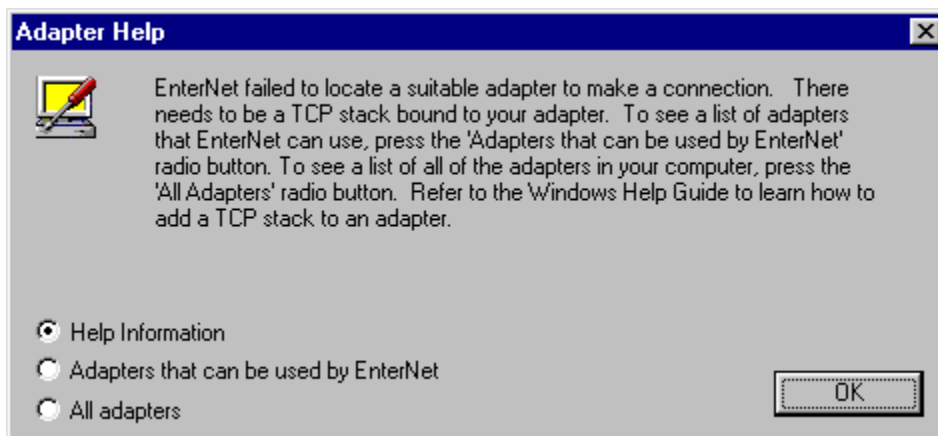

In the lower-right corner of this panel you will find three radio buttons.   Selecting **Adapters that can be used by EnterNet** causes the following panel to appear:
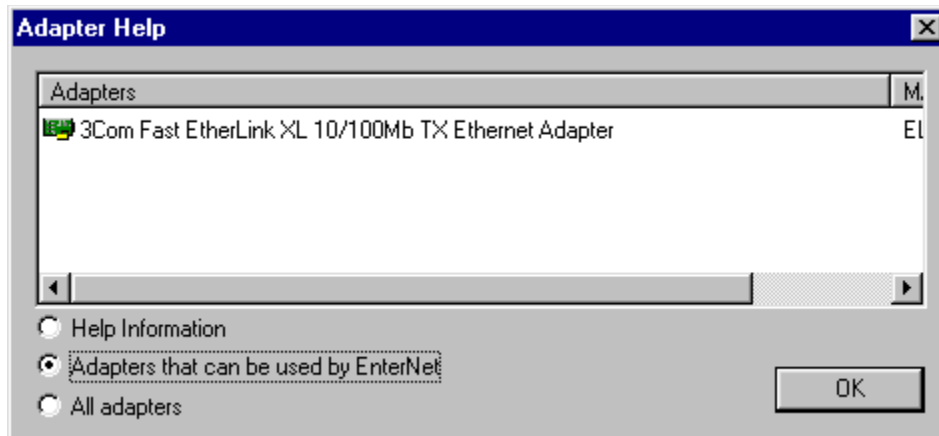
The main window in this panel displays all the Ethernet adapters that are installed on your system, even if they do not have a TCP/IP binding.   For EnterNet to function correctly, you only need to bind TCP/IP to any of the adapters in the list.   Selecting the **All adapters** radio button produces the following panel:
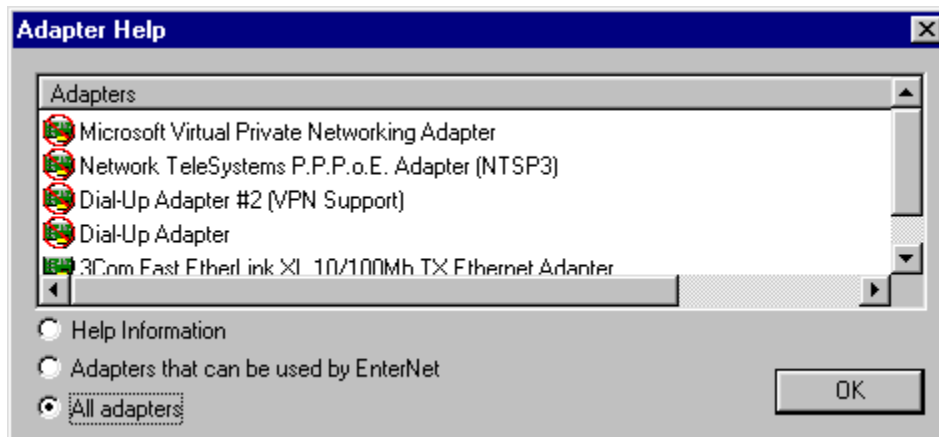
This panel contains a list of all the adapters that are installed in your system.   Some of these adapters may not be suitable for EnterNet.
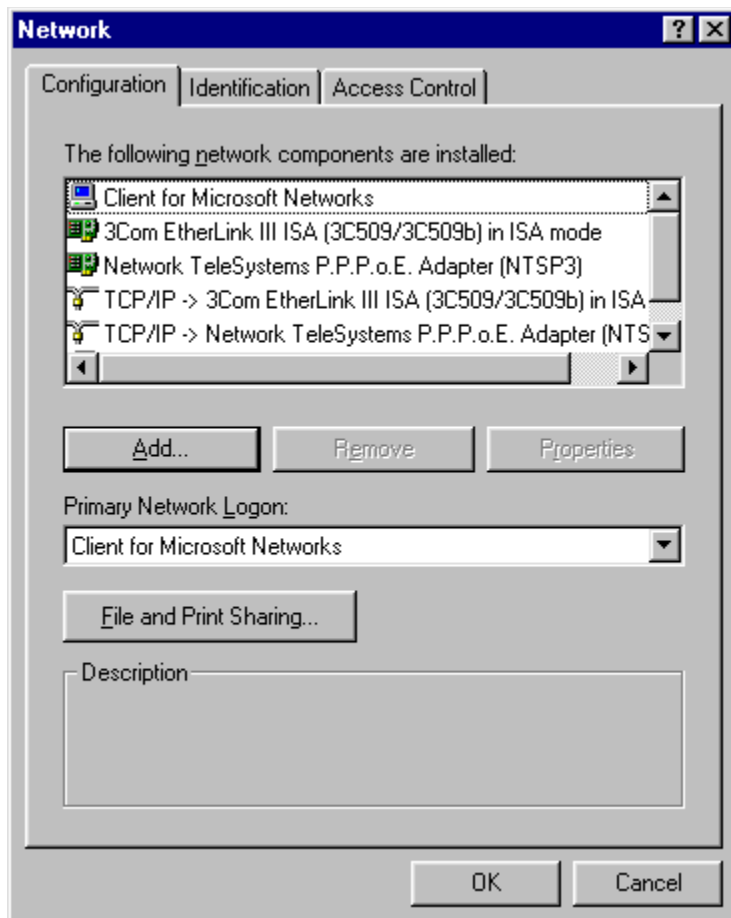
This is your Ethernet/DSL adapter.

This is your Efficient Networks adapter.

This is your TCP/IP bound Ethernet/DSL stack.

This is your TCP/IP bound ENI stack.

Help Screens Do not Match Program

EnterNet is a highly customizable program marketed primarily to Internet Service Providers (ISPs) who in turn redistribute it to their end-user customers. It is possible that this Help utility will display information about features that your EnterNet provider elected not to activate.

EnterNet not Displaying Discovered Server/Services

For Connection Manager to display icons for discovered Servers and Services, you must select the **Show advertised services in the main folder** check box in the **Settings** panel. If this selection is already made and Servers or Services are still not being displayed, click the **Refresh** button on the Connection Manager Toolbar.

Note: Your computer's network interface card (NIC) must be installed, properly configured for use by EnterNet, and connected to a live PPPoE network. Also, EnterNet must be installed and configured before Server and Service discovery can occur.

Note: Every functional PPPoE network should return at least one server when you click the **Refresh** button. However, Services are not necessarily present on any PPPoE network.

Uninstalling EnterNet

To uninstall EnterNet, from the Windows **Start** button navigate to the **Programs** folder, then to the **EnterNet 300** folder. Double-click **Uninstall EnterNet 300** and follow the on-screen instructions.

If you see a **Remove Shared File?** Message, it is safe to answer **No to All**. For more information, see the EnterNet 300 *User Guide*.

If uninstall fails, you can uninstall EnterNet by loading the original EnterNet 300 CD in your CD-ROM drive and running the `REMOVEENTERNET.BAT` file.

Internet Connection Sharing

Internet Connection Sharing (ICS) is a feature of the Windows 98 Second Edition operating system. It is also available on Windows 2000. ICS allows all the computers on your home Ethernet network to share a single Internet access device. EnterNet is compatible with ICS.

For more information on ICS, refer to the EnterNet 300 *User Guide* and the *Internet Connection Sharing Overview* section of the Windows Help system.

To prepare EnterNet 300 to support ICS:

1. Install EnterNet only on the Connection Sharing computer. Do not install ICS before you install EnterNet.
When planning your network layout, keep in mind that the Connection Sharing computer must be running, and must be connected to the Internet, before other computers on your home network can access the Internet. In most homes, this means one computer will be left on at all times.

2. From the Windows **Start** menu, navigate to the **Programs** folder, then to the **EnterNet 300** folder. Select and run **EnterNet 300**.

3. From the EnterNet application, click the **Connections** menu, then select **Settings**.

4. From the **Application Settings** panel, click the **Advanced** button.

5. From the **Advanced Settings** panel **IP Configuration** box, select the **DHCP** button.

6. Click **OK**.

To install the version of ICS that comes with Windows 98 Second Edition on your Connection Sharing computer:

1. From the Windows **Start** menu, navigate to the **Settings** folder, and open the **Control Panel**.

2. From the **Control Panel** folder, double-click **Add/Remove Programs**.

3. From the **Add/Remove Program Properties** panel, click the Windows **Setup** tab.

4. Select **Internet Tools** in the **Components** window, and click the **Details** button.

5. Select Internet Connection Sharing, then click **OK**.

6. Click **OK** on the resulting panel.

7. Follow the on-screen instructions.
You will probably need your Windows CD.

8. When asked **What type of connection do you use to access the Internet?,** select **High-speed connection**, then click **Next**.

9. When asked to **Select the network adapter....** Select **Efficient Networks PPPoE adapter** from the list of adapters in the **Network adapters** window, then click **Next**.

   Note: To use ICS, you must have EnterNet 300 v1.31 or later.

10. When the ICS wizard notifies you that it is about to create a Client Configuration Disk, click **Next**.

11. When the ICS wizard has finished creating the disk, click **Finish** and the ICS wizard   will continue configuring your system,.
To complete the ICS installation process, you must reboot the computer.

To configure each of the networked computers that will share your Internet access device (not the Internet Connection Sharing computer):

1. Insert the **Client Configuration Disk** in the floppy drive.

2. From the Windows **Start** menu, navigate to the **Programs** folder, and run **Windows Explorer**. Select your floppy drive in the Folders window, then double-click the file named **ICSCLSET.EXE**.

3. When the Browser Connection Setup wizard appears, click **Next**.

4. You will be presented with an information panel that tells you the wizard is about to check and, if necessary, change your browser settings. Click **Next**.

5. The next panel advises you that the wizard has completed its work. Click **Finish.**

6. Repeat steps 1 through 5 above, for each computer on your network, except the Connection Sharing computer.

EnterNet and ICS are now ready to provide Internet access to every computer on your home network. Be sure the Connection Sharing computer is connected to your Service Provider before you attempt to access the Internet from any of the other computers.

Note: Computers that share your Internet access device through ICS cannot activate Dial-on-Demand.   You must manually establish an EnterNet connection between your Connection Sharing computer and your Service Provider before the other computers on your network can access the Internet.   For more information about Dial-on-Demand, see EnterNet Dial-on-Demand.

Creating Connection Profiles

To create a new connection profile, double-click the Create New Profile icon, located in the right-hand pane of the Connection Manager, or select **Make New Connection** from the Connection Manager Connection menu. This runs the connection profile wizard, which guides you through the process of creating a new connection profile.

When you create a new connection profile, EnterNet attempts to learn what it needs to know about your computer automatically, and in some cases EnterNet can learn all it needs to know about your Service Provider's network automatically. However, when you create a new connection profile, you must provide your user name and password, and you may have to provide some information about your Service Provider's network. See your Service Provider's installation instructions for all the information you need to create connection profiles.

To create a new connection profile:

1. Start EnterNet Connection Manager.

    You create and manage connection profiles using EnterNet Connection Manager.

    Your Service Provider or Network Administrator has the information necessary to configure EnterNet. Store this information in a connection profile. On the Connection manager, double-click the Create New Profile icon to start the configuration wizard. The configuration wizard will explain the various parameters and help you to fill them out correctly.

    EnterNet automatically discovers services carried by network servers (see Note), and displays these service connection profiles as icons in the right-hand pane of the Connection Manager. These profiles feature a red bar to distinguished them from other icons. The Advertised Service icons use different colored screens to represent different levels of activity: Green means that a service has been discovered and is configured, while black means a service has been discovered but remains unconfigured.

2. Enter a profile name for your configuration.

    Enter any name you want to describe this collection of parameters required for your connection.

Note: If you do not see any services, verify that the **Show advertised services in the main folder** option on the Application Settings panel is selected. If this option is selected, your Service Provider may have opted not to advertise any services.

For more information see Connection Manager

Naming the Profile

Enter a name for the connection profile in the text field of the Connection Name panel.

Note: The name you give to this connection profile does not have to be the same as the name of the user associated with this profile.

Advanced Settings

Clicking **Advanced** on the **Settings** menu displays additional settings in the Advanced Settings dialog box.   Do not change these settings unless directed to do so by your Service Provider.

{ewl RoboEx32.dll, WinHelp2000, }