



## WELCOME TO INTERNET ASSISTANT FOR WORD!

### ***This document contains the following information:***

(Double-click the blue underlined text to view the topic, or simply scroll down if Internet Assistant is not currently installed.)

1. [HREF="#installing](#)
2. [HREF="#troubleshooting](#)
3. [HREF="#removing](#)
4. [HREF="#Known](#)
5. [HREF="#tcpip](#)
6. [HREF="#help](#)

### **1. Installing Internet Assistant**

This release of Internet Assistant only works with the *English, French, and German* versions 6.0a or later of Microsoft® Word for Windows®. You can verify which version of Word you have by selecting About Microsoft Word from the Help menu. If you are a registered Word 6.0 user, you can upgrade to Word 6.0a for free by calling the Microsoft Order Desk.

---

**NOTE: It is recommended that you remove any previous versions of Internet Assistant before installing this release.**

---

#### **To install Internet Assistant from the WORDIA.EXE file:**

Place the file WORDIA.EXE in a local temporary directory on your hard drive (do *not* use the c:\{word} or c:\{word}\Internet directory) and then expand the Setup files by running WORDIA.EXE from the Windows File Manager. Once the files have decompressed, run SETUP.EXE from the Windows File Manager. Setup will create the proper directories and install the files for Internet Assistant.

#### **To install Internet Assistant from floppy disk:**

Insert the disk labeled "Disk 1 - Setup" in drive A. From Program Manager, select File menu and choose Run. Then type **a:\setup** and press ENTER. Setup will create the proper directories and install the files for Internet Assistant.

[HREF="#top](#)

### **2. Troubleshooting Setup Problems**

- **Incomplete Setup - Incompatible version of Word detected.**  
Setup has detected either a version of Word lower than 6.0a, an unsupported language version, Word for Windows NT™, or no version of Word at all.

---

**This version of Internet Assistant supports only the *English, French, and German* versions 6.0a or later of Microsoft Word for Windows.**

- **It does not support Word for Windows NT.**
  - **It does not support any other international versions of Word for Windows.**
- 

If you have multiple versions of Word — one of which is *English, French, or German* version 6.0a or later of Word for Windows — and Setup still reports that an incompatible version of Word was detected, ensure that the *English, French, or German* version of WINWORD.EXE was the last one you launched. Also, set your INI-PATH and PROGRAMDIR entries in your c:\{windows}\WINWORD6.INI file to point to the path of your *English, French, or German* version of Word. Then run Setup again.

- **Incomplete Setup - Cannot write to certain directories.**  
Setup needs to copy files to directories specified in the WINWORD6.INI file located in your WINDOWS directory. Ensure that the following paths specified in this file are valid and can be written to: INI-PATH, STARTUP-PATH, and USER-DOT-PATH.
- **Problems running WORDIA.EXE.**  
If you downloaded Internet Assistant from Microsoft's Web or FTP server it is possible that the download was not successfully completed. If the extraction hangs or Setup is incomplete, it is likely that WORDIA.EXE was damaged during the downloading process. Try downloading WORDIA.EXE again. The downloaded file should be approximately 1.1 MB.
- **Setup reporting that there's not enough memory to run.**  
To successfully set up Internet Assistant it is recommended that there be at least 4 MB of free hard drive space. Free up some space and run Setup again.
- **Complete Setup - Word cannot find HTML converter - cannot open HTML file.**  
Locate the file named HTMLCONV.CNV on your hard drive. This can be done using the Search command on File Manager's File menu. Then ensure that the following entry is present in the [MSWord Text Converters] section of your WINWORD6.INI file:

WordHTML=HyperText Markup Language (HTML), {path to HTMLCONV.CNV}, htm

href="#top

### 3. Removing Internet Assistant

It is recommended that you remove any previous versions of Internet Assistant before installing this release. This can be done by rerunning Setup and selecting "Remove All."

---

**NOTE: You may wish to back up FAVORITE.DOC located in your \{word}\Internet directory by saving it with another name prior to rerunning Setup. You may also wish to back up HTMLHIST.INI located in your Windows directory, because this file contains URL site information used to maintain your History List.**

---

If you do not have SETUP.EXE, you can remove Internet Assistant by following these steps:

1. Delete the templates HTML.DOT and WEBVIEW.DOT from your c:\{word}\Template directory.
2. Delete WORDHTML.WLL from your c:\{word}\Startup directory.
3. Delete the c:\{word}\Internet directory. Be careful: if you have user data files in this directory those files will be removed. See above note.
4. Delete or back up WORDHTML.INI and HTMLHIST.INI from your WINDOWS directory.
5. Delete IWPS.DLL from the c:\{windows}\System directory.
6. Delete HTMLCONV.CNV from the INI-PATH location specified in your WINWORD6.INI file.
7. Delete the line starting with "WordHTML" in the [MSWord Text Converters] section of your WINWORD6.INI file.

href="#top

### 4. Known Issues

*If you have Internet connectivity* you can obtain current information on known issues at

href="http://www.microsoft.com/pages/deskapps/word/ia/support.htm.

- **ATI Video Drivers may cause problems.**  
If you are having problems with memory, decrease the resolution and/or color mode of your video driver from Windows Setup. Make sure you have the latest video driver available by contacting your video display manufacturer.

- **Internet Sites are Busy, Slow or Down.**

Some Internet sites or URLs may cause problems for browsers because the quantity of simultaneous connections is limited or the server is down. You may get a “file not found” error, or the site may not let you log on. Try again at a later time or try another site.

- **Images Fail to Load.**

When browsing the Internet, you may run across some images that will not be compatible with Internet Assistant. These images may have been created with an older graphics program and are known to cause errors during conversion. Also, Internet Assistant cannot read .XBM files.

- **HTM documents look different after saving, closing and re-opening.**

Because Internet Assistant writes valid HTML (specification 2), you may notice a difference in the appearance of your file when you save, close and re-open it.

- **Mapping Custom Styles to HTML Styles.**

If you have custom styles in a Word document that you would like to map to specific HTML tags, open the WORDHTML.INI file, and in the [STYLEMAP] section, assign your style to the desired HTML tag. For example,

```
[STYLEMAP]
MyCustomHeadingStyle=H1
MyCustomBodyStyle=P
```

- **Using characters with accents.**

It is recommended that you avoid using characters with accents in filenames and URL references. Browsers on different operating systems (e.g. Windows, Macintosh, or UNIX) represent these characters differently and there may be unexpected results when the document is loaded. It is, however, safe to use characters with accents in the text of HTML documents.

[HREF="#top](#)

## 5. TCPIP/WINSOCK.DLL Compatibility

Internet Assistant is compatible with Microsoft TCP/IP for Windows for Workgroups 3.11. It is also compatible with most of the latest versions of TCPIP/WINSOCK.DLL software available from many Internet service providers. For current information on compatibility with TCPIP/WINSOCK.DLL software, check the page available at [HREF="http://www.microsoft.com/pages/deskapps/word/ia/support.htm"](http://www.microsoft.com/pages/deskapps/word/ia/support.htm).

[HREF="#top](#)

## 6. Getting Help

Internet Assistant includes fully detailed online help, which is available from the Help menu when the active document is based on HTML.DOT or WEBVIEW.DOT. The DEFAULT.DOC document is opened when you choose the Browse Web command from the File menu. It contains hyperlinks to three documents: CREATING.DOC, NAVIGAT.DOC, and TIPS.DOC. These documents give a brief introduction to Internet Assistant and illustrate many of its powerful features.

***If you have Internet connectivity*** you can obtain current information on known issues at

[HREF="http://www.microsoft.com/pages/deskapps/word/ia/support.htm"](http://www.microsoft.com/pages/deskapps/word/ia/support.htm).

If none of these sources solve your problem, you can contact Microsoft Product Support Services for help. For information on contacting Product Support Services, choose Technical Support from the Help menu.

[HREF="#top](#)

***Thank you for using Microsoft Internet Assistant for Word.***

