

About the AT&T WorldNet Account Tool

The AT&T WorldNet Service Account Tool allows you to back up and restore your WorldNet account information. More specifically, it allows you to save your WorldNet account information in a file, and to later use that file to set up WorldNet software to work with your account. This gives you a way to recover if you ever accidentally damage or delete account information on your PC. It also gives you a way to configure multiple PCs to use a single AT&T WorldNet Service account.

Click [Backup](#) for information about creating a backup of your AT&T WorldNet account.

Click [Restore](#) for information about restoring your AT&T WorldNet account.

Account Tool Help Topics:

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Backup

To back up your AT&T WorldNet account:

1. If the Account Tool is not already running, start it up by double-clicking on the icon in the AT&T WorldNet Service program group. Verify that the "Backup" tab is selected.
2. Insert a formatted, non-write-protected diskette in the A: drive.
3. Click the "OK" button. You will see a message box verifying that the backup was created successfully.

On the Backup tab, the text in the box under the heading "Backup to:" indicates where the backup file will be created, and what it will be called. By default, the file is called "WNetAcct.wna", and is saved on drive A:. To use a different name, directory, or drive, click on "Browse", select the location and name you prefer, and click "Open".

The date, time, path, and filename of the most recent backup are displayed in the box labeled "Last backup".

Other Backup Topics:

[Warnings and Error Messages](#)

[Account Security](#)

[Using an Account on More Than One PC](#)

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[When You Back Up Netscape Navigator Settings](#)

[When You Back Up a Dial-Up Networking Phonebook Entry](#)

[If the Netscape Navigator Component is Disabled for Backup](#)

More About Backing Up. . .

There are two kinds of account information that can be saved in a backup file: [Netscape Navigator settings](#) and [Dial-Up Networking phonebook entries](#). The Components list on the Backup tab displays all the available pieces of account information that can be backed up, and lets you select which components you actually want to include in the backup file. Each component that will be included is indicated by a checkmark in the box in the left-hand column. For detailed information about any entry in the component list, just double-click on it.

By default, the components that are backed up include Netscape Navigator software settings for AT&T WorldNet email and autodialing, and all phonebook entries used to connect to AT&T WorldNet Service. To include other phonebook entries in the backup file, click in the corresponding checkboxes to display checkmarks. Similarly, if you do not want to restore some of the default components, click in the corresponding checkboxes to clear the checkmarks.

When You Back Up Netscape Navigator Settings

When you back up your Netscape Navigator settings, you are backing up only information relevant to using your AT&T WorldNet Service account with Netscape Navigator, and your autodial settings. It is important to realize that ***the Netscape Navigator software itself is not actually backed up by the Account Tool***, and neither are settings such as bookmarks, home page, and network proxies. For a list and brief explanation of the settings actually saved, see [Netscape Navigator Configuration Settings](#).

When You Back Up a Dial-Up Networking Phonebook Entry

When you back up a Dial-Up Networking phonebook entry using the Account Tool, you are making a copy of all of the settings in that entry. For a list of these settings, see [Dial-Up Networking Phonebook Entry Settings](#).

If the Netscape Navigator Component is Disabled for Backup

If the Netscape Navigator component is disabled when the Backup tab is displayed, the software has been installed, but has not yet been configured to work with AT&T WorldNet Service. Since there is no relevant account information in the component for the Account Tool to include in a backup file, the backup operation for the component is disabled.

Restore

To restore your AT&T WorldNet Service account information:

1. Insert the diskette containing your account backup information in drive A:.
2. If the Account Tool is not already running, start it up by double-clicking on the icon in the AT&T WorldNet Service program group. Verify that the Restore tab is selected.
3. Make sure that the file name shown in the box under "Restore from:" is A:\WNetAcct.wna, or whatever other account file you want to restore from. If no file name is shown, click on "Browse", use it to locate the file you want to use, and click "Open".
4. Click the "OK" button. You will see a message box verifying that the account information was restored successfully.

Other Restore Topics:

[Warnings and Error Messages](#)

[Account Security](#)

[Using an Account on More Than One PC](#)

[More about Restoring. . .](#)

[Name Clashes](#)

[Restore Mode](#)

[If a Component's Checkbox is Disabled](#)

[How DNS Addresses are Handled](#)

More about Restoring. . .

There are two kinds of account information that can be restored from a backup file: [Netscape Navigator settings](#) and [Dial-Up Networking phonebook entries](#). When the path to an account backup file appears under the “Restore from:” heading, the list on the Restore tab shows all the available account information components that can be restored, and lets you select which ones you actually want to install on the PC. For detailed information about any entry in the component list, just double-click on it.

Each component that will be restored is indicated by a checkmark in the box in the left-hand column. By default, the components that will be restored include Netscape Navigator software settings for WorldNet, and all phonebook entries used to connect to AT&T WorldNet Service. To restore other phonebook entries from the backup file, click in the corresponding checkboxes to display checkmarks. Similarly, if you do not want to restore some of the default components, click in the corresponding checkboxes to clear the checkmarks.

Name Clashes

If you are restoring a Dial-Up Networking phonebook entry, and another phonebook entry with the same name already exists on the PC, by default the Account Tool will change the settings of the already-existing entry on the PC to match those in the backup file. It will display a list of the proposed changes before actually making them, and give you a chance to decide what should actually happen. In addition to letting you select the individual settings to be changed, you also have the option of restoring the entry under a different name. See [Changes To Settings](#).


Restore Mode

When a Dial-Up Networking phonebook entry is restored to a PC, sometime the Account Tool determines that some settings must be modified for the entry to work correctly. This is especially likely if the Account Tool is used to transfer account information from one PC to another one with a different configuration – perhaps one PC is on a LAN, and the other is not, or the PCs have different kinds of modems.

If the “Normal (show options only)” button under “Restore mode” is selected, the Account Tool goes ahead and makes the appropriate changes. If the “Advanced (show all changes)” button is selected, however, and modifications to the settings are required, the Account Tool will display the modifications before actually making them. Again, see [Proposed Changes To Settings](#).

If a Component's Checkbox is Disabled

If an entry appears on the list but the checkbox is disabled, your PC's configuration will not allow that item to be restored. There are several reasons why this may occur:

- The checkbox for Netscape Navigator settings will be disabled if you are restoring to a PC that does not yet have AT&T WorldNet Service software for Windows 95 installed on it. First install the AT&T WorldNet software, and then go back and run Restore.
- The checkbox for a Dial-Up Networking phonebook entry will be disabled if no modem or other communications device is installed on the PC. To install a modem, click here:  and follow the on-screen instructions. Once your modem is installed, rerun the Account Tool to restore the phonebook entries.

How DNS Addresses are Handled

Windows 95 can keep DNS address information in two places: both in individual Dial-Up Networking

phonebook entries, and also in a centralized TCP/IP configuration which is visible from the Network applet in the Control Panel. When this control panel DNS is enabled, DNS addresses in individual phonebook entries are ignored.

Phonebook entries can each have two DNS addresses, a primary and a secondary, that will be used for that connection. The control panel DNS can specify up to 3 DNS addresses.

If the control panel DNS in your PC is enabled when you restore phonebook entries used to connect to AT&T WorldNet Service, the Account Tool will try to verify that it already includes at least one AT&T WorldNet Service DNS address. If it cannot find any, it attempts to add one. If this is successful, you will see the message ***“A DNS address for AT&T WorldNet Service has been added to the Windows 95 TCP/IP Configuration”***, and when the restore is completed, you will be prompted to restart your PC when the restore is completed, for the change to take effect. However, if the attempt to add a DNS address fails because the control panel DNS is already configured with the maximum of three entries, you will see a message ***“Could not add a DNS address for AT&T WorldNet Service”***. If you see this message, you may need to replace one of the existing entries with the AT&T WorldNet Service DNS address, or disable DNS before you will be able to access AT&T WorldNet Service.

Note: because of the way that DNS works, you may be able to use your existing DNS configuration to access AT&T WorldNet Service even if the “Could not add a DNS address for AT&T WorldNet Service” message is displayed. We recommend that you go ahead and see if you can successfully connect to AT&T WorldNet Service and browse the web before changing your DNS configuration.

Related topics in the AT&T WorldNet Service Troubleshooting Guide:

[How to Disable Your DNS Configuration](#)

[How to Enter the AT&T WorldNet Service DNS Address](#)

[DNS \(Domain Name System\)](#)

[DNS Address](#)

[IP Address](#)

Netscape Navigator Software Settings

This component contains information used to configure Netscape Navigator to work with your AT&T WorldNet Service account. For a complete list of these settings and their values, double-click on the Netscape Navigator entry in the components list.

Most of the settings in this component are used by Netscape Navigator to access your AT&T WorldNet Service email, and to configure autodialing. Note that restoring these settings will not reinstall Netscape Navigator, or restore your complete Netscape Navigator software configuration (hotlist, proxy settings, history, etc.). It will only restore your ability to use the software to read your email from AT&T WorldNet Service, and restore your autodial settings.

Dial-Up Networking Phonebook Entries

This component contains the information needed to recreate a Windows 95 Dial-Up Networking phonebook entry. This includes your network user name and password, the phone number to dial to connect to AT&T WorldNet Service, the phone number you are dialing from, the modem or other communications device to use, and many other settings. For a complete list of the settings and their values, double-click on the phonebook entry in the components list.

Component Information

This window shows the settings for the selected component. The settings are displayed in a tree view, in which clicking on any heading (or the box to the right of it) will expand the display to show all the settings under that heading. Clicking again on the heading will collapse the display, hiding the settings under that heading.

On the [Netscape Navigator Configuration](#) display, the [Installed Path](#) and [Home Page](#) are displayed, along with the headings [Email Configuration](#), [Registration Info](#), and [Autodial](#).

For [Dial-Up Networking phonebook entries](#), the headings are [User Account](#), [Phone Number](#), [Communications Device](#), [IP Addresses](#), [Protocols](#), and [Connection Options](#).

Netscape Navigator Configuration Settings

Installed Path

On the Backup tab, the Installed Path setting shows the path to where Account Tool has found the active installation of Netscape Navigator software for Windows 95. If you have more than one version of Netscape Navigator installed, this path shows the one which will supply the configuration information to be saved.

On the Restore tab, the Installed Path setting indicates where Account Tool has found Netscape Navigator software installed, and shows where the configuration information will be applied when the Restore takes place.

Home Page

This is the default page that is displayed whenever the Netscape Navigator software is started up.

Heading: Email Configuration

These values generally correspond to settings under the "Options|Mail and News Preferences" menu of the Netscape Navigator software, on the "Servers" and "Identity" tabs.

- **NNTP Server:** the name of the computer used to supply Netnews. For AT&T WorldNet Service, this is netnews.worldnet.att.net.
- **POP Name:** The name used to log in to the mail servers to send or receive email. For AT&T WorldNet Service, this is *email_ID*@worldnet.att.net, where the email ID you supplied when you registered with the service is substituted in place of *email_ID*.
- **POP Password:** this is an encrypted version of the email password you supplied when you registered with the service. The unencrypted version (clear text) is kept in the Email Password setting, under the Passwords heading.
- **POP Server:** the name of the computer used to deliver mail to you. For AT&T WorldNet Service, this is postoffice.worldnet.att.net.
- **SMTP Server:** the name of the computer you use to send mail. For AT&T WorldNet Service, this is mailhost.worldnet.att.net

The following settings are used to identify you in email messages and news articles that you create.

- **Reply To:** when someone replies to email that you send them, this is the address they will send it to. For AT&T WorldNet Service, this is generally the same as POP Name above. This is optional.
- **User Address:** your email address. For AT&T WorldNet Service, this is generally the same as POP Name above.
- **User Name:** Your real name. This is optional.
- **User Organization:** The company you work for, or organization you belong to. This is optional.

Heading: Registration Info

- **Network Password:** this is the password Windows 95 Dial-Up Networking uses when connecting to AT&T WorldNet Service. It will have a value like "!@#\$\$%^&*()_+QWER". It is unencrypted (clear text), but is not designed to be remembered or typed in by users. It should be the same as the Password under User Account in the Dial-Up Networking Configuration settings.
- **Email Password:** your unencrypted (clear text) email password, as supplied by you when you registered with AT&T WorldNet Service. The encrypted version is kept in the POP Password setting under the Email Configuration heading.

Heading: Autodial

- **Autodial Enabled:** This will be "Yes" if you have autodial turned on, otherwise no. To change it, doubleclick on the "WorldNet Autodial" icon in the Control Panel.

- **Autodial DLL:** this is usually set to "url.dll".
- **Autodial Function:** this is usually set to "AutodialHookCallback".
- **Default Phonebook Entry:** this is the default phonebook entry, usually "AT&T WorldNet".
- **Internet Phonebook Entry:** this is the default phonebook entry for Internet access, usually "AT&T WorldNet".
- **Autodisconnect Enabled:** This is set to "Yes" if you want your Internet connection to be dropped automatically after it has been idle for a specified amount of time.
- **Autodisconnect Idle Timeout:** This is the number of minutes of idle time after which the Internet connection should be dropped. It is ignored if Autodisconnect is disabled.

Dial-Up Networking Phonebook Entry Settings

Heading: User Account

- n **User Name:** this is the user name that Windows 95 Dial-Up Networking uses when connecting to AT&T WorldNet Service. This will have a value like "123456789@worldnet.att.net"
- n **Password:** this is the password Windows 95 Dial-Up Networking uses when connecting to AT&T WorldNet Service. It will have a value like "!@#\$\$%^&*()_+QWER". It is unencrypted (clear text), but is not designed to be remembered or typed in by users. It should be the same as the Network Password in the Netscape Navigator Configuration settings.
- n **Domain Name:** this field is not used when connecting to AT&T WorldNet Service.

Heading: Phone Number

These settings taken together define the number your modem will dial. For AT&T WorldNet, they should contain the area code and local phone number you use to connect to AT&T WorldNet Service.

- n **Country ID:** This is used internally by Windows 95 Dial-Up Networking. For the U.S., it should be "1".
- n **Country Code:** the country code for your AT&T WorldNet Service access number. For the U.S., this should be "1".
- n **Area Code:** the area code to dial to connect to AT&T WorldNet Service.
- n **Local Phone Number:** the local number to dial to connect to AT&T WorldNet Service, not including an area code.

Heading: Communications Device

- n **Device Type:** generally, this should be "modem".
- n **Device Name:** the name of the communications device used by this Dial-Up Networking. This will be set to a device like "28.8 Internal Modem" that is already installed and configured in Windows 95.

Heading: IP Addresses

- n **IP Address:** access to AT&T WorldNet Service is based on PPP, so this should be 0.0.0.0
- n **DNS IP Address** and **Alt DNS IP Address:** if DNS is *enabled* in the Network applet in the Windows 95 Control Panel, the DNS and Alt DNS IP addresses here are ignored by Dial-Up Networking. If DNS is *disabled* in the control panel, these two values should be set to the primary and secondary AT&T WorldNet DNS addresses. Valid addresses to use here include 204.127.129.1 and 204.127.160.1.
- n **WINS IP Address** and **Alt WINS IP Address:** this setting is ignored for AT&T WorldNet Service connections.

Heading: Protocols

- n **Use NETBEUI Network Protocol:** For AT&T WorldNet Service, this should be set to "No".
- n **Use IPX Network Protocol:** For AT&T WorldNet Service, this should be set to "No".
- n **Use TCP/IP Network Protocol:** For AT&T WorldNet Service, this should be set to "Yes".
- n **Use PPP Framing Protocol:** For AT&T WorldNet Service, this should be set to "Yes".
- n **Use SLIP Framing Protocol:** For AT&T WorldNet Service, this should be set to "No".
- n **Use RAS Framing Protocol:** For AT&T WorldNet Service, this should be set to "No".

Heading: Connection Options

- n **Use Country and Area Codes:** If this is set to "Yes", the country and area codes are used by Dial-Up Networking when constructing the phone number to be dialed. When this is set to "No", they are ignored.
- n **Use Specific IP Address:** for AT&T WorldNet Service, this should be set to "No".

- Ⓜ **Specify Name Server Addresses:** for AT&T WorldNet Service, this should be set to “Yes”.
- Ⓜ **Use IP Header Compression:** for AT&T WorldNet Service, this should be set to “Yes”.
- Ⓜ **Use Default Gateway on Remote Network:** for AT&T WorldNet Service, this should be set to “Yes”.
- Ⓜ **Disable LCP Extensions:** for AT&T WorldNet Service, this should be set to “No”.
- Ⓜ **Display Terminal Window Before Dialing:** for AT&T WorldNet Service, this should be set to “No”.
- Ⓜ **Display Terminal Window After Dialing:** for AT&T WorldNet Service, this should be set to “No”.
- Ⓜ **Display Modem Status:** enable modem light display on Windows 95 taskbar.
- Ⓜ **Enable Software Compression:** for AT&T WorldNet Service, this should be set to “Yes”.
- Ⓜ **Require Encrypted Password:** for AT&T WorldNet Service, this should be set to “No”.
- Ⓜ **Require MS Encrypted Password:** this setting is currently ignored by Windows 95.
- Ⓜ **Require Data Encryption:** this setting is currently ignored by Windows 95.
- Ⓜ **Logon to Network After PPP Connection:** for AT&T WorldNet Service, this should be set to “No”.
- Ⓜ **Use Logon Credentials:** this setting is currently ignored by Windows 95.
- Ⓜ **Promote Alternate Numbers:** this setting is currently ignored by Windows 95.

Changes To Settings

This window appears to alert you to changes you are about to make to your PC's configuration, to give you a chance to review the changes and verify that you want them to occur.

Normal Restore Mode

When the "Normal (show options only)" button under Restore mode is selected, the "Changes" window will be displayed whenever an item being restored already exists on the PC. The window shows the settings that differ between the version in the backup file (listed under the heading "Change to:") and the version currently on the PC (listed under the heading "Current value:"). If there is a checkmark in the box next to the setting, the value from the backup file will be used. If the box does not have a checkmark, the value currently on the PC will be retained. By default, the settings from the backup will be used, but by checking or unchecking individual boxes, you can specify which values should be used for the various settings. Once you have verified the values to be used, click on "Restore" to go ahead and set them on your PC.

If you are restoring a Dial-Up Networking phonebook entry with the same name as a phonebook entry already on your PC, you can choose to restore the entry using a different name, so that the existing entry is preserved. To do this, click on "Restore As", and then type in the name you want to use.

If, after reviewing the list of differences, you decide that you do not want to restore a component after all, click on the "Skip" button, and the configuration on the PC will be left unchanged.

Advanced Restore Mode

When the "Advanced (show all changes)" button under Restore mode is selected, the "Changes" window will be displayed in some additional situations, and will display some additional status information. Specifically, when a Dial-Up Networking phonebook entry is restored to a PC, sometime the Account Tool determines that some settings must be modified for the entry to work correctly. This is especially likely if the Account Tool is used to transfer account information from one PC to another one with a different configuration – perhaps one PC is on a LAN, and the other is not, or the PCs have different kinds of modems.

When the Advanced restore mode is selected, and modifications to the settings are required, the Account Tool will display the modifications before actually making them. The checkboxes for these modifications are disabled, so you cannot override Account Tool's choice of settings. In general, Account Tool will not let you create a component which it knows will not work with your PC's current configuration. If, after reviewing the list of differences, you decide that you do not want Account Tool to restore the component, you can click on "Skip" and the configuration on the PC will be left unchanged.

Account Security Precautions

The information in your account information backup file should be treated with great care, as it includes your personal AT&T WorldNet Service passwords. Anyone with access to this information will be able to use your account, and thus incur charges for which you will be responsible. They will also be able to send electronic mail which will appear to come from you. **WE RECOMMEND THAT YOU SAVE ALL COPIES OF YOUR ACCOUNT INFORMATION IN A SECURE PLACE.**

Click on the **Back** button above to return to the previous Help topic.

Using an Account on More Than One PC

To copy an AT&T WorldNet Service account from one PC to another:

1. Run the Account Tool on the PC that already has the AT&T WorldNet account, and do a [Backup](#) to a diskette
2. On the second PC, make sure that the AT&T WorldNet Service software is already installed, along with a modem and Windows 95 Dial-Up Networking.
3. Run the Account Tool on the second PC, and do a [Restore](#) from the floppy containing the backup file.

Note that although you can use a single account on more than one PC, additional charges apply if the account is being used to access AT&T WorldNet Service from more than one PC concurrently. In other words, if more than one PC is connected to AT&T WorldNet Service using the same account at the same time, extra charges will apply while the additional PCs are connected. For more information, consult the AT&T WorldNet Service Terms and Conditions (click on the Member Service button on the browser, and then look under General Information), or contact AT&T WorldNet Service Customer Care.

Click on the **Back** button above to return to the previous Help topic.

Warnings and Error Messages

No Dial-Up Networking modem detected. You cannot restore phonebook entries until Dial-Up Networking is installed on this PC, and configured with a modem.

This message will appear the first time you click on the “Restore” tab, if either Windows 95 Dial-Up Networking is not installed, or it is not configured with a modem. Dial-up Networking phonebook entries cannot be created properly without a modem installed and configured, so those entries are disabled for restoring. See [If a Component’s Checkbox is Disabled](#) for more information.

You must be logged on to Windows 95 to use this application.

Windows 95 Dial-Up Networking will not allow passwords to be saved unless the user has logged on to Windows 95. In order to keep account information from being installed without the critical password components, Account Tool will not run if the user is not properly logged in. See [When using the Internet, Windows 95 requires users to log on to their computers](#) in the Troubleshooting Guide for more information.

There was a problem writing to file “A:\WNetAcct.wna”. A likely cause is a shortage of disk space on that drive.

This message will appear if you are attempting to create a backup file on a disk that is already full.

Could not open file “A:\WNetAcct.wna”

This message will appear if you are attempting to create a backup file on a write-protected disk.

A DNS address for AT&T WorldNet Service has been added to the Windows 95 TCP/IP configuration

If the control panel DNS in your PC is enabled when you restore phonebook entries used to connect to AT&T WorldNet Service, the Account Tool will try to verify that it already includes at least one AT&T WorldNet Service DNS address. If it cannot find any, it attempts to add one. If this attempt is successful, you will see this message.

Later, when the restore is completed, you will see the message ***You must restart your computer before the new Windows 95 TCP/IP settings will take effect. Do you want to restart your computer now?***

Could not add a DNS address for AT&T WorldNet Service

If the attempt to add a DNS address fails because the control panel DNS is already configured with the maximum of three entries, you will see this message, and you may need to replace one of the existing entries with the AT&T WorldNet Service DNS address, or disable DNS before you will be able to access AT&T WorldNet Service. Note that because of the way that DNS works, you may be able to use your existing DNS configuration to access AT&T WorldNet Service even if the “Could not add a DNS address for AT&T WorldNet Service” message is displayed. We recommend that you go ahead and see if you can successfully connect to AT&T WorldNet Service and browse the web before changing your DNS configuration.

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AT&T WorldNet Service, Account Tool Version 2.00.001

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