

Specifies that other people cannot see or use this folder from their computers. To share this folder with other people, click Shared As.

Specifies that you want to share this folder with other people. You need to specify the access information.

Specifies the name of the shared folder. You can use the suggested name or type a new one. When someone wants to use this folder, they will look for this name when they look at your computer on the network.

Enables you to add a comment about the shared folder. Other people can see this comment if they look at the Details view of your computer on the network. You can use the comment to help people locate information you have shared.

Specifies the type of access you want others to have to this folder. To enable other people to open and copy documents, but not to modify or remove any information, click Read-Only. To enable other people to change, add, or remove files, click Full. To allow different types of access for different people, click Depends On Password.

Specifies the password other people must use to connect to your shared folder. If you don't want to use a password, leave this box blank. If you selected Depends On Password, then specify one password for people to gain read-only access to the folder and a different password for people who can have full access.

Displays the list of people you have given access to this shared folder or printer, and the type of access you've given them.

Only the people on this list will be able to view or use this shared resource. You can specify different groups of people for different folders or printers.

Click this to give someone access to this shared folder or printer.



Click this to remove someone from the list. The person you remove will no longer have access to this shared folder or printer.

Click this to change the access settings for the selected person.

Specifies that the person has read-only access to your shared folder. This means the person can connect to and view (but not change) your folder and its contents.

Specifies that the person has full access to your shared folder. The person will be able to do everything in the folder, including opening, creating, changing, and deleting files.

Specifies that you want to customize the kind of access you give to the person. You can select as many of the options as you want.

Enables the person to look at your shared folders and open the files in them.

Enables the person to make changes to the files in your shared folder. This does not include creating new files.

Enables the person to create new files in your shared folder. The person will be able to copy files into the folder.



Enables the person to display a list of the files in your shared folder.

Enables the person to delete files from your shared folder.

Enables the person to change the properties of files in your shared folder. For example, if you have a file marked as read-only, the person could change it so that it is not read-only.

Enables the person to change the access permissions.

Adds the selected person to the list, giving him or her read-only access to your shared folder. This means that the person can open and view files in your shared folder but cannot change them or add new ones.

Adds the selected person to the list, giving him or her full access to this shared folder or printer.

Adds the selected person to the list, and enables you to specify the exact kind of access you want the person to have.

Specifies that although the folder itself may or may not be shared, it is still indirectly shared and you can gain access to it through a shared parent folder.



Specifies that other people cannot see or use this printer from their computers. To share this printer with other people, click Shared As.

Specifies that you want to share this printer with other people. You also need to specify the sharename and password information.

Specifies the name of the shared printer. You can use the suggested name or type a new one. When someone wants to use this printer, they will look for this name when they look at your computer on the network.

Provides a place for you to add a comment about the shared printer. Other people can see this comment if they look at your printer on the network, either through the printer properties or in Details view. When you share a printer, use the comment to identify the printer. For example, you might list the type of printer and the location.

Specifies the password other people must use to connect to and use your shared printer. If you don't want to use a password, leave this box blank.

**To connect to another computer on your network**


If you installed networking when you set up Windows 95, you can easily connect to other computers on your network (sometimes referred to as a Local Area Network or LAN). Just double-click the Network Neighborhood icon on your desktop, and then double-click the computer you want. If you don't see the computer you want, double-click the Entire Network icon.

If you don't have networking available (the Network Neighborhood window is empty or the icon is missing), you need to set up networking.

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{button ,AL("A\_INSTALL\_NET\_CLIENT;")} [Related Topics](#)

### To assign (map) a drive letter to a network computer or folder

- 1 In My Computer or Network Neighborhood, click  on the toolbar.
- 2 Click the Path box, and then type the path to the resource you want. For example:  
\\computername\foldername  
If a password is required, Windows prompts you.


#### Tips

- If the toolbar is not visible, click the View menu, and then click Toolbar.
- You can also use the right mouse button to click My Computer or Network Neighborhood, and then click Map Network Drive.
- To map to a computer or folder you've used recently, click the arrow to the right of Path, and then click the one you want.

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{button ,AL("a-net-open-folder;")} [Related Topics](#)

### **To remove a drive-letter assignment**


- 1 In My Computer or Network Neighborhood, click  on the toolbar.
- 2 In the Drive box, click the resource whose drive-letter assignment you want to remove.

#### **Tips**

- If the toolbar is not visible, click the View menu, and then click Toolbar.
- You can also use the right mouse button to click My Computer or Network Neighborhood, and then click Disconnect Network Drive.



### **To specify your computer and workgroup names**

- 1 Click here  to display Network properties.
- 2 Click the Identification tab.
- 3 Type your computer name and workgroup name. The computer name must be unique. You cannot use a name already in use on the network.

#### **Tip**

- You can also type a description, if you want. This will be visible to other people on the network when they look at a listing of network computers.

The group of computers that your computer is in. A workgroup is generally composed of the computers you are most likely to communicate with, containing most of the network resources (such as files and printers) you will want to use.

### **To see what network printers and folders are available to you**

- 1 Double-click the Network Neighborhood icon. To see additional printers and folders that are available, click Entire Network.
- 2 Double-click the computer whose shared resources you want to view.

#### **Tips**

- If you can't see a resource you're looking for, you might not have access permission. Contact the person who shared the resource.
- To see a hierarchical view of the network, click a computer (or Entire Network), click File, and then click Explore.

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{button ,AL("a-customize-hood;a-net-open-folder;A\_NET\_MAP")}[Related Topics](#)

An item such as a folder, file, or printer that another computer has made available for you to use on the network.

Sometimes known as a "tree", the hierarchical view shows which files and folders are located in which folders.

### **To find a computer on your network**

- 1 Click the Start button, and then point to Find.
- 2 Click Computer.
- 3 If you know only the name of the computer you are looking for, type it in the Named box—for example, **marketing**.

If you know the path to the shared folder you are searching for, you can specify both the computer and folder name—for example **\\marketing\reports**.

- 4 Click Find Now.

#### **Tip**

- You can also find a computer by double-clicking the Network Neighborhood icon on the desktop.

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{button ,AL("a-customize-hood;")} [Related Topics](#)

**To use a shared network printer**

- 1 In Network Neighborhood, locate and double-click the computer where the printer you want to use is located.  
(To see which computers have shared printers attached, click the View menu, click Details, and look for printer names or descriptions in the Comment column of the Network Neighborhood window.)
- 2 Double-click the printer icon in the window that appears.
- 3 To set up the printer, follow the instructions on the screen.

**Tip**

- After you have set up a network printer, you can use it as if it were attached to your computer. For related topics, look up "printing" in the Help Index.

A printer attached to another computer that has been made available for you to use on the network. May also be called a "network printer".



**To put additional items in your Network Neighborhood folder**

- 1 Double-click the Network Neighborhood icon.
- 2 Double-click Entire Network.
- 3 When you find something you want in your Network Neighborhood (for example, a computer, folder, printer, or file), drag it to the Network Neighborhood folder. It will appear there each time you open Network Neighborhood.

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{button ,AL("a-findnetcomputer;")} [Related Topics](#)

**To open a shared folder on another computer**

- 1 Double-click the Network Neighborhood icon, and then double-click the computer where the shared folder is located. To see more computers, double-click Entire Network.
- 2 Double-click the folder you want to connect to.

**Tip**

- You may want to assign a drive letter for shared folders that you connect to often.

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{button ,AL("A\_COMMAND\_LINE;A\_NET\_MAP")} [Related Topics](#)

A folder on another computer that has been made available for you to use on the network.

**To log off of the network**

- 1 Click the Start button, and then click Shut Down.
- 2 Click Close All Programs And Log On As A Different User.
- 3 Click Yes.
- 4 In the Enter Network Password box, click Cancel. Windows will restart without logging you on to the network.

### **To log on to the network**

- 1 Click the Start button, and then click Shut Down.
- 2 Click Close All Programs And Log On As A Different User.
- 3 Click Yes.
- 4 In the Enter Network Password box, type your user name and password.

#### **Tip**

- If you want to log on to Windows and the network at the same time, you can do so by making your Windows and network passwords the same. For information about changing your password, click Related Topics below.

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{button ,AL("A\_MULTUSER\_CHANGE\_PWD;A\_NET\_CHANGE\_SERVER\_PASSWORD")}} [Related Topics](#)

A password that will be used each time you log on to Windows. It is not necessary to use a Windows password, as you can log on to Windows without one if you want.

A password you use to log on to a network. You can set this to be the same as your Windows password, so you have only one password to remember.

**To change your password for a NetWare server**


- 1 Connect to your preferred server
- 2 Click the Start button, and then point to Programs.
- 3 Click MS-DOS Prompt.
- 4 Change to the drive mapped to your preferred server.
- 5 Change to the folder that contains the SETPASS utility. If you do not know where it is, use the Find command on the Start menu to locate it.
- 6 Type your old password.
- 7 Type your new password.

**Note**

- If your password has already expired, you cannot log on to the network to change the password. In this case, contact your network administrator.



### To change your network password

- 1 Click here  to display Passwords properties.
- 2 Click Change Other Passwords.
- 3 Click the password you want to change, and then click Change.
- 4 Type your old password.
- 5 Type your new password, and then type it again in the Confirm New Password box.

#### Note

- If you are using a NetWare server, click Related Topics below for information about changing your password.

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{button ,AL("a-change-netware-password")} [Related Topics](#)

Click Help Topics to return to the list of topics.

Identifies your computer to other people on the network. Give your computer a unique name of up to 15 characters. The name cannot include blank spaces.

Identifies the group of computers that your computer is in. A workgroup is generally composed of the computers you are most likely to communicate with, containing most of the network resources (such as files and printers) you will want to use.

You can type an existing workgroup name or create a new workgroup by typing a new name that contains up to 15 characters. Check with your system administrator before creating a new workgroup.

Specifies an optional comment that other people see when they look at your computer on the network. Use it to describe your computer (for example, your name, department, or location) or the type of information on it that you're sharing.

Lists the network clients, adapters, protocols, and services (if any) that are installed on your computer.

- Client software enables you to use files and printers shared on other network computers.
- An adapter is the hardware device that physically connects your computer to the network.
- A protocol is the "language" a computer uses to communicate over a network. Computers must use the same protocol to communicate with each other.
- One type of service enables you to share your files and printers with other people on the network. Examples of other services are automatic system backup, remote registry, and network monitor agent.

Click this to add a network component to your computer.

Click this to remove a network component from your computer.



Click this to view or change settings for the selected network component.

Click this to turn file sharing on or off. File sharing enables people using other computers to read or modify files you share on your computer. To share a specific folder, change its sharing properties in My Computer or Windows Explorer.

Click this to turn printer sharing on or off. When you share your printers, people using other computers can print their files on your printers. To share a specific printer, change its sharing properties in My Computer or Windows Explorer.

Click this to turn file and printer sharing on or off. To share a specific folder or printer, change its sharing properties in My Computer or Windows Explorer.

Shows which network will validate your logon, enabling you to use the network. When you log on, Windows prompts you for a password, and may ask for other information, such as a server or domain name.

To select a different option for your primary network logon, click one in this list. If you click Windows Logon, you will be logged on to Windows 95, but no message will be shown if you cannot be connected to the network (for example, if your network is down or you type an incorrect password). You might want to use Windows Logon when you know your computer is not connected to a network (for example, if you are currently using a portable computer on the road).

Click this to select the manufacturer and model of the component you want to install.

Lists the types of network components you can install:

- An adapter is the hardware device that physically connects your computer to the network.
  - A protocol is the "language" a computer uses to communicate over a network. Computers must use the same protocol to communicate with each other.
  - Client software enables you to use files and printers shared on other network computers.
  - One type of service enables you to share your files and printers with other people on the network.
- Examples of other services are automatic system backup, remote registry, and network monitor agent.

Lists the items that can use this component.



Lists additional settings for the component.

Specifies the current value for the setting selected in the list on the left.

Click this to specify a value for the setting selected on the left.

Click this if you don't want to specify a value for the setting selected on the left.

Specifies that the selected protocol is used by default (when no other protocol is specified).

Click this to assign a password to each shared file or printer. Other network users will need to know the password you assign before they can use a file or printer you have shared.

Click this to specify which people can have access to each file or printer you share. These people are listed on a master list, and do not need a password to use resources you have shared.

Specifies the network domain or computer where the master list of users is stored.



Specifies whether you want to use the IPX/SPX protocol to run programs that normally require NetBIOS. (IPX/SPX stands for Internetwork Packet Exchange/Sequential Packet Exchange; NetBIOS stands for Network Basic Input/Output System.)

Click this to connect to the Windows NT domain specified below when you log on to Windows.

Lists the name of the Windows NT domain or the individual server you will be logged on to. A domain is a set of computers on a network that have been assigned a group name. A domain might contain two or more workgroups. When you log on to the network, your logon information is verified with the domain or server listed here.

Click this to save time when you start Windows. When you log on to the network, your previous network connections are available (the mapped drive letters are listed), but Windows makes a connection only as you use the drive.

Click this if you want all your network connections restored when you start Windows. This increases the time that startup takes, but you know right away if a network server you were connected to is not available.

Specifies the NetWare server that you will connect to when you log on.

Specifies the drive letter that will be assigned to your first network connection.

Specifies how you want Windows to search for files used by NetWare utilities.



Specifies whether you want your logon script to run when you log on to the network. The logon script automatically sets options for your system that have been specified by your system administrator.

Click the network device driver that this network adapter will use. If you don't know, use the one that Windows selected by default.

- Enhanced mode (32-bit and 16-bit) NDIS driver
- Real mode (16-bit) NDIS driver
- Real mode (16-bit) ODI driver

Click this if you want to skip this step of specifying settings for this network adapter and continue with setup.  
Note that the adapter will not work until you complete this configuration step.

Shows the configuration for the settings that are shown. To change to another configuration, click one in the list. To change settings, click Basic Configuration 0, change the settings you want, and then click OK.

Specifies which interrupt request line (IRQ) is used to send signals between your network adapter and your computer's central processing unit.

Specifies the address through which data is transferred between your network adapter and your computer's central processing unit. Use the default setting, if possible. Otherwise, check the documentation that came with your computer and other devices to see what addresses are already in use.

Automatically assigns an Internet Protocol (IP) address to your computer from a Dynamic Host Configuration Protocol (DHCP) server or a Point-to-Point Protocol (PPP) Dialup Router.

Click this to specify the Internet Protocol (IP) address assigned to your computer.



Type the Internet Protocol (IP) address obtained from your network administrator. An IP address is four numbers from 0 to 255, separated by periods.

Type the Subnet Mask number obtained from your network administrator. This number combined with the IP address identifies which network your computer is on.

Type the number for the gateway you want to add. The value in each field must be a number between 0 and 255. A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a local area network (LAN) may need a gateway to connect it to a wide area network (WAN) or to the Internet.

Lists the gateways your computer can use. A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a local area network (LAN) may need a gateway to connect it to a wide area network (WAN) or to the Internet.

Adds a gateway to your computer.

Removes the selected gateway from your computer.

Click this if you do not want to use the Domain Name System (DNS) to identify your computer on the network. DNS is a hierarchical naming system that uses a combination of text names separated by periods to create a unique name. For example, if George Washington could have connected to the Internet, his identification (address) might have been "georgewa.whitehouse.gov".

Click this if you want to use the Domain Name System (DNS) to identify your computer on the network. DNS is a hierarchical naming system that uses a combination of text names separated by periods to create a unique name. For example, if George Washington could have connected to the Internet, his identification (address) might have been "georgewa.whitehouse.gov".



Provides a place to type the host name for your computer. This might be a name you use to identify your computer on a smaller, local network, such as the one in your company (for example, "JanA"). The host name is combined with a domain name or suffix to create your Internet address.

Provides a place to type the name of the domain your computer belongs to. Domain refers to a set of computers on a network that have been assigned a group name. For example, a company's domain name on the Internet might be something like "thiscompany.com". A domain might contain two or more workgroups.

Type the number for the DNS server where information about your computer is stored. This information enables your computer to connect to the network. See your network administrator or contact your network provider for the number(s).

(The DNS server contains a database that converts the name assigned to your computer into a number that enables the computer to connect to the network.)

Adds a new DNS server to the list of servers that Windows will search for the name assigned to a computer.

Removes the selected server from the list that Windows will search for the name assigned to a computer.

Lists the DNS servers that contain a database that Windows will search for the name assigned to your computer. Servers will be searched in the order listed.

Provides a space to type a name such as "yourcompany.com" that helps identify your computer on the Internet. Your host name combines with this domain suffix to create your computer's Internet address.

You can have multiple domain suffixes. When searching for your name in its database, a DNS server searches first for your host name alone, and then for your host name combined with each suffix.

Lists the available domain suffixes. A domain suffix is a name such as "yourcompany.com" that helps identify your computer on the Internet. Your host name combines with the domain suffix to create your computer's Internet address. When searching for your name in the database, a DNS server searches first for your host name alone, and then for your host name combined with each suffix.



Adds a domain suffix, which is a name such as "yourcompany.com" that helps identify your computer on the Internet.

Removes a domain suffix from the list.

Click this if you don't want to use Windows Internet Naming Service (WINS) resolution. WINS enables you to use programs that require NetBIOS protocol.

Click this if you want to use Windows Internet Naming Service (WINS) resolution. WINS enables you to use programs that require NetBIOS protocol.

Type the number identifying a Windows Internet Naming Service (WINS) server. The primary WINS server is required. If you specify a secondary server, your computer attempts to access the primary server first.

Provides a space to type the number identifying an additional WINS server. If you specify a secondary server, your computer attempts to access the primary server first.

Provides a space to type the Scope ID number. The Scope ID defines a group of computers that recognize a registered NetBIOS name. Computers with the same Scope ID will be able to hear each other's NetBIOS "traffic" or messages.

Click this to use Dynamic Host Configuration Protocol (DHCP) to supply the information needed to set up your Windows Internet Naming Service (WINS) configuration. DHCP obtains the information from a server.



Specifies the name of the computer for which properties are listed.

Specifies a description or other comment about the computer.

Specifies the name of the workgroup of computers this computer belongs to. A workgroup is generally composed of the computers you are most likely to communicate with, containing most of the network resources (such as files and printers) you will want to use.

Specifies the type of network or service this computer is using, such as File And Printer Sharing For Microsoft Networks.

Specifies the name of the person who logged on to the network using this computer.

Specifies the domain this computer belongs to. Domain refers to a set of computers on a network that have been assigned a group name. For example, a company's domain name on the Internet might be something like "thiscompany.com". A domain might contain two or more workgroups.

[Click this to look at information about connections to this computer.](#)

Click this to see who is connected to this computer and to see how system resources such as processing time are being used.



Click this to enable you or an administrator to change settings on this computer remotely (without going directly to the computer to change them).

A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a local area network (LAN) may need a gateway to connect it to a wide area network (WAN) or to the Internet.

Windows Internet Naming Service (WINS) enables you to use programs that require NetBIOS protocol.

You can choose to have an Internet Protocol (IP) address assigned to this computer by a Dynamic Host Configuration Protocol (DHCP) server or a Point-to-Point Protocol (PPP) Dialup Router. Or you can obtain an IP address from your network administrator and type it in the space provided.

A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a local area network (LAN) may need a gateway to connect it to a wide area network (WAN) or to the Internet.

Provides a place to type the path of the folder you want to share.

Click this to browse for the folder you want to share.

Displays the name of the computer for which information is shown.



Displays the name of the company that produces the networking software this server is using.

Displays the version of networking software this server is using.

Displays the date the networking software was last updated.

Displays the copyright information for the networking software.

Displays the number of computers that are currently connected to this server.

Displays the maximum number of connections that can be made to this server.

Displays the name of the workgroup that this server is part of.

Displays a comment about this server.



Displays the names of servers this computer is currently connected to, along with other information such as the user name being used for the connections.

Provides the list of users and groups used for specifying who is allowed to access shared resources. This server also validates users and groups accessing these shared resources.

[Click this to look at information about connections to this computer.](#)

Click this to see who is connected to this computer and to see how system resources such as processing time are being used.

Click this to enable you or an administrator to change settings on this computer remotely (without going directly to the computer to change them).

Specifies the drive letter that will be used to connect to the network computer. This is known as "mapping to a network drive."

Windows automatically selects the next available drive letter. To specify a different drive letter, type the letter or click one in the list.

Specifies the path of the shared folder you want to connect to.

In most cases, type the path in the following format:

`\\computername\foldername`

To select a shared folder that you connected to recently, click one in the list.

Specifies whether to connect to this shared folder every time you start Windows.

If you don't use this folder often, make sure this box is not checked. This speeds up Windows startup.



Specifies whether to connect to this shared folder as the root of the drive. If this box is checked, when you switch to the drive letter, you are automatically connected to the shared folder and you won't have access to higher-level folders from this drive. For example, if you use drive X to connect to \\server\volume\folder\subfolder, when you switch to X:\, you are connected to \subfolder, and you cannot move to \folder by using drive X.

Clearing this check box may cause some programs to have trouble running over the network.

Click this [link](#) if you need to browse for a drive on a 16-bit network. A 16-bit network is an older model network written to work with Windows version 3.1. The default setting when you are browsing through the Network Neighborhood does not show 16-bit network resources.

Click this to be able to browse for a printer on a 16-bit network. A 16-bit network is an older model network written to work with Windows version 3.1. The default setting when you are browsing through the Network Neighborhood does not show printers connected to a 16-bit network.

Displays the network computers you are currently connected to.

Click the one you want to disconnect from, and then click OK. To select more than one computer, press and hold down CTRL while you click the computers.

Specifies the port to connect the network printer to.

Windows automatically selects the next available port. To select a different port, click one in the list.

Specifies the path of the printer you want to connect to.

In most cases, type the path in the following format:

`\\computername\printername`

Reconnects your computer to this printer each time you start your computer or Windows.

If you don't use this printer often, make sure this box is not checked. This speeds up Windows startup.

Displays the ports that are currently being used.

To select one port, click it. To select more than one, press and hold down `CTRL` while you click the ports.



Lists the NetWare servers that your computer is currently connected to or that are available for your computer to connect to.

Displays the name of the server, printer, or folder you are trying to connect to.

Provides a space for you to type a password that will be used when you make this connection.

Specifies whether to save the password so that you don't have to retype it the next time you make this connection.

Specifies whether to log on to the server as a guest. This enables you to log on to a server even though your user name is not on the list of those that have been given access to the server. When you log on as a guest, you generally do not need to type a password, and you will probably have limited access permissions. For example, you may be able to see files but not change them.

Provides a space for you to type a user name. Depending on the network you are using, this might be some variation of your own name (for example "Fredb") that you use to log on to Windows. Or it might be an account name or some other name that was assigned by a network administrator.

Provides a space for you to type a domain name. A domain is a set of computers on a network that have been assigned a group name. A domain might contain two or more workgroups. When you log on to the network, your logon information is verified with the domain.

Provides a space for you to type a domain name. A domain is a set of computers on a network that have been assigned a group name. A domain might contain two or more workgroups. When you log on to the network, your logon information is verified with the domain.



Provides a space for you to type a user name, which is used for logging on to Windows.

Provides a space for you to type a password that will be used when you log on to Windows. It is not necessary to type a password, as you can log on to Windows without one if you want.

Provides a space for you to type a Windows password. You can set other passwords, such as your password to log on to a network, to be the same as your Windows password. That way, you have only one password to remember.

Provides a space for you to confirm the password you typed.

Provides a space for you to type the name of the shared computer you want to find—for example, **marketing**. Windows will list all the shared folders that it finds on that computer.

If you know the path to the shared folder you are searching for, you can specify both the computer and folder name—for example **\\marketing\reports**.

Provides a space for you to specify the name of the user you want to add.

Displays the name of the server that contains the list of users.

You cannot change this setting here. To specify a different server, double-click the Network icon in Control Panel, and then click the Access Control tab.

Displays the names you want to add to the list.



Provides the list of names from the server specified above.

Select the names you want to add permissions for, and then click the permissions you want to add.

## Network Troubleshooter

This troubleshooter will help you identify and solve problems with your computer's network. Just click to answer the questions, and then try the suggested steps to fix the problem.

### What's wrong?

- I can't log on to the network.
- I can't see other computers in Network Neighborhood.
- I can't connect to a specific computer.
- I can't share a folder or printer on my computer.
- People on my network can't connect to my shared resources.
- I can't set up a network adapter.

**Can people on the network see your computer in the Network Neighborhood?**

<input type="checkbox"/>	<u>Yes.</u>
<input type="checkbox"/>	<u>No.</u>

**When people view your computer, do they see the correct shares?**

Yes, but they can't connect to them.

No.

**Make sure sharing is enabled on your computer**

▶ Click here



to display Network properties.

**Is the File And Print Sharing button available?**

Yes.

No.

**Make sure that file and print sharing are enabled**


- ▶ Click File And Print Sharing, and then make sure both boxes are checked.


**Did this fix the problem?**

- Yes. I can share my files now. Close the troubleshooter.
- No, I'm still having trouble. What else could be wrong?

**Next steps**

Either your network does not support file sharing, or your network administrator has not enabled this feature. For more information, contact your network administrator.

 [Return to the beginning of the troubleshooter.](#)

 [Close the troubleshooter.](#)

**Have you set up new hardware on your computer recently?**

<input type="checkbox"/>	<u>Yes.</u>
<input type="checkbox"/>	<u>No.</u>



**Did Device Manager report any conflicts?**

Yes.

No.

### **Install your new network adapter card**

▶ Click here



to start the Add New Hardware wizard.



Return to the beginning of the troubleshooter.



Close the troubleshooter.

## **Resolve hardware conflicts**

The Hardware Conflict Troubleshooter helps you identify and resolve hardware conflicts.

- Start the Hardware Conflict Troubleshooter.
- Return to the beginning of the Network Troubleshooter.
- Close the Network Troubleshooter.

**Is the network card already installed in your computer?**


Yes.


No.

I don't know.


### **Install your network card**


You need to install your network card. Turn off and unplug your computer, and install the network card, following the instructions that came with it. Then use the Add New Hardware wizard in Control Panel to set up the network card.

 [Return to the beginning of the troubleshooter.](#)

 [Close the troubleshooter.](#)

**Check to see which network card is installed in your computer**

1 Click here  to display Network properties.

2 Look at the list to see whether a network adapter is installed. A network adapter has a  icon beside it.

**Did you find a network card?**

Yes.

No.

### **Check the network card and slot**

1 For reference, you might want to print this procedure by clicking Options and then clicking Print Topic.

2 Shut down Windows.

3 Turn off your computer and unplug it.

4 Following the instructions in your computer's manual, remove the cover of your computer.


5 Locate your network card, and make sure it is properly seated in the slot.

If it is properly seated, the slot could be faulty. Try moving the network card to another slot in your computer.

For instructions, see the documentation for your network card.

6 If moving it to another slot does not solve the problem, the network card probably needs to be replaced.

 [Return to the beginning of the troubleshooter.](#)

 [Close the troubleshooter.](#)

**Can you see any computers in Network Neighborhood?**

- I can see some but not all of them.
- I see only my computer.
- I can't see any computers on the network.



**Do you see the Entire Network icon in Network Neighborhood?**

<input type="checkbox"/>	<u>Yes.</u>
<input type="checkbox"/>	<u>No.</u>

**View the Entire Network**

Double-click the Entire Network icon.

**Can you view other computers on the network?**

Yes.

No.

### **Have you switched to a different workgroup?**

When you open Network Neighborhood, it displays computers in the workgroup that contains your computer. If your computer has been moved to a different workgroup, you won't see them right away.

- How do I specify a different workgroup?
- I still can't find it. What else could be wrong?

**What problem occurred?**

- I can't find the computer on the network.
- I can find the computer on the network, but I can't view the shared resources.
- I can view the shared resources, but I can't connect to them.
- A different problem occurred.

**Is the computer on the network?**

- 1 Click the Start button, and then point to Find.
- 2 Click Computer.
- 3 Type the name of the computer you're looking for, and then click Find Now.

**Did you find the computer?**

Yes.

No.

**Try to view the shares on the computer**

Double-click the computer name in the list of found computers.


**Can you view the shares on the computer?**

Yes.

No.


**Contact the computer's administrator**

The computer may have a problem, or it may be disconnected from the network. Contact the computer's administrator for more information.

 Close the troubleshooter.

**Contact the computer's administrator**


The computer may not currently have any shared resources available. Contact the computer's administrator for more information.

 Close the troubleshooter.



**Contact the computer's administrator**

You may not have permission to use the resources on that computer. Contact the computer's administrator for access rights.

 Close the troubleshooter.

**Make sure the network cable is connected properly**

Make sure the cable is connected securely to the network adapter. Also, if your network adapter is a PC card (PCMCIA), make sure it is fully inserted in your computer. Then try to view the computers again.

**Did this fix the problem?**

Yes. The computers are available now. Close the troubleshooter.

No, I'm still having trouble. What else could be wrong?

**Make sure the network cable is connected properly**


Make sure the cable is connected securely to the network adapter. Also, if your network adapter is a PC card (PCMCIA), make sure it is fully inserted in your computer. Then try to set it up again.

**Did this fix the problem?**



Yes. Close the troubleshooter.

No. I'm still having trouble. What else could be wrong?

## Check the settings for the network adapter

- 1 For reference, you might want to print this procedure by clicking Options and then clicking Print Topic.
- 2 Click here  to display Network properties.
- 3 Click your network adapter, click Properties, and then click Advanced.
- 4 If the setting labeled Transceiver Type is available in the Property list, click it. Make sure the value is set to match the type of network cable you are using.  
If you don't know what type of cable your network uses, contact your network administrator.
- 5 Click the Resources tab.
- 6 Make sure the hardware settings match the settings for your network adapter. If you don't know what your network adapter's settings are, click Configuration Type, and then click Detected Config, if it appears in the list.  
If Detected Config does not appear in the list, see the documentation for your network adapter for information on determining the settings.




### Tip

-  For Help on an item, click  at the top of the dialog box, and then click the item.


### Did this fix the problem?

- Yes. Close the troubleshooter.
- No. I'm still having trouble. What else could be wrong?

### Check the network protocol you are using

- 1 Click here  to display Network properties.
- 2 Make sure the name of your network adapter appears in the list. A network adapter has a  icon beside it.
- 3 Make sure at least one network protocol is in the list. A protocol has a  icon beside it.
- 4 Click your network adapter, and then click Properties.
- 5 Click the Bindings tab.
- 6 Make sure the box next to the name of your network protocol is checked.



#### Tip

 Make sure your protocol is the same one that other computers on your network are using. If it is not, you will be unable to see other computers on your network. If you don't know what protocol you should be using, contact your network administrator.

#### Did this fix the problem?

- [Yes. Close the troubleshooter.](#)
- [No, I'm still having trouble. What else could be wrong?](#)



### Check the network protocol you are using

- 1 Click here  to display Network properties.
- 2 Look at the list to see what protocols your computer uses. A protocol has a  icon beside it. Make sure that you are using the correct protocols. If you don't know what protocol you should be using, contact your network administrator.

### Is the correct protocol listed?

- No. How do I install another protocol?
- Yes, but I'm still having trouble. What else could be wrong?
- I don't want to do this now. Close the troubleshooter.

### Which network client are you using?

- 1 Click here  to display Network properties.
- 2 Look at the list to see what clients your computer uses. A client has a  icon beside it. Make sure that you are using the correct client for your network. If you don't know what client you should be using, contact your network administrator.

### Is the correct client listed?

- [No. How do I install another client?](#)
- [Yes, but I'm still having trouble. What else could be wrong?](#)
- [I don't want to do this now. Close the troubleshooter.](#)


**What network are you using?**

- I am using the Client for Microsoft Networks.
- I am using Novell NetWare.
- I am using a different network.
- I don't know. How do I find out?



### Check the network client you are using

1 Click here  to display Network properties.

2 Look at the list to see what clients your computer uses. A client has a  icon beside it.

### What network are you using?




I am using the Client for Microsoft Networks.

I am using the Client for NetWare Networks.

I am using a different network.

### **No network is installed**

The problems you have mentioned indicate that no network software is installed on your computer.

-  [View instructions on installing network software.](#)
-  [Return to the beginning of the troubleshooter.](#)
-  [Close the troubleshooter.](#)

**What problem occurred?**

- No domain server could validate my password.
- A duplicate computer name exists on the network.
- I forgot my network password.
- A different problem occurred.

**Contact your network administrator**


- Contact your network administrator and ask to have your password changed.
- Return to the beginning of the troubleshooter.
- Close the troubleshooter.


### **Change your computer name**

1 Click here  to display Network properties.


2 Click the Identification tab.

3 Type a different computer name. Or add a number or letter to the computer name to make it unique.

 Return to the beginning of the troubleshooter.

 Close the troubleshooter.

### **Check your network domain**

- 1 Click here  to display Network properties.
- 2 Click Client For Microsoft Networks, and then click Properties.
- 3 Make sure that Log On To Windows NT Domain is checked, and that the correct Windows NT domain is listed. If you do not know which domain is correct, contact your network administrator.

If the correct domain is listed, contact your network administrator to make sure you have an account in that domain.

### **Did this fix the problem?**


Yes. I can log on now. Close the troubleshooter.

No. What else could be wrong?


**What problem occurred?**


- I see the message "Server name is not valid or server is not available."
- The network processed a logon script when it shouldn't have.
- The network didn't process a logon script when it should have.
- I forgot my network password.
- A different problem occurred.

### **Check your preferred server**

- 1 Click here  to display Network properties.
- 2 Click Client For NetWare Networks, and then click Properties.
- 3 Make sure that the correct preferred server is listed. If you do not know which server is correct, contact your network administrator.


If the correct preferred server is listed, contact your network administrator to make sure you have an account on that server. If you know you have an account on the server, contact your network administrator to determine whether the server is working properly.

 [Return to the beginning of the troubleshooter.](#)

 [Close the troubleshooter.](#)



**Make sure logon script processing is turned on**

- 1 Click here  to display Network properties.
- 2 Click Client For NetWare Networks, and then click Properties.
- 3 Make sure Enable Logon Script Processing is checked.

**Did this fix the problem?**

- Yes. I can log on now. Close the troubleshooter.
- No. What else could be wrong?

## Next steps


You've encountered a networking problem that the Network Troubleshooter can't help you solve. Here are some more steps you can try:

- Make sure that the network cable is connected to your network card and to the network.
- Make sure the network card is installed and set up correctly. For more information, see the documentation for your network card.
- Find out whether the network is working correctly.


For more information to help you solve the problem, contact your network administrator, or try looking in the documentation for your network card or software.

- [Return to the beginning of the troubleshooter.](#)
- [Close the troubleshooter.](#)

### To install the automatic backup feature on your computer

- 1 Click here  to display Network properties.
- 2 Click Add.
- 3 Click Service, and then click Add.
- 4 In the Manufacturers list, click the backup agent that your network administrator has set up on the server: either Cheyenne (ARCserve) or Arcada (Backup Exec). Then click OK. For Backup Exec Agent, you also need to click the Protocol tab and then select a protocol.


#### Tip

 After installing the backup agent, you need to enable automatic backup in order for a backup to be performed. For information, click Related Topics below.


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{button ,AL("A\_BUAGENT\_ENABLE")} [Related Topics](#)


**To disable automatic backup on your computer**

- 1 Click here  to display Network properties.
- 2 Click the backup agent that your network administrator has set up on the server (either ARCserve or Backup Exec), and then click Properties.
- 3 Click Disable Network Backup.

### To enable automatic backup on your computer

- 1 Click here  to display Network properties.
- 2 Click the backup agent that your network administrator has set up on the server (either ARCserve or Backup Exec), and then click Properties.
- 3 Click Enable Network Backup, and then complete the rest of the dialog box.

#### Tip

 Before enabling automatic backup, you need to install the backup agent on your computer. For information, click Related Topics below.


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{button ,AL("A\_BKAGENT\_INSTALL")} [Related Topics](#)


**To have files restored over a network**

- See your network administrator to request that files be restored to your computer.


**To specify whether or not to restore your registry**

- 1 Click here  to display Network properties.
- 2 Click the backup agent that your network administrator has set up on the server (either ARCserve or Backup Exec), and then click Properties.
- 3 Click the check box to specify whether you want the registry restored when you have your whole system restored.


**Note**

 Before you can restore your system using a backup agent, you will need to reinstall Windows 95 on your computer. Then follow the above procedure to specify the Registry option.

### **To exclude folders from ARCserve Agent backup**


- 1 Click here  to display Network properties.
- 2 In the network components list, click ARCserve Agent, and then click Properties.
- 3 Click Add, click the folders you want to exclude when a backup is done, and then click OK.
- 4 Click OK.

#### **Tip**




 To delete a folder from the list, click the folder, and then click Remove.



### To select folders to include in Backup Exec Agent backup

- 1 Click here  to display Network properties.
- 2 In the network components list, click Backup Exec Agent, and then click Properties.
- 3 Click Add, click a folder you want to include when a backup is done, and then click OK.
- 4 Type a password if you want to assign one, and then click OK.
- 5 If you want to add another folder to the list, click Add; if not, click OK.

#### Tips

-  To delete a folder from the list, click the folder, and then click Remove.
-  To change access control (password) information about a folder, click the folder, and then click Details.
-  If you want to back up your entire hard disk, make sure the Published Folders section lists the drive and root (for example, C:\).

### **To back up your files to a NetWare or Windows NT server**

You can have files on your hard disk automatically backed up to a network server by using a network service called a backup agent. You need to use the backup agent that your network administrator has set up on the server: either ARCserve or Backup Exec.

Your network administrator specifies how often backups are done. You specify which files should be backed up.

For more information about setting up a backup agent service or changing settings such as which folders are backed up, click [Related Topics](#) below.

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{button ,AL("A\_BKAGENT\_INSTALL;A\_BUAGENT\_EXCLUDE\_FLDRS;A\_BUAGENT\_PUBLISHED\_FLDRS;A\_BACKUP")}

[Related Topics](#)

A place in a computer's memory that stores settings for the computer (for example the default colors and patterns that appear on the screen). Often the registry also stores settings for programs installed on the computer, such as a word processing or spreadsheet program.

Click this to turn off the backup agent. When backup is disabled, the system backup specified by your network administrator will not be performed.

Click this to turn on the backup agent. When backup is enabled, your system will be automatically backed up to a network server, according to the schedule specified by your network administrator.

Lists the IPX address of your system. (IPX refers to Internetwork Packet Exchange). The IPX protocol is used for local area network (LAN) servers.

Provides a space to type a password so only those who know the password can perform a backup on your system.

Provides a space to confirm the password you typed.



Click this if you do not want to have your system's registry settings restored when your system is restored. The registry defines settings such as which programs are installed on your computer, which network connections you want to re-establish at startup, and desktop settings such as wallpaper and colors.

Click this if you want to display status information while a backup is being performed.

Displays the names of folders you have specified that you don't want backed up. For example, to save time and space, you might decide not to back up a temporary folder such as Temp.

Click this to delete the selected folder from the list of those you don't want backed up. This has the effect of including the folder in a backup.

Click this to add a folder to the list of those you don't want backed up.

Click this to turn off the backup agent. When backup is disabled, the system backup specified by your network administrator will not be performed.

Click this to turn on the backup agent. When backup is enabled, your system will be automatically backed up to a network server, according to the schedule specified by your network administrator.

Displays the name that identifies your computer on the network.



Click this to type a password that the network administrator must enter in order to perform a backup on your system.

Tells you whether the Backup Exec Agent is running. If it's not running, no backup can be performed on your system.

Click this if you want to have your system's registry settings backed up. The registry defines settings such as which programs are installed on your system, which network connections you want to re-establish at startup, and desktop settings such as wallpaper and colors.

Lists the folders you have specified to be backed up. If you want to back up your entire hard disk, make sure this section lists the drive and root (for example, C:\).

Click this if you want to change any information about the folder selected in the Published Folders list.

Click this to remove the selected folder from the list of folders you have specified to be backed up.

Click this if you want to add a folder to the list of folders you have specified to be backed up.

Displays the name of the folder whose contents are currently displayed in the box below.



Displays the folders contained in the selected folder. Double-click a folder to display its contents.

Click this to connect to a shared network resource by using a drive letter on your computer.

Displays the selected drive. Click the arrow to display more drives you can select.

Displays the path of the selected folder.

Click this to select a different folder to include in your backup.

Displays the name of the folder you selected to include in your backup.

Click this if you want to specify a password to control access to this folder. Then type the password.

Click this if you want people connecting to this folder to be able to read the contents but not modify them.



Click this to specify that backups be done using the IPX/SPX-compatible protocol. (IPX/SPX refers to Internetwork Packet Exchange/Sequential Packet Exchange.) Click this option if you are backing up to a Novell NetWare server, or to a Windows NT server that is running IPX/SPX.

Click this to specify that backups be done using the TCP/IP protocol. TCP/IP is a protocol used to connect to the Internet and wide-area networks. Click this option if you are backing up to a Windows NT server that is running TCP/IP.

Displays the servers that are available to back up your system. Servers are listed by either their host name or their IP (Internet Protocol) address. The host name is a name that identifies the computer on the local network (for example, "ADMIN"). See your network administrator for the information you need.

Click this to remove a server from the list of those that can be used to back up your system.

Click this to add a server to the list of those that can be used to back up your system. Ask your system administrator for information about available servers.

Type the name or the IP (Internet Protocol) address of the server where your backup will be done. See your network administrator for the information you need.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.


Click this to capture a port (map it to a network drive).



Click this to release a port (remove the mapping to a network drive).

Specifies how much time (in seconds) Windows will wait for the printer to come online before reporting an error.

Determines whether files that have already been sent to the printer will still be printed even if the port is disconnected from the printer (for example, if the printer is disconnected from the network). If this box is checked, the files will still be printed.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies the form type (page dimensions) that you want to use. To use the default form, type a zero in this box, and make sure the Name box is empty.

Provides a space for you to type the name of the form you want to use. Type the name exactly as it appears on your NetWare server.

To use the default form, type a zero in the Type box, and make sure the this box is empty.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Inserts a banner page (separator page) between each document printed. A banner page is useful if many people use your printer or if you print multiple documents at once. To customize the banner page, type the text you want.

**Note** If you are using a PostScript printer, make sure this box is not checked, unless your network administrator has configured your printer to provide a PostScript banner page.



Specifies the number of copies you want printed.

This setting applies to all documents you print on this printer. Sometimes you can also specify the number of copies you want to print from within a program. If you change this setting in your program, the change will affect only the document you print from that program. It is recommended that you do not change the setting in both places.

For files printed from MS-DOS-based programs, specifies whether to convert tabs to spaces and how many spaces to substitute for each tab.

Specifies whether a form-feed command is sent to the printer after your file is printed. Check this box only if your MS-DOS-based program does not automatically do this.

