

NetAcceleratorTM

Comprehensive Paperless Documentation from IMSI

23NTX5201

NetAccelerator™

Version 2.0

USER GUIDE

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1

NetAccelerator

Thank you for purchasing NetAccelerator. This user guide provides an overview of NetAccelerator, and shows you how to derive the most benefit when using it.

System Requirements

- IBM-compatible PC 486 or better
- Microsoft Windows 95/NT operating system
- Minimum of 8MB RAM; 16MB recommended
- Internet browser—Netscape Navigator 3.2 or higher or Internet Explorer 3.2 or higher
- Approximately 5MB of disk space (add-on software and browsers require up to 120MB in addition)

 NOTE: *If you don't have the required browser version, please see "Installing an Internet Browser" on page 1-4.*

Registration

Once you have registered NetAccelerator, you can take full advantage of the many available support options. It also assures that IMSI will be able to notify you of any future upgrades to NetAccelerator. You can register via the IMSI Web site at: <http://www.imsisoft.com/online.html>. To register online using your NetAccelerator menu, see "NetAccelerator Local Menu" on page 1-8.

Using This Guide

Interactive Features

This Onscreen User Guide contains more information than the printed Getting Started Guide, and you can take advantage of the interactive features of the PDF. When you click on these hyperlinks, Acrobat Reader will take you directly to the information you are seeking:

- Bookmarks for all chapters and topic headings
- Table of Contents topics
- Cross-references to other sections of the User Guide
- Hyperlinks to Web site URLs
- Index page numbers

Typographic Conventions

You will find the following typographic conventions in this User Guide:

- Names of keyboard keys are enclosed by angle brackets (<>), (for example: Press <Enter>, <Tab>, or <F1>).
- Names of keyboard keys coupled by a plus sign represent Hotkey combinations, (for example: Press <Alt> + <A> means to hold down the <Alt> key on the keyboard and press the letter <A>).
- Buttons and tabs on the screen are enclosed by straight brackets ([]), (for example: Click [OK], [Cancel], or [Help]).
- Menu instructions are separated by a pipe (|), (for example: Actions|Transport means to select the *Actions* menu and select *Transport*).

Icons

This User Guide uses four different icons to point out useful or related information:



NOTE: *Indicates important additional information.*



SEE ALSO: *Indicates other sections in the manual that contain related information.*



TIP: *Contains time-saving tips, ideas, and suggestions.*



WARNING: *Pay close attention; contains information that could prevent you from making costly mistakes.*

Terms You Should Know

This table contains common terms that you will see in this User Guide.

Term	Definition	Example
Click	Quickly press and release the left mouse button	Click [OK] to accept the changes.
Double-click	Click the left mouse button twice in rapid succession	Double-click the Selection Set to view its contents.
Right-click	Click the right mouse button	Right-click anywhere on the screen to reveal a local menu.
Select	Mark or highlight an item so that an action can be performed on that item	Select the file you wish to shred.
Choose	Click inside a radio button to select an option (radio buttons are round buttons that allow you to choose only one of several options).	In the Level area, choose either <i>Basic</i> or <i>Advanced</i> .
Check	Click inside a checkbox to select an option (checkboxes are toggle buttons; unchecking the box will turn off the option)	Under Files to Exclude, check <i>Read-Only</i> Files to exclude read-only files from the chart.
Field	A space or area for particular information (sometimes called a box or text box)	Type a name for the Report in the Report Name field.
Term	Definition	
Window	A screen or sub-screen with a specific function; usually can be resized, minimized, maximized, or stacked	
Dialog	A window displaying options or notices; usually must be completed before continuing program use; often cannot be resized	
Group	An outlined area of related options within a dialog	
Tab	Groups in a dialog stacked instead of outlined; each group has a visible name tag to bring it to the top of the stack when clicked	
Default	Predetermined settings	
Active	The current window or dialog will always be on top; only one window can be active at any time	
Local Menu	A window that displays menu choices; appears when a program icon or specified area of the screen is right-clicked	
Taskbar	A Windows toolbar—use your mouse here to select active applications	

Other Help And Information Resources

The Readme File

The Readme file contains last-minute information that was not included in this User Guide. You can view the Readme by double-clicking on the file **Readme.txt** in the folder `C:\ProgramFiles\Imsi\NetAccelerator` (where C is the letter of your hard disk drive).

We suggest that you print the Readme file and save it for future reference. If you do not have access to a printer, make sure that you at least become familiar with the contents of the Readme file.

Support Services

For technical support and customer service information for NetAccelerator, please see Appendix A, "Support Services."

Internet Terms

Many glossaries defining Web terminology are available on the Internet:

- http://www.yahoo.com/Computers_and_Internet/Internet/Information_and_Documentation/Internet_Glossaries/
- <http://www.altavista.digital.com/cgi-bin/query?pg=q&what=web&kl=XX&q=internet+glossary>
- <http://www.wvli.com/translation/netglos/netglos.html>

Installing an Internet Browser



WARNING: *If you decide to install Netscape Communicator instead of installing Netscape Navigator (which is available on the NetAccelerator CD-ROM), install Communicator **before** installing NetAccelerator.*



NOTE: *Before installing a browser, close any programs that run automatically, including anti-virus programs, screen savers, and third-party memory managers and shells. Also, remove any floppy disks from your floppy drive(s).*

1. Insert the NetAccelerator CD into your CD-ROM drive.
2. From the Windows taskbar, select Start|Run.
3. Choose an Internet Browser and type the install path:
 - For Internet Explorer—Type `D:\ie4\ie4setup.exe`
 - For Netscape Navigator—Type `D:\ns40\setup\win32\setup.exe` (where **D** is the letter of your CD-ROM drive).
4. Click [OK] and follow the instructions on the screen.



SEE ALSO: For more information about installing Netscape Navigator and Internet Explorer, please refer to chapter 2, "Netscape Navigator," and chapter 3, "Microsoft Internet Explorer."



NOTE: If you are using a Compaq Presario computer and the Compaq Homebase software, you may experience compatibility problems with Internet Explorer 4.0. Please visit the Compaq (<http://www.compaq.com>) and Microsoft (<http://www.microsoft.com>) Web sites for further information if a problem occurs.

Installing NetAccelerator



NOTE: Before installing NetAccelerator, close any programs that run automatically, including anti-virus programs, screen savers, and third-party memory managers and shells. Also, remove any floppy disks from your floppy drive(s).

1. Insert the NetAccelerator CD into your CD-ROM drive.
2. From the Windows taskbar, select Start|Run.
3. Type `D:\setup.exe` (where **D** is the letter of your CD-ROM drive).
4. Click [OK] and follow the instructions on the screen.
If you click [Yes] when asked, "Do you want to run NetAccelerator when you start your system?," NetAccelerator will start automatically when you start your computer.



WARNING: *Due to the changes that the software application GetRight must make to the Windows registry, all versions of NetAccelerator will not function properly if GetRight has been installed on the same computer system. If you wish to use Net Accelerator do NOT install GetRight, which is included as add-on software with some other IMSI products.*



TIP: *To change the Run on Startup of system option once NetAccelerator has been installed, see "Options" on page 1-11.*

Uninstalling NetAccelerator

If you decide you want to remove NetAccelerator from your computer, you can easily uninstall it.

1. From the Windows taskbar, select Start|Programs|Imisi|Uninstall NetAccelerator.
2. When the Confirm File Deletion dialog appears, click [Yes].
3. In the Remove Shared File Dialog, click [No to All] so that shared components will not be removed.
4. In the final Remove Programs From Your Computer dialog, click [OK].

Instructions for America Online (AOL) Users

1. Verify that NetAccelerator and either Netscape Navigator or Internet Explorer are installed.



SEE ALSO: *"Installing NetAccelerator" on page 1-5 and "Installing an Internet Browser" on page 1-4.*

2. Start NetAccelerator if it is not already running.
3. Connect to AOL, but do not open the AOL browser for the Internet (NetAccelerator will not function properly with AOL's native browser).
4. Open Netscape Navigator or Internet Explorer. NetAccelerator will begin caching your Web pages.

About NetAccelerator

NetAccelerator is a Windows 95/NT utility that dramatically improves your Internet browser and modem efficiency while you are browsing the World Wide Web. NetAccelerator achieves this by keeping your system busy while you are reading a particular Web page.

How Does Browsing Normally Work?

When you click on a hypertext link on a Web page, your browser (Netscape Navigator or Internet Explorer) retrieves, or *caches* the contents of the page that the link points to and displays it on your screen. *Caching* is how a computer allows you to view Internet pages by placing the Web page information in a designated temporary folder on your hard drive. This enables you to return to a site without reloading the Web page.

While you are reading the page, the browser stops retrieving information and waits for you to choose the next link before downloading it. When you click another link, the process is repeated. Depending upon the type of browsing you are doing, the system is often sitting idle for a significant amount of time.

How Does Browsing with NetAccelerator Work?

The concept behind NetAccelerator is very simple. NetAccelerator uses the seconds or minutes that you spend reading a retrieved page to begin downloading, or *caching* linked pages in the background. In other words, NetAccelerator makes use of this otherwise idle time.

You can think of it like this: while you are reading, NetAccelerator is clicking all the links on the page you are viewing and downloading them in the background. When you have finished reading, and then click on any link on that page, the linked page will appear instantly if NetAccelerator has already downloaded it. When the new page appears, the process is repeated.

Depending on your browsing style, the length of time the system is idle can be significant. If you spend only a few seconds scanning a page before clicking on a link, NetAccelerator won't have enough time to download the linked pages. On the other hand, if you read more slowly, or carefully review a page looking for desired information, NetAccelerator can do a lot of work downloading all the linked pages.



SEE ALSO: "*Factors that Affect NetAccelerator Performance*" on page 1-17 for specific information on factors that determine how much NetAccelerator can increase your efficiency.

Using NetAccelerator

Starting NetAccelerator

There is very little you need to learn about NetAccelerator in order to use it. To start NetAccelerator, select Start|Programs|Imsi|NetAccelerator. If you chose the Run on Startup of system option during installation, NetAccelerator should already be running. When NetAccelerator is running, the NetAccelerator icon appears in the Windows taskbar near the time display.

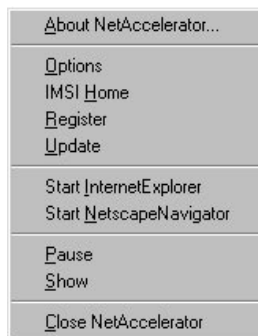


NetAccelerator icon in the Windows Taskbar

NetAccelerator can be left open even when you do not have a browser running. If NetAccelerator is open, it will automatically work whenever you open your Internet browser.

NetAccelerator Local Menu

Right-click the NetAccelerator icon in the Windows taskbar to bring up the local menu. All NetAccelerator commands can be accessed through this menu.



NetAccelerator local menu

Local Menu Option:	Description:
About NetAccelerator	Displays information about the product and how you can obtain online support from IMSI
Options	Opens the Options page of the NetAccelerator window (see "Options" on page 1-11)
IMSI Home	Opens the IMSI Web site in your Internet browser
Register	Registers your copy of NetAccelerator, entitling you to technical support and six months of free updates to NetAccelerator
Update	Checks online for available updates to NetAccelerator, and lets you download the newest version (periodically select this option to ensure that you have the latest version of NetAccelerator from IMSI)
Start Internet Explorer	Launches Microsoft Internet Explorer, if you have it loaded
Start Netscape Navigator	Launches Netscape Navigator, if you have it loaded
Pause/Resume	Pauses NetAccelerator to allow your modem to perform other tasks (see "When to Use the Pause Function" on page 1-9)/Resumes NetAccelerator when you want to use it again
Show/Hide	Displays the NetAccelerator window where changes to settings can be made (see "NetAccelerator Window" on page 1-10)/Hides the NetAccelerator window
Close NetAccelerator	Closes NetAccelerator and removes the icon from the Windows taskbar (to reopen NetAccelerator, select Start Programs Imisi NetAccelerator)

When to Use the Pause Function

If you are using your Internet connection for other purposes while NetAccelerator and your browser are open, NetAccelerator will keep working even if you are doing other online tasks. There may be times when you will not want NetAccelerator to keep your modem busy:

- If you are communicating on a chat line, you may want your comments and others' responses to be transmitted as quickly as possible.
- If you are downloading (retrieving) a file from a Web site or an FTP site, you will want the download to have priority on the modem's capability. Downloaded files that are transmitted with many interruptions often get damaged while you are receiving them.
- If you are playing an online game, viewing online video, or listening to online audio, you may want the response time to be as fast as possible.

In these cases, you should pause NetAccelerator by selecting *Pause* from the NetAccelerator local menu. A red X will appear on the Windows taskbar icon, ensuring that NetAccelerator is paused and that it will not compete for modem and phone line availability.



Paused NetAccelerator Taskbar icon

When you are ready to continue using your browser for standard Web browsing, choose *Resume* from the local menu to start NetAccelerator again.

Launching Your Browser

You can start your Internet browser in two ways:

- Right-click the NetAccelerator icon in the Windows taskbar and select *Start Internet Explorer* or *Start Netscape Navigator* from the local menu.
- From the Windows taskbar, select *Start|Programs* and open your Internet browser; NetAccelerator will begin its caching process automatically.

NetAccelerator Window

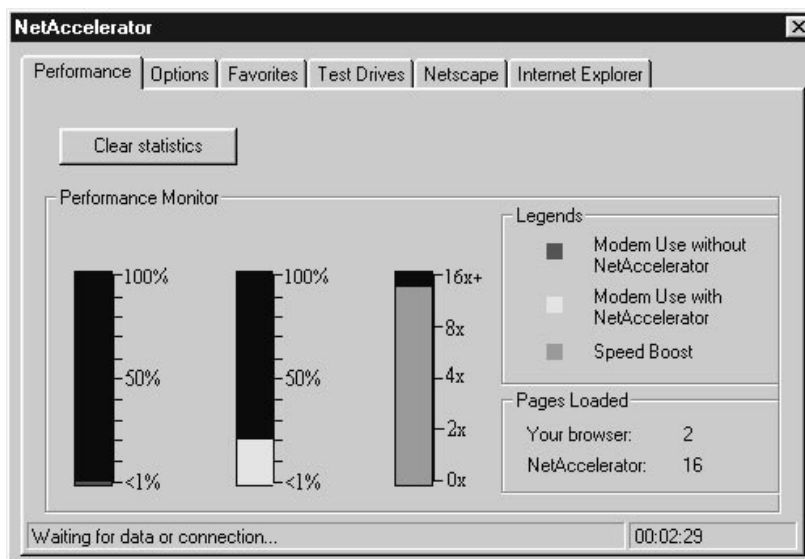
To display the main window of NetAccelerator, right-click the NetAccelerator icon in the Windows taskbar and select *Show* from the local menu (For more information on local menu options, please see “NetAccelerator Local Menu” on page 1-8.)

The NetAccelerator window has six tabs: *Performance*, *Options*, *Favorites*, *Test Drives*, *Netscape*, and *Internet Explorer*. When selected, each tab will display a page where you can set program options and preferences for NetAccelerator.

Performance

Click the *Performance* tab to display a page comparing your browser’s performance with and without NetAccelerator. In the *Status* line on the bottom left of the *Performance* page, NetAccelerator displays the URL (Uniform Resource Locator) of the Web page you are currently loading.

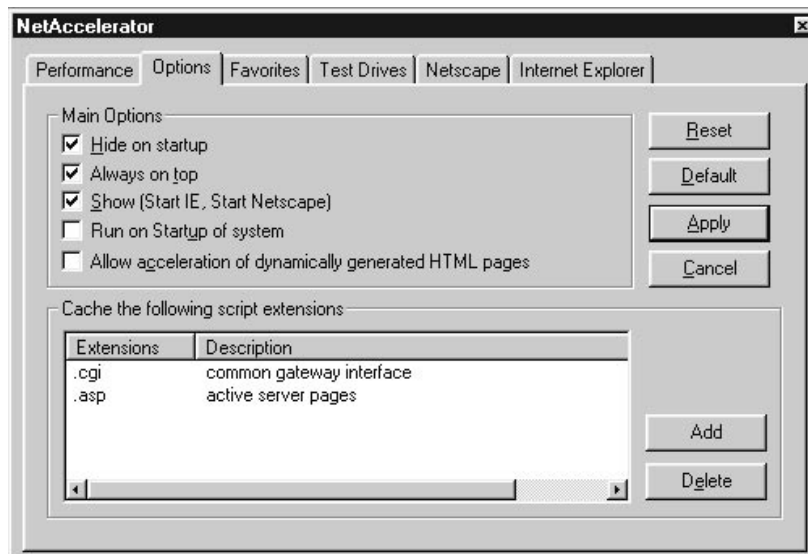
Click [*Clear Statistics*] to see comparison results if you have selected the URL that was most recently loaded. Select a new URL if you want to run a comparison using a different Web page.



NetAccelerator window displaying the Performance page

Options

Click the Options tab to open the Options page. Here you can change the display and function options for NetAccelerator.



NetAccelerator window displaying the Options page

Options Checkboxes	Description:
Hide on startup	— Allows you to hide the NetAccelerator window when you start your computer (the default setting is for Hide on startup to be checked)
Always on top	— Keeps the NetAccelerator window on top of all applications (The default setting is for Always on top to be checked)
Show (Start IE, Start Netscape)	— Places the Start Internet Explorer and Start Netscape Navigator options in the NetAccelerator local menu (The default setting is for Show to be checked)
Run on Startup of system	— Automatically starts NetAccelerator when you start your computer
Allow acceleration of dynamically generated HTML pages	— Allows you to pre-load dynamically generated HTML pages (such as the shopping cart for an online store) into your browser's cache (The default setting is for this box to be cleared)

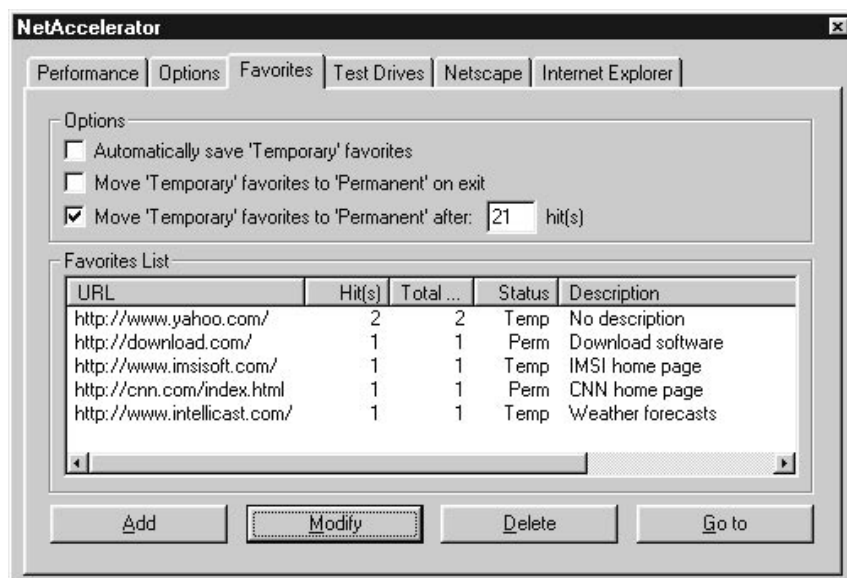
Options Buttons:	Description:
Reset	— Resets the Main Options group to the previously selected settings
Default	— Resets the Main Options group to the default settings
Apply	— Applies changes made to the Main Options group in the current session (you must click [Apply] for any changes to take effect)
Cancel	— Closes the NetAccelerator window
Add	— Allows you add script extensions (such as .asp or .cgi) to be cached (you will be prompted to enter a file extension and description)
Delete	— Deletes a selected script extension



NOTE: Caching of user-defined script extensions is an advanced feature that allows programmers to compare Web scripting information.

Favorites

In addition to keeping track of the Web pages you visit, NetAccelerator also refreshes these pages in your cache when your modem would ordinarily be idle. NetAccelerator gives priority to the pages you visit most often (called Temporary Favorites), as well as favorites which you designate (called Permanent Favorites).



NetAccelerator window displaying the Favorites page

Favorites Checkboxes:**Description:**

- | | |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Automatically save Temporary favorites | — Saves your Temporary Favorites after every session online |
| Move Temporary favorites to Permanent on exit | — Makes your Temporary Favorites from the current session permanent |
| Move Temporary favorites to Permanent after x hit(s) | — Moves a Temporary Favorite site to Permanent status after it has been visited a designated number (x) of times |

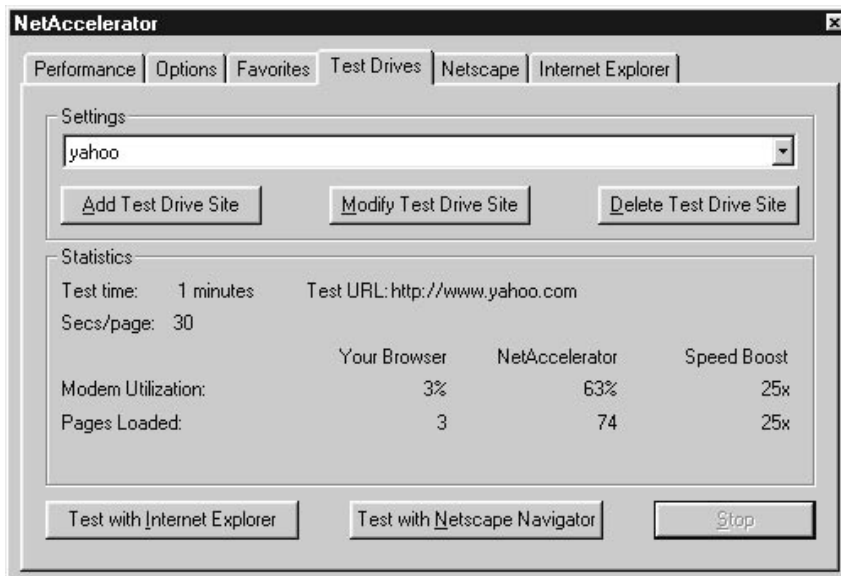
Favorites Fields**Description:**

- | | |
|--------------|----------------------------------------------------------------------------------------|
| Hit(s) | — Lists the number of times you have visited (hit) the site in the most recent session |
| Total hit(s) | — Lists the total number of times you have hit the site |
| Status | — Categorizes the site as a Temporary (Temp) or Permanent (Perm) favorite |
| Description | — Lists your description of the site |

Favorites Buttons:	Description:
Add	— Adds a Favorite site
Modify	— Modifies the selected Favorite site
Delete	— Deletes the selected Favorite site
Go to	— Displays the selected Favorite site in your browser

Test Drives

The Test Drives page allows you to test the performance of NetAccelerator. You can compare the performance of your browser with and without NetAccelerator to see how great a speed boost you are receiving, in terms of modem utilization and pages loaded.



NetAccelerator window displaying the Test Drives page

To run a Test Drive:

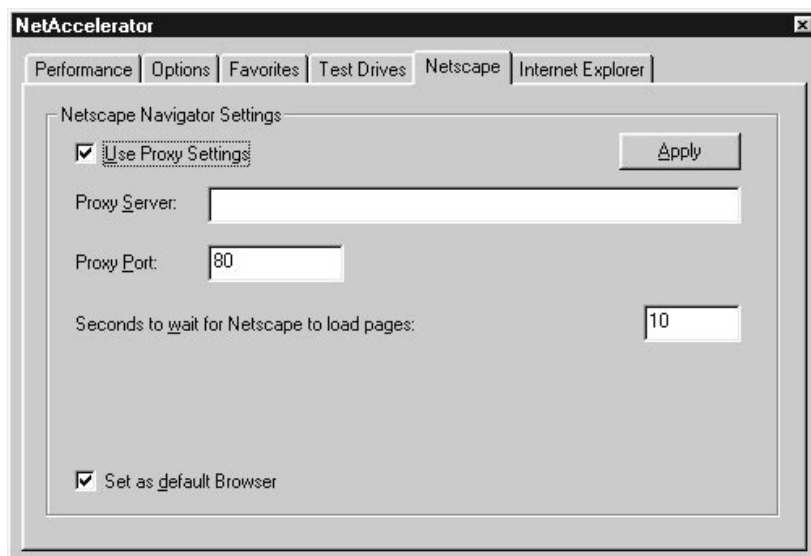
1. Click [Add Test Drive Site]. The Add site dialog appears.
2. Enter a description and URL for the site you are testing and click [Add]. (You can add as many Test Drive sites as you want.) You will return to the Test Drives page.
3. Click [Test with Internet Explorer] or [Test with Netscape Navigator]. The Start... dialog appears.
4. Select the length of time (in minutes) you want the test to run.
5. Select the length of time (in seconds) you want NetAccelerator to pause at each page. Choose a number representative of the amount of time you would normally spend reading a page.
6. Click [Start]. This will launch the browser you have chosen. You will return to the Test Drives page and NetAccelerator will display its test results as it runs.
7. Click [Stop] to finish the test drive.

Test Drive Test Results:	Description:
Test time	Total amount of time the test ran
Test URL	Name and address (URL) of the site you tested
Secs/page	Minimum number of seconds NetAccelerator displayed each page to emulate your reading speed
Modem utilization	Percentage of time the modem was busy retrieving data with and without NetAccelerator and the resultant Speed Boost gained using NetAccelerator
Pages loaded	Number of pages retrieved and available in your cache with and without NetAccelerator and the resultant Speed Boost gained using NetAccelerator

Test Drive results will vary depending on a variety of conditions. See “Factors that Affect NetAccelerator Performance” on page 1-17.

Selecting Your Browser

The Netscape and Internet Explorer tabs in the NetAccelerator window allow you to select a default browser. NetAccelerator features automatic browser recognition during browsing. However, in order to access the IMSI Home option from the NetAccelerator local menu, you need to select a default browser (you can change your default browser at any time). Only the tab for the browser you intend to use needs to be configured.



NetAccelerator window displaying the Netscape page

To select and configure your default browser:

1. Open the NetAccelerator window.
2. Select the Netscape or Internet Explorer page to select your default browser.



SEE ALSO: *If you are working on a computer network, see "Running NetAccelerator with Proxy Servers" on page 1-16.*


3. Check the Set as default Browser box.
4. Specify the amount of time (in seconds) you want NetAccelerator to pause while your browser loads pages. The default is 10 seconds.
5. Click [Apply].

Running NetAccelerator with Proxy Servers

A proxy server is a security component used by organizations running on a computer network to control access, protect against viruses, and manage Internet Traffic to and from the network. Proxy servers can be thought of as a single security door that everyone on the network must pass through to access the Internet, rather than multiple doors that cannot be monitored or secured.

To specify proxy server settings for use with NetAccelerator:

1. Check the Use Proxy Settings box on the Netscape page.
2. Specify your proxy server URL and port number.

 NOTE: If you are working on a computer network and need help setting up your proxy server information, contact your system administrator.

How Is NetAccelerator Different from Its Competitors?

Unlike some other products that load Web pages in the background, NetAccelerator uses the same disk cache that your browser uses, and does not require that Java be loaded or enabled on your computer. As a result, NetAccelerator does not require large amounts of hard disk space for a proprietary cache, and does not require the memory overhead needed by Java.

Factors that Affect NetAccelerator Performance

As mentioned earlier, your modem utilization increase while using NetAccelerator depends on a combination of factors. Here is a brief list of variables that can affect NetAccelerator's performance.

Internet Traffic Congestion and Response Time

General system responsiveness is one of the biggest factors affecting NetAccelerator performance. If the sites that you are visiting or the links on a page you are viewing are slow to respond, each page takes longer to receive, so the amount of time the modem is idle diminishes. On the other hand, if each page and each linked page come down the line as fast as possible, NetAccelerator has the maximum amount of idle time available for working in the background.

Your Browsing Style

If you are skimming pages and clicking on links almost as quickly as they appear, there won't be much idle time for NetAccelerator to use. Once you get to material of deeper interest and pages you want to review more carefully, however, NetAccelerator will have time to provide more benefits for you.

Whether You Always View Graphics

With both Netscape Navigator and Internet Explorer, you can choose if you want to automatically load graphics when you view Web pages. If you are visiting sites with many graphics, and are viewing graphics while you browse, NetAccelerator will load these graphics in the background when it loads pages. As a result, NetAccelerator has less time to load links, so your chances of clicking a link that is already loaded diminish. On the other hand, when you do click on a link that NetAccelerator has already loaded, both text and graphics appear instantly. For highest speed gains with NetAccelerator, turn off automatic loading of graphics or images while you are browsing.

Your Reading Speed

If you are a very fast reader, you may read all the text on a page before NetAccelerator has time to do much work in the background. In this case, NetAccelerator will probably help you most when you choose links near the top of a page, or when you return to a page you have already viewed. When you return to a page, NetAccelerator will continue loading links it did not have time to load earlier.

Sites You Are Viewing

Sites with lots of graphics, scripts, or other programs (such as CGI scripts, Java applets, or ActiveX controls) may keep the modem busy more than the average page. In these cases, NetAccelerator will have less time to load pages in the background.

2

Netscape Navigator

Netscape Navigator

Netscape Navigator version 4.0 is an advanced, easy-to-use browser that lets you search the World Wide Web. It also allows you to subscribe to channels and receive customized information that you can view off-line.

Before deciding whether you want to install Netscape Navigator from the NetAccelerator CD-ROM, check to see if you currently have Netscape Navigator installed on your computer.



SEE ALSO: *You can find additional information about installing Netscape Navigator at <http://www.netscape.com>.*

Determining Your Version of Netscape Navigator

If Netscape Navigator is already installed on your computer, check to see which version you have. Open Netscape Navigator, and select Help|About Navigator.

If you install your new software into the Netscape folder that contains your current version of the product, your old version will be overwritten, but you can still use your existing bookmarks, preferences, and settings. If you wish to keep a copy of the old version as a backup, simply create a new folder for the software you are about to install.

System Requirements for Netscape Navigator

To use Netscape Navigator 4.0, you need a minimum of:

- A 486 PC
- 11 MB free hard disk space for installation
- 16 MB RAM
- An Internet connection
- Windows 3.1, 3.11, 95, or NT 3.51 or NT 4.0 operating system

Installing Netscape Navigator



NOTE: Before installing Netscape Navigator, close any programs that run automatically, including anti-virus programs, screen savers, and third-party memory managers and shells. Also, remove any floppy disks from your floppy drive(s).

To Install Netscape Navigator:

1. On the Windows taskbar, click [Start].
2. Select Run.
3. Type **D:\Netscape4\setup\Win32\setup.exe** (where **D** is the letter of your CD-ROM drive).
4. Click [OK] and follow the instructions on the screen.

Support Services



SEE ALSO: For technical support and customer service information for Netscape Navigator, please see Appendix A, "Support Services."

3

Microsoft Internet Explorer

Microsoft Internet Explorer

Before deciding whether you want to install Internet Explorer from the NetAccelerator CD-ROM, check to see if you currently have Internet Explorer installed on your computer. You should also be aware of some potential problems with installation of Internet Explorer.



SEE ALSO: You can find additional information about installing Internet Explorer at <http://www.microsoft.com>.

Determining Your Version of Internet Explorer

If Internet Explorer is already installed on your computer, check to see which version you have. Open Internet Explorer, and select Help|About Internet Explorer. In large bold letters, it will say “Microsoft Internet Explorer” 1.0, 2.0, 3.0, or 4.0. This is your version number. Disregard the longer number in small text after the word “Version.”

System Requirements for Internet Explorer

To use Internet Explorer 4.0, you need a minimum of:

- A 486 PC with a 66MHz processor (Pentium processor recommended)
- Windows 95 or Windows NT operating system
- 8–16MB RAM (Windows 95) or 24MB RAM (Windows NT)
- 40MB of free hard disk space for installation
- An Internet connection

Installing Internet Explorer



NOTE: Before installing Netscape Navigator, close any programs that run automatically, including anti-virus programs, screen savers, and third-party memory managers and shells. Also, remove any floppy disks from your floppy drive(s).

To install Internet Explorer:

1. On the Windows taskbar, click [Start].
2. Select Run.
3. Type `D:\Ie_4\Ie4setup.exe` (where `D` is the letter of your CD-ROM drive).
4. Click [OK] and follow the instructions on the screen.
5. If your computer does not seem to be responding when you restart your computer, **DO NOT TURN YOUR COMPUTER OFF TO REBOOT IT**. Please read “Computer Seems to Hang after Installing Internet Explorer” below.

Potential Problems with Installation

Computer Seems to Hang after Installing Internet Explorer

Symptoms: When you restart your computer after installing Internet Explorer, your computer may seem to stop responding (hang) for up to five minutes while Windows restarts.

Cause: This behavior occurs because the Internet Explorer installation process continues after you restart your computer. Additional folders are created, Start menu and desktop shortcuts are created, and the Setup program makes sure that all Internet Explorer components and features are properly installed and enabled.

Resolution: As long as the hard disk light on your computer indicates that the drive is being accessed, **YOU SHOULD DO NOTHING**. When the Internet Explorer installation process is finished, Windows will continue to function normally.

Error Message: Setup Has Been Cancelled

Symptoms: When you are installing Internet Explorer for Windows 95, you may receive the following error message: “Setup has been cancelled. Microsoft Internet Explorer was not set up successfully.” If you click [OK], Setup closes.

Cause: You will get this message if you don’t have enough space on your hard drive. Internet Explorer files use approximately 10–15MB of disk space after installation, but the Setup program requires considerably more space to install the program.

Resolution: Free up some space on your hard drive so you can install Internet Explorer. For a Full or Typical installation, you need at least 63MB of free disk space. For a Minimal installation, you need at least 25MB of free space.

Support Services



SEE ALSO: *For technical support and customer service information for Internet Explorer, please see Appendix A, "Support Services."*

Appendix A

Support Services

Technical Support Check List

To receive the fastest response to your technical questions, please complete the following check list before you call or send e-mail:

- You may already have the information you are looking for. Before calling, check your documentation thoroughly. Let the technician know what you've tried.
- Be in front of the computer, with the computer on if you are calling on the phone.
- Record the exact sequence of events that created the problem. Make sure that you can reproduce the problem by following the same series of steps.
- Have the name and version number of the application. To get the exact version number, select Help|About WinDelete.
- Know the type of computer and Windows version you are using.
- Record the exact wording of any error messages.
- Be sure to give your name and return address or fax number if you want a reply via fax or e-mail.

Support Contact Information

Free technical support is available via the IMSI Web site, e-mail, fax, or mail.

Web:	http://www.imsisoft.com Click on [Support] or http://www.imsisoft.com/netaccelerator/support.html
E-mail:	netaccelsupport@imsisupport.com
Fax:	(505) 232-8559
Mailing Address:	IMSI P.O. Box 3496 Albuquerque, NM 87110-3496, USA

Telephone support is also available on a pay basis.

In the United States, Technical Support hours are 8 a.m.-6 p.m. Mountain Time, Monday through Friday, excluding holidays. Tel: (900) 454-IMSI (4674)

Priority E-mail Support

Priority Support is available for a fee of \$9.95 per e-mail incident, and will guarantee you an answer to your query within one business day. Please include the following information in your message:

- Name
- Phone Number
- E-mail Address
- Type of Computer
- Operating System
- Type of Credit Card
- Credit Card Number
- Credit Card Expiration Date
- Product Name
- Product Version

Priority e-mail Address: prioritysupport@imsisupport.com

Other IMSI Customer Service Options

IMSI also offers sales support and customer service via the phone and Internet. Customer Support hours are 6 a.m.-5 p.m. Pacific Time, Monday through Friday, excluding holidays.

Sales/Customer Service:	(800) 833-8082
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Please call for pricing, product information or replacement disks.

Online Store	http://www.imsisoft.com
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