

# InterRamp Enabler Help

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InterRamp Enabler is a product of PSINet, Inc.

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## Overview

The InterRamp Enabler runs in Microsoft® Windows 95™ and sets up a [Dial-Up Networking](#) connection to access your InterRamp account. First, the application obtains [InterRamp configuration information](#) in one of three ways: sign-up for an account using a modem, open a configuration file previously made by Instant InterRamp or prompt for the required configuration information. Then, a [Dial-Up connection](#) is made for the InterRamp account using the configuration information. This connection can then be found in the Dial-Up Networking folder of My Computer. You can connect to InterRamp by double clicking its icon. When you are connected, you can run winsock compliant [software](#) over your InterRamp account.

This application is a type of application called a wizard. The "pages" of a wizard are displayed one at a time in sequence and have a **Next** button to go to the next page in the sequence as well as a **Back** button to go to the page you were previously at. The page sequence may differ depending on the choices you make on previous pages. In this application, the [paths](#) differ depending on which of the three ways mentioned above that you choose for the application to obtain your InterRamp account configuration information.

## Dial-Up Networking

Dial-Up Networking is a software component of Windows 95™ that allows you to connect to other computers using a modem. The InterRamp Enabler makes a [Dial-Up connection](#) which uses [TCP/IP](#) to connect to your InterRamp account. Once the InterRamp Enabler successfully runs, open the [Dial-Up Networking](#) folder of [My Computer](#) and you should see an icon for your InterRamp connection labeled with the name you gave it in the [Enter Information for Dial-Up Connection](#) page. Connect to InterRamp by double clicking this icon. Once you have successfully connected, you can run winsock compliant [software](#) over your InterRamp account.

[How do I install Dial-Up Networking?](#)

[What do I make a Dial-Up connection for InterRamp?](#)

A Dial-Up connection is an icon associated with the information needed to make a connection to another computer using Windows 95™ [Dial-Up Networking](#). Connection icons can be found in the Dial-Up Networking folder of My Computer. Double clicking on a connection icon will bring up a dialog titled Connect To where logon and dialing information can be entered and a connection can be made.

# Dial Properties

## Where to set Dial Properties:

In Windows 95™, each communications device has Dial Properties associated with it. In the InterRamp Enabler application, this can be used to set dialing parameters for the InterRamp registration phone number by clicking on the Dial Properties button in the [Set Modem and Dial Properties](#) page. For Dial-Up Networking, this can be accessed by clicking on the **Dial Properties...** button of the dialog titled `Connect To` displayed when the [Dial-Up connection](#) icon in the Dial-Up Networking folder of My Computer is double clicked.

## What is Dial Properties?

Dial Properties are the dialing preferences that can be set such as numbers to dial to get an outside line, numbers to dial to disable call waiting and specifying a calling card to use. Dial Properties are based on a "Location" from which the call is being made and each location has an area code and country code associated with it.

## What phone number is actually dialed?

Note that the location information as well as the other dialing preferences are used to determine what is actually to be dialed. The **Number to be dialed:** (minus credit card information to be kept private) is displayed at the bottom of the `Dial Properties` dialog box. Depending on where the `Dial Properties` dialog was invoked, it is also displayed next to **Dialing:** in the [Set Modem and Dial Properties](#) page of InterRamp Enabler or in the **Phone number** box of the dialog titled `Connect To` (see "Where to set Dial Properties" above). Note that if the area code for the number to be dialed is the same as the area code for the **Location** (see above), it is not included in the number to be dialed.

## Dial Properties are not working!

**Note also that if all three pieces of a phone number -- country code, area code and phone number -- are not known, the Dial Properties have no affect on the phone number that is actually dialed.** The **Number to be dialed:** at the bottom of the `Dial Properties` dialog box is blank and any changes made to the `Dial Properties` do not affect the phone number displayed in the [Set Modem and Dial Properties](#) page or the `Connect To` dialog (see "What phone number is actually dialed?" above). This will be the case if the **Phone Number** is changed in the [Set Modem and Dial Properties](#) page or the area code is left blank in the [Enter Information for Dial-Up Connection](#) page of the InterRamp Enabler.

## How do I get Dial Properties to work?

If the phone number has been changed in the [Set Modem and Dial Properties](#) page of the InterRamp Enabler, clicking on the **Dial Properties** button will cause a dialog box to be displayed asking if the phone number should be set to its original value. Clicking **OK** in this dialog box will change the phone number back to its original value and bring up the Windows 95™ `Dialing Properties` dialog. Clicking **Cancel** will close this dialog box, the phone number will remain as it was and the Windows 95™ `Dialing Properties` dialog will not be accessible.

The properties of a [Dial-Up connection](#) can be changed which includes changing the phone number to be dialed. To do this, open the `Dial-Up Networking` folder of My Computer. Either click on the connection icon with the right mouse button and select the `Properties` item in the menu that is displayed -- or -- click on the connection icon with the left mouse button to highlight it then click on the `File` menu item of the `Dial-Up Networking` folder window and select the `Properties` item from the drop down menu. The phone number and modem to use can be changed in the dialog box that is

displayed which will have the name of the connection as the title.

## Installing Dial-Up Networking

To install Dial-Up Networking in Windows 95™:

1. In the Control Panel, double click on the Add/Remove Programs icon;
2. Select the **Windows Setup** tab;
3. Select the **Communications** component and click the **Details...** button;
4. Select the **Dial-Up Networking** component in the Communications dialog box by checking the box next to it;
5. Click the **OK** button in the Communications box;
6. Click the **OK** button in the Add/Remove Programs Properties dialog box;
7. Insert the specified Windows Setup disk or CD-ROM when prompted.

## Make a Dial-Up Connection

The InterRamp Enabler configures a [Dial-Up Connection](#) for your account. This connection is in the `Dial-Up Networking` folder in My Computer. If you do not find this folder, make sure [Dial-Up Networking is installed](#). If you have successfully run the InterRamp Enabler, the connection it made will be in the `Dial-Up Networking` folder when Dial-Up Networking installation has completed.

Follow the directions below if you need to make and configure a [Dial-Up connection](#) for your InterRamp account without using the InterRamp Enabler. If you do not know what the values should be set to, find what they are by referring to the configuration in the software that you are currently using to connect to InterRamp.

### Directions for Manually Making a Dial-Up Connection for InterRamp

Make the New Connection:

Double click the `Make New Connection` icon in the `Dial-Up Networking` folder to invoke a wizard applet. In the first page, enter a unique connection name for your InterRamp connection and select a modem to be used for the connection. In the second page, enter the InterRamp phone number. In the third page, click the **Finish** button to save your new connection in the `Dial-Up Networking` folder.

Open Connection Properties Window:

Single click on the icon for your connection to highlight it then open the `File` menu item of the `Dial-Up Networking` window and select `Properties`. A window titled the same as your connection name will be displayed that shows the phone number entered when the connection was made and the modem to be used for the connection.

Open Server Types Window:

At the bottom of the connection properties window, click on the **Server Type...** button. A window titled `Server Types` will be displayed.

Set Server Types Information:

- The **Type of Dial-Up Server:** should be PPP.
- The **Advanced Options**, **Log on to network** and **Enable software compression** options should be checked. The option **Require encrypted password** should not be checked.
- The **Allowed Network Protocols** section should have only **TCP/IP** checked.

Open TCP/IP Settings Window:

In the **Allowed Network Protocols** section, click on the **TCP/IP Settings...** button. A window titled `TCP/IP Settings` will be displayed.

Set TCP/IP Information:

- **Server assigned IP address** should be selected and **Specify an IP address** should not be selected.
- **Server assigned name server addresses** should not be selected and **Specify name server addresses** should be selected. This enables the **Specify name server addresses** section so data can be entered in it.
- In the **Specify name server addresses** space labeled **Primary DNS**, enter a domain name server in a four octet format. This is used to translate host names to IP addresses. The [DNSServer](#) field of the configuration file made if you used the InterRamp Enabler to sign up for your account contains a list of domain name servers separated by commas.
- In the space labeled **Secondary DNS**, enter a domain name server in a four octet format. This



- is used to translate host names to IP addresses if the **Primary DNS** fails.
- **Use IP header compression** should be selected.
- **Use default gateway on remote network** should be selected.

Close Dial-Up Networking Properties Windows:

Click the **OK** button on the `TCP/IP Settings`, the `Server Types` and the connection properties windows.

Set User Name and Password:

Double click on the InterRamp connection icon to display a window titled `Connect To`. Enter your account name in the **User Name** box and your password in the **Password** box.

Set Phone Number:

If special numbers need to be dialed (e.g. 9, to get an outside line or a sequence of numbers to disable call waiting), click the **Dial Properties...** button to display a window titled [Dialing Properties](#). Set special dialing sequences here then click the **OK** button to close the window.

Connect:

To connect to your InterRamp account, click the **Connect** button in the window titled `Connect To`.

## Winsock Software

Three commonly used applications included with Windows 95™ are:

- FTP:** This application is used to transfer files from host computers. An example of its use would be to connect to *ftp.psi.net* to obtain one of the popular web browsers that can be used over your InterRamp account. FTP is invoked from the command line by typing *ftp hostname* where hostname is the machine you want to connect to. For example: *ftp ftp.psi.net*. Most public ftp sites accept a username of *anonymous* and the password is your e-mail address (*userid@interramp.com*).
- Telnet:** This command is used to log on to remote computers. An example of its use would be to connect to your office machine and work from home. Telnet is invoked from the command line by typing *telnet hostname* where hostname is the name of your machine (of course, your machine must be on the Internet also).
- Ping:** Ping is used to test connectivity to remote sites. An example of its use would be to see if your favorite web site is up if it is not responding to your web browser. Ping is invoked from the command line and has a number of flags which tell it to do different things. For best results run it from a DOS window. For example, if you want to ping the InterRamp web site you, enter *ping www.interramp.com*. Type ping by itself and hit return to see a list of all the flags you can set.

### Other Software:

There are numerous third party winsock compliant applications that can be used over your InterRamp account. These include news readers, mail clients and web browsers. Visit the PSI ftp site (*ftp.psi.net*) to obtain freeware and shareware programs to use with your account!

## Getting Started

This is the process you need to follow to set up your InterRamp account using InterRamp Enabler:

1. Ensure that target machine is running Microsoft® Windows 95™ and has a modem
2. Install [Dial-Up Networking](#) using Communications option of Add/Remove Programs applet in Control Panel
3. Use the Network applet in the Control Panel to **Add TCP/IP Protocol** from the Microsoft© list of protocols
4. [Install and configure a modem](#) using the Modems applet in Control Panel
5. Run InterRamp Enabler -- choose a method to obtain [InterRamp configuration information](#) then an InterRamp [Dial-Up connection](#) will be made using this information.

## TCP/IP Protocol

Communication over the Internet is done using TCP/IP protocol. In order to connect to your InterRamp account, this needs to be installed. To install it:

1. In the Control Panel, double click the Network icon;
2. Click **Add...** button in the Network dialog box;
5. Select **Protocol** from list of network components and click the **Add...** button in the Select Network Component Type dialog box;
6. Select Microsoft© from the list of **Manufacturers**;
7. Select **TCP/IP** from list of **Network Protocols**;
8. Click the **OK** button in the Select Network Protocol dialog box;
9. Click the **OK** button in the Network box and insert the specified Windows Setup disk or CD-ROM when prompted.

## Modem

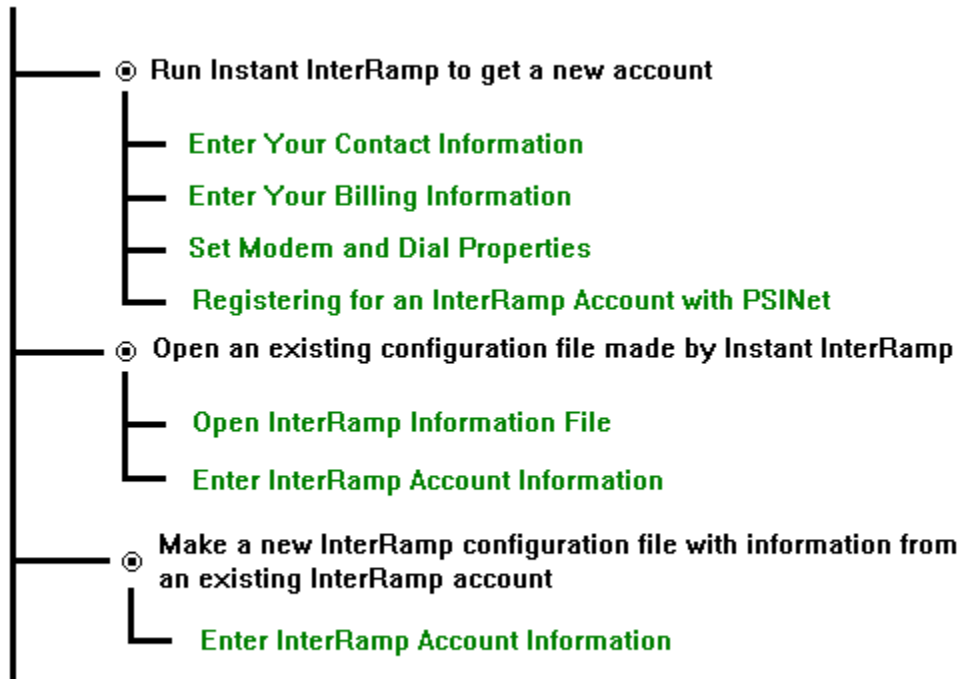
In order to register for an InterRamp account using the InterRamp Enabler and to connect to your InterRamp account a modem has to be connected to your machine, installed and configured. To install and configure it.

1. Open My Computer;
2. Double click the Control Panel folder;
3. Double click the Modems icon;
4. If installing a modem:
  - a. Click the **Add** button;
  - b. Click the **Next** button to let Windows 95™ detect your modem or check the box for selecting the modem from a list then click the **Next** button;
  - c. Wait while your modem is detected or select your modem from the list displayed then click the **Next** button;
  - d. Select the port your modem is at from the resulting list displayed then click the **Next** button;
  - d. Click **Finish** button to install the modem;
5. In the **General** tab of the Modems Properties dialog box, click the **Dialing Properties** button when the modem you want to use is highlighted in the list if you want to change the port, maximum speed or connection parameters—make sure **Connection preferences** in the **Connections** tab are set for N-8-1(Parity is None, 8 data bits, 1 stop bit) then click the **OK** button;
6. In the **General** tab of the Modems Properties dialog box, click the **Dialing Properties** button to set properties such as area code, country code, prefixes to dial for an outside line and tone/pulse dialing then click the **OK** button;
7. Click the **OK** button of the Modems Properties dialog box.

## Paths

The first page and the last page of this application will always be the same but the paths between them differ based on the choice you make on the first page. The diagram below shows the choices available on the first page in black and the titles of the pages you will go to in green. Click on the green text to see a detailed explanation of the page.

### Choose Source of InterRamp Account Information



### Enter Information for Dial-Up Connection

## Choose Source of InterRamp Account Information

The first thing you need to do in setting up your InterRamp account is to get your account information. This information will also be used to set up a [Dial-up Networking](#) connection for your account. Each of the three different ways to do this corresponding to the three choices you have when you start this application are described below.

### Run Instant InterRamp to get a new account

Choose this option if you do not have an InterRamp account. You will be asked for billing information then your modem will be detected for confirmation and an InterRamp account will be set up for you over modem communication. The account information received will be used to build a [configuration \(CFG\) file](#) having the same name as your new account name and a CFG extension. Clicking on the **Next** button brings up the [Enter Your Contact Information](#) page.

### Open an existing configuration information file made by Instant InterRamp

Choose this option if you have an InterRamp account and the [InterRamp configuration file](#) made by Instant InterRamp or the InterRamp Enabler which you want to open. You will be prompted for the configuration file name and the [password](#) for that InterRamp account. Clicking on the Next button brings up the [Open InterRamp Information File](#) page.

### Make a new InterRamp configuration file with information from an existing InterRamp account

Choose this option if you have an InterRamp account and want to input its configuration information. A dialog box will be displayed prompting for all required fields as well as other fields marked optional. If you do not know what the values should be set to, find what they are by referring to the configuration in the software that you are currently using to connect to InterRamp. Note that not all configuration information received when using Instant InterRamp or the InterRamp Enabler to register can be set here. The other fields are not needed to configure Dial-Up Networking or to make a connection and connect. They are for configuring Internet [software](#) such as mail clients, news readers, World Wide Web browsers and gopher clients. Once again, you can look in the software you are currently using for InterRamp to find the information you need for these other applications.

If the **Next** button is clicked when required fields are not all set, an error message will be given and the application will not advance to the next page.

If the **Next** button is clicked when all required fields are set, you will be prompted for a file name where the information will be saved. Then the [Enter Information for Dial-Up Connection](#) page will be displayed.

## Enter Your Contact Information

This is the first page you get to if you choose [Run Instant InterRamp to get a new account](#) in the first page titled [Choose Source of InterRamp Account Information](#). The information gathered on this page and the next page will be sent via modem to PSINet and used to register your InterRamp account. The table below describes the data fields. Note that the field names that are in italics are optional.

Field Name	Description
Name	Name as it appears on the credit card
Street	Credit card billing address
<i>Street</i>	Continuation of billing address
<i>Street</i>	Continuation of billing address
City	Credit card billing address city
State/Province	Credit card billing address state if in the US otherwise the province; if the country is US, the state field is cleared if text entered is not a two character state abbreviation -- the drop down list of states can be used to choose the state abbreviation
Zip Code	Credit card billing address zip code
Country	Credit card billing address country
Phone Number	Phone number where credit card holder can be contacted
<i>Fax Number</i>	Number where credit card holder can be faxed

If what is typed is not displayed in the field (and the computer may ding) the character being typed is not a valid type of character for that field. For example, only digits can be typed in the zip code and phone number fields.

When you press the **Next** button, the information entered is saved then checked. If a mandatory field has been left blank or invalid data has been entered in one of the fields, a warning box will be displayed and the application will not advance to the next page. The application will not advance to the next page until the correct data has been entered.

See the [Entering Information](#) topic for a more complete explanation of the field restrictions and how the data is checked.

If, when you press the **Next** button, a dialog box appears indicating that a registration process is already in progress, it means that a connection to the server had previously been made in which the original registration information (displayed when the `Enter Your contact Information` page was opened) was successfully sent. The server returned an identification number which was stored by this application. On the next connection, this application can send that identification number to complete the registration. If the registration information is changed, though, the identification number will be discarded and a new registration process will begin on the next connection using the new registration information. The server will also drop the identification number and its associated registration information.

## Enter Your Billing Information

This is the second page you get to if you choose **Run Instant InterRamp to get a new account** in the first page titled [Choose Source of InterRamp Account Information](#). The information gathered on this page and the previous page will be sent via modem to PSINet and used to register your InterRamp account. During the registration process, you will be given one or more payment plan options to choose from. Your credit card will be charged according to the option you choose. The table below describes the data fields.

Field Name	Description
Credit Card Type	Select the type of credit card being used
Credit Card Number	As it appears on your credit card; this field is automatically formatted according to the credit card type you select; if the credit card type has more than one format, the format in the field will change appropriately as you enter the number
Credit Card Expiration Date	As it appears on your credit card; this is a formatted field that always has two characters before the slash; be sure to put the month in correctly even if it is only one character

Note that only digits can be typed in the Credit Card Number and Credit Card Expiration Date fields. If a non-digit is typed, it is not displayed in the field (and the computer may ding) because the character being typed is not a valid type of character for that field.

When you press the **Next** button, the information entered is saved then checked. If a field has been left blank or invalid data has been entered in one of the fields, a warning box will be displayed and the application will not advance to the next page. The application will not advance to the next page until the correct data has been entered.

See the [Entering Information](#) topic for a more complete explanation of the field restrictions and how the data is checked.

If, when you press the **Next** button, a dialog box appears indicating that a registration process is already in progress, it means that a connection to the server had previously been made in which the original registration information (displayed when the [Enter Your Billing Information](#) page was opened) was successfully sent. The server returned an identification number which was stored by this application. On the next connection, this application can send that identification number to complete the registration. If the registration information is changed, though, the identification number will be discarded and a new registration process will begin on the next connection using the new registration information. The server will also drop the identification number and its associated registration information.



## Set Modem and Dial Properties

### Modem

Before displaying this page, the application looks for communication devices installed on your machine. If none are found, it asks if you would like to install a modem. If you indicate that you would, the Windows 95™ applet for installing a modem will run. All communications devices found will be displayed in the **Modem** box. Click the down arrow to the right of the box to see the complete list and choose the modem you would like to use for obtaining your InterRamp account. The **Modem Settings** button runs the Windows 95™ properties applet for the modem selected. This is used for setting modem parameters.

### Phone Number

The phone number displayed in the **Phone Number** box is for the PSINet InterRamp registration server that receives your contact and billing information and returns your InterRamp account information. The **Dial Properties** button runs the Windows 95™ [Dialing Properties applet](#) used for setting dialing parameters such as a number to dial before the phone number to disable call waiting or a number to dial for an outside line. These properties are dependent upon the device chosen in determining what actually needs to be dialed in addition to the phone number so the **Dial Properties** button only works if a device has been selected. The entire number that will actually be dialed, including the additions set in the [Dialing Properties applet](#), are displayed in the **Dialing** box.

Note that if you edit the phone number to dial, the Windows 95™ [Dialing Properties](#) no longer affect the number that will actually be dialed. Exactly what is in the **Phone Number** box will be dialed.

## Registering for an InterRamp Account with PSINet

This is the page where the application connects to the [PSINet](#) InterRamp registration server, sends your contact and billing information then receives and saves your InterRamp account information.

The three main components on this page are:

### **Connect Button**

Click this button to start the [InterRamp registration process](#).

### **Progress Picture and Lights**

Indicators of the progress of the registration process and of traffic over the modem.

### **Progress Messages**

Text messages that provide information during the [registration process](#).

# Connect

## General Information

Pressing the **Connect** button will begin the registration process. This application will dial into a **PSI** server and send your information to it. Then, the server will return your configuration information which will be saved in a file.

During the connection process, **progress messages** indicating what is occurring will be displayed in the box at the bottom of the window. Also, the **Connect** button is replaced with a **Disconnect** button. If the **Disconnect** button is pressed, the connection process will be canceled and the button will be changed back to the **Connect** button. The **Next** button is disabled until registration is complete.

If the **PSI** server is unable to process your registration information at the time, it will return a message with a registration ID in it that the application can send during a subsequent connection to complete the registration. The server will then disconnect. An **INFO** message will be in the progress text box that says **INFO: Unable to complete registration at this time. Please retry at a later time.** If this occurs, Connect again at a later time to complete your registration.

Registration has completed successfully when an **INFO** progress message is displayed that says:  
`Registration process successfully completed!.`

## What is the Registration Process?

### What happens if:

#### Registration is Successful?

#### Registration is Not Successful?

#### The Connection is Interrupted?

If the registration process did not successfully complete, a warning will be displayed when the application is closed concerning the registration information input in the Enter Your Contact Information and Enter Your Billing Information pages. This information will be saved in a file so that it can be read in the next time the application is run. Since it includes credit card information, saving it is optional and can be cancelled by pressing the **No** button in this dialog box asking if the information should be saved. If the **No** button is selected so that the information will not be saved and if a file containing registration information already exists from a previous execution of the application, another question will be displayed asking if the file containing registration information should be deleted. If it is not deleted, the registration information displayed when the Enter Your Contact Information and Enter Your Billing Information pages were first displayed during this run of the application will be read in the next time the application is run.

If the registration process did complete, the registration information is not saved and if previously saved, it is erased.

## Registration Process

The connection process goes through the following steps:

1. Initialize the modem
2. Dial the [PSI](#) server and connect
3. Receive a HELLO message from the server
4. Optionally display information and/or ask for a response
5. Send your registration information and response, if any, to the server
6. Receive an ID identifying this registration process
7. Disconnect - processing can be completed later  
-- OR --
7. Receive configuration information from the server
8. Receive a message or question from the server to display
9. Optionally send an agree message to the server in answer to question

If the registration process successfully completes, a dialog box will be displayed indicating what file(s) the configuration information was saved in. It is suggested that these files are not altered so the information will not be lost.

**Your account name and password will also be displayed. Be sure to write these down!**

After connecting, the server may send an error message at any time during the processing. This message will be displayed in a dialog box and the server will disconnect.

If for any reason the registration process fails, a dialog box will be displayed indicating that the registration process is incomplete. See the [Registration Communications](#) topic for help if this occurs.

If the connection with the server is interrupted during the process, simply connect again to complete the transaction. If your information had been successfully received by the server, processing will start from that point. Therefore, if you try to change your registration information before reconnecting, you will be given a warning that a registration process is already in progress. If you still change your registration information at that point, the previous process is dropped and the registration process starts over from the beginning.

## Progress Picture and Lights

In the window titled [Registering for an InterRamp Account with PSINet](#) there is a graphic indicating the progress of the registration process and below it there are 'indicator lights' for the modem. The graphic changes as major steps in the registration process are completed. The 'indicator lights' for the modem function as follows:

CD	Carrier Detect	The local modem is connected to the server's modem.
RD	Receive Data	Data is in the modem's input buffer.
SD	Send Data	Data is in the modem's output buffer.

## Progress Messages

Progress information for the registration process is displayed in the box above the **Back** and **Next** buttons. There are five types of messages displayed here:

**TO DO:** Indicates that there is something for you to do (e.g. click a button or enter info);

**PROGRESS:** Informs you of the progress of the registration process;

**INFO:** Gives you some helpful information about the registration;

**WARNING:** Informs you of something you should be aware of;

**ERROR:** Tells you what error has occurred.

Note that messages may be displayed before you have read the previous messages. To see all that have been displayed, use the scroll bar on the right of the box to scroll through all the messages.



## Entering Information

Some of the fields in the [Enter Your Contact Information](#) and [Enter Your Billing Information](#) pages (displayed when the **Run Instant InterRamp to get a new account** option is chosen in the [Choose Source of InterRamp Account Information](#) page) are restricted to specific characters as follows:

Field	Legal Input
Name	(a-z, A-Z, blank space, -)
Street	(a-z, A-Z, blank space, -, #, .)
City	(a-z, A-Z, blank space)
Zip Code	(0-9)
Phone	(0-9)
Fax	(0-9)
Credit Card Number	(0-9)
Credit Card Expiration Date	(0-9, blank space)

When the **Next** button is pressed in these pages, the data input is saved then checked. This check fails if:

1. the Name field is left blank
2. all of the Street fields are left blank
3. the City field is left blank
4. the State/Province field is left blank
5. the Zip Code field is less than 5 characters long
6. the Phone Number field is less than 10 characters long
7. the Credit Card Number field is left blank
8. the Credit Card Number is invalid
9. the Credit Card Expiration Date is not a valid date
10. the Credit Card Expiration Date is a past date

If the check fails, a warning dialog box is displayed and the page continues to be displayed. It can be closed by pressing the **Cancel** button after saying **OK** to the warning dialog box. If the warning indicates that there is an error loading a string, there is not enough free memory for the application to complete this process. Close down any other applications that you can to free memory for this application to use and try again if such a warning is given. If the **Next** button has been pressed, the data in the fields is saved regardless of warnings given so will be displayed whenever these pages are displayed again.

Note that the Credit Card Number field is formatted according to the credit card type chosen. If a credit card type has more than one format, the format in the field will change from the shorter format to the longer format when the number of digits entered in the field exceeds the length of the shorter format and vice versa.

## Registration Communications

When this application is communicating with the PSINet server, there are various errors that can occur in the protocol between the two especially due to the nature of modem communications. The application is also allocating memory to store and display information and accessing a file to store the configuration information. See the [File Errors](#) topic for any errors associated with the latter process. If there is an error message indicating some sort of memory error or an error displaying a dialog box, close down any other applications that you can to free memory for this application to use and try again. For any other types of errors associated with the communication between the server and this application, see the table below for possible reasons and remedies.

Problem	Possible Reason	Action
Error while sending and receiving data	Lost carrier	Try again; Check the list of <a href="#">progress messages</a> to see if there are any other error messages with more information
	Hardware error (ERROR message will say Com Device: followed by a description of the error)	Try again if the description suggests it was a time-out error; If a queue overflowed, try again and make sure the application is not somehow stalled while processing; Check the hardware configuration and/or modem manual based on the description of the error
	Server not responding (communications were disconnected)	Check <a href="#">progress message box</a> for any error messages indicating why communications were disconnected and resolve the error(s) if any; Try again
	Unsuccessful transmission of information (message will indicate which step in the process it is at)	Try again; If the registration ID had been successfully sent, the registration process will continue from that point, otherwise the registration process will start from the beginning on the next connect
Unexpected response from server	Synchronization error in message processing between client and server	Try again
Error message from server (a dialog box will be displayed that is titled Server Error Message)	Time-out waiting for a message from this application	Try again; Make sure the application is not somehow stalled while processing
	Processing error (the message will indicate why)	Correct the error described in the message; This may be a problem with the data sent which can be corrected in the <a href="#">Enter Your Contact Information</a> and <a href="#">Enter Your Billing Information</a> pages which can be reached by clicking the <b>Back</b> button;

It may also be that the server does not have the transaction number -- the error causes the transaction number to be cleared within the application so try again (the transaction number will also be cleared on the server after a period of time)

## File Errors

When the application accesses files, it first allocates memory then opens the file before reading or writing to it. If the memory allocation fails, the error message will indicate that there is not enough memory. To resolve this type of problem, close down any other applications that you can to free memory for this application to use and try again. If there is an error accessing the file and the reason is not given or it is an archive error, try to locate the file and make sure that it is accessible (i.e. it is not opened in another application, it is not read only, etc.). If the file name is not given, make sure that all files are as they were when the application was installed and try again. Any other files the application needs can be regenerated though you may need to reenter information. For most cases, a reason is given for any file errors. The following table summarizes the reasons for file errors and their remedies (please note that the possible causes and actions given are certainly not all-inclusive):

Reason	Possible Cause	Action
File could not be located	File was moved or erased	If the file is named, try to locate the file with that name and copy it to the Windows directory; Make sure the INI and help files for the application are in the Windows directory; In most cases, the files used contain information such as your registration information so this type of error can be resolved by reentering the information within the application
Invalid path	The application was unable to determine the Windows path or the path became invalid after the application determined the path on start-up	Retry making sure all files associated with the application are in the directories they were originally installed in; Do not change or remove directories associated with the application when it is running
Exceeded permitted number of open files	More files are opened than DOS has been set up to handle	Close some files; Increase the number of files that can be opened (see your DOS manual concerning the FILES command in the CONFIG.SYS file)
File could not be accessed; File sharing error	Another application has the file open or the file is read only when the application is attempting to write to it	If the file name is given, make sure it is not opened in any other application and that it does not have a read only attribute if it is to be written to; SHARE.EXE was not loaded (see your DOS manual)

Invalid file; Error setting file pointer; End of file was reached	Files associated with the application were altered, moved or deleted while the application was running; An error occurred in the application	Retry running the application making sure the files associated with it are not accessed outside of the application; Check the progress text bar list for any other errors and resolve them then try running the application again; Install the application again and retry
Hardware error	The computer had a problem physically accessing the file	Make sure your computer is functioning properly and can detect and access the files associated with this application (list the files in the directory this application is in; try opening one of the files in another editor); Retry running this application
Disk is full	There is not enough storage space on the disk to save the file	Delete any files that you can to increase the storage space so there is enough for this applications files Check the progress text bar list for any other errors and resolve them then try running the application again; Install the application again and retry
Unspecified error; erroneous errors like unable to remove current directory or no more directory entries or attempt to lock a region failed or no error	Since these errors are unknown or do not correspond to actions performed by this application they should not occur and indicate errors have occurred elsewhere	

## Open InterRamp Information File

This page prompts for the name of an [InterRamp configuration information file](#) and the [password](#) for the InterRamp account the file is for. This file is in a specific format and is made by Instant InterRamp or the InterRamp Enabler when signing up for an InterRamp account or after entering the configuration information for an InterRamp account. You can reach this page by selecting [Open an existing configuration information file made by Instant InterRamp](#) on the [first page](#).

The default path for this file is the Windows 95™ windows directory and the file name has a default CFG extension. If you type in the file name, you do not need to type in the path and extension unless it is different than these defaults. If you do not know the file name, you can click on the [Browse](#) button to see a file open dialog box showing files with these defaults. Choose the file for the InterRamp account that you want to open then click **OK**. You will then be prompted for the [password](#) for that InterRamp account.

If the correct [password](#) is not used or if the file does not have complete InterRamp configuration information, you will not be able to advance to the next page when you click the [Next](#) button. A warning will be given indicating what the problem is.

## Account Password

To prevent others from being able to log onto your InterRamp account, you will be prompted for your account password when you open an [InterRamp configuration file](#). This password was displayed to you if you obtained the InterRamp account using Instant InterRamp or the InterRamp Enabler. It is also stored in the [configuration file](#) in encrypted form. Please note that **the password is case sensitive**.

Note:

1. If you are having problems with your password, make sure you are using the proper case and that your keyboard Caps Lock is not on.
2. The password fields in the [configuration file](#) are encrypted -- make sure you are not using the encrypted password which is what you will see if you open the [configuration file](#) in a text editor.

## Enter InterRamp Account Information

This page prompts for or displays all required fields as well as other fields marked optional for connecting to your InterRamp account. There are two ways to reach this page:

One is by selecting **Open an existing configuration information file made by Instant InterRamp** on the [first page](#). In this case, the data in the file that was opened is displayed and the **Edit Data** box is not checked so that the data can not be altered. This is so that the data will not be changed by mistake. Clicking in the **Edit Data** box, enables editing of the data. If anything is changed, you will be prompted to save the new data in the file before going to the next page when you press the **Next** button.

The second way to reach this page is by selecting **Make a new InterRamp configuration file with information from an existing InterRamp account** on the [first page](#). Choose this option if you have an InterRamp account and want to input its configuration information. In this case, there is no data displayed and the **Edit Data** box is checked so that the data can be input. The application will make an [InterRamp configuration file](#) with the information you enter so you will be prompted to save the data before going to the next page when you press the **Next** button. The default file name in the **Save As** dialog box is the **Account Name** with a CFG extension. You must click the **Save** or **Cancel** button in this dialog before continuing to the next page. Note that a [Dial-Up connection](#) will be made for your InterRamp account using the information input on this page so erroneous information may cause errors when you try to connect. You can look in the software you are currently using for InterRamp to find the information you need for these fields.

If the **Next** button is clicked when required fields are not all set, an error message will be given. You will not be able to move on to the next page until all the required fields are set. Use the **Cancel** button to exit the dialog box without filling in all required fields. No data is saved when the **Cancel** button is used.

## Enter Information for Dial-Up Connection

This page is for setting up a Dial-Up Networking connection icon for your InterRamp account. It is the last page for all [paths](#) in the application.

### Connection Name

This is the name that your [Dial-Up connection](#) is going to have. It will be associated with the connection icon in the `Dial-Up Networking` folder of `My Computer`. The default connection name is `InterRamp` but this can be changed to any name. After you click the **Finish** button, the application checks that this is a unique connection name, displaying an error message if it is not unique. A unique connection name has to be entered here before the application will finish and close.

### Connection Device

In this box, select the modem to be used for the connection. Clicking on the down arrow to the right of the box displays all modems that have previously been installed using the `Modems` applet in the `Control Panel of My Computer`. An error message will be given if no modem has been installed.

### Connection Type

Each InterRamp phone number has a modem type or ISDN associated with it depending on its connection mode. Use the down arrow to the right of this box to see the different types and select one based on the type of communication equipment you have. For example, do not use an ISDN number if you are using an analog phone line. Depending on the source of the phone numbers (see below), the type may not be known so "Unknown" will be displayed in this box. The phone number(s) displayed in the **InterRamp Phone Number** section of this page will depend on the **Connection Type** selected here.

### InterRamp Phone Number

If you ran Instant InterRamp to register for your InterRamp account, the phone number list was obtained from the [PSINet](#) registration server during the registration process and therefore includes a connection type associated with each phone number. Otherwise, it is the number you entered in the **Local Phone** field and the connection type is Unknown.

The phone number displayed on the border of the box labeled **InterRamp Phone Number** is the whole phone number. This number is broken down to country code, area code and phone number and displayed in the edit boxes within this box. This is because it is best to give Dial-Up Networking the phone number as these three pieces (see [Dial Properties](#) topic). The whole number is displayed here because the application may improperly separate the phone number into the three parts in which case you can fix them in the edit boxes based on this whole number.

### Phone Number

Pick the phone number to be dialed to connect to your InterRamp account. Click the right down arrow to see all the phone numbers associated with the **Connection Type** displayed above the **InterRamp Phone Number** on this page. This may need to be edited (see above).

### Country

Pick the country code for the phone number to be dialed to connect to your InterRamp account. Click the right down arrow to see all country codes. This may have been improperly set (see above).

### Area Code

Enter the area code for the phone number to be dialed to connect to your InterRamp account. This may not have been set properly (see above). Even if this is your local area code, it is best to set this here so

it can be included in the phone number for your Dial-Up Connection (see [Dial Properties](#) topic).

## **Remote Access Service Error Message**

This application uses Windows 95™ Remote Access Service functions to access Dial-Up Networking information needed for this page. If a dialog is displayed that says "Unable to access Remote Access Service functions. Expecting RAS dll(s) to be in the Windows's System directory.", these functions could not be found. They are expected to be in "rasapi32.dll" which is installed with Windows 95™ into its system directory. If not all needed functions are found there, they are expected to be in "rnaph.dll" which is installed with the InterRamp Enabler into the Windows 95™ system directory.



## InterRamp Configuration Information

The InterRamp configuration information includes the information needed to connect to your InterRamp account and to get around on the Internet. It contains:

<a href="#">Serial Number</a>	<a href="#">Default Gateway</a>
<a href="#">Host Name</a>	<a href="#">SMTP Server</a>
<a href="#">Domain Name</a>	<a href="#">POP Server</a>
<a href="#">Local Phones</a>	<a href="#">POP Logon</a>
<a href="#">Account Name</a>	<a href="#">POP Password</a>
<a href="#">PAP Auth</a>	<a href="#">NNTP Server</a>
<a href="#">Password</a>	<a href="#">WWW Home Page</a>
<a href="#">Script</a>	<a href="#">WWW Hot List</a>
<a href="#">DNS Server</a>	<a href="#">Gopher Server</a>
<a href="#">Start Up Command</a>	<a href="#">Mail Reply To</a>

Serial Number of the TCP/IP software package.

Internet Host Name of your computer.

Internet Domain Name of your computer.

Local Phone Numbers to call in to InterRamp.

The name of your InterRamp account. It is used for PPP and mail login name.

PPP password.

POP mail password.

Login script for InterRamp session. Not used.

IP address of InterRamp Domain Name Server. This server is used to convert host names to IP addresses.

Command needed to start PPP. Not used.

IP address of the InterRamp machine your computer connects to. All data is sent through this machine to reach the Internet.

E-Mail gateway for your outgoing mail.

Server where your E-Mail box is.

Login name for your mailbox.

Password for your mailbox.

Server where the USENET newsgroups are.

Home Page that your WWW software will start at.

List of some fun WWW sites.

IP address of the Gopher information retrieval server.

E-Mail address which people use to reply to your E-Mail messages.

PSINet Inc.

510 Huntmar Park Drive

Herndon, VA 22070

Phone: 1.800.PSI.3031 (+1 703.709.0300)

Fax: +1 703.904.1207

FAXBACK Info: 1.800.FAX.PSI.1

E-mail: [interramp-info@psi.com](mailto:interramp-info@psi.com)

Automatic Response E-mail: [all-info@psi.com](mailto:all-info@psi.com)

World Wide Web: <http://www.psi.net>

You can contact PSINet Support at:

E-mail: [support@interramp.com](mailto:support@interramp.com)

Phone: 518.286.1100

Support Hours: 7 days/week, 24 hrs/day



