

# WINDOWS 95/98 TROUBLESHOOTING

## TO FIX ALL ERROR MESSAGES HAVING TO DO WITH DIAL UP NETWORKING IN WINDOWS 95 AND WINDOWS 98.

YOU WILL NEED TO HAVE THE WINDOWS 95/98 DISKETTES OR CD HANDY. YOU ARE MAKING CHANGES TO WINDOWS 95/98 AND MUST HAVE THE CORRECT VERSION OF THE PROGRAM TO UPDATE. (As an important note, there are multiple versions of the operating systems, and you must have the version that coincides with what is on the hard drive. If you encounter version conflicts you have the incorrect cd or diskettes and must remove what you have done. The damage this can cause is extremely severe.)

1. Go to the Control Panel
2. Go to Add Remove Programs
3. Go to Windows Setup Tab (2nd Tab)
4. Highlight Communications (Click on it once)
5. Click on Details Button
6. Take the Check Mark Out Of Dial Up Networking (first item in list)
7. Click OK
8. If you get a warning message about anything else, ignore it, i.e. click OK or Yes etc.
9. Click OK again and your computer should start doing something (hourglass on the screen)
10. **RESTART YOUR COMPUTER.** You will not be told to do this but you **MUST.**
11. When it restarts, Go to Control Panel
12. Click On Add/Remove Programs
13. Go to Windows Setup Tab
14. Highlight Communications
15. Click on Details
16. Put the Checkmark back in to Dial Up Networking
17. Click OK
18. Click OK Again and you will be asked to insert the Windows 95/98 CD (or diskettes).
19. A number of files will be copied, be patient it will go through the procedure twice, on some computers this will be very fast, other computers may take up to 5 minutes.
20. When it advises you that your system settings have been updated, close out everything in front of you, but stay in the Control Panel. You may be advised to Restart, You do Not Need to do so now.
21. Click on the Network Icon.
22. You will have (Win 95) 5 items in the list, (**Win 98 skip to number 33**) (**Steps 23 to 32 are for Win 95**)
23. Click on Add
24. Click On Protocols
25. Click On Add
26. In the left, click on Microsoft
27. In the Right, Click on the last item which is TCP/IP
28. Click OK
29. The TCP/IP should be in the list now (bringing the total to 6)
30. Highlight the IPX/SPX (click on it once) and Remove
31. Highlight the NetBEUI and Remove.
32. You should now only have 3 items in the list, Client for Microsoft Networks, Dial UP Adapter and TCP/IP. (The Client for NetWare Networks should have mysteriously disappeared on its own.)
33. Highlight TCP/IP and click on Properties
34. Go to the Wins Configuration Tab and set it to Disable Wins Resolution.
35. Go to DNS Configuration Tab and this should be at Disable DNS
36. Gateway should be blank and IP Address should be set to Automatically Detect...

37. Click on OK again and OK and your computer will quickly read a few more files from the Windows 95/98 CD and then you will get a message to Restart your Computer. **SAY YES OR OK. YOU MUST RESTART YOUR COMPUTER FOR THE SETTINGS TO TAKE EFFECT.**
38. When the Computer Restarts, go to My Computer
39. Go to Dial Up Networking
40. Right Click on the IGS Icon
41. Go to Properties
42. Go to Server Types (tab or button)
43. Be sure the drop down window says: "PPP, Internet, Windows...."
44. Be Sure that you have TCP/IP checked and nothing else
45. Click on TCP/IP Settings button
46. Make sure everything is server assigned and the bottom two boxes are checked.
47. Click OK
48. Click OK again (if required) to close this all off
49. Double Click on the IGS Icon to bring up your connect screen.
50. To be on the safe side, delete your username and password and re-enter them to avoid any simple mistakes.
51. Click Connect.
52. You should now be connected to IGS
53. Enjoy your on-line time with us.