

WinPoET

Frequently Asked Questions

2.5

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The product support staff at Fine Point Technologies provides answers to the more common questions from WinPoET users. If you are experiencing a problem with an older version of WinPoET, often the problem will be resolved by upgrading to the new version. To obtain the latest WinPoET software and documentation, please contact your ISP.

General

- Q.** *Who is primarily responsible for customer support: Fine Point Technologies or my ISP?*
- A.** Fine Point Technologies and your ISP work closely together to ensure that your service and support needs are always addressed in a timely fashion. From the time you order service, your ISP is your main support contact, while Fine Point Technologies provides technical support directly to each ISP's engineering and customer care staff. Technical support requests should be escalated through your ISP's support channels.

WinPoET Abilities

- Q.** *I saw the WinPoET software on your Web site and it looks great. Can I just download it and use it?*
- A.** Check with your ISP to see if they use WinPoET for their high-speed connectivity. If they do, it will be provided with the service.
- Q.** *I need WinPoET to bind to a particular NIC now, but may need to change it later. Will I have to do a complete uninstall/reinstall?*
- A.** No, since WinPoET binds itself to all NICs, you will not need to make that change later. However, if you added adapters since installing WinPoET, you must uninstall and reinstall WinPoET.

- Q.** *During the install process, how do I specify to WinPoET which adapter I am using to connect to the Internet?*
- A.** To simplify installation, WinPoET binds itself to all installed adapters (as stated in the preceding answer).
- Q.** *Does WinPoET support multiple sessions?*
- A.** WinPoET does support multiple sessions on the same NIC, but not over multiple NICs. In the current Windows NT version, the WinPoET installation .inf file adds two lines that could be modified to establish multiple sessions.
- Q.** *Does WinPoET work with all Internet software?*
- A.** Since WinPoET uses Microsoft's IP stack, it will be compatible with all software that works with the Windows PPP adapter.
- Q.** *Does WinPoET work with a proxy?*
- A.** WinPoET is integrated into Windows Dial-Up Networking and should work with any standards-based proxy.

Performance and Function

- Q.** *While using WinPoET on my Windows NT machine, I got the following error message. What should I do?*
- Initialization of the dynamic link library C:\WINNT\System32\rasman.dll failed. The process is terminating abnormally.*
- A.** Reapply your Microsoft Service Pack to resolve this error.
- Q.** *While dialing up with WinPoET, I select the Save Password check box. However, when I restart my computer, my password is gone. What is happening?*
- A.** This behavior can occur if you are not currently logged on to Windows 95. If you click Cancel in the logon dialog box that appears when Windows 95 is starting, your password cache list file is not opened, and your passwords cannot be saved. This behavior can also occur if you have installed Dial-Up Networking but the client for Microsoft Networks or the client for NetWare Networks has not been installed. To work around this behavior, use one of the following methods:

Method 1: Install the client for Microsoft Networks or the client for NetWare Networks in Network properties.



NOTE: Password cache list files are associated with individuals. If you do not log on to Windows 95, Windows 95 does not know who you are and cannot open your password cache list file.

Method 2: When you start Windows 95, do not click Cancel in the logon dialog box. If you do not have a password, create a new one by typing it in the Password box, or create a null password by clicking OK. If you create a null password, you are no longer prompted to log on to Windows 95 when Windows 95 starts. Creating a null password does not prevent other people from accessing your computer, but does allow you to save your password when you are using Dial-Up Networking or a shared network resource.



NOTE: Creating a null password does not allow you to save your Dial-Up Networking password if you are using user profiles. Using user profiles prevents the Dial-Up Networking password from being saved.

To restart Windows 95 so that you receive the logon dialog box:

- If you have Microsoft Internet Explorer 4.0 or later installed, click Start, click Log Off, and then click Yes.

– OR –

- If you do not have Microsoft Internet Explorer 4.0 or later installed, click Start, click Shut Down, click Close all programs and log on as a different user, and then click OK.

- Q.** *When I try to install WinPoET on my computer that uses a USB or PCI xDSL modem, WinPoET does not recognize the modem. It says I need at least one Ethernet card with TCP/IP bound to it. What's wrong?*
- A.** This was an issue with an older version of WinPoET. Please contact your ISP to obtain the latest version of WinPoET.
- Q.** *When I start my computer, I go directly into the WinPoET dialer and click Connect. At first, I get a hardware failure error, but if I wait a moment, it works. What's going on?*
- A.** The WinPPPOverEthernet service needs a moment to get fully loaded.
- Q.** *Is WinPoET as secure as my old dial-up connection?*
- A.** While WinPoET provides you with a high-speed Internet connection, it retains the security of a traditional dial-up connection by providing you with a new IP address each time that you connect.
- Q.** *I currently use WinPoET to connect. How do I find out if I have the latest software version?*
- A.** To inquire about a newer version of WinPoET, please contact your ISP.
- Q.** *I am running Windows NT as my operating system. Can I use WinPoET?*

- A. Yes. Please obtain the newest version from your ISP.



NOTE: Some ISPs may bundle software with WinPoET that may not be compatible with Windows NT.

- Q. *Can I use WinPoET work with Windows Me?*
- A. WinPoET does work with Windows Me (Millennium edition). You will need the latest build of WinPoET (version 2.0, build 20000427 or later), which you can get from your ISP.

Configuration

- Q. *I understand that WinPoET has a Macintosh equivalent called MacPoET. What versions of the Macintosh does the MacPoET product support?*
- A. First, check with your ISP to verify that they support MacPoET. MacPoET requires the following on your Macintosh system:
- Mac OS computer equipped with a PowerPC CPU
 - Open Transport 1.1.1 or higher
 - System 7.6 or higher
- Q. *I do not see the WinPoET icon in my system tray (status area of the taskbar). How do I make it reappear?*
- A. Open the folder in which you installed WinPoET (the default location is **C:\Program Files\WinPoET**) and then double-click **WinPPPOverEthernet.exe**.
- Q. *When I try to install WinPoET on my Windows 98 computer, it says that I must have Dial-Up Networking (DUN) installed. However, when I go to the Control Panel's Add/Remove Programs Properties applet, Windows Setup page, and look at the Communications details, I see that the Dial-Up Networking component is already selected. What is the problem?*
- A. If DUN was correctly installed at one time and then removed through the Control Panel's Network applet, Windows will still show the DUN component check box as selected. To resolve the discrepancy, clear the check box, restart your computer, go back to the Add/Remove Programs Properties applet, select the check box again, and then restart your computer once more.
- Q. *When I try to run your included Dial-Up Networking (DUN) 1.3 update on my Windows 98 computer, I get a message instructing me to go to the Control Panel. Why is this?*
- A. The DUN update included with WinPoET is for Windows 95 systems only. Windows 98 has DUN 1.3 support built in. To enable DUN for Windows 98, open the Control Panel's Add/Remove Programs Properties applet. On the Windows Setup page, go to the Communications details and select the Dial-Up Networking and Virtual Private Networking check boxes, and then click OK.

Q. *I would like to use an analog modem as well as my WinPoET connection. Is this possible?*

A. Yes. However, note the following:

- In Windows 95, you must first install WinPoET, and then add the modem.
- In Windows NT, both the analog modem and PoET adapters must be configured as RAS-capable devices.
- In Windows 98, Windows 2000, and Windows Me, there are no special instructions.

Q. *I would like to share my Internet connection. How can I do this?*

A. We recommend plugging your DSL line into the uplink port of your hub and putting WinPoET on each machine, eliminating the need for any sharing software.

Q. *I'm trying to connect under Windows NT and getting this error: "Error 692: Hardware failure in port or attached device."*

A. This can occur after upgrading to a newer version of WinPoET on Windows NT; for example, from 1.4 to 2.5. Just as you add the iVasion PoET adapter manually with the 1.4 installation, the same must be done while uninstalling. Manually remove the PoET adapter after uninstallation, then proceed with the new installation.



NOTE: If WinPoET is your only RAS-capable device, remove the RAS (Remote Access Service) first. Then manually remove the adapter.
