

iPAQ Networking Software



Troubleshooting Guide

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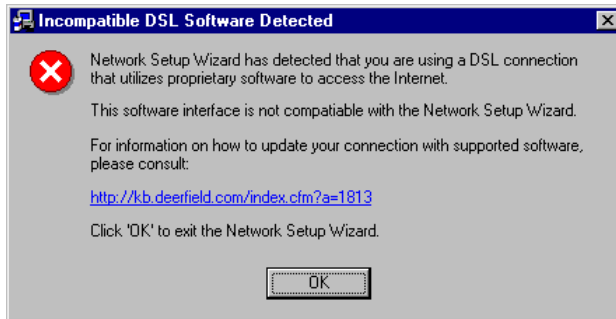
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iPAQ Networking Software
Troubleshooting Guide
First Edition (June 2001)

Troubleshooting

Problem: Error message received indicating that the installation software detected a non-supported PPPoE adapter for your DSL connection.



Resolution: Some DSL providers use PPPoE (Point to Point Protocol over Ethernet) intermediate software to validate your Internet account. To resolve this issue, go to the website <http://kb.deerfield.com/index.cfm?a=1813>, where you can download updated software links and find information on how to update your DSL connection to a supported PPPoE adapter. To make these updates, you will need your DSL user name and password.

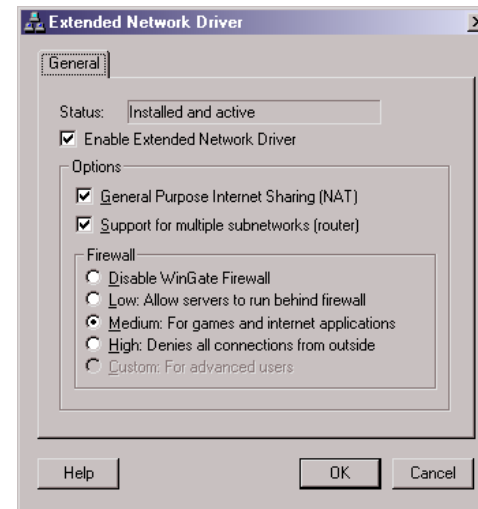
If you are using a different PPPoE connection, or after you update your connection, perform the following steps:

1. Verify that you can connect to the Internet with your updated PPPoE adapter by launching your Internet browser.
2. From the task bar, select **Start > Programs > Network setup wizard > Network setup wizard**.

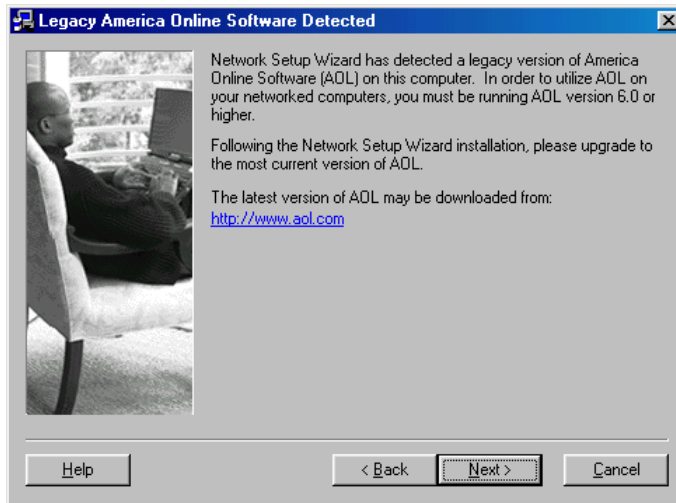
3. Proceed as instructed by the wizard.
4. When you get to the Internet Connection screen, select the **Dial-up networking** option, then select your **DSL connection** as the dialer connection.
5. Proceed with installation as noted in the [iPAQ Networking Software User Guide](#) document on this CD.

Problem: You don't want to share your internet connection.

Resolution: Open GateKeeper from the Wingate system tray icon. From the menu, select **Options > Plug-Ins > Extended Networking**. De-select the **General Purpose Internet Sharing (NAT)** checkbox and click **OK**.



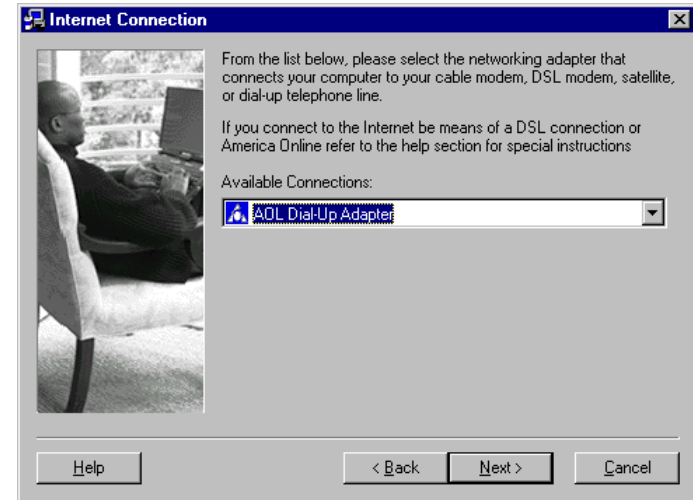
Problem: Error message received indicating that the installation software detected a non-supported version of America Online (AOL) software on the computer.



Resolution: Your iPAQ Networking software supports AOL versions 6.0b and later. If you receive this error message, upgrade your AOL version to be compatible with this software. Follow these steps:

1. Update your systems to AOL 6.0b or later.
2. When prompted by the AOL application, set your system to use the AOL adapter as your default internet connection.
3. From the task bar, select **Start > Programs > Network setup wizard > Network setup wizard.**
4. Proceed as instructed by the wizard.

5. When you get to the Internet Connection screen, select the **AOL Dial-Up Adapter** option.



6. Proceed with installation as noted in the [iPAQ Networking Software User Guide](#) document on this CD.

Problem: During installation of software on a client computer, the Network Setup Wizard cannot find the Internet-sharing PC.

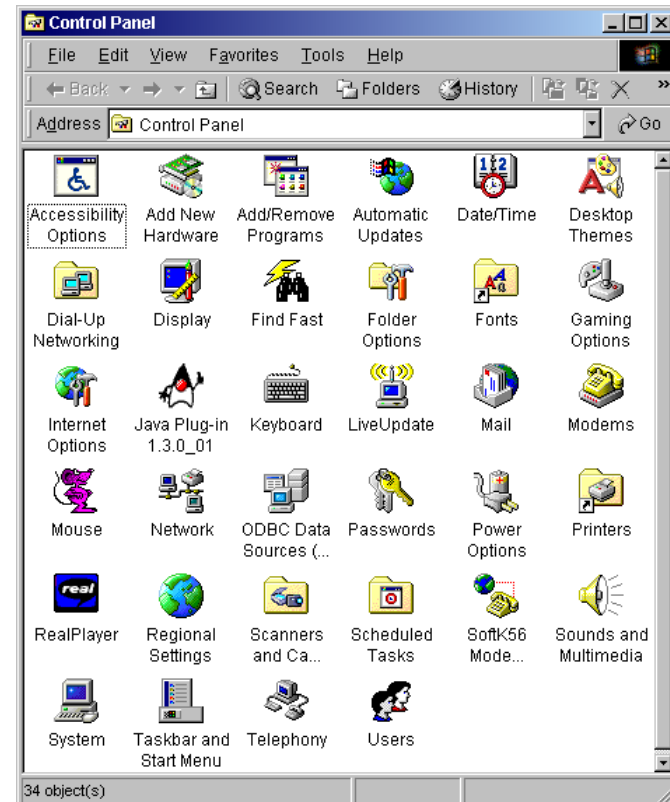
Resolution: Try the following.

- > Confirm that the Internet-sharing PC is powered on and logged on to the network.
- > Verify within the Device Manager that your network adapters are properly installed in each computer.
- > For wired networks, verify that the networking adapters on the Client and the Internet-Sharing PC are physically connected to the network.
- > For wireless networks, verify that the System ID (SSID) on each computer is identical.
- > For wireless networks, verify that the WEP code on each computer is identical.

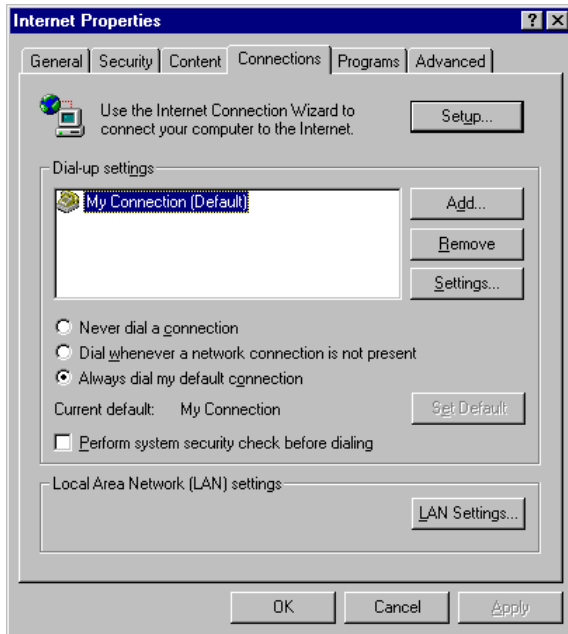
Problem: Cannot access the Internet on the Internet-sharing PC.

Resolution:

1. From the Task Bar, click **Start > Settings > Control Panel**. The Control Panel is displayed.

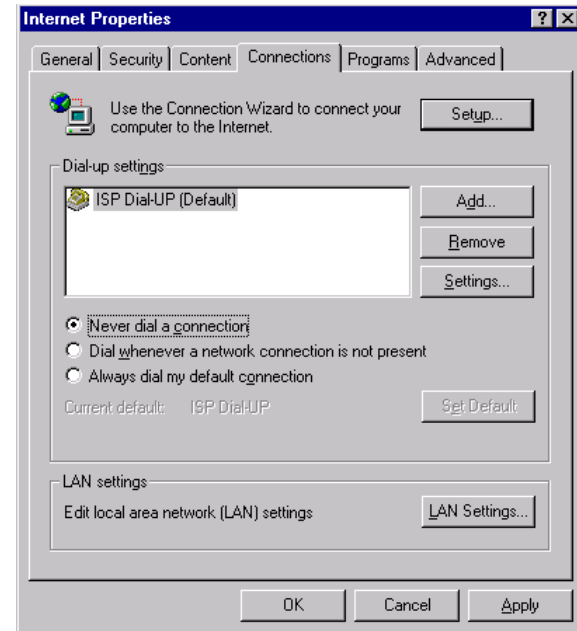


2. Double-click the **Internet Options** icon. The Internet Properties window is displayed.



3. Click the **Connections** tab.
4. If the PC is using a dial-up connection (including PPPoE):
 - a. Verify that correct dial-up connection is set as default. The word *Default* is displayed in parentheses next to the default connection. If not, highlight the connection and click **Set as default**.
 - b. Verify that the **Always dial my default connection** radio button is selected. If it is not, change it.
 - c. Click **OK**.

If the PC is using a direct broadband connection (cable modem and non-PPPoE DSL):



- a. Verify that the **Never dial a connection** radio button is selected. If it is not, change it.
- b. Click **OK**.

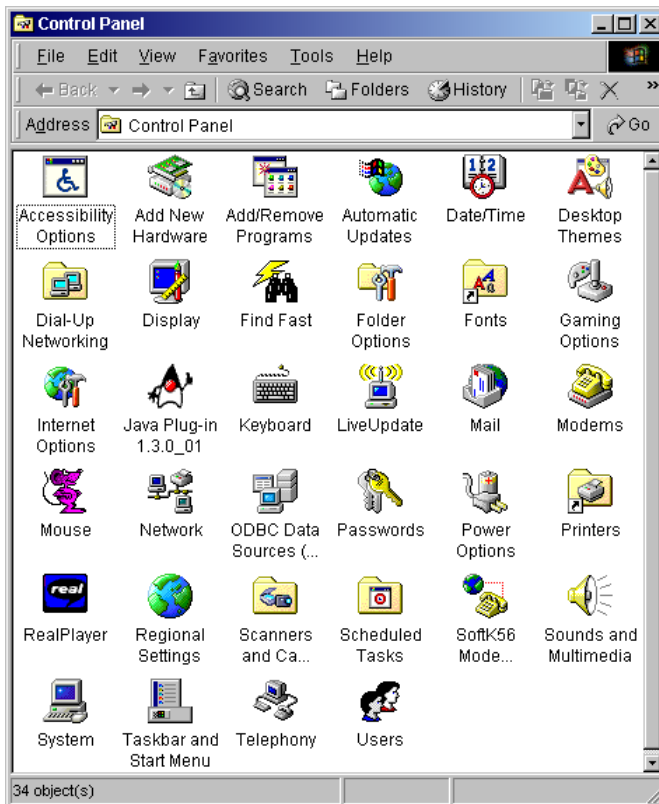
Problem: Your client PC cannot access the Internet.

Resolution: Try the following:

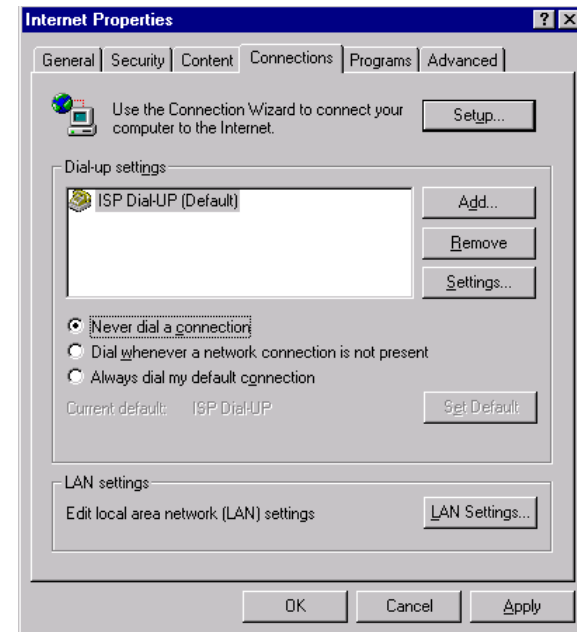
> Verify that the Internet-sharing PC is turned on and can successfully connect to the Internet.

> Check the connection options using the procedure below.

1. From the Task Bar, click **Start > Settings > Control Panel**. The Control Panel is displayed.



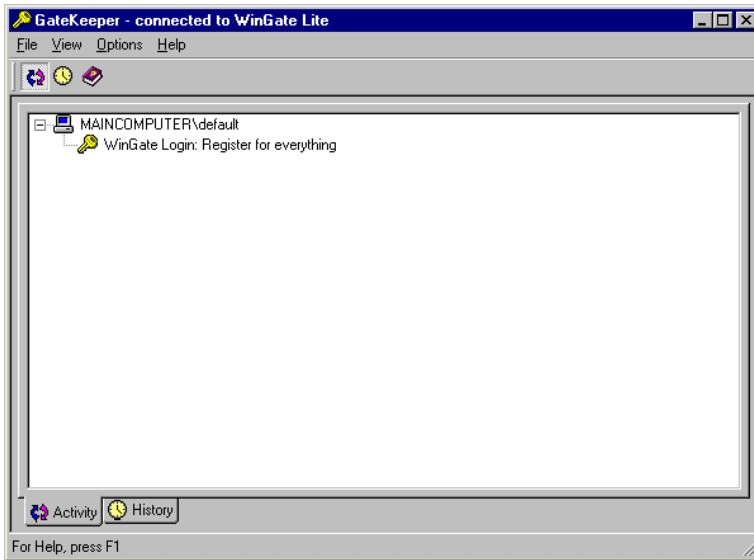
2. Double-click the **Internet Options** icon. The Internet Properties window is displayed.



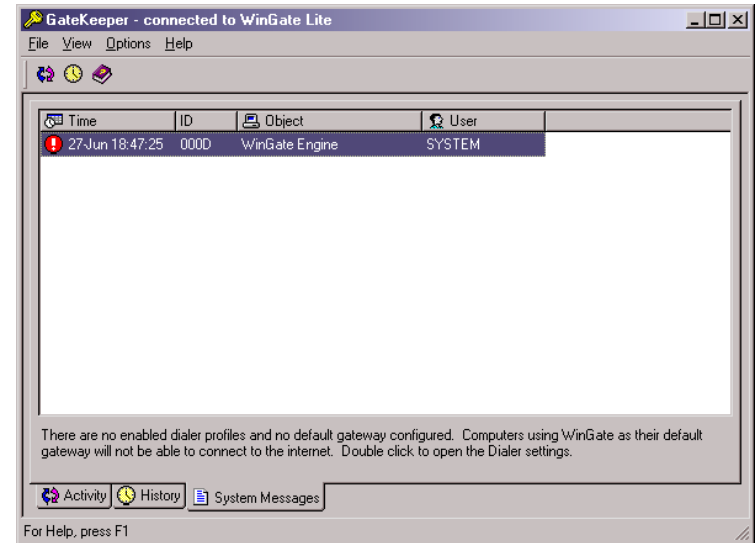
3. Click the **Connections** tab.
4. Verify that the radio button labeled **Never Dial a connection** is selected.
5. Click **OK**.

If this doesn't solve the problem, check the system messages:

1. Double-click the WinGate **icon** in the system tray.
The GateKeeper Activity window is displayed.



2. From the menu bar, select **View > System Messages**.
The System Messages window is displayed.



3. If you are using a broadband connection (non-PPPoE), WinGate may indicate that there are no enabled dialer profiles and no default gateway configured. This can occur if the system is booted without an active Internet connection.
4. Double-click the **error message** in GateKeeper.
The dialer configuration window is displayed.
5. Click **OK**.
6. Close GateKeeper.

Problem: The Network Setup wizard cannot find the Internet-sharing PC. When you check the Network Configuration list, there is no TCP/IP binding for the Compaq network adapter.

Resolution: Microsoft Windows 98 allows up to six active TCP/IP bindings in the network configuration list. If you are running Windows 98 and your computer already has the maximum number of bindings, you must remove one. Once a binding is available, the adapter can be properly installed.

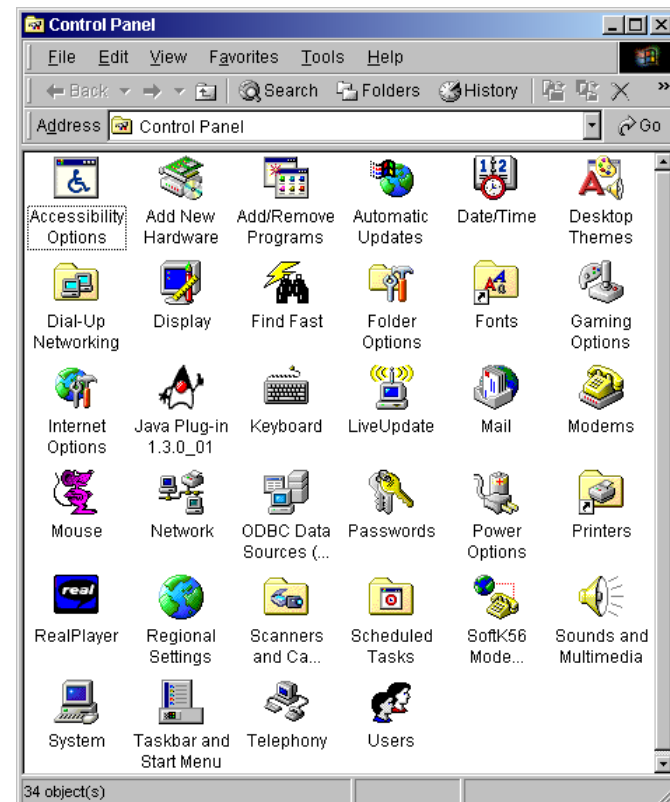
Problem: Cannot access Internet on the Internet-sharing PC.

Resolution: Before installing the iPAQ Networking software, you must have a functioning Internet connection and active ISP. Uninstall the iPAQ Networking software and verify that the Internet-sharing PC can access the Internet. Then re-install the iPAQ Networking software.

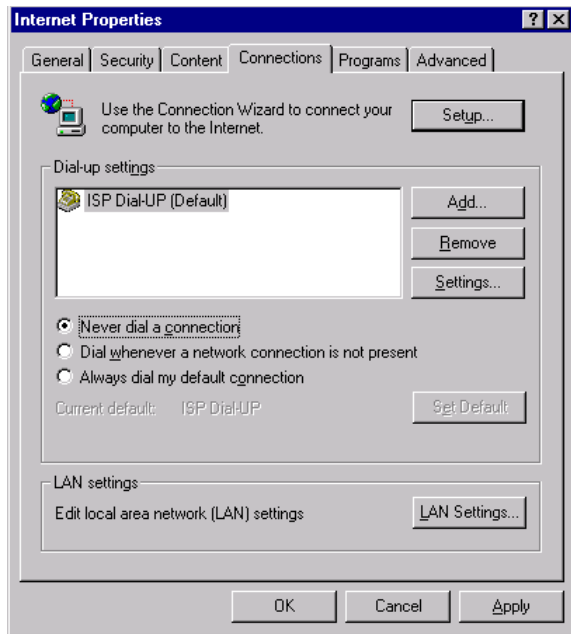
Problem: When you start your Internet browser, the computer attempts to dial out to the Internet with its internal modem rather than use the Internet-sharing PC's shared connection.

Resolution: Verify that the Internet browser is properly configured on all computers.

1. From the Task Bar, click **Start > Settings > Control Panel**. The Control Panel is displayed.



2. Double-click the **Internet Options** icon.
The Internet Properties window is displayed.



3. Click the **Connections** tab.
4. Verify that the radio button labeled **Never Dial a connection** is selected.
5. Click **OK**.

Problem: Your analog modem cannot establish a connection with your ISP.

Resolution: Try the following.

- > Dial your **ISP phone number** from your telephone. This will help determine if the line is busy or if you have configured the Internet-sharing PC with the wrong telephone number.
- > Confirm that you have plugged the **telephone cable** from the wall into the correct telephone jack on your shared modem.
- > Check your **ISP account settings** again to confirm that the user name and password are correct.

Problem: The ICM icon in the Windows System Tray is red.

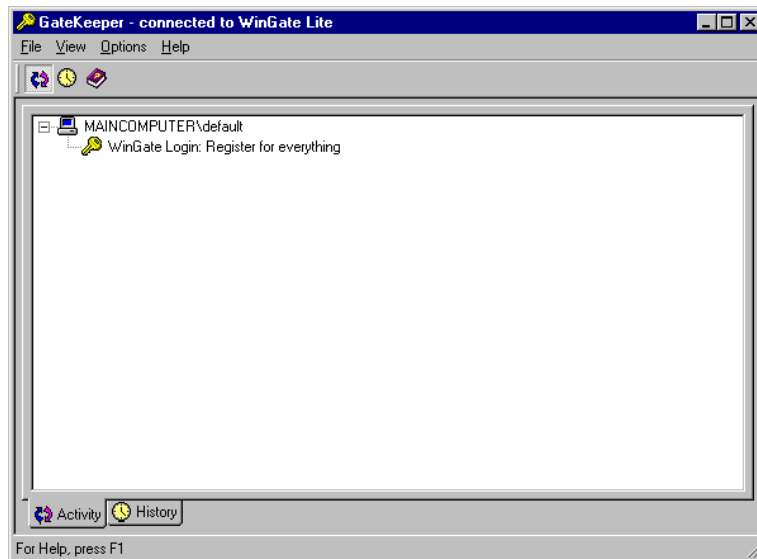
Resolution: The ICM icon turns red when the Internet-sharing PC is unreachable or if the server has been stopped. Try the following.

- > Confirm that the Internet-sharing PC is powered on.
- > Confirm that the WinGate engine and the ICM server are available and running on the Internet-sharing PC.

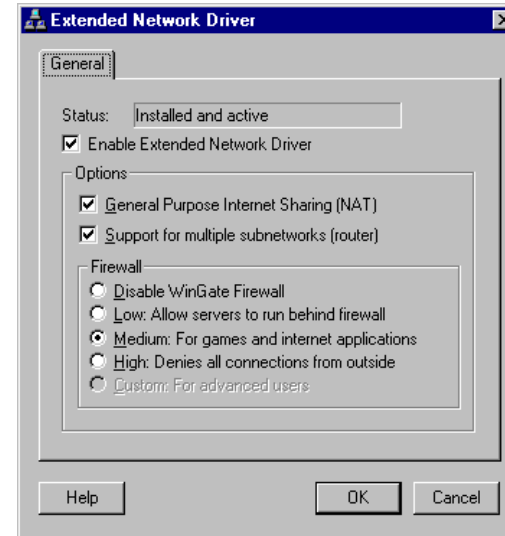
Problem: There is a conflict between your firewall software and the firewall included in Wingate.

Resolution: WinGate version 4.01 and later provides firewall protection. If you add third-party firewall software, you must first disable the WinGate firewall.

1. Double-click the **WinGate** icon in the system tray.
The GateKeeper window is displayed.



2. From the Gatekeeper menu, select **Options>Plugins>Extended Networking**.
The Extended Networking Driver window is displayed.



3. Select the **Disable Wingate firewall** radio button.
4. Leave these checkboxes selected: **Enable Network Driver**, **General Purpose Internet Sharing (NAT)**, **Support for multiple subnetworks (router)**.
5. Click **OK**.

Problem: You can't find other PCs on the network

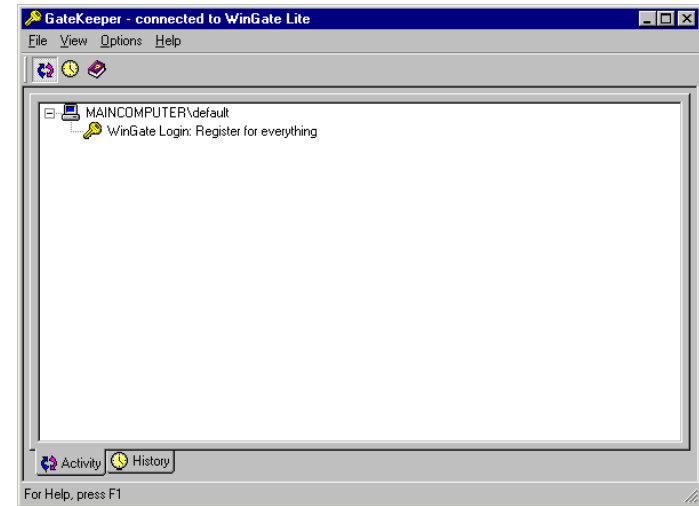
Resolution: It is likely a problem with the operating system's browse master. It may take up to 40 minutes for all PCs on the network to find each other.

Problem: Client cannot find the Internet-sharing PC.

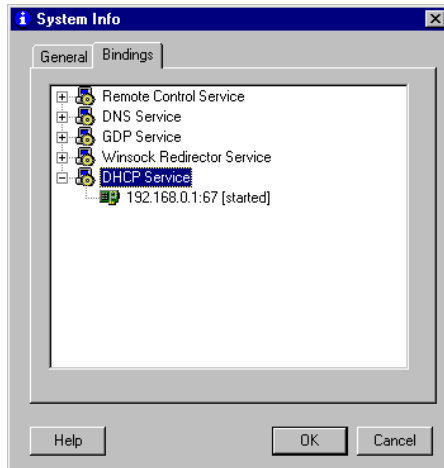
Resolution:

- > Verify that your wires are properly connected if using HPNA or Ethernet.
- > For wireless networks, verify that the System ID (SSID) on each computer is identical.
- > For wireless networks, verify that the WEP code on each computer is identical.
- > Verify that WinGate is running properly.

1. Double-click the **WinGate** icon in the system tray of the Internet-sharing PC.
The GateKeeper window is displayed.



- From the menu bar, select **Help > System Info**.
The System Info window is displayed.

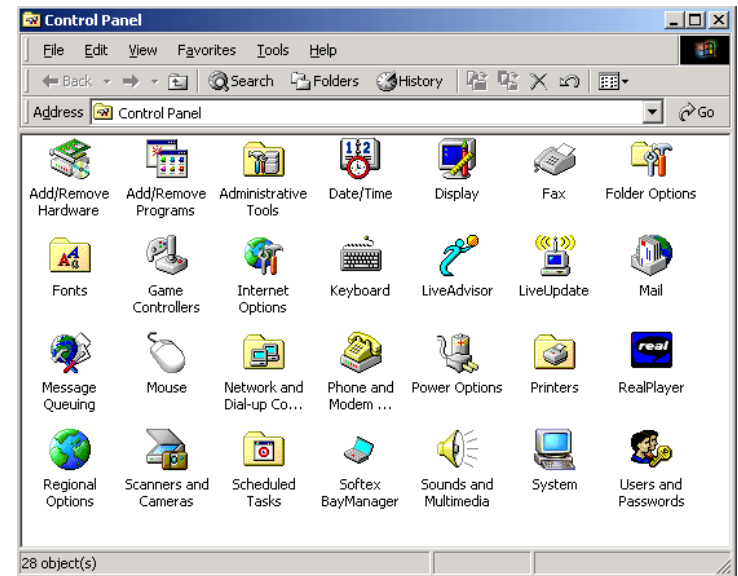


- Click the **Bindings** tab.
- Select **DHCP** and verify that the service started for your network adapters. If not, verify your hardware configuration, then uninstall and reinstall the iPAQ Networking software.

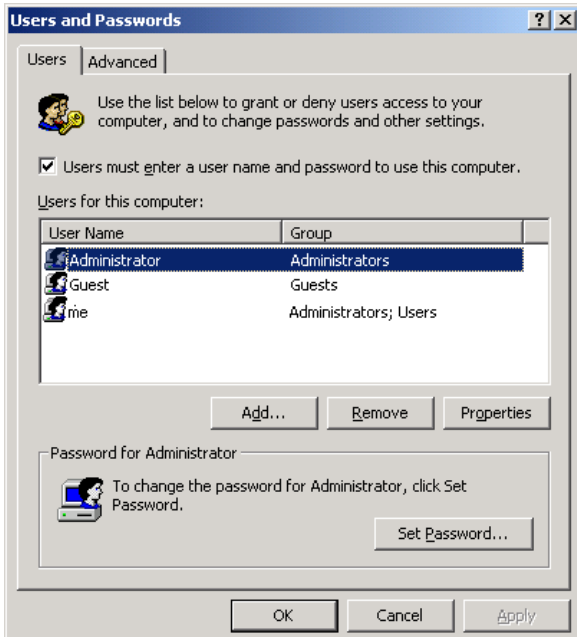
Problem: You're running Windows 2000 on one PC, and the other PCs on the network cannot access folders or printers on that machine.

Resolution: Add each user to the user list.

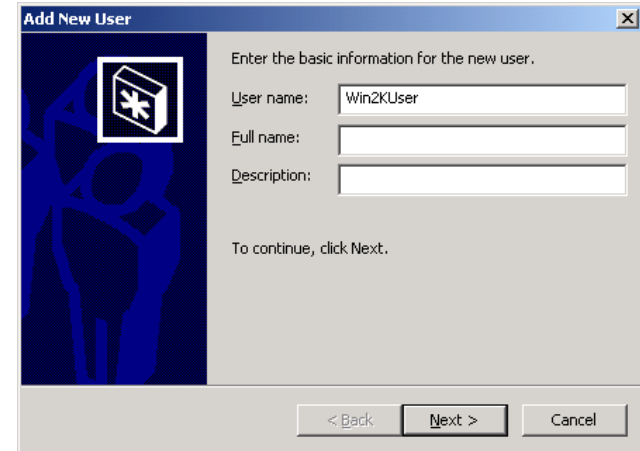
- From the Task Bar, click **Start > Settings > Control Panel**.
The Control Panel is displayed.



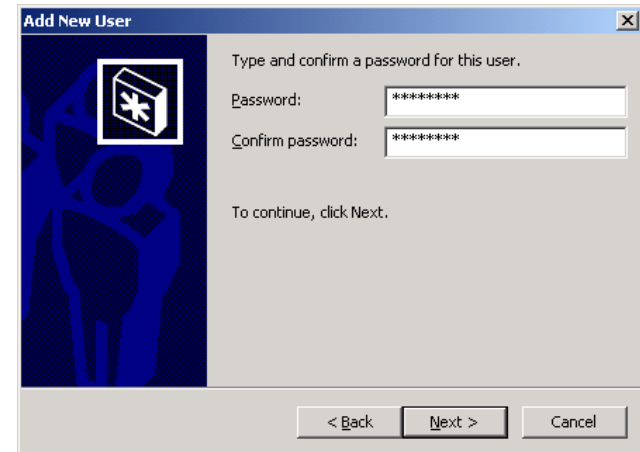
- Double-click the **Users and Passwords** icon.
The Users and Passwords window is displayed.



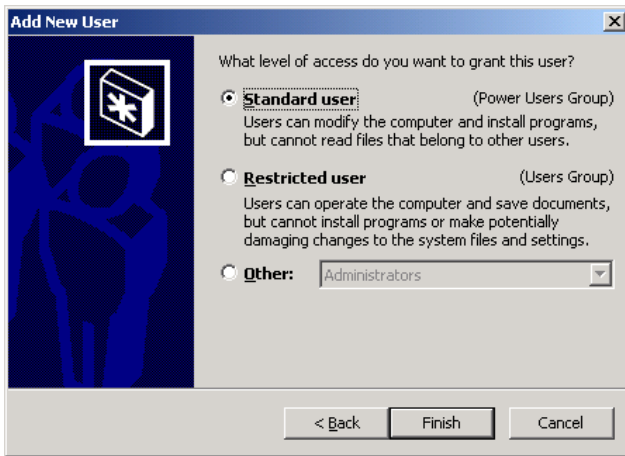
3. Click **Add**.
The Add New User window is displayed.



4. Type the user name assigned to a PC that will access shared files or printers on this system into the **User Name** field.
5. Click **Next**.
The password window is displayed.



6. Type a password for this user into the **Password** field.
7. Type the password into the **Confirm Password** field to confirm the password.
8. Click **Next**.
The level of access window is displayed.



9. Select the level of access you want to grant to this user. The default is Standard.
10. Click **Finish**.
11. Repeat this process for each user on the network.

Technical Support

If you have a networking problem not addressed in this troubleshooting guide, Compaq offers technical support online at compaq.com/consumersupport. You can also call 888-302-7358.

For questions regarding this product, contact:
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P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000
Or, call 1-800-652-6672 (1-800-OK COMPAQ)

To identify this product, refer to the part, series, or model number found on the product.