Tech Info Library

Apple Internet Connection Kit: FAQ (10/96)

Article Created: 12 April 1996
Article Reviewed/Updated: 28 October 1996

TOPIC --

This article contains the answers to frequently asked questions (FAQ) on the
Apple Internet Connection Kit (AICK).

IMPORTANT: First make certain the computer meets AICK requirements:

• Type of Macintosh - 68030 microprocessor or newer computer.
• System Software - System 7.5 or later (for Apple Guide and MacTCP), Open
  Transport users should use version 1.1.1 or later.
• Amount of RAM - minimum 8 MB RAM, preferred 16 MB or more depending on
  how many Internet applications are running.
• Modem - minimum 9600 or 14,400 bps modem (28,800 bps recommended).

Questions in this FAQ
----
1) I keep getting "Not enough memory to launch Netscape" errors, what should I
do?

2) I keep getting "PPP timeout" errors when clicking Dial in the Apple Internet
Dialer. What should I do?

3) I get "DNS errors" in Netscape, what can I do?

4) I cannot get AICK to install, and I get this error message, "Can't install to
hard drive. A problem was found." What can I do?

5) I keep getting a "Resource File" is damaged error when I try to open the
Apple Internet Dialer. What can I do?

6) I keep getting a PPP not active error when I try to open the Apple Internet
Dialer. How do I fix this?

7) My settings in Config PPP and MacTCP are not being saved. How do I save
them?

8) I cannot receive or send e-mail with E-Mailer Lite, however, I appear to
connect to the Internet fine. What can I do?

DISCUSSION ---

1) Question: I keep getting "Not enough memory to launch Netscape" errors, what should I do?

Answer: Some Internet programs have an issue running with Virtual Memory (VM) turned on. When you are performing setup troubleshooting on those programs, it would be better to start with VM off, and turn VM on later, once the Internet software is setup and working properly.

It may be difficult to run Internet software with less than 8 MB RAM. Software that runs without color like e-mail, Gopher, Telnet, and others may be possible depending on how much RAM is used by System Software. However, Worldwide Web (WWW) browsers by themselves may use 4 MB to 8 MB RAM, or more, depending on which pluggins or add-ons are installed and in use.

Internet software can consume large amounts of RAM, especially if these applications remain open over time. It is fairly easy, on a Macintosh, to continue opening new windows, images, data files, and so on -- all of which use RAM. This is similar to a word processing application which will eventually run out of RAM, if we keep opening different files.

There are basically two ways you might run short of RAM on your Macintosh. An individual application like a WWW browser or e-mail program, could run out of RAM -- this is an Application RAM problem. The other is that system software may not have enough room to grow dynamically in the Macintosh computer's overall (or total) RAM space -- this is typically referred to a system heap problem (or system RAM problem).

2) Question: I keep getting "PPP timeout" errors when clicking Dial in the Apple Internet Dialer. What should I do?

Answer: PPP timeout errors usually occur when the PPP software is unable to set up its connection. There are several things to check:

First, make sure your modem is properly connected (a) to your Macintosh, (b) to the telephone line, and (c) that the modem is turned on. This accounts for most PPP timeout error messages.

Second, did you hear a dial tone prior your modem's attempting to connect? If not, check the phone line for proper dial tone; most modems let you connect a telephone to check for dial tone. If your modem does not allow a connection, you can take the modem's phone line and connect it to your telephone. If the modem's line does not have a proper dial tone, it will not work and PPP timeout errors will occur.

Third, check the modem selection and initialization (init) string. The Dialer includes the ability to select, add, or modify modem init strings. In the modem selection pop-up menu, an Add/Modify Modem command is available at the very top of the menu. This information is stored in the Modem Information preference file.

An init string is a group of commands and settings sent to the modem to start it, so it can function properly. Please see the TIL article entitled, "Modem Initialization Strings for MacPPP Access" for the correct string for your modem, or check with the modem manufacturer. Further information on init strings is also available by searching in the Tech Info Library using the search string "modem and initialization and string". Many modem manufacturer's web sites now exist for product information, software updates, and technical information such as modem init strings.

Additionally, your modem manufacturer or Internet service provider (ISP) may have additional suggestions for avoiding conflicts with PPP software. Generally, it may be helpful to turn off fax software, or other third-party additions to System Software, with the Extensions Manager control panel. Be careful to leave any needed telecom software -- like MacTCP or TCP/IP, Global Village Toolbox, Express Modem, and so on -- turned on.

Also, it may be helpful to zap the PRAM (clear the parameter RAM) on your Macintosh. This is especially helpful if you see an error message indicating that the serial port is in use. For further information on this, please see Tech Info Library article "How To Reset Parameter RAM". If you do zap PRAM, you may need to check that VM is off.

3) Question: I get "DNS errors" in Netscape, what can I do?

Answer: DNS (Domain Name Service), to use a simple explanation, is like a giant phone book for the Internet. It lets you type "http://www.apple.com" in a web browser and a DNS server on the net will return the proper IP address for this destination. Your web browser will then make it's query again, using the numerical IP address. It's easier for us to remember www.apple.com than 17.254.3.21 (the IP address for the www.apple.com host). Note that you can also type "http://17.254.3.21" and it works just like "http://www.apple.com". There are several reasons why you may get DNS errors, and several things you can do to fix them.

First, remove the file called MacTCP DNR (domain name resolver) from the root (or top level) of your system folder. This file will be recreated automatically when you restart your Macintosh, whether you are running classic networking (MacTCP) or Open Transport (TCP/IP). The DNR file may become corrupted, and removing it, should resolve some connection problems. Removing the MacTCP DNR file is the first and most important troubleshooting tip for AICK, and should be used prior to other actions. To replace the MacTCP DNR file, drag it to the Trash, restart your computer by choosing Startup from the Special menu, then empty the Trash.

Second, WWW Browsers sometimes can experience a corrupted cache file which could cause problems when logging on. Locate your browser's cache folder and drag it to the Desktop Restart your computer and try the browser again. If it works now, it probably was a corrupted cache item.

Third, check to make sure you have the proper settings from your ISP. AICK stores these settings in the Apple Internet Dialer. If you have a backup of your Dialer settings, the Dialer can handle the backup and restoring of these

settings. You can also check these settings in the MacTCP or TCP/IP control panels. This information must be correct for DNS to work.

Finally, the MacTCP prep file or TCP/IP Preferences file may be corrupted. These files are located in the System Folder's Preferences folder. There is less reason to throw these files away, unless your network administrator or ISP suggests that you do so.

WARNING: Throwing either the MacTCP prep file, or TCP/IP Preferences file in the Trash will result in a loss of your TCP/IP settings. Be sure you have this information written down and saved.

4) Question: I cannot get AICK to install, and I get this error message, "Can't install to hard drive. A problem was found." What can I do?

Answer: Try the following to resolve the issue:

• Unlock the System Folder by using the General Controls control panel and turn off System Folder Protection.
• Check to see if the Launcher is locked, if it is locked, unlock it.
• If you are still unable to reinstall AICK, Custom Remove the AICK software, do a clean install of your System Software to put a fresh System Folder on your hard drive and then reinstall AICK.

5) Question: I keep getting a "Resource File" is damaged error when I try to open the Apple Internet Dialer. What can I do?

Answer: The Dialer includes the ability to backup your providers settings, and restore from that backup. You can do this from the Dialer's File menu, choose "Backup Provider Information..." or "Restore Provider Information...". All users should perform a backup and save it. If a "Resource File is damaged" error occurs, you can restore good copies of the needed files from a previously saved backup.

This Backup function copies the files from Preferences/Internet Dialer Folder, so the restore function will not generate fresh preference files. Therefore, it is possible to backup files that may already be corrupted, and thus possibly restoring corrupted files. It is recommended that users backup their Internet Dialer Folder soon after the software is successfully set up.

If a backup with good settings is not available the Internet Dialer Prefs, Modem Information, reg server and <username> files in the Internet Dialer Folder of the Preferences Folder, can be moved to the Trash and reconfigured from the Dialer after restarting the computer.

If the Resource File is damaged error still occurs, check the following files:

• MacTCP DNR
• MacTCP Prep or TCP/IP preferences
• PPP preferences

Try moving these files to the Desk Top and restarting. Be aware some ISP information may need to be entered again. Having backup copies of MacTCP Prep or TCP/IP Preferences file, and PPP Preferences file is also advisable, but remember to compress them or keep them on a volume separate from the startup disk.

6) Question: I keep getting a PPP not active error when I try to open the Apple Internet Dialer. How do I fix this?

Answer: Typically, this error is caused by a corrupted PPP Preferences file which is located in the Preferences folder. Try replacing the PPP Preferences file by moving the PPP Preferences file to another hard disk, floppy, or compress this file. Be sure you have the PPP configuration information available because you may have to enter this information again after restarting the computer.

NOTE: Having more than one copy of PPP Preferences or MacTCP Prep on your startup disk may cause problems.

NOTE on SLIP software: SLIP software is not supported with the Internet Dialer. The Dialer is specifically set to work with PPP. The Dialer may not work properly if there is active SLIP software in the Control Panels or Extensions folders.

7) Question: My settings in Config PPP and MacTCP are not being saved. How do I save them?

Answer: It appears you are trying to configure the settings directly in Config PPP and MacTCP or TCP/IP control panels. All of these settings should be configured in the Apple Internet Dialer. Open the Apple Internet Dialer and choose Define Provider Information from the Provider menu to enter the information given by your Internet Service Provider.

If you do not want to use this preferred method as stated above, you can use the control panels TCP/IP, MacTCP, Config PPP, and so on. However, be aware that these control panels may support multiple configurations. If a second configuration is selected that does not match the information for a corresponding control panel, for example Config PPP with TCP/IP, then the Dialer may not work properly. For this reason, setting up your configuration information using the Apple Internet Dialer is recommended.

8) Question: I cannot receive or send email with Emailer Lite, however, I appear to connect to the Internet fine. What can I do?

Answer: Please check the following:
• Verify you have a good Internet connection by connecting to a web site.
• Make sure you are connected to the Internet before opening Emailer Lite.
• Make sure you are using the "Connect Now" command in Emailer Lite.
• Choose Internet Setup command in the Setup menu.
• The Internet Service Entry window must be filled in correctly for

Emailer Lite to work properly. Verify the fields are filled out as shown
below. If it's not, disable "Use Internet Configuration System" option
and enter the information in the fields again. Or, locate the Internet
Config application to correct the information in the Internet Config
extension. Remember to Save this new information also.

The information should be in this format:

```
Account Name  = User's login            - this must be filled in
User Name     = User's actual name      - this must be filled in
Email address = User's Email address    - Internet Config *
Mail Account  = Example, Loginname@popserver.ISP.com - Internet Config *
Password      = User's Login Password   - Internet Config *
SMTP host     = The SMTP server host name. - Internet Config *
                For example from the Mail
                Account example above,
                the entry would be "popserver.ISP.com". **
```

Select Save and go to Connect Now. Make sure both Get and Send are enabled.

* Internet Config gets these values from the Internet Dialer. If you deselect
the Internet Config checkbox, these fields will become blank and you will need
to fill them in. Normally, the Internet Config values (the ones you inputted
with the Dialer), should be fine.

** Some Internet mail administrators will set up a different server for sending
mail. You will be told by your ISP or in house provider if this is the case. In
this case, your SMTP host might be "smtp.ISP.com". This is because sending mail
(simple mail transfer protocol or smtp) is a different protocol from receiving
mail from a POP3 (Post Office protocol version 3) server. Therefore, on busy
sites, administrators may wish to split up these functions over different
machines.

Article Change History:
28 Oct 1996 - Complete article rewrite.
25 Sep 1996 - Made adjustment to answer to question 6.
19 Sep 1996 - Added keyword.

Keywords: kfaq,ktoptil,ktop20

==

This information is from the Apple Technical Information Library.

19961029 07:52:30.00
Tech Info Library Article Number: 19608