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DirectWeb Support

Objectives of the course

By the end of this course, you should be able to:

1. Describe the hardware for this special bid
2. List the software preload and software options for this package
3. Understand and support the basic installation of the DirectWeb software so that it is "up and running"
4. Understand and support the configuration of the DirectWeb software
5. List instances where calls should be warm-transferred to DirectWeb technicians
6. Perform basic problem determination/know when to reinitialize, restore, and recover the software loads
7. Understand the maintenance option available for DirectWeb customers

Hardware

System Unit - Aptiva

- 2170-62U
- V75 Planar
- 400MHz
- 64MB RAM (4MB used for video)
- 4.3GB hard drive
- 40X CD-ROM
- 56K V.90 Modem

Monitor - 15" or 17"

Input

- Rapid Access II keyboard
  - All 4 of the internet keys customized
- IBM ScrollPoint II Mouse

Option for HP color printer

Oceancliff Refresh machine

Model - V75M DirectWeb bid

Preload Version - J81US08

BIOS Version - V75EN1-2C

Processor - K6-2 530

Software Preload

In addition to Oceancliff Refresh preload:

1. McAfee AntiVirus
2. DirectWeb Client
3. LapLink
4. CyberPatrol
5. 4 Programmed internet Keys on the RAK II keyboard.
6. Customized wallpaper
7. PowWow Chat Client
8. Neva Java Add-on

Optional Software bundles

Delete from the Current Oceancliff Refresh V75 preload:
1) Demo Installer
2) IBM demo
3) Desktop Security
4) AOL icon from desktop
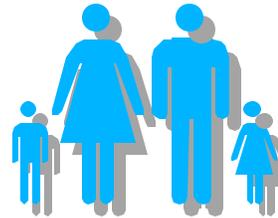5) IBM internet dialer
6) Scroll point 2 mouse

Note: Software Select CD has Norton's Antivirus. Vendor assures us that they can run concurrently without problems.

Software Bundles not Supported

- Home Essentials

- Fun and Educational Bundle for Ages 4-8

- Let's Learn Software Bundle for Ages 9-12

- Student Tools Software Bundle

Home Essentials Software Bundle
Titles:
       Websters New World Dictionary & Thesaurus
       Rand McNally Tripmaker 2000
       Rand McNally New Millenium World Atlas Deluxe
       World Book Millenium 2000
       Perfect Photo
Fun & Educational Bundle for Ages 4-8
Titles:
       Edmark's Millie & Bailey Kindergarten
       Edmark's Travel the World with Timmy
       Crayola 3D Magic
       Reader Rabbit 1st Grade v.2.0
       Pajama Sam
Let's Learn Software Bundle for Ages 9-12
Titles:
       Math Blaster Ages 9-12
       Reading Blaster Ages 9-12
       SuperSolvers: Mission T.H.I.N.K.
       3D Castle Creator
       Logical Journey of the Zoombinis
       Ultimate Writing & Creativity Center
Student Tools Software Bundle
Titles:
       Webster's New World Dictionary & Thesaurus
       Mavis Beacon Teaches Typing 9
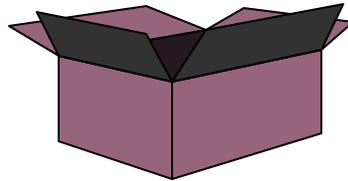   MathSoft Studyworks! Math
       Princeton Review SAT, ACT, PSAT

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Installation

Customer's OOBE (Out of Box Experience)

- Regular Windows 98 customization
- DirectWeb user information
- Dial-up DirectWeb
- Outlook Express initialization
- Restart of DirectWeb with user list
- Connect or cancel

Windows 98 installation

- User selects country, time zone, adds owner information
  - Name, company, phone number
  - Whether a number (usually "9") is required to dial out

- This information is NOT captured by DirectWeb software

- Windows 98 User Name and Password
  - Customers should not set a password if they don't want to see a login screen at start-up

- Printer setup
  - DirectWeb recommends canceling and using the software provided with the printer. Printers may not work correctly if they are set up via Win98

Microsoft Windows 98

Never 'Cancel' the Windows 98 login screen. If the customer does not want to use the Windows 98 login, then find and delete all files ending *.pwl. Have the customer reboot, and confirm that there is no login screen. The customer will need to enter the name once more, but leave the password fields blank for Windows 98. This will eliminate the need to log into Windows 98. Run oeinit.exe to reset the Microsoft Outlook Express 5 passwords.

Important Note: Whenever the *.pwl file(s) are deleted, the passwords used in Microsoft Outlook Express 5 will need to be reset. To reset the Microsoft Outlook Express 5 passwords, run c:\dwusers\oeinit.exe following the instructions included in this document.

Windows 98 installation - complete

User views Welcome to DirectWeb desktop
- ONE TIME ONLY

The Windows 98 Welcome screen (Connect to the Internet option) may lead some users to accidentally install Microsoft Network. This can lead to many problems with the DirectWeb browser program.

Direct Web Registration

- Initiate with double-click on shortcut

- Input primary user information
- Customer MUST use exact name and phone number as given to DirectWeb at purchase
- Click OK

This is the 'Primary User Information' screen, which is used to capture and store customer information. It will appear after a re-initialization, possibly after a software update, and when you use DirectWeb for the very first time. Enter your name in the appropriate fields and your home telephone number, including area code, in the field labeled 'Your Phone Number'. If this screen appears continuously, and you are not able to use the DirectWeb Internet Guide, some of the information entered in the screen may be inaccurate. Verify that the number entered in the 'Your Phone Number' field is the same home phone number you provided DirectWeb with when you placed your order. If you still encounter problems, please call DirectWeb Technical Support for assistance.

DirectWeb Dialup

- Computer dials - 1-888-770-3030

- DirectWeb recognizes user name and telephone number

- Server determines correct local ISP #

- DirectWeb downloads user initialization files

- Disconnects
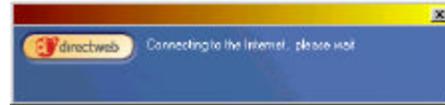
DirectWeb downloads two files - obj.ser and oeusers.ini.

They are copied to the following locations:

1. C:\dwusers\obj.ser
C:\DirectWeb\setup\oeusers.ini

During this process, the c:\dwusers\obj.ser file and c:\directweb\setup\oeusers.ini are being constructed. If the customer's machine locks or hangs at this point, it may indicate that the customer input their Primary User Information incorrectly.

To see a list of ISP numbers go to ZipLink - www.ziplink.com/directweb. You will be asked for a username (directweb) and password (dwzip). Click OK and follow instructions on the web page to determine what ISP number is assigned to the customer's telephone number.

Outlook Express initialization

- Automatically starts the setup of Outlook Express
- This screen covers Outlook Express initialization
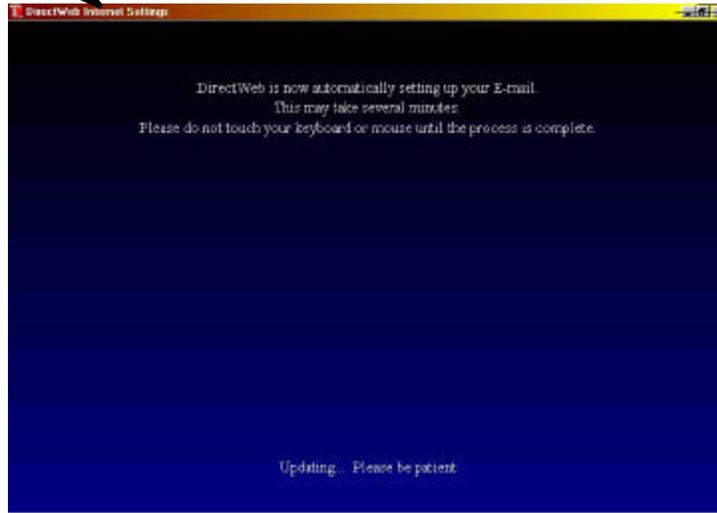
Macros for this routine are contained in the C:\DirectWeb\setup\oeinit.exe file.

This screen will appear when the DirectWeb Internet Guide is setting up e-mail. While the screen appears, the DirectWeb Internet Guide is accessing the DirectWeb profile and configuring the computer. User should follow the instructions on the screen and not touch the mouse or keyboard or interfere with the computer in any way until the set-up process is completed and the screen disappears. If it remains visible for more than 10 minutes or appears to be stuck, contact DirectWeb Technical Support for assistance.

Behind this screen, Outlook Express will be open, setting up automatically. One possible problem that may occur at this point - if Outlook Express has been modified from its original configuration, then this automated utility may fail. Outlook Express should be the default mail client, should have no folders created under the In Box, should not be using Identities, should have no existing mail profiles, and the option to "Start in Inbox" should not be selected.

After Outlook Express setup is completed, the customer would see a dialog box notifying them that Outlook setup was completed successfully, then the Platform Initialization message will be displayed while the DirectWeb browser dials the ISP. Note: DirectWeb automatically creates the dial-up connection information using information in the customer's file.

Outlook Express initialization - continued

Several macros run in succession to set up Outlook Express
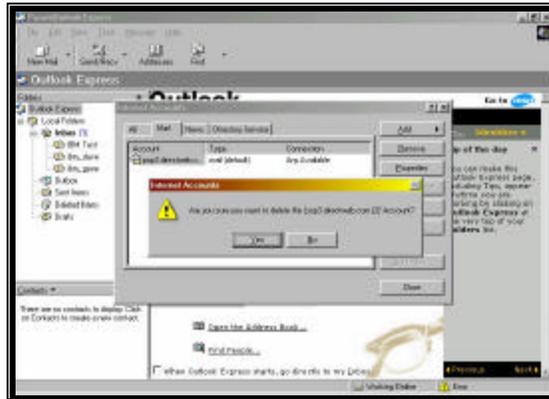
Example of what's going on "behind the scenes" during OE initialization

• The script may fail if the customer interrupts by clicking the mouse or using the keyboard.
• The script may fail if Microsoft Outlook Express 5 takes too long to respond to a script command.
• The script will fail if Microsoft Outlook Express 5 has been altered from its DirectWeb defaults.

Outlook Express initialization - continued

- User may receive error message

Error: Make sure Outlook Express closed

Please close Outlook Express and then click OK

OK

- Information message at Outlook Express initialization completion

Thank you for your patience

E-mail setup is complete.

If user receives error message, they can either

► Click OK
► Close Outlook Express

OE initialization makes two attempts to complete. If both are unsuccessful, "E-mail setup is complete" message is still displayed, but Outlook Express may not function correctly.

Restart of DirectWeb with User List

License Agreement
displayed

DirectWeb User Login
displayed

If user entered name and/or telephone number different from name & number registered with DirectWeb, no names will appear in the list. (See Reinitialization Utility.)

If user elects to cancel out of the DirectWeb User Login screen, they can initiate it again by clicking on any of the DirectWeb shortcuts.

The customer will be asked to select their User Name from a list. This was instituted to accommodate running multiple users on one machine. The User Login dialog box may have more than one User Name listed. A DirectWeb account may have up to five e-mail addresses, and multiple sign-on's will be automatically set in the User Login via the Primary User. This information is downloaded to c:\directweb\setup\oeusers.ini . If there is more than one user associated with this account, they will automatically be available in the User Login screen.

If user elects to connect to DirectWeb by clicking OK, actions are described in the dialup and connection section of the course.

Restart of DirectWeb with User List - continued

Basic installation complete

New desktop displayed
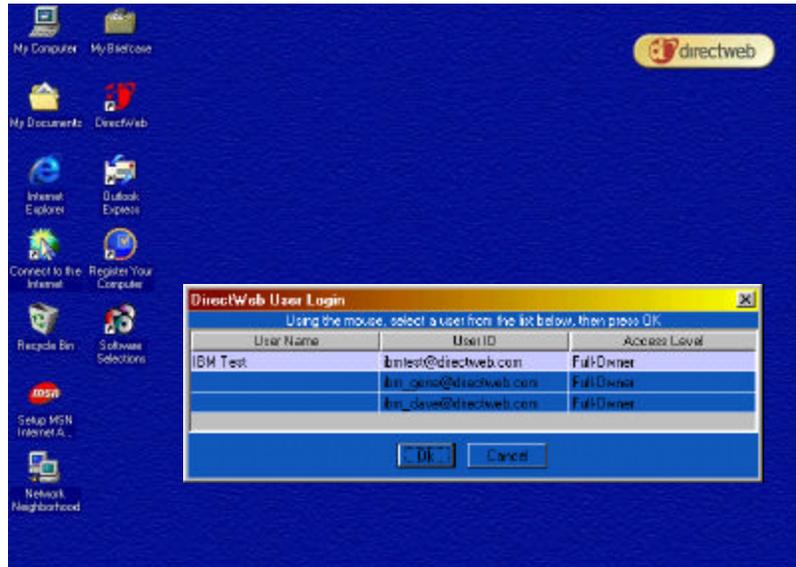
If the 'User Login' screen does not contain any names, it means the information entered at the Primary User Setup screen did not match DirectWeb records. User will be unable to use the DirectWeb Internet Guide until Technical Support contacted for assistance. Attempts to correct the problem without assistance from Technical Support may result in computer not functioning. Please call DirectWeb Technical Support for assistance if your DirectWeb User Login screen does not list any names.

- Select user name and click OK
- Set password
- User's ONLY chance to set password without DW technician intervention
- Click OK
- Computer dials DW

Setup User Password

directweb

Welcome to Directweb. If you would like to have a user password please enter one below.

Password:
Confirm Password:

[Ok] [Cancel]

This is the 'Primary User Information' screen, which is used to capture and store customer information. It will appear after a re-initialization, possibly after a software update, and when DirectWeb is used for the very first time. Enter name in the appropriate fields and home telephone number, including area code, in the field labeled 'Your Phone Number'. If this screen appears continuously, and user is not able to use the DirectWeb Internet Guide, some of the information entered in the screen may be inaccurate. Verify that the number entered in the 'Your Phone Number' field is the same home phone number provided DirectWeb with when order was placed. If problems still encountered, call DirectWeb Technical Support for assistance.

Users are given one chance to create a DirectWeb connection password - at initial connection. Each of the three users can have a separate password, or some may have passwords and others may elect not to have one.

If a users decides in the future that he/she would like to have a logon password, theDrectWeb Technical support must be contacted (email or telephone).

Dialup and Connection - continued

Browser/menu opens
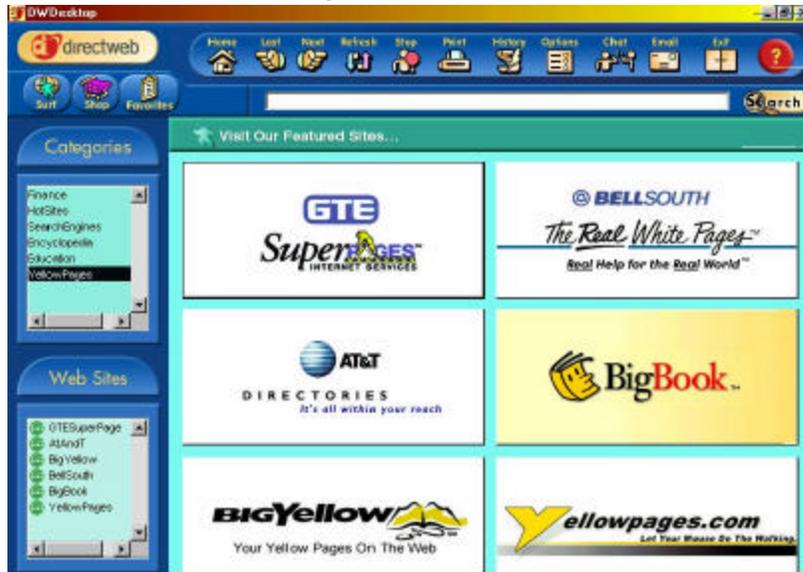
Browser/menu is displayed while dialer is making connection.

Caution user that clicking on a button/link will not load a web page until the dialup connection has been established.

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Supporting the Internet Guide (Browser)

Launching the Internet Guide

- Automatically launches at startup

- Desktop shortcut

- Quick launch (taskbar)

- Start menu
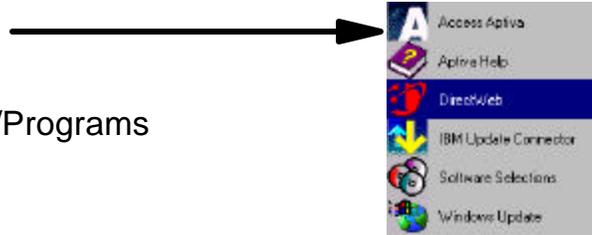
- Start menu/Programs

The gosym.bat file is started. User will see (briefly) a DOS window on the screen. This file sets the broad parameters used by the DirectWeb browser. Gosym.bat should run minimized, and exit on close. If it doesn't, it is recommended to adjust the customer's settings. Adjust the following pif files to run minimized, and to close on exit:
C:\DirectWeb\DWLauncher\gosym
C:\DirectWeb\images\DirectWeb
C:\windows\desktop\DirectWeb

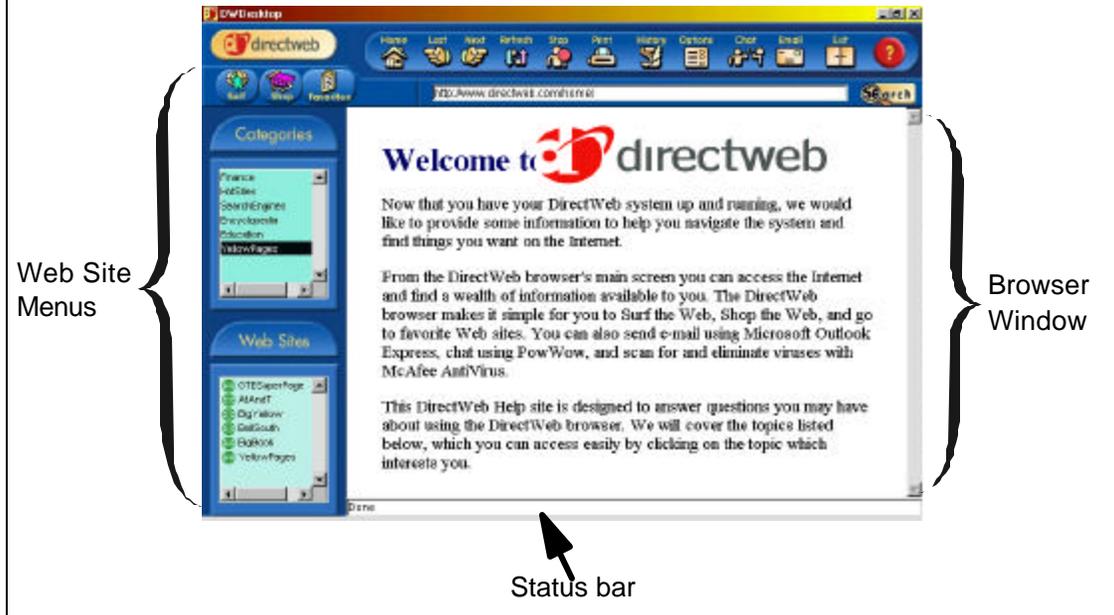## *Internet Guide basics*

Web Site Menus

Browser Window

Status bar

Starts with large window, NOT maximized. It covers the Windows taskbar. Maximizing the window allows the taskbar and the browser to be visible. Status bar section is not visible when menus are displayed.

Left-hand side of the window is fixed. Clicking on one of the menu categories loads 4-6 commercial buttons in the browser portion of the window. Users may access the web page of one of the commercial sponsors by clicking on the button or on the Web Site name (under Categories).

Default resolution for DirectWeb machine is 800X600. If user changes the resolution while using the browser, he/she may need to refresh the screen for it to look right.

Internet Guide features

- Uses Internet Explorer engine

- URL text box [Search]
  - Performs metasearch
  - Loads web page

- Help button opens DirectWeb help web pages

- Chat button opens PowWow

► Uses Internet Explorer engine - expect to see IE error and information messages
► URL text box can be used as a metasearch engine
  ► Type keywords, click on Search button
  ► Web page(s) displayed with links to pages using keywords (lists search engines used)
► URL text box can be used to load web page
  ► Type URL - DO NOT TYPE "http://" in front of URL
► Clicking on Help button opens DirectWeb help web pages
► Chat button opens PowWow in a separate window

Internet Guide issues and limitations

- DirectWeb code stays resident in memory after disconnect to facilitate faster loading

- History and Options buttons - not functional

- DirectWeb Favorites only

- URL text box displays the host name only of the last URL that was typed in. If the user links to another host, previous host name is still displayed.

- TAB key on keyboard does not function

- DirectWeb downloads latest version - checks every time

- History and Options buttons on the toolbar are not functional (as of 2/4/00)
- Users cannot add their own Favorites (as of 2/4/00)
- When a web page is displayed, URL text box displays only the host name, not the complete web address
  - Example: http://cnn.com   NOT http://cnn.com/WEATHER/html/LahainaHI.html
- TAB key on keyboard does not function to move cursor. User MUST use mouse to select.

- The DirectWeb browser tracks its version number in the following file:
  - C:\directweb\releasenotes.txt
- If a user is experiencing difficulties with the DirectWeb browser, check the version number in the release notes. If the customer is running an older version, they may have had a problem updating files. Also, if that older version has a set of known problems, and the customer is experiencing those same problems, the next step will be to concentrate on getting them updated to a cleaner version of the DirectWeb browser.

Internet Guide issues and limitations (cont.)

- Clicking on the Home button or any one of the categories in the left panel erases cache

- Print button functions erratically.

- DO NOT TYPE "http://" to use the Search text box as an address bar, user should type host address only.

Home button - Back and Forward buttons will no longer return to previous pages

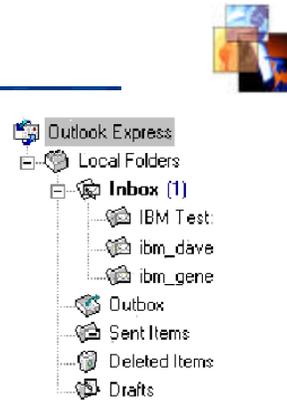Print - User can try clicking the right mouse button on the web page and choosing "Print."

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Supporting Email

Outlook Express basics

- Internet Guide MUST be running (and connected) for email to function correctly

- Servers
  - Incoming - pop3.directweb.com
  - Outgoing - smtp.directweb.com

- Encrypted passwords - CANNOT be changed by user

- All users' folders are displayed and available to all users

- Users may create subfolders

```
Outlook Express
  Local Folders
    Inbox (1)
      IBM Test
      ibm_dave
      ibm_gene
    Outbox
    Sent Items
    Deleted Items
    Drafts
```

► See Chapter 5 (DirectWeb Technical Guide) - MS Outlook Express 5

► Outlook Express application - ALL options controlled by DirectWeb

► Servers
  ► Incoming - pop3.directweb.com
  ► Outgoing - smtp.directweb.com

► Encrypted passwords/ cannot be changed within the program - users MUST contact DW technicians to change password.

► To add or change any existing e-mail account, send an e-mail to techsupport@directweb.com. Include full name and home phone number, the e-mail address to add or change, and what you wish the e-mail changed to. Provide a 2nd and 3rd alternative in case 1st choice is unavailable.

  DirectWeb will make the requested change. Depending on the nature of the change, DirectWeb technical support will respond with either a phone call, and e-mail, or both. After the change or addition has been processed, a Full Re-Initialization needs to be run on the home computer, before those changes will be visible.

► All user's folders are displayed. Email for all users is accessible to all users.

OutLook Express - limitations

- !!Before escalating problem to Level 2, check OE Properties to insure that defaults have not been changed!!

- Oeinit.exe will fail if "Send and Receive messages at startup" checkbox is selected

- No customization of account information

- Okay to change "cosmetic" options - sound, fonts, colors, Signatures

- Okay to change "display name" (in oeusers.ini)

Chapter 5 - DW Technical Guide lists every correct default menu for Properties and Options.

Preload for 1/13/00 has "Send and Receive messages at startup" checked. CORRECT THIS FIRST!

No customization of account information (Tools, Accounts)
   servers, passwords, "identities,"
   Setting up identities may corrupt email accounts

Okay to change "display name" (in oeusers.ini) so that users 2-5 can have full name (rather than email ID) displayed. (Requires that users edit the file using Notepad)

OutLook Express - limitations

- Okay to add addresses to address book

- Any user can access another user's mail folder

- Some email may be sorted incorrectly

- Email can be checked from user's computer ONLY

- No Newsgroup (UseNet) servers provided

Outlook Express stores the sort information at Tools/Message Rules/Mail, and this information is setup automatically by DirectWeb. In cases where the e-mail addresses are similar, Outlook Express may make errors when sorting the messages. E-mail may be sent to the wrong folder, or to the Inbox. The sort works by checking the e-mail address in the 'To' field of the incoming e-mail message. That message is then routed to a matching folder. When Outlook Express does not recognize the name in the 'To' field of the incoming e-mail message, that message is routed to the Inbox. If you have e-mail addresses that are similar, for example ajones@directweb.com and jones@directweb.com, then mail for both of these addresses will be incorrectly sorted into the jones file folder.
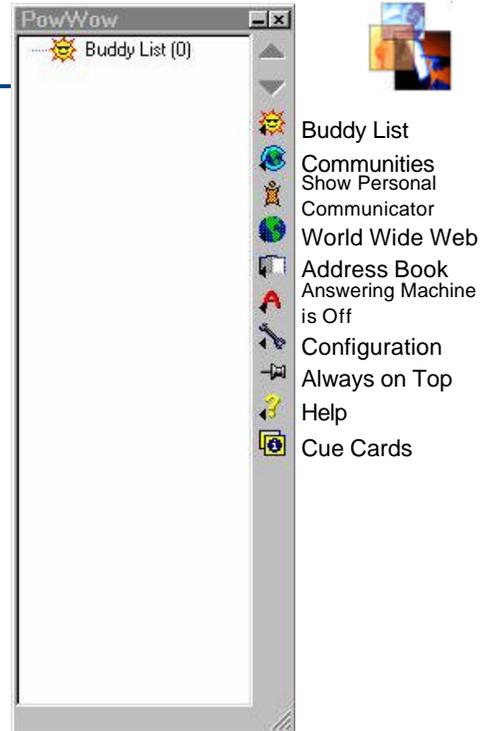
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Supporting PowWow

DirectWeb class.PRZ 02/03/00

PowWow basics

Product of Tribal Voice ™

Features:
- Group chat; Voice chat; InstaVoice; Instant Messages; Buddy Lists; Text-to-voice; Web tours; White Pages; Bulletin board
- Get more information at http://www.tribal.com/powwow/
- Chat button in DirectWeb browser launches PowWow

PowWow
- Buddy List (0)

Buddy List
Communities
Show Personal Communicator
World Wide Web
Address Book
Answering Machine is Off
Configuration
Always on Top
Help
Cue Cards

From Tribal Voice web page
"PowWow® is a fully integrated instant messaging, interactive communications and online community solution that features the only instant voice messaging and integrated voice chat capabilities available, as well as group chat, instant messaging, buddy lists, and real-time peer-to-peer communication. PowWow users can utilize a collaborative white board and bulletin board system, conduct Web tours, and share files, URLs and sounds. In addition, PowWow's highly scalable distributed community server (DCS) architecture enables users to quickly and easily create, host, and moderate their own private, personalized online communities. "

PowWow Window

- Users fill out Welcome Screen to get started

- Follow prompts

- Use program and web-based help

- Can be reloaded from DW restore CD-ROM

From PowWow Help files:

"The PowWow Navigator is the main PowWow window and handles all tasks except those which are available only from the Personal Communicator window. Visually, the PowWow Navigator displays the Communities you have joined and lets you interact with other Community participants in a general manner. (One-on-one communications require the Personal Communicator.)

Important: For help about a dialog, click its Help button. For help about a menu item, highlight (don't click) the item and press function key F1.

Important: Many PowWow menus and options are accessed by right-clicking a displayed entry, such as a Community name or a user's name.

PowWow User's Guide
The new PowWow User's Guide is an executable file named PWMANUAL.EXE. The presentation resembles a Web browser. If you have a license to host a Community, you will want to refer to the Community Administration Supplement, which is in PWHOST.EXE."

PowWow issues and limitations

- Link to the World Wide Web 🌐 (to check for chat communities) does not function with the DirectWeb Internet Guide

- Currently cannot configure PowWow to check automatically for email

- Instant messaging works with other PowWow users only

- Direct users to www.tribalvoice.com for extensive online help files

Instruct users to use www.tribalvoice.com (in DW search bar) to browse for communities

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*Problem Determination
and Utilities*

Problem Determination
Browser does not launch

All files must be present
• See notes for files and locations

Use Restore Utility (make sure DW files are not currently running)

Use Restore CD-ROM (this may replace with an older version of the software, but it will be updated at first connection)

The DirectWeb Browser can not launch if the program files are not in place. As part of the troubleshooting, check for the presence of the following files:

    c:\directweb\bin

        c:\directweb\bin\com
        c:\directweb\bin\dwchanneldata
        c:\directweb\bin\dwlauncher
        c:\directweb\bin\neva
        c:\directweb\bin\shdocvw
        c:\directweb\bin\swing

    c:\directweb\images
    c:\directweb\license
    c:\directweb\setup

If these files are not in place, they can be replaced by two methods.

Method 1: Use the DirectWeb Restore Utility. This utility will only function correctly if no DirectWeb related files are open. Close the "DirectWeb User Login" if it is present. Then perform a single ctrl-alt-del and verify there are no DirectWeb files loaded. Check specifically for gosym.bat, wjview, and any programs marked 'not responding'. After verifying there is nothing present to interfere with the restore, run the DirectWeb Restore Utility. This utility is located at Start/Programs/DirectWeb/Support. After running the restore utility, try launching DirectWeb again. If it still does not work, reboot the computer. If after a reboot problems are still experienced, use Method 2, Restore CD-ROM.

Problem Determination
Cannot Connect

Dialing problems
- External access number (usually "9")
  - DW dialer attempts dialup three (3) times
  - At dialup failure, dialog box displayed

  - Edit dialup number to add access number
  - Click Retry

Problem Determination
Cannot Connect

Dialing problems
- Call Waiting feature on user phone - need to disable
  - Login from normal DW login screen
  - When password dialog box is displayed, pickup phone handset and dial *70
  - Enter password and continue logging in as usual
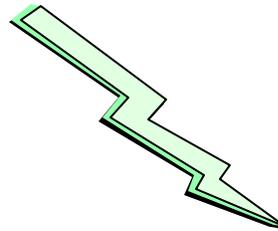
This does not always work.

DirectWeb is working on a fix, but it is not ready yet.

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Typical issues and problems

Questions to ask:

- Has the customer installed a 3rd party browser, for example, MSN, AOL, or Netscape?
- Has the customer ever successfully launched the browser?
- Does the customer receive an error message when DirectWeb tries to launch?
- Have either the DirectWeb Re-Initialization Utility or the DirectWeb Restore Utility been run on the machine?
- What folders are in the c:\directweb directory?
- Does the customer see the gosym.bat window?
- Does the customer see the DirectWeb User Login screen?
- Does the customer receive an "Unable to Connect" error?
- Has the DirectWeb connectoid (under Dial-up Networking) become "null"?
- Has the customer seen either the "Connect To" or "Dial-up Connection" screen?

Problem Determination
PC Doctor shortcut launches DirectWeb

Using Start, Programs, PC Doctor to display the Aptiva
system information launches the DirectWeb gosym.bat file

To remedy, install the full version of PC Doctor from the
Software Select CD-ROM

Problem Resolution - Oeinit.exe

Sets up customer's email information

Works with oeusers.ini

Use after a password change

Make sure Outlook Express settings are correct before the utility

Customer must NOT click the mouse or touch the keyboard while the utility is executing

See Chapter 10 - DW Utilities and Configuration Tools/DirectWeb Internet Settings Utility

Oeinit.exe is located at c:\directweb\setup\oeinit.exe and is used in conjunction with c:\directweb\setup\oeusers.ini.

The oeusers.ini contains the information used by oeinit.exe to set up customers e-mail information. After oeinit.exe has been run, oeusers.ini is renamed to oeusers.old, or oeusers.ol# (where # is a sequential digit) if oeusers.old already exists and copied to the folder c:\dwtools.

Oeusers.ini is created when the customer re-initializes their machine. If a customer is experiencing a problem with e-mail passwords, and the existing oeusers.ini contains the correct and most recent e-mail information (look at the date/time stamp on the file and make a judgment call), then it is possible to fix the customers e-mail problem by running oeinit.exe.

Oeinit.exe will only execute properly if Microsoft Outlook Express 5 is set to the correct defaults. Before running oeinit.exe, the technician must walk the customer through verifying that Microsoft Outlook Express 5 is set up correctly.

Problem Resolution - Reinitialization Utility

- Available through Start, Programs, DirectWeb, Support menu

- Always reboot the computer before running the utility (to clear any DirectWeb programs that are resident in memory)

- Deletes the c:\dwusers\obj.ser file (stores user information)

- Upon reconnect (user must fill out user info screen again), obj.ser is reloaded from DirectWeb

See Chapter 10 - DW Utilities and Configuration Tools/Re-Initialization Utility

The DirectWeb browser stores user information, etc, in a file called obj.ser. This file is created when the customer logs on for the first time, whenever the DirectWeb browser finds the file missing, and is read each time the DirectWeb browser is launched. It is possible for the obj.ser file to become corrupted. There are circumstances under which it may be helpful to delete this file.

Use the DirectWeb Re-Initialization Utility to delete the obj.ser file. Do not have the customer delete this file manually.

Use the DirectWeb Re-Initialization Utility if:

• The customer's DirectWeb User Login screen contains no names
• The customer has forgotten their DirectWeb Internet Guide password
• The customer wishes to set a DirectWeb Internet Guide password
• The customer has had any changes made to e-mail
• The customer has had any changes made to their name
• The customer has had any changes made to their ISP phone number
• The customer has had any changes made to their home phone number

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Problem Resolutions - Restore Utility

- Available through Start, Programs, DirectWeb, Support menu

- Use when DirectWeb files have been corrupted

- Always reboot the computer (or use Task Manager to "End Task" of DW programs) before running the utility (to clear any DirectWeb programs that are resident in memory)

- Copies files from backup source

See Chapter 10 - DW Utilities and Configuration Tools/Restore Utility

If you have reason to believe the actual DirectWeb browser software is corrupt, use the DirectWeb Restore Utility. The DirectWeb Restore Utility copies files from the backup source at c:\program files\dw_support\directweb to c:\directweb. If restore is unsuccessful, recommend escalating this situation to Support tier 2, where the Laplink program can be used to help the customer.

Remember that the DirectWeb Internet Settings Utility (c:\directweb\settings\oeinit.exe) will also run.
Use the DirectWeb Restore Utility if:
• The DirectWeb Internet Guide will not launch, even after re-booting the computer
• The DirectWeb Internet Guide launches, but returns to the desktop instead of connecting to the Internet
• The DirectWeb Internet Guide locks on launch, even after re-booting the computer
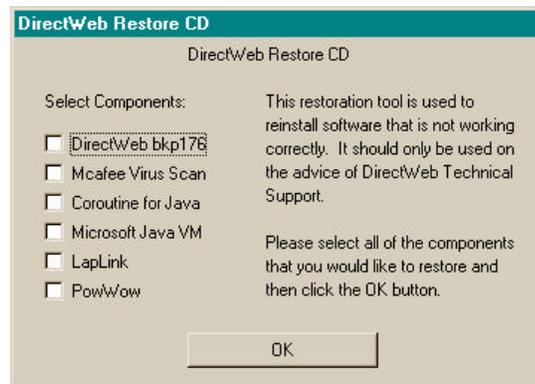
Problem Resolutions - Restore CD-ROM

CD-ROM reloads any or all of the following:

Restore CD-ROM

- DirectWeb client
- McAfee Virus Scan
- Coroutine for Java
- Microsoft Java VM
- LapLink
- PowWow

DirectWeb Restore CD

DirectWeb Restore CD

Select Components:

- ☐ DirectWeb bkp176
- ☐ Mcafee Virus Scan
- ☐ Coroutine for Java
- ☐ Microsoft Java VM
- ☐ LapLink
- ☐ PowWow

This restoration tool is used to reinstall software that is not working correctly. It should only be used on the advice of DirectWeb Technical Support.

Please select all of the components that you would like to restore and then click the OK button.

OK

See Chapter 10 - DW Utilities and Configuration Tools/DirectWeb Restore CD

The DirectWeb Restore CD can be used to restore one or all of the components included on the cd. The DirectWeb Restore CD would typically be used if the customer intentionally or inadvertently deleted some or all of the components. The DirectWeb Restore CD could also be if the customer had installed a browser on their computer. Installing other browsers on a DirectWeb computer can cause the DirectWeb Internet Guide to cease functioning.

The DirectWeb Internet Guide will need to be restored under these circumstances:
• The DirectWeb Internet Guide will not launch, even after re-booting the computer
• The DirectWeb Internet Guide launches, but returns to the desktop instead of connecting to the Internet
• The DirectWeb Internet Guide locks on launch, even after re-booting the computer

Problem Resolution - Modem Connection

Check modem speed - can affect file update

Check modem connection - listen!

Check modem properties

Check MS IE Internet Options

- ► The DirectWeb browser can experience file update problems when the modem connection falls below 28,800 baud. The customer may not be aware this is the issue, because the DirectWeb browser is designed to update unobtrusively in the background while the customer is surfing the net. If a customer is experiencing problems, check the connection speed. If the speed is below 28,800 baud, try having the customer reboot and reconnect. They may be able to attain a higher speed.
- ► Double click on the Connection Icon in the Systray to display the connection speed of the modem. This will also allow you to view the bytes sent and received, verifying a live connection.
- ► Listen to how the modem is connecting - you can usually tell if it is not handshaking correctly. If the modem has to renegotiate its connection more than once, this can return the error message "null, null"
- ► It is recommended to try to dial in again. If this doesn't work you need to verify there is an updated modem .inf file.
- ► To check what properties your modem has, check the modem properties under Control Panel. Verify the modem is set to 57,600. The volume of the modem speaker can be changed in the same location. To check for connectivity, enter the Diagnostics tab, highlight the COM port of the modem. Click 'Test'. If it comes back with a line full of information that means the modem is accepted and working with the computer.
- ► Also check Internet Explorer, under Properties/Connection. Verify that "Cancel the call if not connected in 30 seconds" is not checked. You will rarely connect if it is.

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Problem Resolution - MSN Installed

At first startup, customers see Windows 98 Welcome Screen
- They click on "Connect to the Internet"
- This leads them to install Microsoft Network
- DirectWeb software will NOT work correctly if MSN installed

Check the Control Panel, Add/Remove Programs to determine if installed.

Follow steps in notes to remedy problem

Registry setting:
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Run
"C:\WINDOWS\Welcome.exe /R"
This Windows 98 Welcome screen has a high potential for causing problems, and has already led several customers to inadvertently load MSN 2.5 on their machines.

If MSN 2.5 is found:
Remove MSN 2.5
Run DirectWeb Re-Initialization Utility
Run DirectWeb Restore Utility
Verify the presence of c:\directweb on the hard drive, verify that these folders are present under c:\directweb:
    c:\directweb\bin
        c:\directweb\bin\com
        c:\directweb\bin\dwchanneldata
        c:\directweb\bin\dwlauncher
        c:\directweb\bin\neva
        c:\directweb\bin\shdocvw
        c:\directweb\bin\swing
    c:\directweb\images
    c:\directweb\license
    c:\directweb\setup

Other Software Support

- McAfee ViruScan - up and running only. No known issues. Available from Restore CD-ROM.

- LapLink - Used only by Level 2. Determine that it is installed. Available from Restore CD-ROM.

- Java applications - Determine that it is installed. Available from Restore CD-ROM.

- CyberPatrol - not responsible for support. Available from Software Select CD for reinstall.

- Software bundles - some applications (encyclopedia) may experience trouble accessing the Web from within the DW browser. Refer to application vendor or Level 2.

DirectWeb Support Levels

Level I

- Reinstalling the DW browser
- Use of DW Reinitialization Utility
- Use of DW Restore Utility
- Use of DW Application CD (Restore CD)
- Use of DW browsing environment (general usage)
- MS Outlook Express 5.0
  - Email settings
  - Receiving email
  - Sending email
- Use of PowWow software (general usage)

Level II - 888-866-8806

- Special dialer scripts
- Changes to ISP Dial-in numbers ("9" or *70)
- Additions/changes to email accounts, users, addrsses or passwords
- MS Outlook Express password issues and problems that cannot be solved with DW Reinitialization Utility
- Connectivity issues/net access
- ISP Service outages
- Questions submitted via email
- Customer training in use of browser/email/pc
- Incorrect customer data in DW records
- Support for 2400 legacy systems (white boxes)

Warranty Service - EasyServ

DirectWeb's terminology - IBM On Call Extended Service Warranty

Warranty Term
• 3/3 Year Warranty - 3 years Parts, 3 years Depot labor

Service Channels - Aptiva Depot

Support Channels - PSG Helpcenter

Service Strategy
• Customer problem determination
• POST - provide error codes during power on
• User's Guide and customer level diagnostics
• Service Manual and bootable diagnostics
• Customer and Helpcenter Training

Depot service

Upon a system failure, the customer is responsible for problem determination using the documented problem determination procedures in the User's Guide. The customer is responsible for providing failure information to the Servicer.

Once the failure code or failing FRU has been identified, the customer places a call for service. This call may go to the IBM PC Helpcenter. If the customer engages the IBM PC Helpcenter or IBM Service, they will be taken through problem determination to verify the hardware failure. Once a hardware failure is verified, the customer can initiate the service delivery method available to their location.

The exception to this process may occur if the failing FRU has been identified as a Customer Replaceable Unit (CRU), and the customer wishes to perform the repair themselves. In which case, the Helpcenter will have the FRU/CRU shipped to the customer and the customer will return the used part. This service option is often used by customers who retain spares to ensure high availability.