



## **Parachute for NIEHS Users**



## **NIEHS Desktop Support**

Based on Publication Number: CIT 210B  
Modified for use by NIEHS

*October, 2001*

# Windows 98 -- Introduction

Welcome to Parachute for Windows 98 and Windows 98 SE. This manual will show you how to configure Windows 98 for Parachute remote access, and logon to the NIEHS Network, through the NIH network, from off-campus using a high-speed modem and a standard telephone line.

## What Is Parachute?

Parachute is just a name used by NIH to describe, in one word, all of the various operating systems' names for the NIH dial-up or remote access networking components. Parachute is only relevant to analog communication (standard telephone line), and not to digital communication (DSL, cable, wireless, satellite, etc.).

Parachute only gives you a physical connection to the Internet, a network address inside the NIH network, and nothing else. Once you are connected (dialed and logged in) to Parachute, its job is done. It is up to some other piece of software to give you the services you require: a web browser like Internet Explorer, to browse Internet web sites, and an email program like Outlook to get your email. See: <http://www.niehs.nih.gov/guide/remote/home.htm> for more information on remote computing.

Many users have questions or problems that are not caused by Parachute but are about some other function they desire to do while dialed into Parachute. It is important to note this distinction as it may save you a lot of time and frustration. Near the end of this document, we will show you how to tell if you are logged into Parachute successfully.

## What Do You Get From Parachute?

Before you dial into Parachute, you are probably wondering what you are going to be able to do with it. You are probably going to compare what you can do from the office versus what you can do over Parachute. Remember, Parachute only gives you a physical connection to the Internet and a NIH network address, but with that connection you can do a lot of different things. To put it simply, you can do almost everything your office computer can, only slower (provided you have the software installed on your Parachute computer). Here are some of them:

- Use a web browser like Internet Explorer to browse World Wide Web sites.
- Use a web browser to access Outlook Web Access at <https://owa.nih.gov/> email.

Using Cisco VPN or Citrix nFuse you can also:

- Use a web browser to access intranet web pages and resources normally only accessible from inside the NIEHS network (on site).
- Map network drives to file sharing locations within the NIEHS network.
- Use Microsoft Outlook to access your email and calendars.

The clients and instructions for Cisco VPN and Citrix nFuse can be found at:

<http://www.niehs.nih.gov/guide/remote/options.htm>

## Getting Technical Support

If you need help configuring your Parachute connection, contact your local Computer Support Person (CSP) <http://www.niehs.nih.gov/guide/desktop/staff.htm>.

These instructions have been modified for the NIEHS user. For additional help, you can visit the NIH Remote Access web site at: <http://remoteaccess.nih.gov/> and click on the Parachute link.

## What You Need – The Worksheet

- <sup>1</sup>A Parachute account: \_\_\_\_\_ & password: \_\_\_\_\_
- <sup>2</sup>Your Parachute computer's local Administrator password: \_\_\_\_\_
- <sup>3</sup>Your network username: \_\_\_\_\_ & password: \_\_\_\_\_
- <sup>3</sup>Your Network Domain: NIH
- <sup>4</sup>A list of any network drives you will need remote access to. (drive letter, server name and shared folder name)

Examples:

Name	Letter	Server\Folder
User's data on file server	U:	\\data\jones99\
NIEHS Public share	M:	<a href="#">\\catoe\public</a>
Branch specific file shares	P:	<a href="#">\\catoe\dert_GMB</a>
	K:	<a href="#">\\catoe\project_OM</a>
	R:	<a href="#">\\dert_ICfund</a>
	O:	<a href="#">\\catoe\dert_public</a>

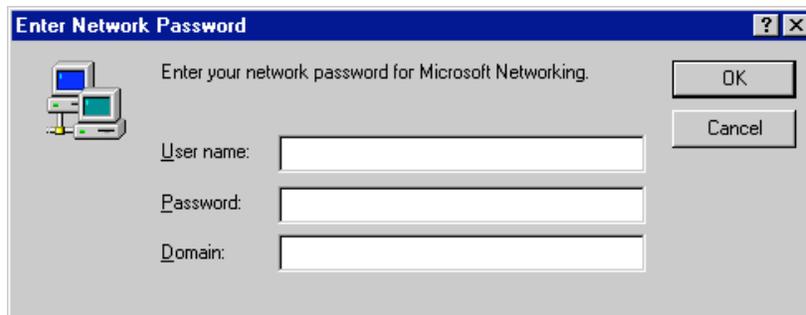
Worksheet:

Name	Letter	Server\Folder

- <sup>5</sup>A high speed analog modem (V.90 preferred).

Notes:

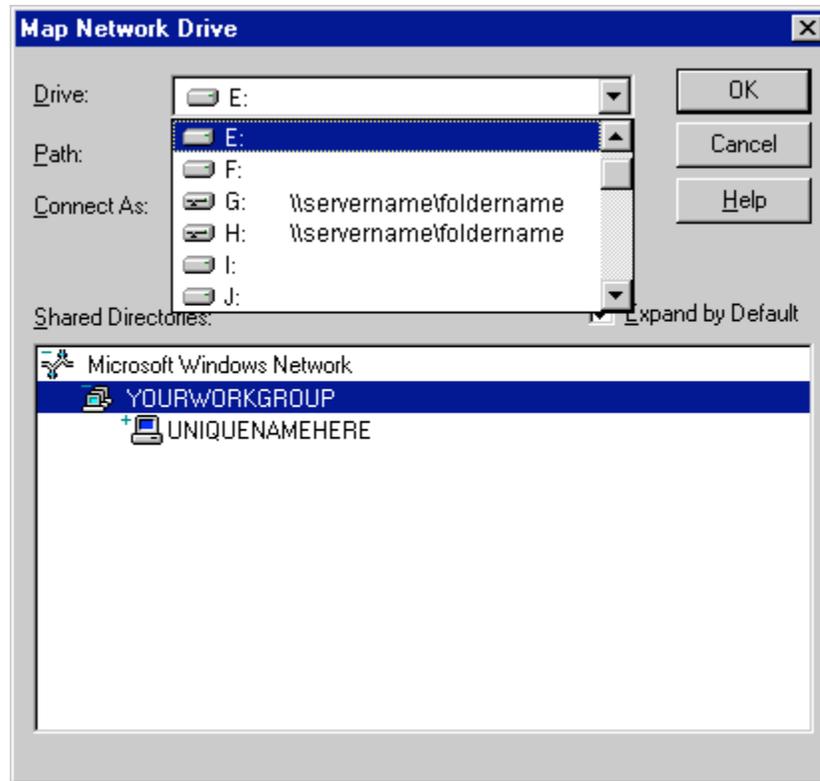
1. Contact Patricia Harris ( [harris@niehs.nih.gov](mailto:harris@niehs.nih.gov) ) to apply for a Parachute account. The NIH Center for Information Technology's Accounts Group or Patricia Harris will contact you with your user account and password.
2. Your local Computer Support Person (CSP) can help you get a unique computer name to use on your home computer. This unique computer name is needed to distinguish your computer from other computers on the network & is limited to a maximum of 15 characters. Do not use your office computer's Computer Name.
3. For those who also use a Windows computer at work, this is the username and password you use to login in at your office computer. The Domain is another field just below the Password field.



4. If you will need to access resources on a NIEHS network share, you will need to record the details of your mapped network drives. To obtain a list of your mapped network drives, on your office computer. Non-Windows users may have to get this info from their Computer Support Person (CSP).
  - a. Find the Network Neighborhood icon on the Desktop and right click on it and select Map Network Drive from the popup menu:



- b. From the Map Network Drive window below, click on the popup menu next to the heading labeled: "Drive:" and scroll down the list until you see the drive letters with \\server\folder entries next to them. Write this information on the worksheet for each drive letter to which you wish to connect.



5. The modem should have already been installed.

## Creating the Parachute Connection

1. First, we need to make a new connection. Find the My Computer icon on your Desktop (Figure 1) and open it.



Figure 1. The My Computer icon.

2. From the My Computer window (Figure 2), locate the Dial-Up Networking folder & open it.



Figure 2. The My Computer window.

If you do not have a Dial-Up Networking folder, then you will need to add it by using the Add/Remove Programs control panel.

- a. From the My Computer window (Figure 2), locate the Control Panels folder & open it.
- b. From the Control Panels window (Figure 2a), locate the Add/Remove Programs control panel & open it.



Figure 2a. The Control Panel.

- c. From the Add/Remove Programs window (Figure 2b), click on the Windows Setup tab.

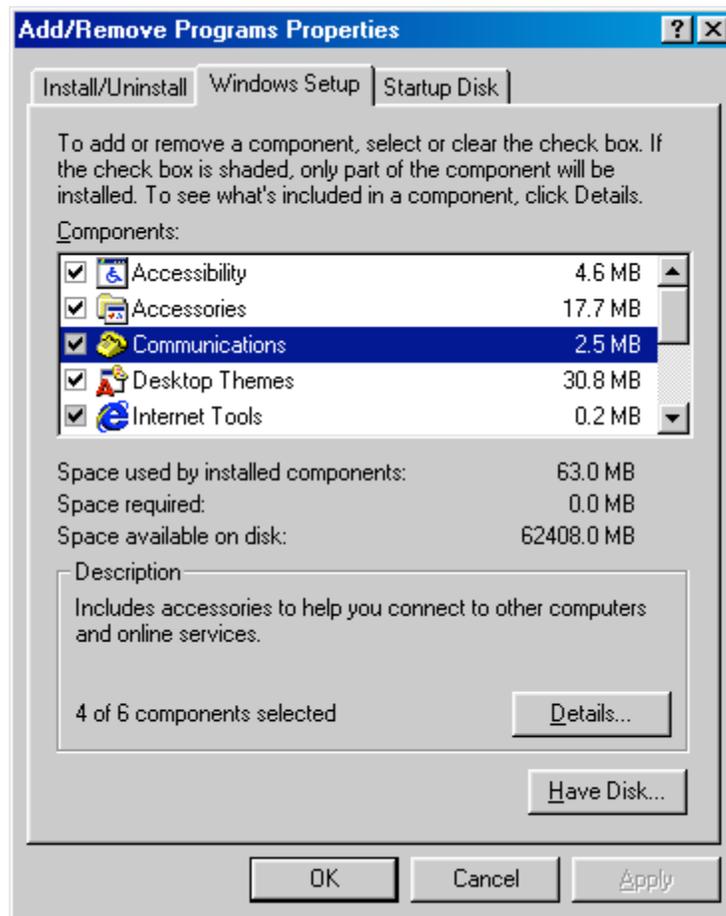


Figure 2b. The Add/Remove Programs control panel – Windows Setup tab.

- d. Locate the Communications component & click once on it & click on the Details button.
- e. From the Communications Component window (Figure 2c), locate the Dial-Up Networking component & click on the check box next to it.

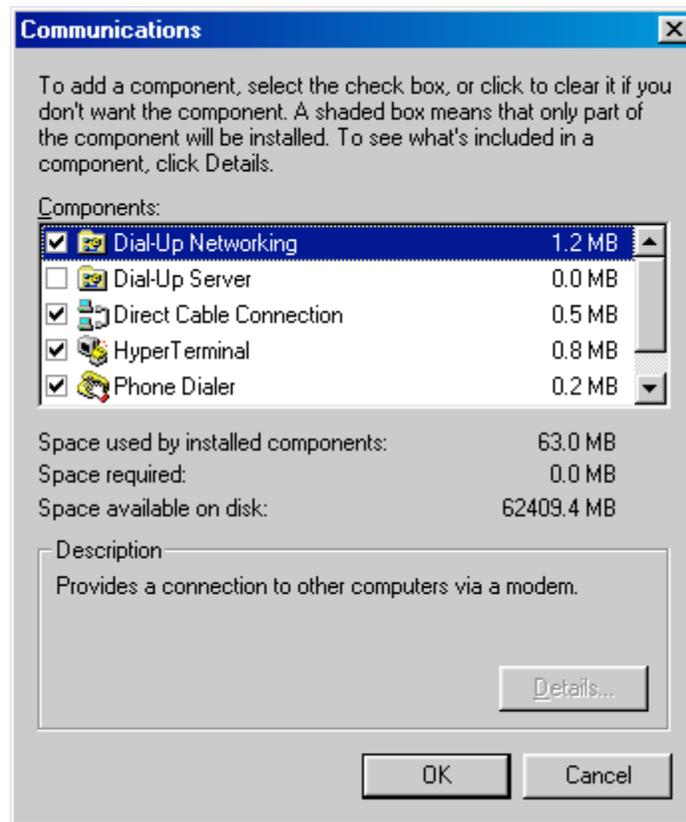


Figure 2c. The Communications Component window.

- f. Click on the OK button & then click on the previous window's OK button. You may need to insert your Windows 98 CD ROM and restart the computer if prompted. After restarting, continue the setup starting with Step 2 again.
3. From the Dial-Up Networking folder (Figure 3), locate the Make New Connection Wizard & open it.



Figure 3. The Dial-Up Networking folder.

- From the Make New Connection Wizard window (Figure 4), type in a name for this connection (i.e. Parachute 800). Make sure that your modem is selected under the “Select a device” heading. Click on the Next button.

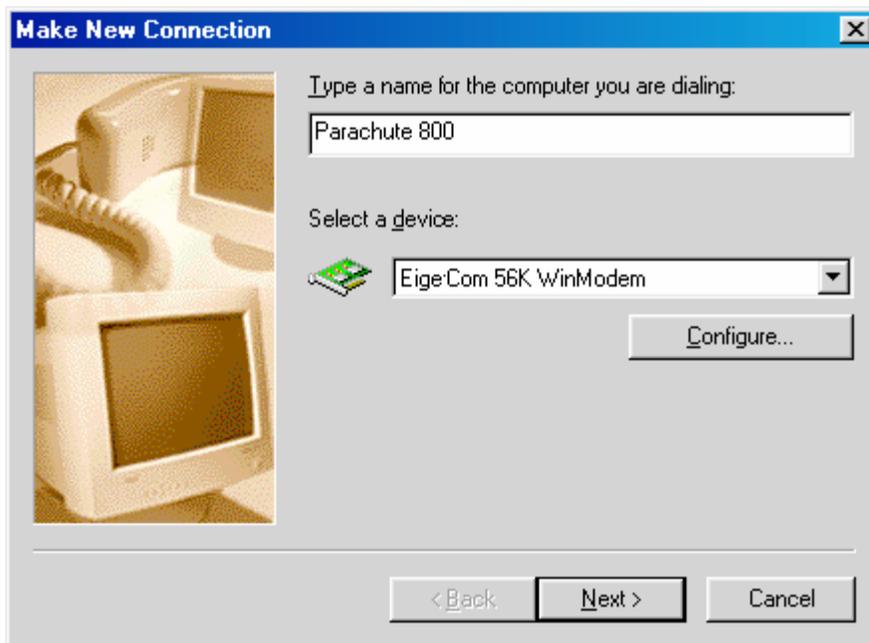


Figure 4. The Make New Connection – Name window.

- From the next Make New Connection window (Figure 5), type in the Parachute phone number & click on the Next button. The 800 number is: 827-0124



Figure 5. The Make New Connection – Phone Number window.

6. From the next Make New Connection window (Figure 6), click on the Finish button.

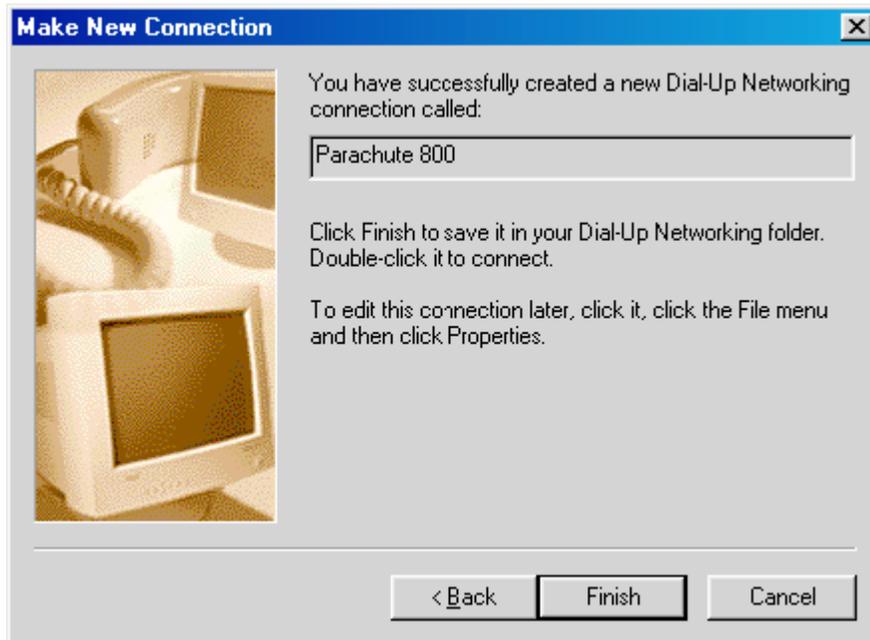


Figure 6. The Make New Connection – Finish window.

## Configuring the Parachute Connection

7. You are now ready to configure the Parachute connectoid you just created above so that it connects properly to the NIH network. You should still have the Dial-Up Networking folder open (if not, follow Steps 1 & 2 (minus the lettered parts) above & return here) and you should now see a Parachute 800 connection. Right-click on the Parachute icon (as shown in Figure 7 below) & from the popup menu, click on the Properties command.



Figure 7. Parachute connectoid – contextual menu shown.

8. You will now see the Properties window for this Parachute connectoid (Figure 8). From the General tab, verify that the area code & phone number are correct, United States of America (1) is the Country code, Use area code and Dialing Properties is turned on & that your modem is selected under Connect using (if not, select it from that popup menu).

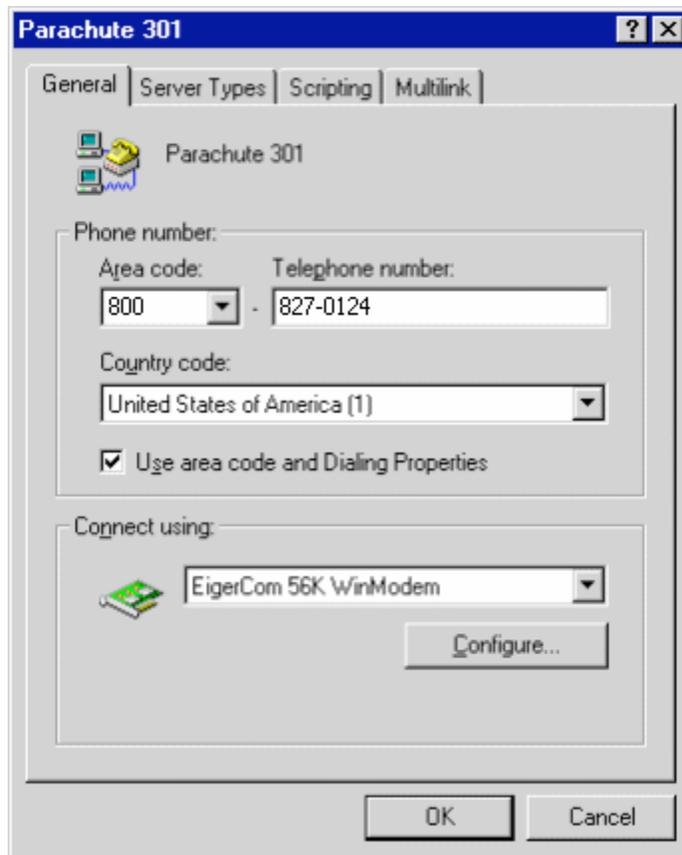


Figure 8. Parachute connectoid properties – General tab.

9. Click on the Configure button in Figure 8 above to see your modem's properties (Figure 9). Your modem will listed below the tabs (the modem shown in Figure 9 is only an example). Configure as shown & click on the Connection tab.

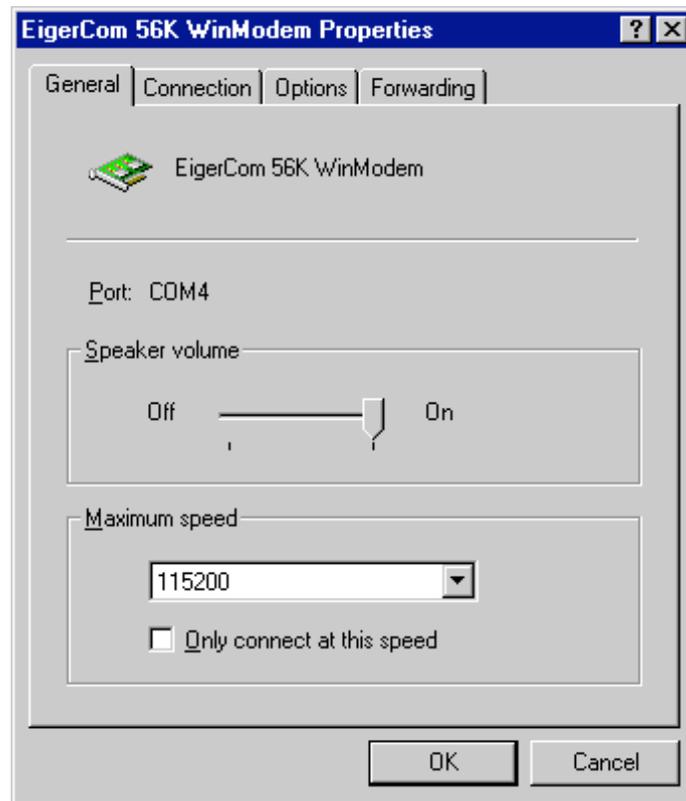


Figure 9. Modem Properties – General tab.

10. From the Connection tab (Figure 10), configure as shown & click on the Port Settings button.

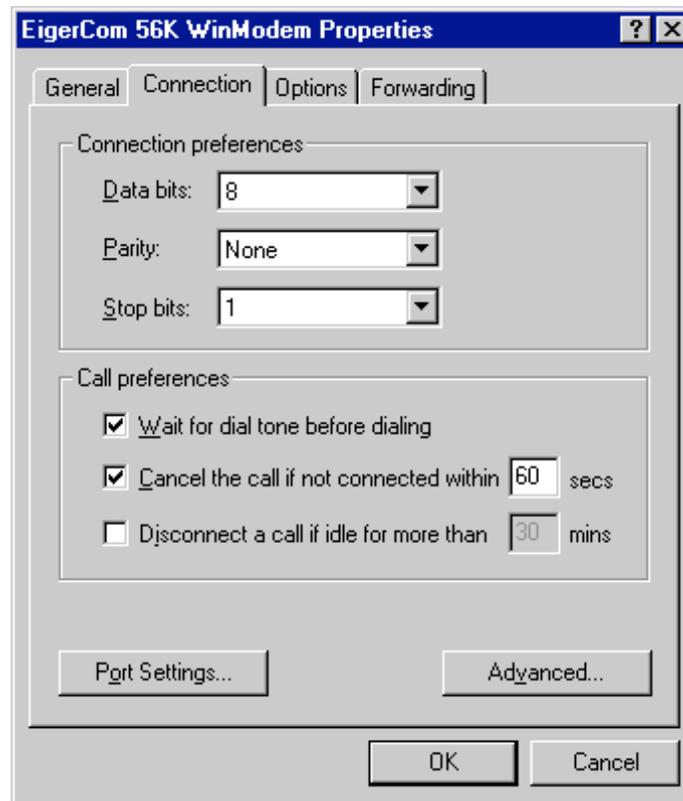


Figure 10. Modem Properties – Connection tab.

11. From the Advanced Port Settings window (Figure 11), configure as shown & click on the OK button to return to Figure 10 above & click on the Advanced button.

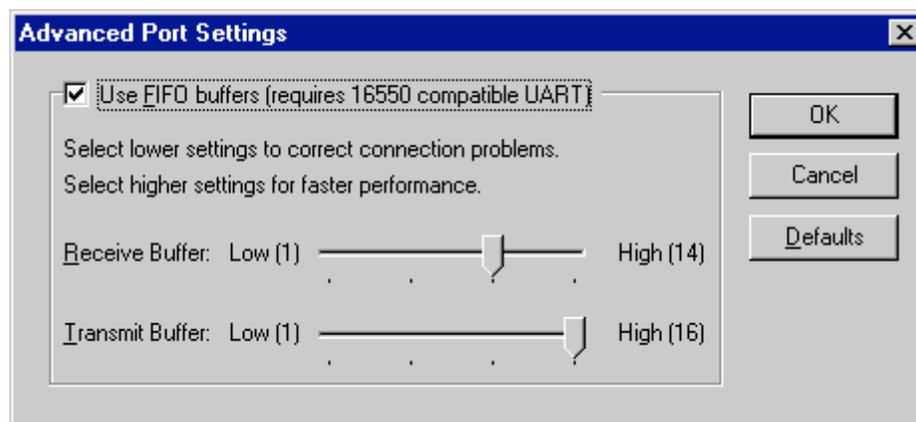


Figure 11. Advanced Port Settings window.

12. From the Advanced Connection Settings window (Figure 12), configure as shown & click on the OK button to return to Figure 10 above & click on the Options tab.

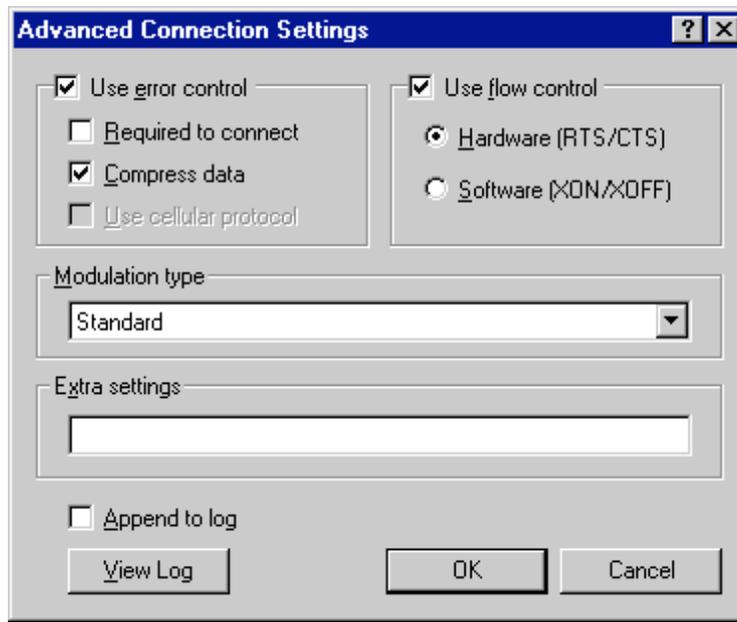


Figure 12. Advanced Connections Settings window.

13. From the Options tab (Figure 13), configure as shown and click on the Forwarding tab.

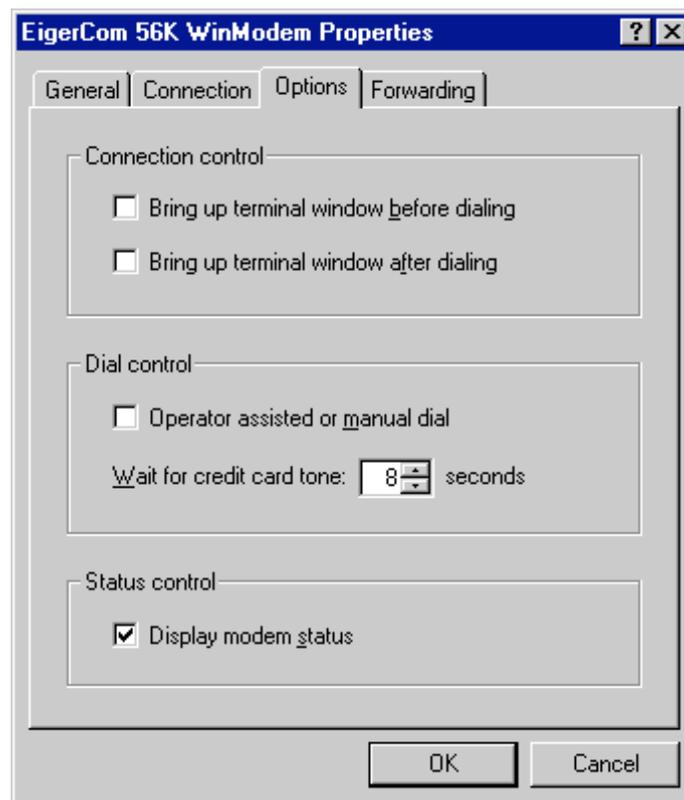


Figure 13. Modem Properties – Options tab.

14. From the Forwarding tab, configure as shown and click on the OK button to return to Figure 8 above & click on the Server Types tab.

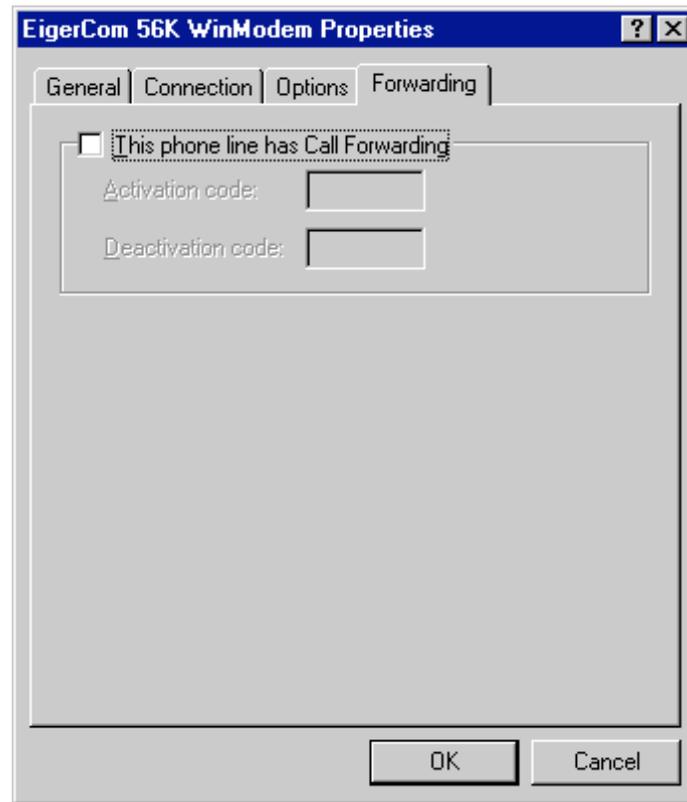


Figure 14. Modem Properties – Forwarding tab.

15. From the Server Types tab (Figure 15), configure as shown & click on the TCP/IP Settings button.

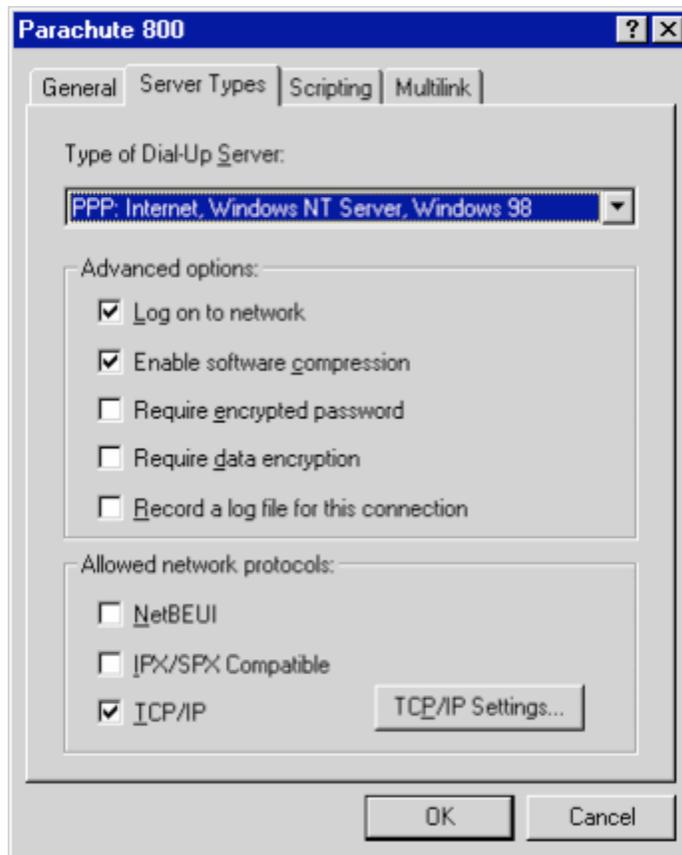


Figure 15. Parachute connectoid properties – Server Types tab.

16. From the TCP/IP Settings window (Figure 16), configure as shown & click on the OK button to return to Figure 15 above & click on the Scripting tab.

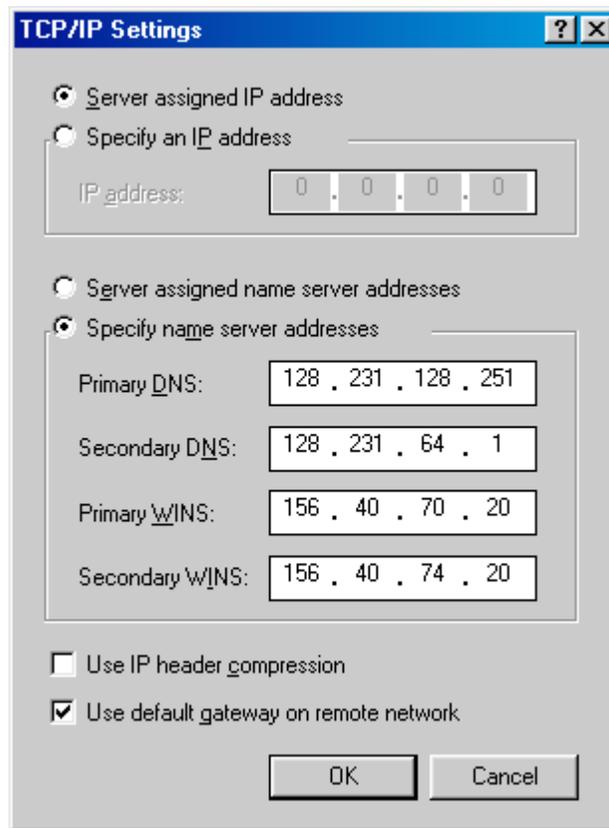


Figure 16. TCP/IP Settings window.

<b>NIH DNS &amp; WINS Servers (most users will use these)</b>	
Primary DNS	128.231.128.251
Secondary DNS	128.231.64.1
NIH Central Primary WINS	156.40.70.20
NIH Central Secondary WINS	156.40.74.20

Table 1. DNS & WINS Server Addresses.

17. From the Scripting tab (Figure 17), configure as shown & click on the Multilink tab.

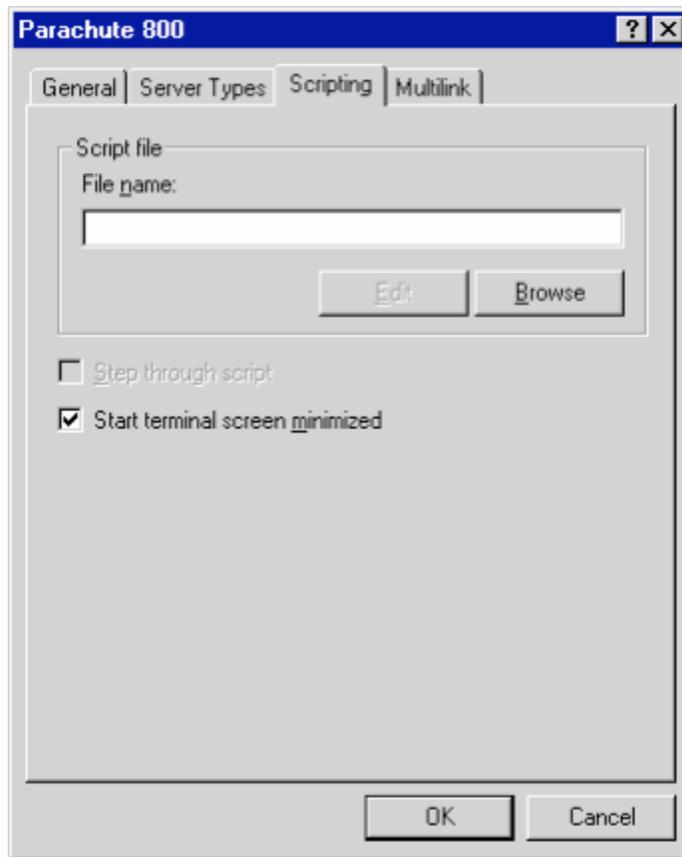


Figure 17. Parachute connectoid properties – Scripting tab.

18. From the Multilink tab (Figure 18), configure as shown & click on the OK button.

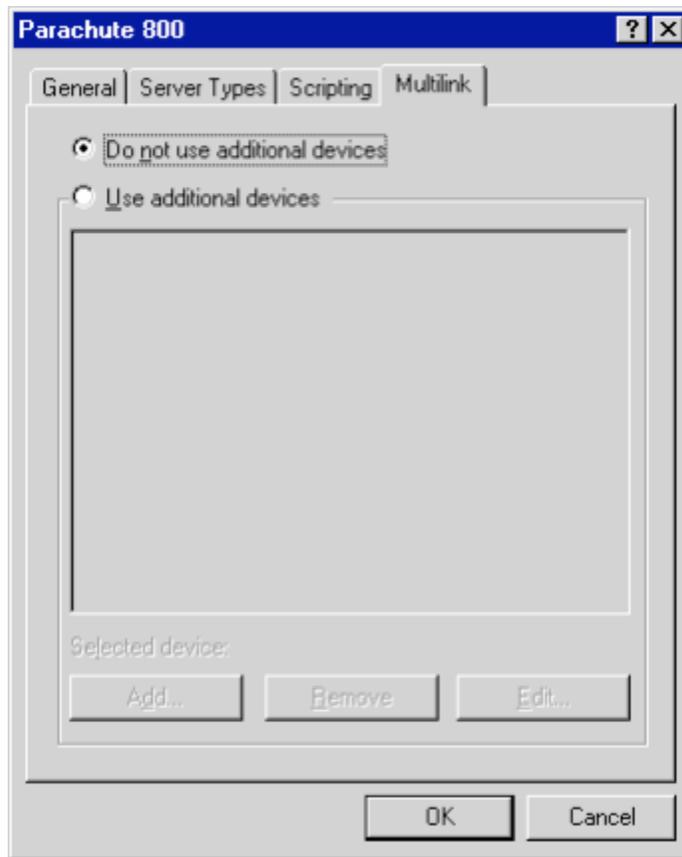


Figure 18. Parachute connectoid properties – Multilink tab.

19. You will now be back at the Dial-Up Networking folder in Figure 19. You have now finished configuring Parachute to connect properly to the NIH network.



Figure 19. Dial-Up Networking folder with Parachute 800 connection.

20. You may want to create a shortcut to the Parachute connectoid on your Desktop so you can easily use it to connect to Parachute in the future. To do this, right-click on the Parachute icon to

get a popup menu (see Figure 7 above) and select the Create Shortcut command. You will see a warning prompt (Figure 20a) from which you should click on the Yes button. This will create a shortcut to the Parachute connectoid called Shortcut to Parachute 800 on your Desktop (Figure 20b). Now, in the future, you can simply double-click on this shortcut to bring up the dialing window that we will see in a moment.



Figure 20a. Shortcut Creation Warning.



Figure 20b. Shortcut to Parachute icon.

## Configuring Area Code Rules

21. You should now configure an Area Code Rule so that the area code will be dialed when you connect to Parachute. To do this, open the Control Panel (use Steps 1 & 2a above) and locate the Modem control panel (Figure 21) & open it.



Figure 21. Control Panels folder with Modems selected.

22. From the Modem Properties window (Figure 22), click on the Dialing Properties button.

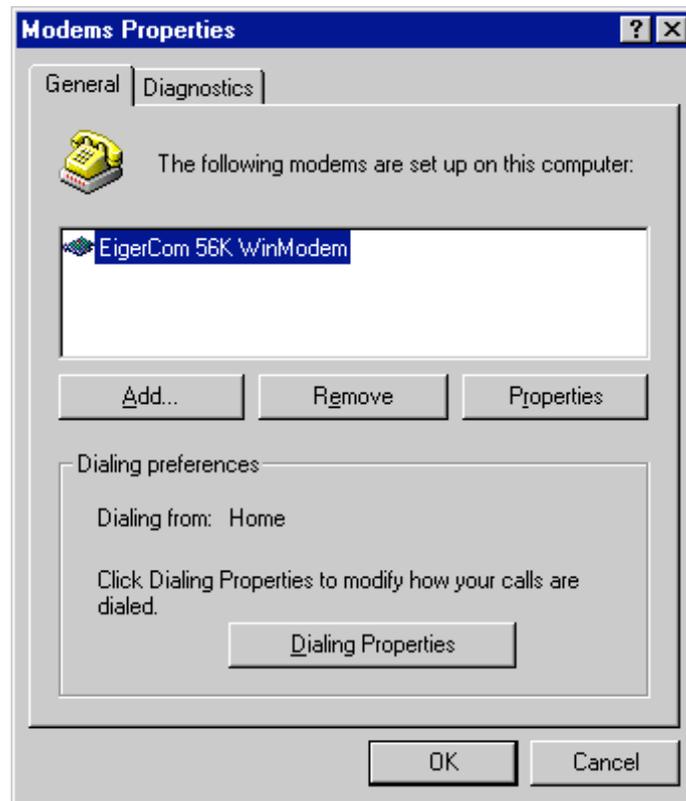


Figure 22. Modem Properties window.

23. From the Dialing Properties window (Figure 23) & click on the Area Code Rules button. If you need to use a number (like 8 or 9) to access an outside line (i.e. from a hotel), disable Call Waiting or use a calling card, configure those options before proceeding.

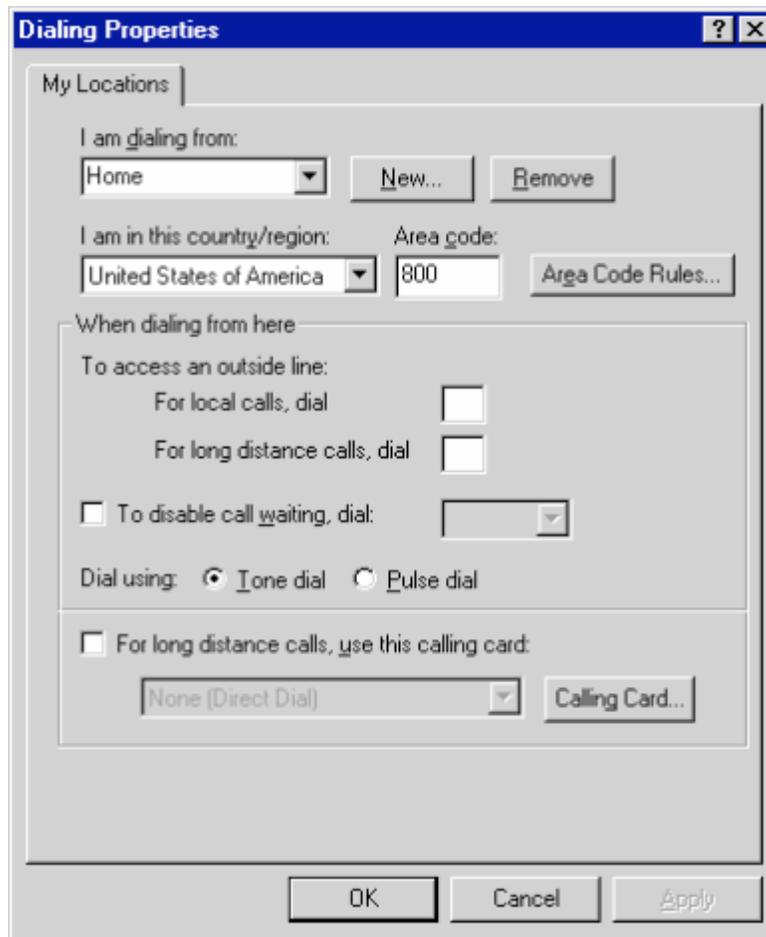


Figure 23. Dialing Properties window.

24. From the Area Code Rules window (Figure 24), configure as shown & click on the OK button to return to Figure 23 above. Click on the OK button in Figure 23 to return to Figure 22 above. Click on the OK button in Figure 22 to save the settings & return to the Control Panel folder.

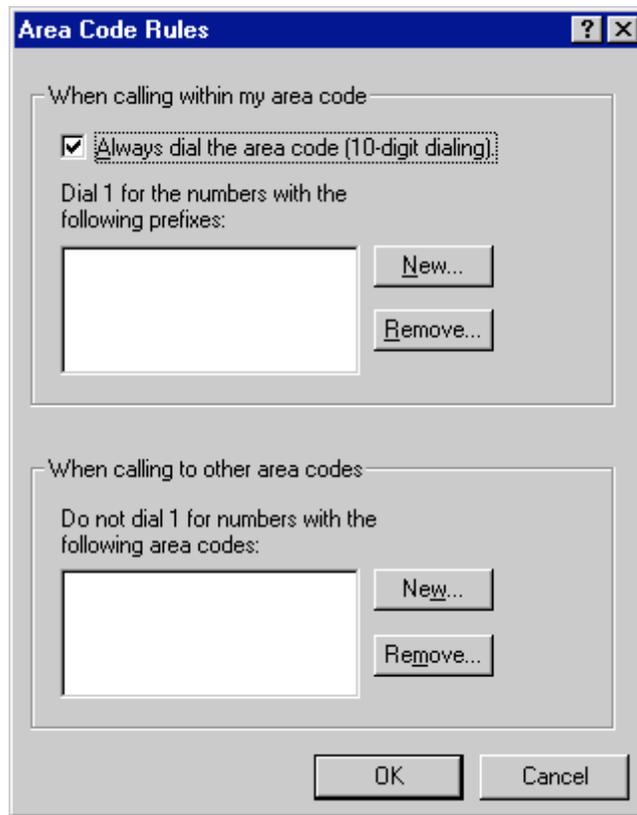


Figure 24. Area Code Rules window.

## Configuring Windows Networking Services

25. Now you should configure Windows Networking so that when you connect to Parachute, you will be able to login to the NIH Domain & get to your IC's file servers and access your "home" drive or other shared folders.

To do this, start by locating the Network control panel (Figure 25) & opening it. If you have closed the Control Panels folder, follow Steps 1 & 2 above to open it.

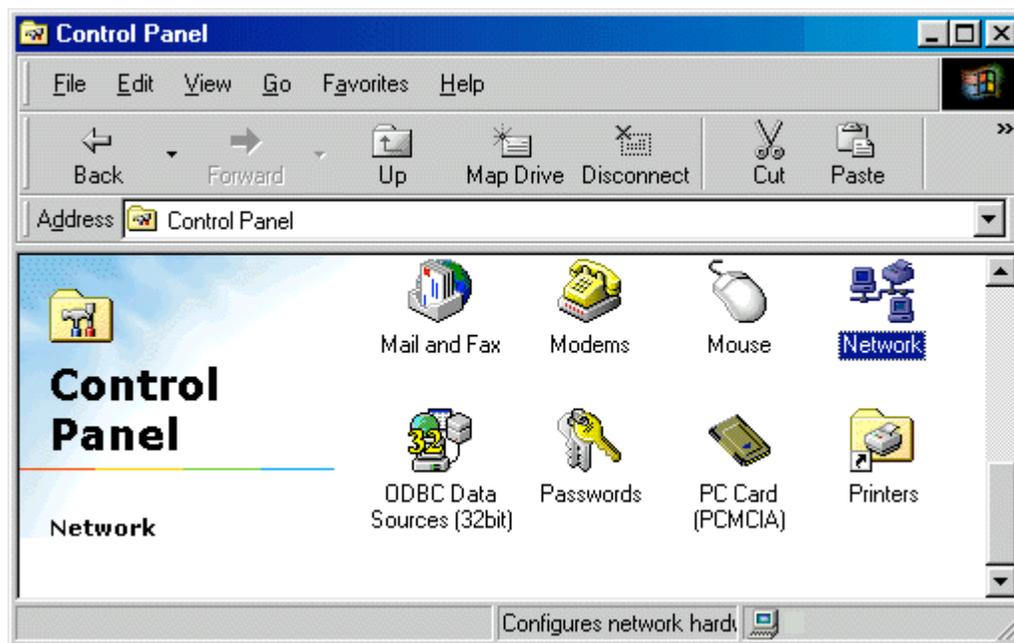


Figure 25. Control Panels folder with Network selected.

26. From the Network properties window (Figure 26), check to see if you have at least the following components:

- Client for Microsoft Networks
- Dial-Up Adapter
- TCP/IP

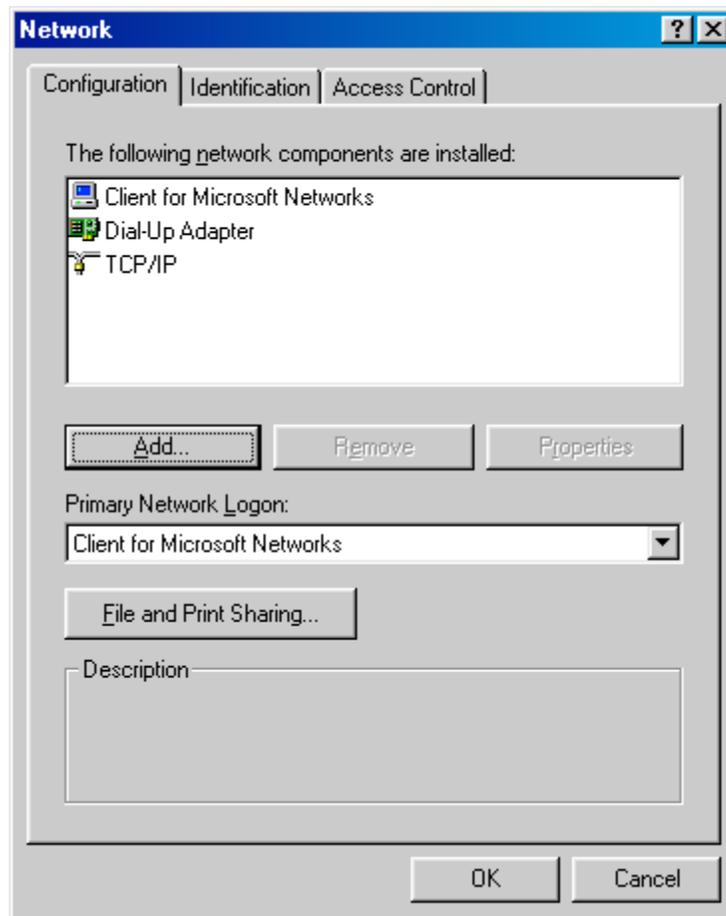


Figure 26. Network Properties window – Configuration tab.

If you have other components, this is fine, another Windows Networking service or some other software program is using them.

If the above components are installed, proceed to Step 27.

If one of these components is not installed, follow the remaining sub-steps in this step.

- a. Click on the Add button in Figure 26 above to get the Select Network Component Type window (Figure 26a).

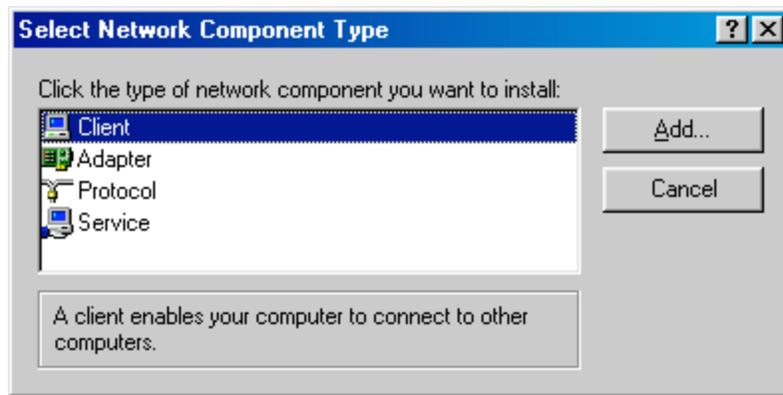


Figure 26a. Select Network Component Type window.

If you are missing the Client for Microsoft Networks component, click on the Client component in Figure 26a & then click on the Add button.

If you are missing the Dial-Up Adapter component, click on the Adapter component in Figure 26a & then click on the Add button.

If you are missing the TCP/IP component, click on the Protocol component in Figure 26a & then click on the Add button.

b. Now you need to select the appropriate manufacturer and component.

If you are adding Client for Microsoft Networks (Figure 26b), under the Manufacturers column, click on Microsoft and under the Network Clients column, click on Client for Microsoft Networks. Click on the OK button to return to Figure 26 above.

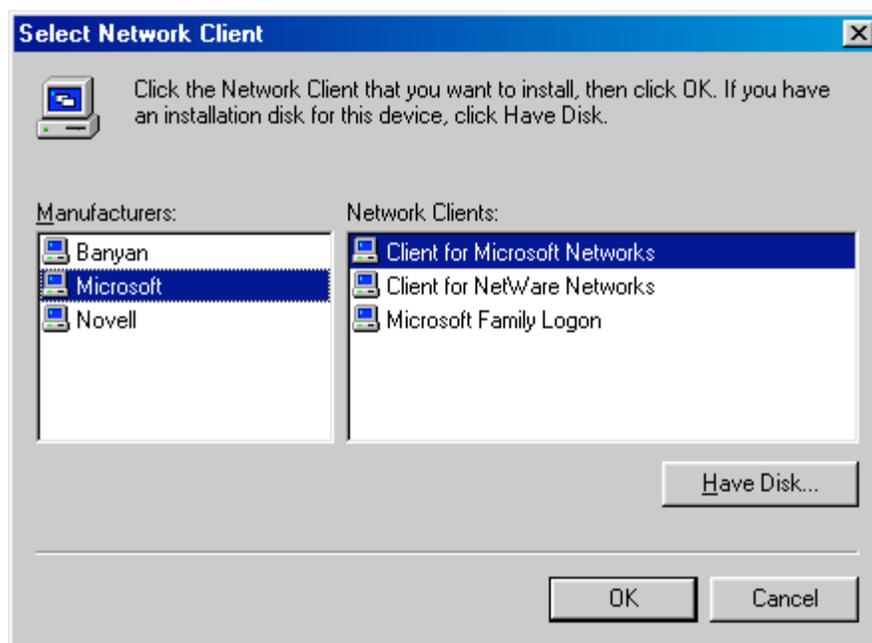


Figure 26b. Adding the Client for Microsoft Networks networking component.

If you are adding Dial-Up Adapter (Figure 26c), under the Manufacturers column, click on Microsoft and under the Network Adapters column, click on Dial-Up Adapter. Click on the OK button to return to Figure 26 above.

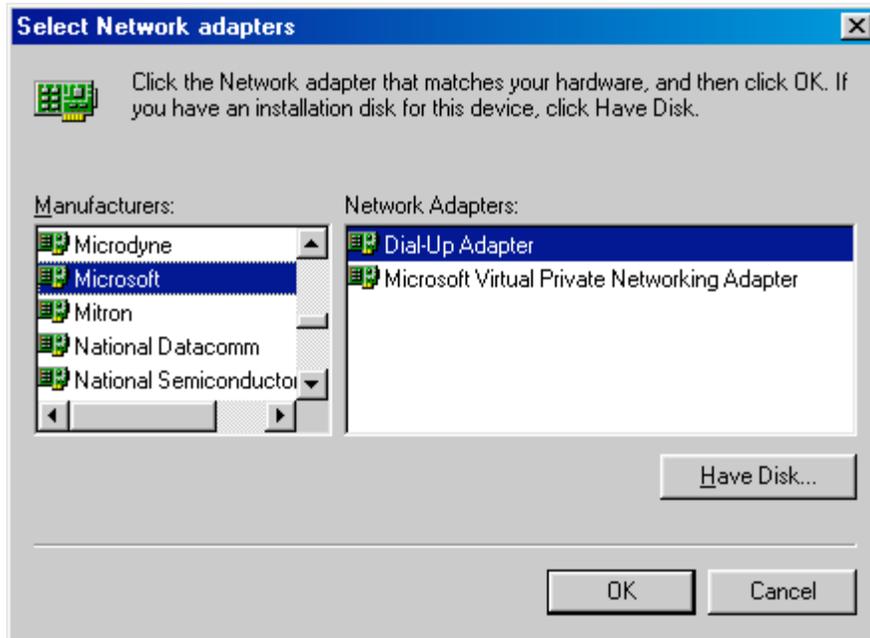


Figure 26c. Adding the Dial-Up Adapter networking component.

If you are adding TCP/IP (Figure 26d), under the Manufacturers column, click on Microsoft and under the Network Protocols column, click on TCP/IP. Click on the OK button to return to Figure 26 above.

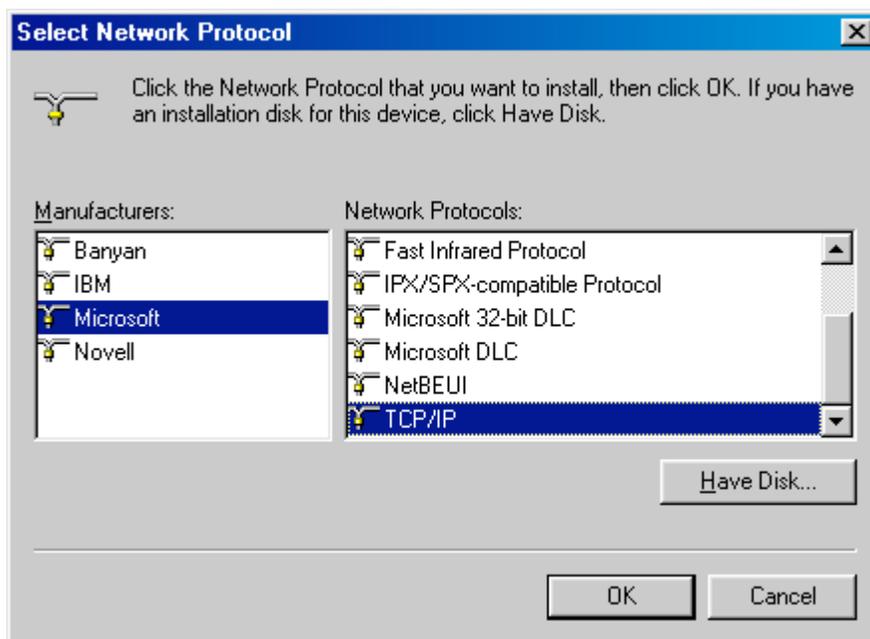


Figure 26d. Adding the TCP/IP networking component.

27. Click on Client for Microsoft Networks in Figure 26 above & click on the Properties button to get the Client for Microsoft Networks Properties window (Figure 27). Configure as shown below. For the Windows NT domain field, refer to your worksheet at the start of this document. Click on the OK button to return to Figure 26 above and click on the Identification tab.

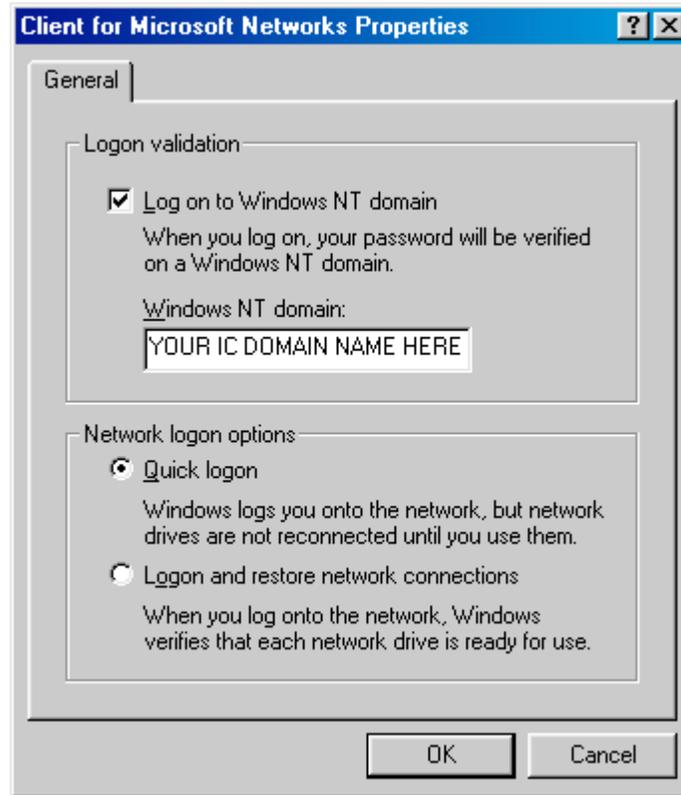


Figure 27. Client for Microsoft Networks Properties window.

28. From the Identification tab (Figure 28), type in the unique computer name from your worksheet in the Computer Name field; type in your IC's Domain name from your worksheet in the Workgroup field; you do not need to type anything in the Computer Description field but you may put anything you like here. Click on the Access Control tab.

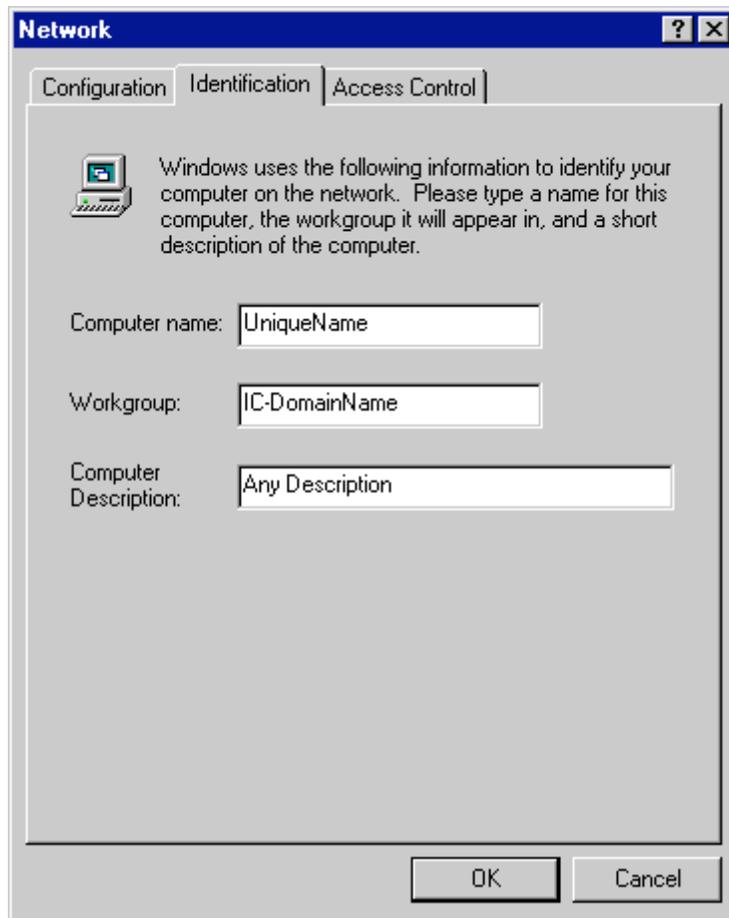


Figure 28. Network Properties window – Identification tab.

29. From the Access Control tab (Figure 29), configure as shown.

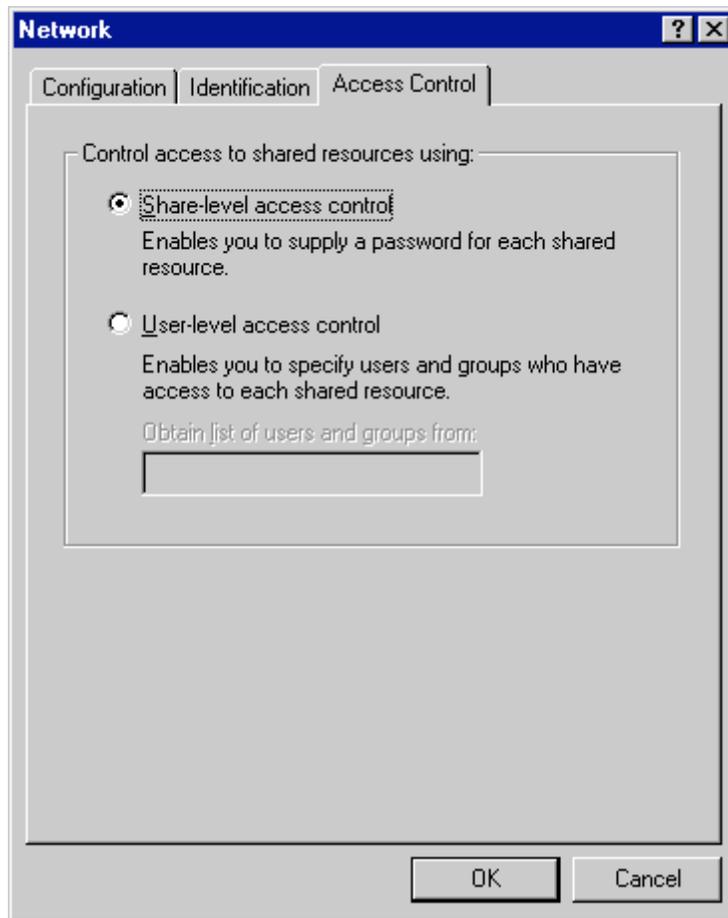


Figure 29. Network Properties window – Access Control tab.

30. Click on the OK button in Figure 29 above to save the Network settings. Windows may ask you for your Windows CD so it can copy the necessary files to your hard drive. Also, Windows may need to restart (Figure 30) to finish installing the component(s); if so, then after Windows restarts, come back to this step.



Figure 30. System Settings Change – Restart Prompt.

## Logging into Parachute

31. Finally! You were probably wondering if you would ever get to this part.

If you made a shortcut on the Desktop, then you can simply double-click on it to open the dialing or Connect To window (Figure 31).

If you did not create the shortcut, then you can find the Parachute icon in the Dial-Up Networking folder (Steps 1 & 2 above).

In the User Name field, type in your Parachute username from your worksheet.  
In the Password field, type in your Parachute password from your worksheet.

Click on the Connect button to dial into Parachute.

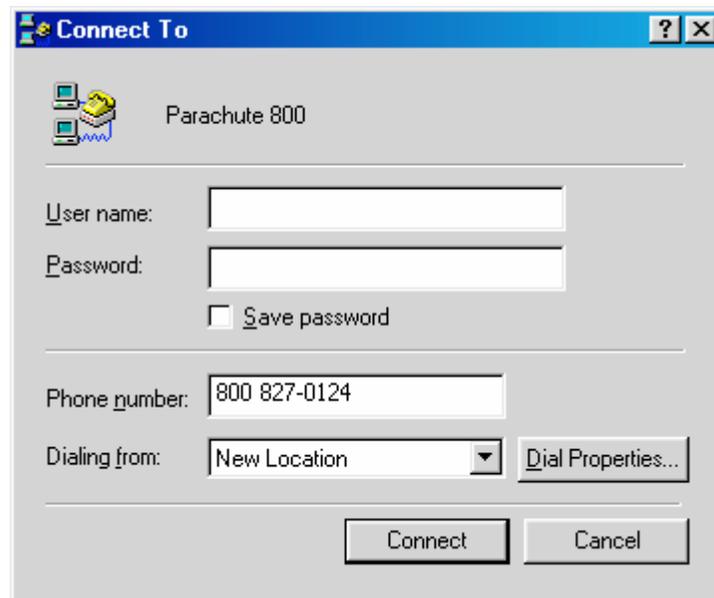


Figure 31. Parachute – Connect To window.

32. If all goes well, you should see the following status indicators as the connection attempt is made (if not, refer to the section below entitled Troubleshooting):

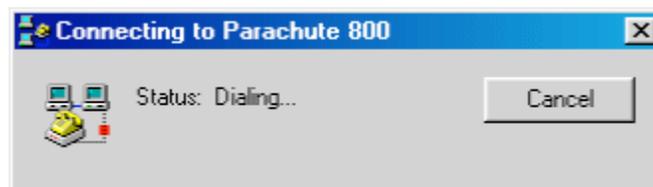


Figure 32a. Connection Status – Dialing mode.



Figure 32b. Connection Status – Verifying Username & Password Mode.



Figure 32c. Connection Status – Logging On to Network Mode.

33. Congratulations! You are now logged into Parachute & you should now see the Connection Established window (Figure 33) and you can click on the Close button to close this window (don't worry, this will not disconnect you from Parachute). If you do not wish to see this prompt displayed in the future, click on the "Do not show this dialog box in the future." option before clicking on the Close button.

NOTE: If you see another login prompt like the one in Figure 34 below, then refer to the section below entitled: Logging On to a Windows Network

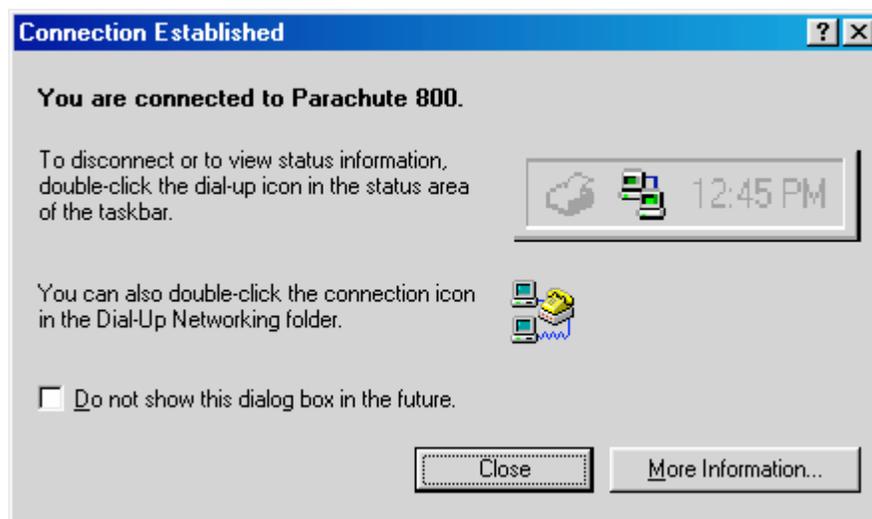


Figure 33. Connection Status – Connection Established

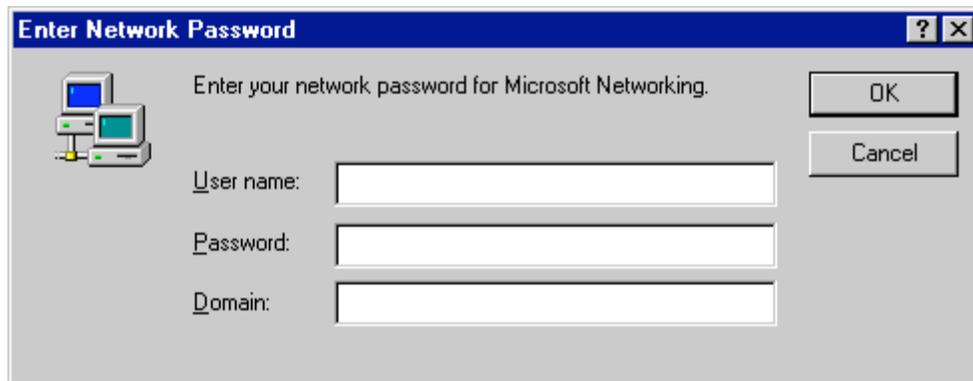


Figure 34. Microsoft Windows Networking Login Prompt

## Disconnecting from Parachute

When you are done working with Parachute & want to disconnect, perform the following steps:

1. From the System Tray (the part of the Taskbar where the time is displayed) you should see two little computer icons (Figure 35a).

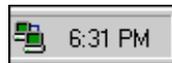


Figure 35a. System Tray – Dial-Up Connection icon.

2. Right-click on these little computer icons to get a popup menu (Figure 35b) & select Disconnect.

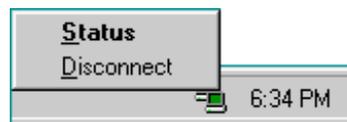


Figure 35b. System Tray – Dial-Up Connection popup menu.

## Logging On to a Windows Network

Windows 98 provides you with the necessary clients, services and protocols to logon to your IC's Microsoft Windows NT or 2000 Domain on the NIH Network. You can use the Network Neighborhood on your home computer to access shared resources or map a drive to your network user directory (sometimes called a "home" directory).

To use this service, you need to have an NIH IP address. This means that if you use another dial-up ISP (Internet Service Provider) like AOL or Erols, you will not be able to use this service. Since Parachute gives you an NIH IP address, you can use this service.

1. To login to your IC's domain, you will have probably already been prompted to do so (Figure 36) just after you connected to Parachute, type in your IC Network Username, Password & Domain (from your worksheet above). Do not type in your Parachute username & password as they are not the same account. Even though they may be set the same, the domain & Parachute accounts are on two independent systems.

Remove the checkmark from "Save this password in your password list" That way if your domain password changes, you will still be prompted with this login. If you do leave the checkmark & click OK & your domain password changes, you will get an error message like the one in Figure 41 or 44 below.

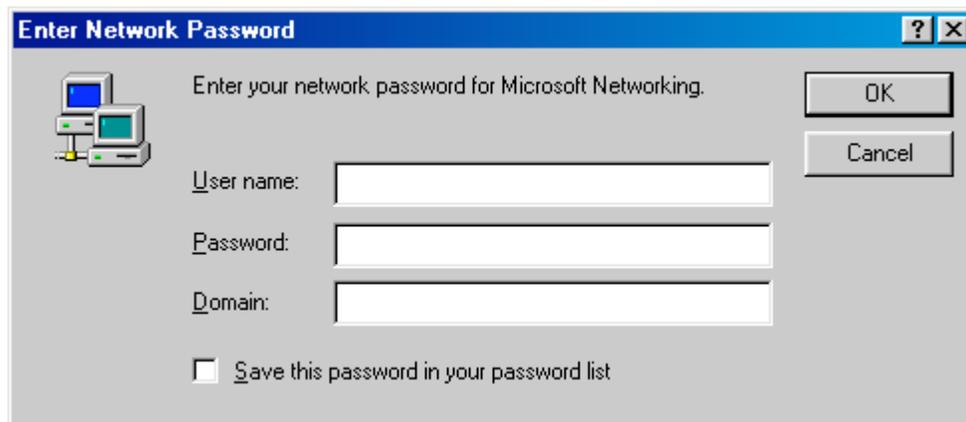


Figure 36. Microsoft Windows Networking Login Prompt

2. If all goes well, you should see the Windows Login Script window (Figure 37), which will automatically close when the Login Script has finished (do not close this window as there are processes that are being ran that are needed for you to get to your IC resources).

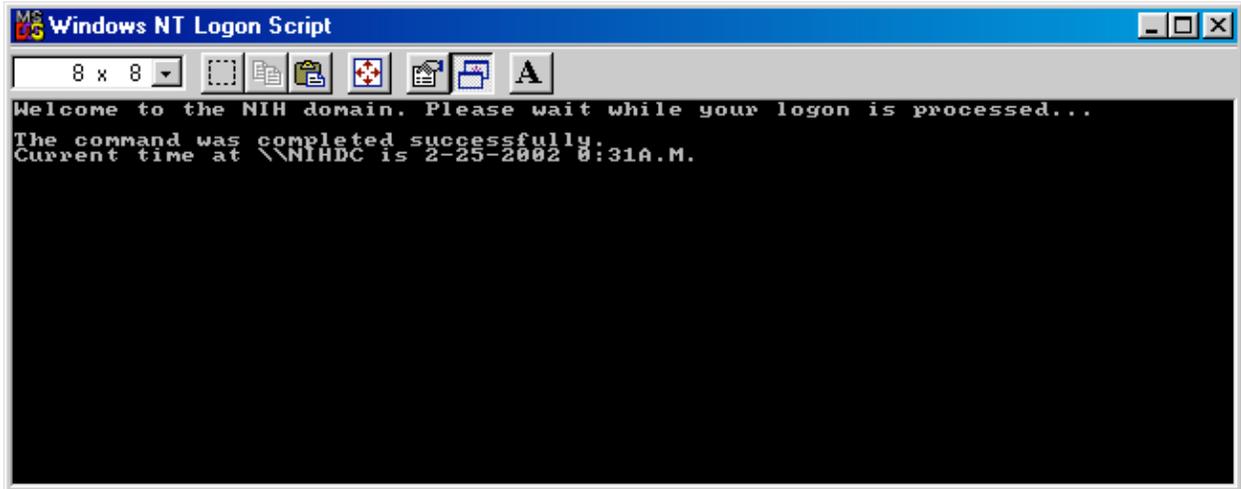


Figure 37. Windows NT Logon Script window.

3. Congratulations! You are now logged into your IC's domain & you should now have access to your "home" drive & any other servers for which you have login permissions. You can verify this by opening the Network Neighborhood icon on your Desktop to see if there are other domains or computers listed (see Figure 38 below for an example).

NOTE: If you receive any error messages, refer to the Windows Network Login section in the Troubleshooting section below.

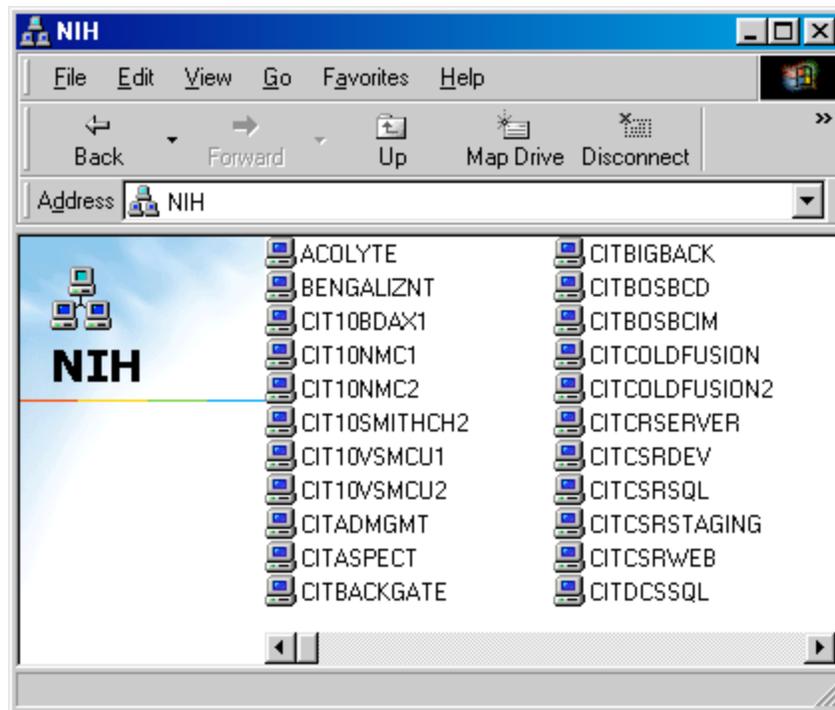


Figure 38. Browsing the Network Neighborhood.

## Connecting or Mapping Your Network Drives

1. After successfully logging into Parachute, locate the Network Neighborhood icon on the desktop, right-click on it & select the Map Network Drive command from the popup menu (Figure 39).

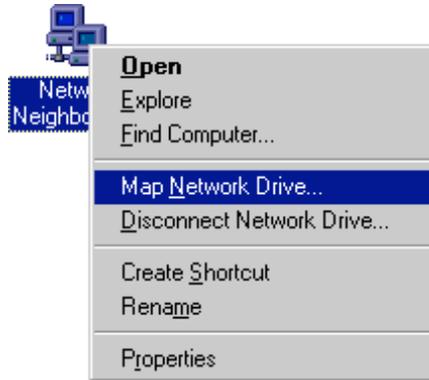


Figure 39. Selecting Map Network Drive from the Network Neighborhood Popup Menu.

2. From the Map Network Drive window (Figure 40):

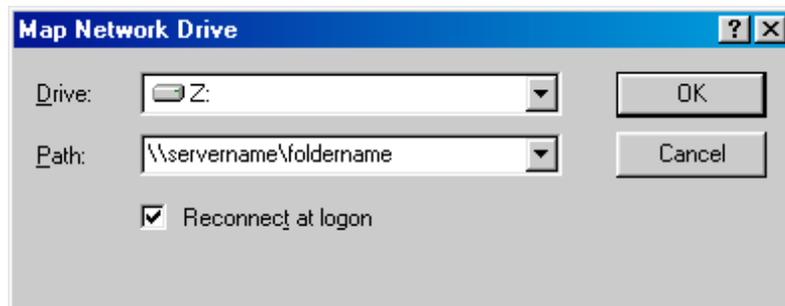


Figure 40. Map Network Drive window.

Using your Worksheet from above, select your drive letters from the Drive menu, type in the server\folder path in the Path field (i.e. [\\myservername\sharedfoldername](#)). To keep from having to do this every time you dial-in to Parachute, checkmark the option labeled “Reconnect at Logon”. Click on the OK button.

You may see a window pop up listing the contents of this shared network folder.

Repeat this process until all of your drives are mapped.

You can now access these drives as you normally would from your office computer.

# Troubleshooting

## Windows Network Login

If you see one of the following errors, try the suggested resolution. If the problem still persists, contact your IC's Help Desk or your local computer support staff for assistance.

### **Problem: No Domain Server Found**

Possible Causes: The Parachute configuration is not setup correctly or your IC's domain controller is not responding or is down for servicing.

Possible Resolutions: Check the Parachute configuration or if your IC's domain controller is down, wait until it has been restored & try again.

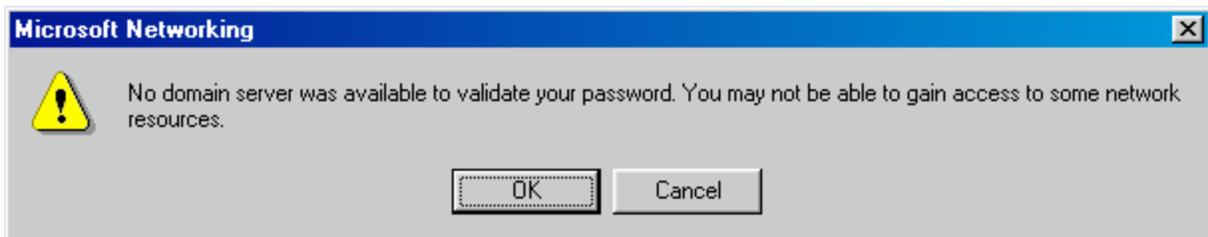


Figure 41. No Domain Server Found alert.

### **Problem: Missing Domain**

Possible Causes: You may have forgotten to type in your IC's domain name.

Possible Resolutions: Re-enter your IC's domain name & try again.



Figure 42. Missing Domain alert.

### **Problem: Username Cannot Be Found**

Possible Causes: The IC network username you entered is either misspelled, the account has not been created yet or the account has been deactivated.

Possible Resolutions: Re-enter your IC network username & try again; for new accounts, try again later; if you suspect your account has been disabled, then check with your IC's Help Desk or your local computer support staff – CIT cannot assist you with this part.

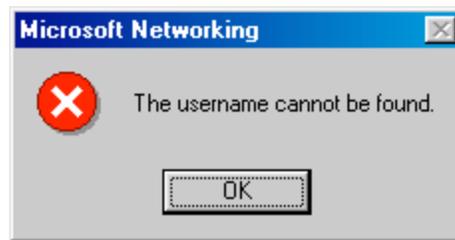


Figure 43. Unknown Username alert.

### **Problem: Password Is Not Correct**

Possible Causes: The IC network password you entered is either misspelled, the account has not been created yet or the account has been deactivated.

Possible Resolutions: Re-enter your IC network password & try again; for new accounts, try again later; if you suspect your account has been disabled, then check with your IC's Help Desk or your local computer support staff – CIT cannot assist you with this part.

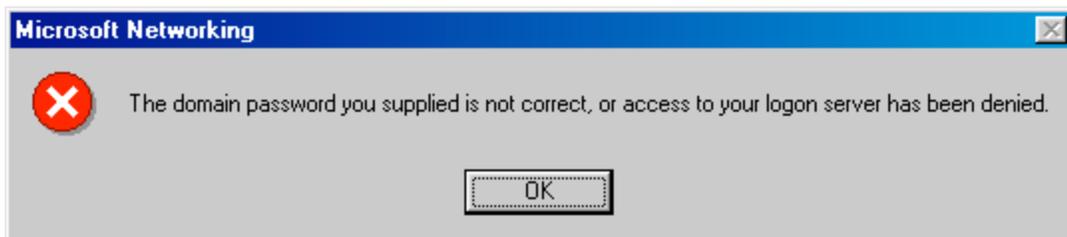


Figure 44. Incorrect Password alert.

### **I Cannot Dial or Connect to Parachute**

If you do not get the connection status indicated by Figure 32c above, here are some error messages & solutions.

If you see the following error:

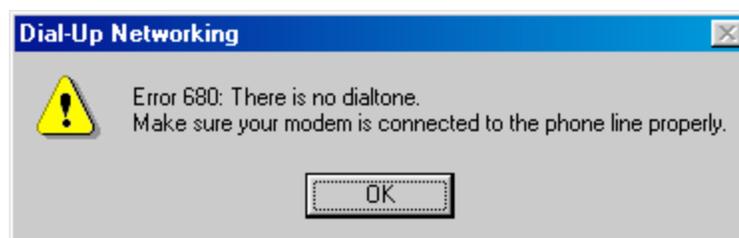


Figure 45. Dial-Up Networking Error #680.

This can occur if:

- The telephone line is not working, is damaged or is unplugged from the wall. Check the telephone cord/cable. If you have an extra phone, try plugging it into the wall jack & see if you get a dial tone.
- The telephone line is plugged into the wrong port on your modem. Modems usually have two ports on them. One is for the telephone line (sometimes labeled with LINE or WALL) and the other is for an external telephone set – just in case you want to have one near you (sometimes labeled with PHONE or AUX).

If you see the following error:

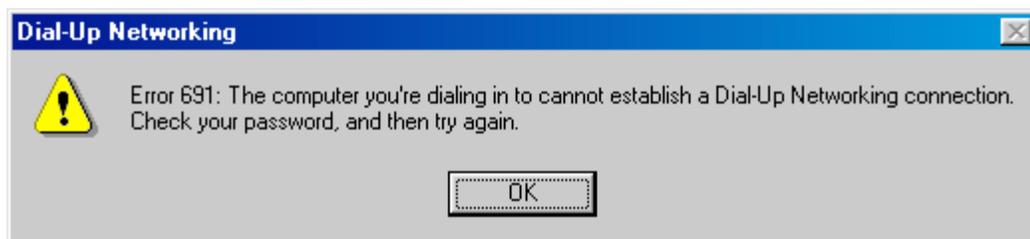


Figure 46. Dial-Up Networking Error #691.

This can occur if:

- The username or password was incorrect. Re-enter your Parachute username & password in the dialing window. Make sure you do not have the Caps Lock key turned on as the password is case-sensitive.

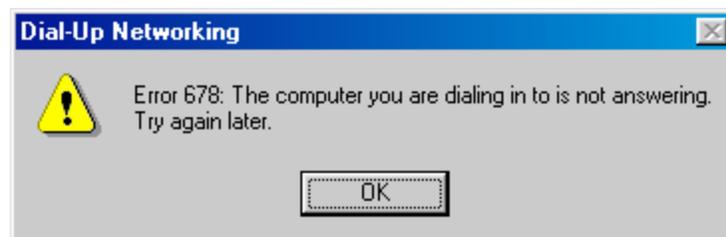


Figure 47. Dial-Up Networking Error #678.

This can occur if:

- The phone number you typed into the dialing window is incorrect. Check the phone number field & re-enter it if necessary.
- There is a telephone network problem such as “line noise” that is preventing the call from completing. This noise can be in your house, neighborhood or somewhere in between you & NIH. Computers must have a very “clean” signal in order to make a successful connection to each other. The call may have to go through several telephone “exchanges” before getting to

NIH. Try your call again later. If you still cannot connect, contact your IC's Help Desk or your local computer support staff for assistance.

- Parachute may be down. To verify this, try dialing the Parachute phone number from your home's telephone set. If you hear the call "ringing" & you hear a long screeching or squealing noise or tone then Parachute is functioning normally so make sure one of the other items above are not causing the problem. If you do not hear the call "ringing" then try dialing another number in that area code (sometimes local or regional telephone exchanges go down). If you hear the call "ringing" constantly & no screeching or squealing tones then Parachute may indeed be down.

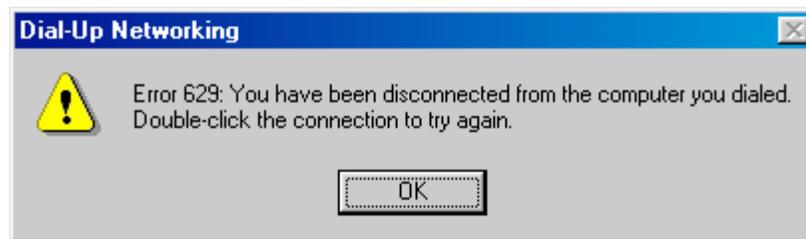


Figure 48. Dial-Up Networking Error #629.

This can occur if:

- The connection is disconnected (cable came unplugged, home, neighborhood or regional telephone system outage, etc.). Recheck the connections and try again.

## **I Get Connected to Parachute but I Cannot Get to the Internet**

If you do get the connection status indicated by Figure 32c above, here are some possible problems & solutions.

Open your web browser (Netscape or Internet Explorer, etc.) and see if you can go to a web site like: <http://www.opm.gov/> If you can get to this web site (especially if you have never been to this site from this computer) then your Internet connection & services are working fine. Perhaps the web site you are going to is down at the moment or the service (email server, etc.) is down for maintenance. Try again later or if you know the organization who owns or maintains this service, contact them for assistance.

If you are not able to go any web sites, try using the built-in Windows IP Configuration Monitoring application. To open it, go to your Start menu & select the Run command & in the Run Window, type in: WINIPCFG and press return to open the IP Configuration application (Figure 49):

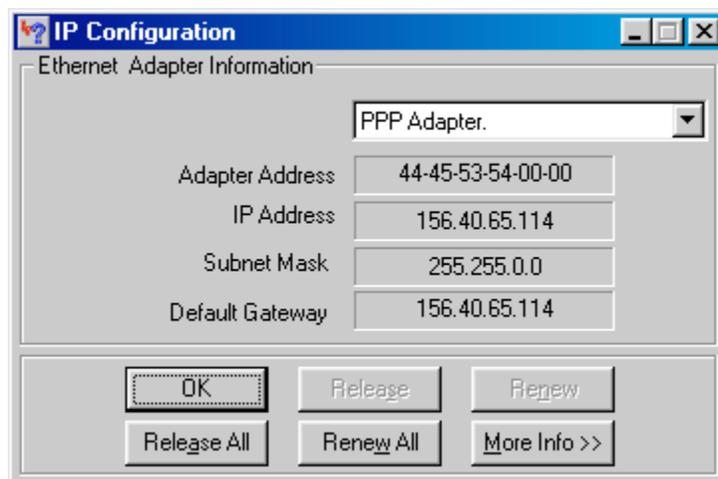


Figure 49. IP Configuration window – Normal Info view.

Click on the More Info>> button to get all the information:

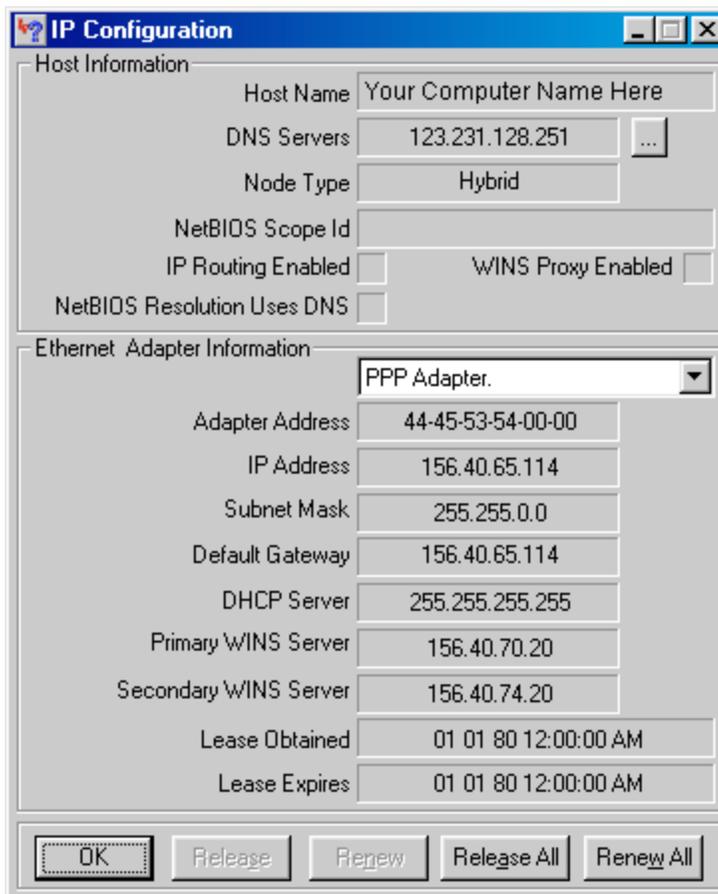


Figure 50. IP Configuration window – More Info view.

Make sure that PPP Adapter is the selected Ethernet adapter.

If the IP Address field has an entry that starts with 156.40 then this means that Parachute gave you an IP address. If you do not see an address here or you see one that doesn't begin with 156.40 (perhaps it starts with 192.168 or 169.254) then this is most likely because the TCP/IP Properties are setup incorrectly. Verify the settings by referring to Step 16 above.

If the DNS Servers field is blank or has a value other than 128.231.128.251 or 128.231.64.1, then the DNS addresses are setup incorrectly. Verify the settings by referring to Step 16 above.

Then disconnect from Parachute & reconnect to see if the problem persists. If the problem still persists, then contact your IC's Help Desk or your local computer support staff for assistance.

You may have an Ethernet card in your computer that Windows is trying to use instead of the PPP Adapter. From the IP Configuration window above (Figure 50), click on the popup menu in the middle of the window (under the heading Ethernet Adapter Information) and see if you have another entry there (ignore the AOL Adapter if it is listed). If so, then you will need to disable this Ethernet adapter in order to fix the problem.

To do this:

1. Open the My Computer icon on your Desktop & open the Control Panels folder & locate the System control panel (Figure 51) & open it.



Figure 51. Control Panel with System icon selected.

2. From the System Properties window (Figure 52), click on the Device Manager tab.



Figure 52. System Properties – General tab.

3. From the Device Manager tab (Figure 53), locate the Network Adapters category & click on the little plus (+) sign next to it to expand the category & find your Ethernet adapter in the list (the adapter listed in Figure 53 is only an example, yours will probably have a different name). Click on your Ethernet adapter & then click on the Properties button in the lower-left corner of the window.

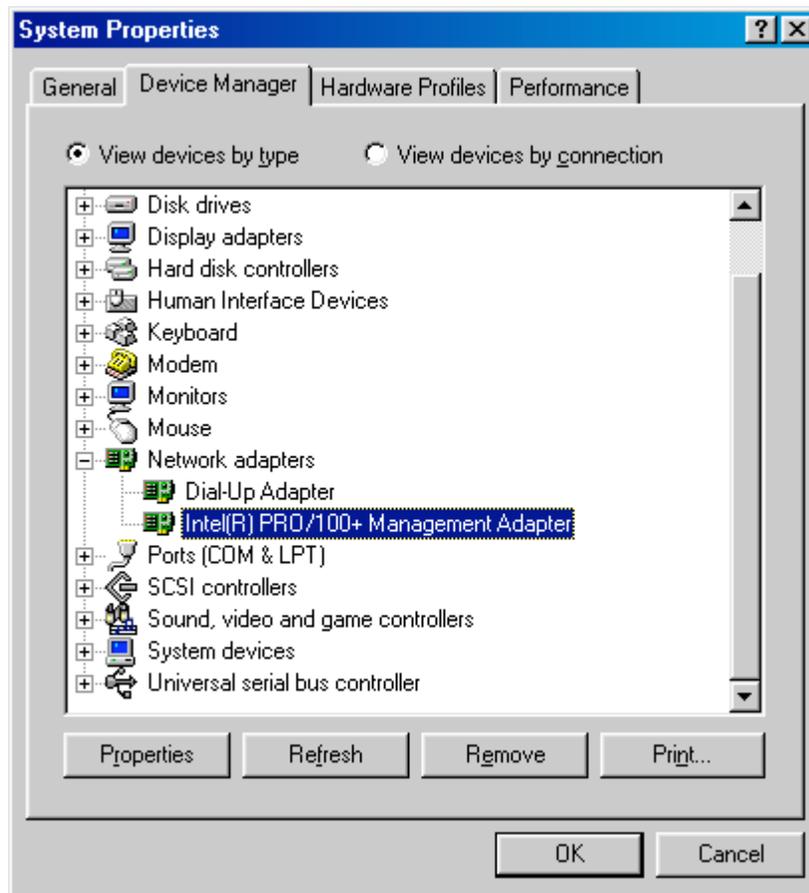


Figure 53. Device Manager with a sample network card selected.

4. From the Ethernet Adapter's Properties window (Figure 54), turn on (checkmark) the option "Disable in this hardware profile" under the Device Usage heading. Click on the OK button to return to Figure 53 above & click on the OK button. Now, try re-connecting to Parachute.

NOTE: The Ethernet card shown in Figure 54 is only an example. Your Ethernet card will probably be different but it will still have the same option to disable it.



Figure 54. Ethernet Card Properties – General tab.

**I connect to Parachute but I do not get prompted to login to my IC's domain.**

If you do not get the Enter Network Password screen (Figure 36) after you dial-in to Parachute, try deleting your saved password files by using the MS-DOS prompt as follows:

1. Click on the Start button & select the Run command. In the Run Command's window, type in: `COMMAND` and press return.
2. You will now see a MS-DOS Prompt window (Figure 55). Type in the following command: `DEL *.PWL` and press return. If you see the message: "File not found" that is fine.

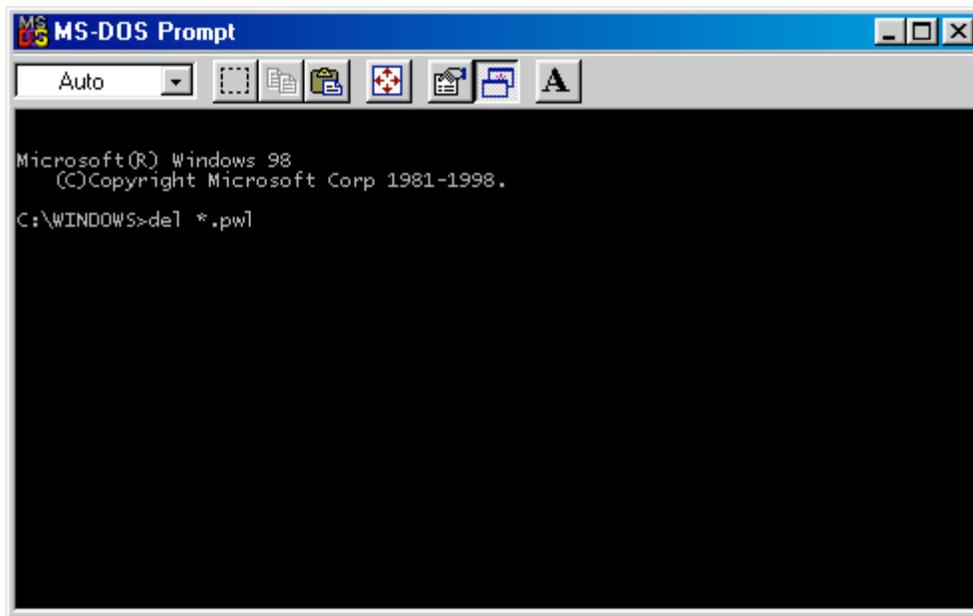


Figure 55. MS-DOS Prompt.

3. Exit the MS-DOS Command Prompt by typing: EXIT and press return. The window will automatically close.
4. Restart your computer.
5. You should see a Logon Window (Figure 56). Type in your network username (see your worksheet above) in the User Name field. **IMPORTANT:** Leave the Password field blank/empty. Click on the OK button. You may get prompted to verify this login password, if so, leave both the Password & Verify fields blank/empty & click on the OK button. Your computer should finish starting up normally. Try logging into Parachute again.



Figure 56. Windows Password Prompt.