

Chapter 3 FAQ (Frequently Asked Questions)

In this chapter, frequently asked questions as for Flet's Connection Tool are summarized. Those questions and answers may help your troubleshooting. We recommend reading and understanding this chapter when you have any troubles and/or questions.

1 General question for Flet's Connection Tool

- Q1** What protocol is used for Flet's Connection Tool?
A1 PPPoE protocol is used to support TCP/IP. For the detail information of PPPoE, see RFC2516.
- Q2** How can the PPPoE packet pass the Firewall?
A2 Define in the Firewall to make Ether Type8863 and 8864 enable to pass.
- Q3** The connection is established as the [テスト](Test) profile via Flet's Connection Tool. However, the navigation to any sites on the Internet cannot be performed.
A3 The access as the [テスト](Test) profile is linked to the Home Page for the Test. In the test, you can browse Test Server's home page only. Log out from the current home page and re-log in your contracted provider to access the Internet after the provider contract is authorized.

2 Q&A for Flet's Connection Tool for Windows version

- Q1** Is the Windows CD-ROM required during the installation of Flet's Connection Tool?
A1 It may be required, if necessary. Generally, Windows requires the CD-ROM to copy the system files even if those files already exist, when it receive the order to install software related to networking (A computer on which Windows is pre-mounted may not request the CD-ROM).
- Q2** Flet's Connection Tool is not stable under the Windows 95 early version.
A2 Update msdun13.exe module of Windows to solve the problem. Uninstall Flet's Connection Tool and then overwrite msdun13.exe module. After it, re-install Flet's Connection Tool. msdun13.exe module can be downloaded from <http://download.microsoft.com/msdownload/msdun/patch/1.3ug/en/MSDUN13.EXE>.
- Q3** May it cause any problem to uninstall Flet's Connection Tool through [アプリケーションの追加と削除](Install or Uninstall Application)?
A3 Uninstall it in compliance with such the procedure: [スタート](Start) button→[プログラム](Program)→[フレッツ接続ツール](Flet's Connecting Tool)→[フレッツ接続ツール アンインストール](Uninstall Flet's Connection Tool).
- Q4** What requirements are required to install Flet's Connection Tool on Windows NT or 2000?
A4 Windows NT or 2000 allows the installation of it only for an administrator for the reason that only an administrator is authorized for installing a driver and the other applications to the network property or for modifying the service property. After the installation is completed, any one can log in Flet's Connection Tool. Note: The installer inspects whether the NT version is a service pack 3.0 or later version.
- Q5** What a network interface is required for Flet's Connection Tool?
A5 Flet's Connection Tool supports 95/98/Me/NT/2000. And NDIS 3.0 is required additionally. Flet's Connection Tool can operate on the Ethernet adapter that supports standard NDIS 3.0 or later version. The Ethernet adapter is connected with ADSL modem or terminal equipment by a straight type LAN cable. It may say that a Windows machine, which can establish the connection with LAN, can operate Flet's Connection Tool on it. However, it is required that the Ethernet adapter is ready and the adapter must be bound to the TCP/IP protocol. The above conditions are filled, may say that it is ready for the installation of Flet's Connection Tool. If the installation of the Ethernet adapter is not done yet, install it prior to Flet's Connection Tool. Finally, confirm whether the Microsoft TCP/IP protocol is bound to the Ethernet adapter.
- Q6** Is Microsoft Dial-up Network required to operate Flet's Connection Tool?
A6 Flet's Connection Tool does not need it. Basically, if the Ethernet card and the stacked Microsoft TCP/IP are prepared, the Connection Tool may be available. However, Microsoft Dial-up Network may be necessary, if an application, which can be run on the Internet, use a dial-up-on-demand function.
- Q7** Is Flet's Connection Tool able to be operated on a machine equipped with multiple NIC?
A7 Of course. You can select one Ethernet interface among the multiple adapters.
- Q8** Does Flet's Connection Tool support the Ethernet adapter connected through the USB port?
A8 Yes. If the adapter supports NDIS 3.0 or later version, Flet's Connection Tool is available on that adapter.
- Q9** Does Flet's Connection Tool coexist with Novell Netware 3.2 Client?
A9 No. The driver in Novell Netware is not compatible with Flet's Connection Tool. While, Microsoft Netware Client has the compatibility with Flet's Connection Tool.
- Q10** Does Flet's Connection Tool coexist with Novell Netware 3.2 Client?
A10 No. The driver in Novell Netware is not compatible with Flet's Connection Tool. While, Microsoft Netware Client has the compatibility with Flet's Connection Tool.
- Q11** Can it be supported to attempt the connection through a profile that is different from the current profile?
A11 Flet's Connection Tool does not support simultaneous multiple session.
- Q12** What is the packet-logging feature of Flet's Connection Tool?
A12 This feature is one of the various troubleshooting features of Flet's Connection tool. Enable it by selecting under Flet's Connection Tool [接続](Connection)→[設定](Configuration)→[Packet logging]. When it becomes to be active, the message appears, which informs the performance degradation at the establishment of Flet's Connection Tool. The message is generated owing to the diminution of CPU resource during logging. For more information, right-click the [トレイ](Tray) icon. Click [パケットログ](Packet Log) tab to see the detailed packet log.
- Q13** The following error messages appears at the attempt to connect.
A13 The following error messages may be displayed only occasionally. If those error messages appear, execute the acts showed in the table below.

Error Message	Action
Fail to create a device NTSPPoE03 or NTSPPoE19 or both.	This error may occur occasionally under the Windows 2000 system, and very occasionally under the Windows 95/98 system. If this error message appears, add NTSPPoE adapter manually. This message also appears during the attempt of installation of Flet's Connecting Tool with another right than a administrator right.
TAP Failure	This error may occur when some type of PCI NIC can not acknowledge a tap driver of PPPoE. ISA card type NIC can avoid this error. If this error message appears, modify the configuration in compliance with the following procedure. Click [フレッツ接続ツール](Flet's Connection Tool) folder→[接続](Connection)→[詳細](Details)→[ネットワークアクセス](Network Access)→[フィルタドライバ](Filter Driver). Problem will be solved in almost all cases.
Time out error in a connect time	Inspect the connection of the Ethernet cable. Or it may be suspected that the server does not provide the IP address.
Authentication Failure	Confirm whether the user name and/or the password are/is incorrect (Check the uppercase, lower case and the domain name.).

Q14 The device NTSPPPoexx can not be created.

- A14** This error may occur occasionally under the Windows NT/2000 system (very occasionally 95/98). When this error occurs, you can not add the PPPoE adapter for NTS on the network property. Add the adapter manually in compliance with the following procedure, if this error occurs.
1. Click [スタート](Start) button→[設定](Configuration)→[コントロールパネル](Control Panel)→[ネットワーク](Network).
 2. Click [ネットワークの設定] tab and select [追加](Add). Choose [アダプタ](Adapter) and click [追加](Add).
 3. Select [Network TeleSystems]→[Network TeleSystems PPPoE Adapter (NTSP3)] under [製造元] (maker) field and click [OK].
 4. Click [OK] to restart. Add or remove the adapter at [ハードウェアの追加・削除](Add or remove hardware) dialog box under the Windows 2000 system.

Q15 How can I configure the [ブラウザ](Browser)?

- A15** As for Windows version IE5, select [コントロールパネル](Control Panel)→[インターネットのオプション](Internet Option) and click [接続](Connection) tab to select [ダイヤルしない] radio button at [ダイヤルアップの設定](Setting of Dial-up Network) area. Then click [LANの設定](Setting of LAN) button and clear all the check marks at that dialog box (recommended).

Q16 None of the acts can solve the problem. What shall be done?

- A16** Try the following procedure.
1. Uninstall Flet's Connection Tool completely and restart your computer. Then reinstall Flet's Connection Tool.
 2. Other networking software may cause the instability of Flet's Connection Tool.
 3. Applications of auto-run type may cause the instability of Flet's Connection Tool.

3 Q&A for Flet's Connection Tool for Macintosh version

Q1 Does Flet's Connection Tool support 68K Mac?

- A1** Yes.

Q2 Is Mac OS X supported?

- A2** The current version of Flet's Connection Tool in the CD-ROM provided is not compliant with Mac OS X. A future version of Flet's Connection Tool compliant with it will be downloadable from the upgrading website Flet's Square (See Chapter 2) when ready.

Q3 The connection with the Internet is established. However, no name can be browsed with a Web browser.

- A3** Confirm that the name server address is set to 1.0.0.0 or the address provided by the ISP. Without this configuration, you can not browse any name.

Q4 Can not exit from the sleep mode.

- A4** Flet's Connection Tool does not support the sleep mode. Change [スリープするまで非動作時間](Non-operated time before sleep mode) to [しない](Invalid) at the dialog box [省エネルギーの設定](Energy Saving) of Control Panel.

Q5 Does Flet's Connection Tool support auto-dial and auto-redial features?

- A5** Flet's Connection Tool does not support those features.

Q6 Flet's Connection Tool falls in freeze at the initial display of the installation.

- A6** [OK] button may be out of screen, if the configuration of the screen is set to 640x480. Push [Enter] key. Installation may start.

Q7 Does Flet's Connection Tool need Apple Talk?

- A7** Flet's Connection Tool needs no relation with Apple Talk.

Q8 Does Flet's Connection Tool need Apple Talk?

- A8** Flet's Connection Tool needs no relation with Apple Talk.

4 Q&A for Flet's Connection Tool for Linux version

Q1 What versions of Linux are supported by Flet's Connection Tool?

- A1** Flet's Connection Tool for Linux supports Linux version 2.0 and 2.2. Operating test for RedHat Linux 5.2 and 6.0 is currently in operation.

Q2 What are recommended for the current version and required applications?

- A2** The current version can operate on the Linux kernel 2.0.x or later version. Contrary to the verification for the operability of PPPoE of Flet's Connection Tool, we recommend to upgrade the kernel version to 2.2. The verification tests for RedHat Release 5.2 (Linux kernel version 2.0) and 6.0, 6.1 (linux kernel version 2.2) have been completed. PPP demon needs pppd version 2.3.7 or later version. If it is not installed, we recommend upgrading to the latest version on which PPP demon can run.

Q3 What Linux version is recommended?

- A3** RedHatLinux version 6.0, kernel 2.2.5 is best. Some folder locations are different from free Linux. The same differential may be found in other Linux OS.

Q4 Is the CPU other than x86 supported?

- A4** Not supported.

Q5 Does Flet's Connection Tool run on the BSD?

- A5** Can not run.

Q6 Error message "Connection terminated" appears.

- A6** This error appears soon after the trial attempt. This error may cause by invalid domain name or invalid User Name, or mistyped password for /etc/ppp/pap-secrets and /etc/ppp/options. Correct those inputs exactly. Type carefully your User Name and password. Both inputs are case sensitive.