



# Tech Info Library

## Open Transport/PPP 1.0: Troubleshooting (11/96)

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TOPIC -----

This article provides some troubleshooting techniques to common issues.

DISCUSSION -----

Your modem is not listed in the Modem control panel  
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The modem script for your modem might not be properly installed. Refer to the OT/PPP Read Me file in the Open Transport/PPP folder on your hard disk for the list of modem scripts that came with OT/PPP. Modem scripts should be in the Modem Scripts folder, which is located in the Extensions folder (in your System Folder). If you do not have the script, check with one of the following sources to see if a modem script is available:

- your modem manufacturer's technical support line
- your Apple-authorized dealer
- Apple's World Wide Web site (<http://www.apple.com>)

You are unable to make a call  
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If you cannot make a call, something may be wrong with your telephone line, your modem, or the modem setup.

- Make sure your modem is connected properly and turned on. Refer to your modem documentation if you have any problems.
- Make sure your modem type and port are correctly selected in the Modem control panel.

You cannot hear the modem working  
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Most modems have built-in speakers that let you hear that the modem is working. While connecting to a remote server, you can hear the dial tone, the tones of the numbers being dialed, and the sounds of the modems communicating with each other. After a connection is successfully established, the modem typically turns the speakers off. If you cannot hear these sounds, try the following:

- Make sure that the Sound option in the Modem control panel is set to On.
- If your modem has a volume control, make sure that it is not turned all the way down.

## You are unable to connect to a server

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If your modem is working but you cannot connect to the server, try the following suggestions, in the order in which they are listed here, until you are able to connect:

- Verify the phone number of the server you are trying to call. Dial the number using a regular telephone and listen for the "whistle" of a modem. Make sure that you are calling a PPP server.
- Make sure you are a registered user on the server or that the server is set up for guest access. If you try to connect as a registered user, check that you have entered your user name and password correctly. Passwords are "case-sensitive"—capitalization matters.
- You may need to create pauses while the telephone number is being dialed. Insert a comma between parts of the number where a pause might be needed. Inserting a second comma lengthens the pause. For example, the following entries cause OT/PPP to dial a "9" to get an outside line, then pause before dialing the rest of the number:  
9, 555-1234  
9,, 555-1234
- Make sure you are using the correct modem script for your modem, and that the script came from Apple or the manufacturer of your modem. To test if the problem is your modem and script, try connecting with a different modem.
- The server you are calling may require that you log in to a command-line host through a terminal window. Try selecting the "Connect to a command-line host" protocol option. (From the PPP control panel, click the Options button, then click the Protocol tab to display the protocol options.)
- The server you are calling lets you connect directly, but you have selected the "Connect to a command-line host" protocol option. Try turning this option off. (From the PPP control panel, click the Options button, then click the Protocol tab to display the protocol options.)
- Try deselecting the "Allow error correction and compression in modem" protocol option. (From the PPP control panel, click the Options button, then click the Protocol tab to display the protocol options.)

## You cannot maintain the connection

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If you are losing the connection, check the following:

- Servers sometimes develop problems that log users out without explanation. Try calling back later. You might also try a different service provider.
- If you have call waiting, an incoming call can interrupt the connection. In the PPP control panel, precede the phone number with the code to turn off call waiting. Check with your telephone company to find out the code to use.
- Many servers automatically end a connection if it is inactive for a certain time. Check with your Internet service provider or network administrator.
- Some combinations of modems work better than others. Your modem may not

be a good match for the modem of the server you are calling. If possible, try calling an alternate number for the server or using a different modem.

- You may have noisy phone lines. If you can hear a "crackle" during a normal voice call, have your line checked by your phone company.

You are unable to dial manually

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If you have trouble using the Dial Manually feature, contact the modem manufacturer to be sure the modem script has been upgraded to support the latest features available with OT/PPP.

OT/PPP connects when you start your Macintosh

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If you do not want OT/PPP to connect automatically to the Internet when you start up your computer, make sure the "Load only when needed" checkbox in the TCP/IP Options dialog box has an X in it. You open the TCP/IP Options dialog box by clicking the Options button in the TCP/IP control panel. (If the Options button is not visible, you must set the User Mode to Advanced or Administration. Choose User Mode from the Edit menu to open the User Mode dialog box.)

TCP/IP applications do not start OT/PPP automatically

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Be sure that the "Connect automatically when starting TCP/IP applications" option (in the PPP control panel's Connection options) is selected.

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