

## ATTACHMENT E

### ACCESSING THE FCC NETWORK USING WINDOWS 95/98

This attachment describes how to access the FCC Network from a system that is running the Microsoft Windows 95 or 98 operating system. This involves configuring dial-up network access and then performing the dial-up procedure.

This attachment describes two methods to establish a remote connection to the FCC Network for both Auction 39 and the Mock Auction:

- The sections titled Quick-Start for FCC Auction 39 and Quick-Start for Mock Auction describe connection procedures that use standard default values to configure the dial-up networking software. Specifically, the programs used by these procedures assume that you have a standard 56K modem and that you must dial 9 to reach an outside line.
- If you need something other than the standard defaults, you can use the more complete method for configuring and starting the dial-up software that is described under Complete Method for Connecting to the FCC Network.

This attachment also provides sections describing Troubleshooting and Help.

#### Conventions

The instructions in this section use the following typographical conventions:

- |                           |   |
|---------------------------|---|
| <b>bold</b>               | Represents objects on the screen that you click with the mouse pointer, including buttons, Internet links, icons, tabs, menu items (e.g., <b>Cancel</b> button, <b>Auctions</b> link, <b>Save</b> option in the File menu).                                     |
| <i>italic</i>             | Represents field names or areas of a screen (e.g., <i>Applicant</i> field, <i>Selected Licenses</i> area of a screen).  |
| <b><i>bold italic</i></b> | Represents characters that you must type exactly as they appear in the instructions. For example, if you are instructed to type <b><i>http://wtbwww26.fcc.gov</i></b> , you should type all of the characters shown in bold italic exactly as they are printed. |

## A. Quick-Start for FCC Auction 39

**Important:** Disable any screen saver software before performing the following procedure.

**Note:** The following procedure connects to the FCC Network through a 900 number telephone service. The first minute of connection time to the 900 number service is at no charge, but there is a charge of \$2.30 per minute for all subsequent connection time.

To establish a remote connection to the FCC Network, do the following:

1. Click the Windows 95/98 **Start** button.
2. Click the **Programs** option.
3. On the Programs menu, click the **FCC Remote Bidding Software** option.
4. Click **Auction 39 Dial-Up Connection**.

The system checks to ensure that your computer has all components necessary to establish a dial-up connection. If a required component is missing, the system invokes Windows to help you set up the component.

5. When the system has verified that all necessary components are present, a dialog appears with instructions on how to establish the dial-up connection. Read these instructions, then click the **OK** button.
6. When the dial-up connection window appears, click **Connect** to connect to the FCC Network.

Note that the system has also placed an icon labeled **Auction 39 Dial-Up Connection** on your desktop. To establish a dial-up connection in the future, you can double-click this icon instead of performing the preceding steps.

## B. Quick-Start for Mock Auction

**Important:** Disable any screen saver software before performing the following procedure.

To establish a remote connection to the FCC Network, do the following:

1. Click the Windows 95/98 **Start** button.

2. Click the **Programs** option.
3. On the Programs menu, click the **FCC Remote Bidding Software** option.
4. Click **Mock 39 Dial-Up Connection**.

The system checks to ensure that your computer has all components necessary to establish a dial-up connection. If a required component is missing, the system invokes Windows to help you set up the component.

5. When the system has verified that all necessary components are present, a dialog appears with instructions on how to establish the dial-up connection. Read these instructions, then click the **OK** button.
6. When the dial-up connection window appears, click **Connect** to connect to the FCC Network.

Note that the system has also placed an icon labeled **Mock 39 Dial-Up Connection** on your desktop. To establish a dial-up connection in the future, you can double-click this icon instead of performing the preceding steps.

### C. If You Have Trouble Establishing the Connection

If you are have trouble making the connection, two things may have to be changed:

- The connection automatically precedes the phone number that is to be dialed with 9. If you need a digit other than 9 to reach an outside line, or no digit is needed, you will have to change the settings in the connection.

To make this change, double-click the connection icon, then click **Dial Properties**. You will see that 9 precedes the phone numbers on all calls, both local and long-distance. Change this digit to what you need to get an outside line, or delete the 9, if appropriate. Click **Apply** and then **OK**.

- The connection is set up for a standard 56K modem. If you are using some other kind of modem, you must change this setting.

To access dial-up networking:

1. Click the Windows 95/98 **Start** button.
2. Click the **Programs** option.

3. On the Programs menu, click the **Accessories** option.
4. In Windows 95, click **Dial-Up Networking**. In Windows 98, click **Communications**, then **Dial-Up Networking**.
5. When you see the icon for dial-up networking that was created for you, right-click it and select **Properties**.

You will be in the General tab and you will see the standard default modem selected.

6. Select your modem from the drop-down menu and then click **OK**.

#### **D. Complete Method for Connecting to the FCC Network**

This section describes how to configure both the FCC Mock Bidding Software and the FCC Remote Bidding Software for dial-up networking. Then it describes how to use the configured software to establish a connection to the FCC Network.

##### **1. Configuring Dial-Up Networking**

**Important:** Disable any screen saver software before performing the following procedure.

1. To start dial-up networking:
  - a. Click the Windows 95/98 **Start** button.
  - b. Click the **Programs** option to display the Programs menu.
  - c. Click the **Accessories** option to display the Accessories menu.
  - d. In Windows 95, click **Dial-Up Networking**.  
In Windows 98, click **Communications**, then **Dial-Up Networking**.

If Dial-Up Networking is not an option on your Accessories menu, you should install it from your Windows 95/98 CD or diskettes.

2. When the Dial-Up Networking window appears, double-click the **Make New Connection** icon.

The Make New Connection window appears.

3. If you are connecting to the FCC Network during the Mock Auction, type **FCC Auctions 877#** in the field titled *Type a name for the computer you are dialing*.

If you are connecting to test your connection on the 900# that will be used during Auction 39, type **FCC Auctions 900#** in the field titled *Type a name for the computer you are dialing*.

**Note:** If you connect to the FCC's 900# telephone service, there is a charge of \$2.30 per minute. The first minute of connection time to the 900 number service is at no charge.

4. In Windows 95, click the down arrow at the right of the *Select a modem* field and select your modem from the menu of available modems.

In Windows 98, click the down arrow at the right of the *Select a device* field and select your modem from the menu of available devices.

If your modem does not appear on this list, you must install your modem driver according to the modem manufacturer installation procedures, which are usually described in your modem's user manual.

5. Click the **Next** button.

6. If you are connecting to the FCC Network during the Mock Auction, type **877** and **844-2788** in the *Area Code* and *Telephone Number* fields, respectively.

If you wish to test your connection on the 900# that will be used during Auction 39, type **900** and **555-5554** in the *Area Code* and *Telephone Number* fields, respectively.

7. Verify that the correct country is selected in the *Country code* field.

If necessary, click the down arrow at the right of the *Country code* field and select the appropriate country from the menu of available countries.

8. Click the **Next** button.

9. Click the **Finish** button.

An icon labeled either *FCC Auctions 877#* or *FCC Auctions 900#* appears in the Dial-Up Networking window.

10. Verify that properties are configured correctly before attempting a dial-up session. Put the mouse pointer on the FCC Auctions icon that you wish to configure and click the **right** mouse button to display a menu. Click **Properties** from the menu.

11. Click the **Configure** button. Click the **Options** tab at the top of the Properties window.
12. In the *Connection control* area of the Options tab, verify that *neither* option is selected. If either option is selected, click the check box at the left of the option to deselect it. Then click **OK**.
13. In Windows 95, click the **Server Type...** button.  
  
In Windows 98, click the **Server Types** tab at the top of the Properties window.
14. In the *Advanced Options* area, verify that only *Enable software compression* is selected.  
  
If it is not selected, click the check box at the left of the option to select it. If either of the other options is selected, click the check box to deselect it.
15. In the *Allowed Network Protocols* area, verify that only *TCP/IP* is selected.  
  
If it is not selected, click the check box at the left of the option to select it. If either of the other options is selected, click the check box to deselect it.
16. Click the **TCP/IP Settings** button and select *Specify name server addresses*.
17. Type **165.135.79.95** as the Primary DNS and **165.135.241.149** as the Secondary DNS.
18. At the bottom of the TCP/IP Settings window, ensure that *Use IP Header Compression* and *Use Default Gateway* on the Remote Network options are selected.
19. Click **OK** on the TCP/IP Settings window and the Server Type window.
20.
  - a. Click the Windows 95/98 *Start* button, then click the **Settings** option to display the Settings menu.
  - b. Click **Control Panel** and then double-click the **Network** icon.
  - c. Highlight the *TCP/IP Protocol* and click **Properties**. If there are multiple TCP/IP protocols, highlight *TCP/IP --> Dial-Up Adapter* and click **Properties**.
  - d. Click the **DNS Configuration** tab.
  - e. Type **bidder** in the *Host* box and type **fcc.gov** in the *Domain* box.

**Note:** You are limited to three DNS entries. If you already have three DNS entries, you must delete two of them before performing the next two steps. To do this, click the first entry you want to delete and click the **Remove** button. Then click the second entry you want to delete and click the **Remove** button again.

- f. Type **165.135.79.95** in the DNS Server Search Order box and click the **Add** button.
- g. Type **165.135.241.149** in the DNS Server Search Order box and click **Add** again.
- h. Click **OK** on the TCP/IP Properties windows, then click **OK** on the Network windows.

If you are prompted to restart your computer, click **Yes** to restart, then begin the Dial-Up Procedure.

## 2. Dial-Up Procedure

1. If the Dial-Up Networking window is not currently open, do the following:
  - a. Click the Windows 95/98 **Start** button.
  - b. Click the **Programs** option to display the Programs menu.
  - c. Click the **Accessories** option to display the Accessories menu.
  - d. In Windows 95, click **Dial-Up Networking**.  
In Windows 98, click **Communications**, then **Dial-Up Networking**.

The Dial-Up Networking window appears.

2. In the Dial-Up Networking window:

Double-click the **FCC Auctions 877#** icon if you wish to connect to the FCC Network during the Mock Auction.

Double-click on the **FCC Auctions 900#** icon if you wish to test your connection to the 900# that will be used during Auction 39.

**Note:** If you connect to the FCC's 900 number telephone service, there is a charge of \$2.30 per minute. The first minute of connection time to the 900 number service is at no charge.

3. Click the **Connect** button on the window. *Do not enter User name or Password.*

The Connection window appears, indicating the status of your connection as your modem dials into the system. This window must remain running during your dial-up session. You may minimize the window, if you wish.

If your modem fails to establish a connection, please see the *Troubleshooting* section below.

4. Once the connection is established, double-click the **Auction 39 Mock Auction Software** or **Auction 39 Bidding Software** icon.

When you have finished, exit the mock or auction software, then click the **Disconnect** button on the Connection window to end your dial-up session.

### **E. Removing the Dial-Up Networking Service**

Once you have finished using the dial-up networking service, you can remove it from your computer, as follows:

Click the Windows 95/98 **Start** button, then click the **Settings** option to display the Settings menu.

1. Click **Control Panel** and then double-click the **Network** icon.
2. Highlight the *TCP/IP Protocol* and click **Properties**. If there are multiple TCP/IP protocols, highlight *TCP/IP --> Dial-Up Adapter* and click **Properties**.

In a Windows 98 environment, a confirmation dialog appears. Read the information on the dialog, then click the **OK** button.

3. Click the **DNS Configuration** tab.
4. Click the DNS Server Search Order box containing **165.135.79.95** to select it, then click the **Remove** button.
5. Similarly, click the DNS Server Search Order box containing **165.135.241.149** to select it, then click the **Remove** button.
6. Click **OK** on the TCP/IP Properties windows, then click **OK** on the Network windows.
7. If you are prompted to restart your computer, click **Yes** to restart.
8. Remove the **FCC Auctions 877#** icon from your desktop. That is, click the icon with your *right* mouse button and then click the **Delete** option in the pull-down menu.

### **F. Troubleshooting**

Following are problems you may encounter and possible solutions for resolving or isolating them.

### **1. Modem does not respond**

1. Confirm that all physical connections for the modem are present.
2. Confirm that the phone line is active by connecting it to a telephone and checking for a dial tone.
3. If you are dialing the 900 number service, check for a 900 number telephone block. If the volume settings are low, the modem may be dialing but not connecting. Check for this by trying to connect to the 877 number, or by dialing the 900 number on that line using a telephone.
4. Confirm that the correct modem driver is installed for your modem.

### **2. Modem dials but does not connect**

1. If you are dialing the 900 number service, check for a 900 number telephone block. Check for this by dialing the 877 number to see if you connect, or by dialing the 900 number on that line using a telephone.
2. Confirm that the number the modem is dialing is correct.
3. Confirm that the modem prefix, if any, is correct.

### **3. Modem dials and connects, but nothing appears when you enter the Location in the Web browser**

1. Verify the Dial-Up Networking settings specified in the *Configuring Dial-Up Networking* section.
2. Confirm that your Web browser is not using proxies.
  - a) On your browser, click the **Preferences** option in the Edit menu.
  - b) In the Category area at the left, double-click **Advanced**.
  - c) Click the Advanced structure's **Proxies** option.
  - d) Click the radio button labeled **Direct connection to the Internet**.
  - e) Click the **OK** button at the bottom of the window.

#### **4. Receive a Null Object Reference error when starting the bidding software**

Confirm that your dial-up networking and DNS configurations are correct.

#### **5. Receive an Internal Server error in the Web browser**

1. Confirm that the *Location* is correct.
2. Confirm that *Java* and JavaScript are enabled in your Web browser, and confirm that *Cookies* is set to Accept All.

### **G. Help**

For technical assistance with installing or using FCC software, contact the FCC Technical Support Hotline at (202) 414-1250 (V) or (202) 414-1255 (TTY). The FCC Technical Support Hotline is generally available Monday through Friday from 7 a.m. to 10 p.m. ET, Saturday from 8 a.m. to 7 p.m. ET, and Sunday from 12 noon to 6 p.m. ET. *All calls to the FCC Technical Support Hotline are recorded.*