

## **DIAL UP ERRORS**

### **ERROR 618 : THE PORT IS NOT OPEN.**

Reboot by pressing Ctrl Alt Delete together.  
Make sure that no other programs are using your modem.  
Ctrl-Alt-Delete, if you see RNAAPP loaded, end task on it

### **ERROR 629 : THE PORT WAS DISCONNECTED BY THE REMOTE MACHINE.**

Verify user name and password.  
Check the dialer settings, if ipx/spx is checked and not tcp/ip this would be the cause.  
In any case the only two things that should be checked are Enable Software Compression and TCP/IP. Logon to Network must not be checked.  
Make sure that the Microsoft VPN Adapter is not selected under connect using.  
Recreate the dialer.  
Windows NT? In the Security Tab in Phonebook, make sure that "accept any authentication including clear text" is checked.  
Check the Network Control Panel settings.  
Reboot the computer  
Modem drivers? Make sure you have the correct and most up to date modem drivers, remove and reinstall modem.  
Try disconnecting any phones, caller ID boxes, answering machines, line splitters from line. Plug modem directly into the line. Try using a different phone cord between modem and phone socket. Check for line noise.

### **ERROR 630 : THE PORT WAS DISCONNECTED DUE TO HARDWARE FAILURE.**

If it is a laptop try Plugging the PCMCIA Card into a different slot.  
Is correct modem selected in the connection? Is the correct and most recent modem driver installed.  
Try rebooting the computer.  
Does the modem respond to diagnostics? If not, uninstall and reinstall it.  
If so, by looking at the Ati"s does it look like the correct modem is setup?  
Try uninstalling and reinstalling the modem anyways.  
Try an init string. Lower the fifo buffers. Is it a NON-winmodem? If so, check required to connect under error control.  
Update the modem drivers. Try init strings.  
Check into line noise.  
Refer to manufacturer.

### **ERROR 680 : THERE IS NO DIAL TONE.**

Make sure that the modem is installed and the phone line is running to the modem correctly and plugged in to the correct jack in the modem.  
Is the dialer pointing to the correct modem?  
Make sure that no other programs are using your modem.  
Ctrl-Alt-Delete, if you see RNAAPP loaded, then close it and restart.  
Try uninstalling and reinstalling the modem. Make sure that they can hear a dial tone through the modem (with a handset). Could be a modem problem.  
If you don't hear a dial tone it could also be a line, jack, or general TSTT problem.

**ERROR 691 - ACCESS DENIED BECAUSE USERNAME AND/OR PASSWORD IS INVALID ON THE DOMAIN.**

With all Windows versions - This error can occur if you use a bad username or password; remember in most instances the password is case- sensitive - you will not see the password, so if CAPS LOCK is not the way you expect it, you may have a problem with upper/lower-case. It may also occur if there is a problem with your service provider's access equipment, or on a 'bad' connection where the modem is retraining. Can also occur with incorrect connection settings.

If you get this error the on a new account - you may not be using the correct username and/or password. Verify with your provider exactly what you need for username, and your password.

If this error persists, your account may have been suspended by the usage monitor or held by the billing department for non payment. A good way to figure this out, is that WOW usually holds accounts for non payment between the 15-17 of the month. Usually accounts are suspended by the usage monitor around the end of the month.

This error may also occur even if you have entered the correct username and password if your Windows networking settings are incorrect. Make sure that 'Log on to Network' is not checked in your DNS connectoid. Connection dialog box.

**ERROR 718 : PPP TIMEOUT.**

Reboot the machine, verify your Username and Password, and try again. Check for realms, if in NT make sure you have nothing under domain, accept any authentication including clear text is checked, and try unchecking Enable PPP LCP extensions. Make sure logon to network isn't checked.

Have ISP reset the password.

Recreate connection.

Uninstall and reinstall of connection, network, and dialup networking

This can sometimes also be a communications problem caused by heavy line noise or modem problems. Try updating the modem drivers, inits, commas, etc...and have a line noise test performed.