Tech Info Library

MacTCP: That pesky MacTCP is acting up again Message (7/96)

```
Revised:        7/29/96
Security:       Everyone
```

MacTCP: "That pesky MacTCP is acting up again" Message (7/96)

==

Article Created: 29 July 1996

TOPIC ---

I am trying to launch Netscape or any TCP/IP application on my computer and I
get this message, "That pesky MacTCP is acting up again." What does this mean?

DISCUSSION --

What does "That pesky MacTCP is acting up again." Message Mean?
==

• The PPP/SLIP software is not successfully connecting to your Internet
  Service Provider (ISP).

  The PPP extension and ConfigPPP control panel have to be installed, or
  the appropriate SLIP software. You need to verify that a modem
  connection is made to your ISP before launching a TCP/IP application.
  You should launch ConfigPPP or ConfigSLIP and dial out through that
  software.
  - Confirmation messages from the connection software will show when a
    successful connection is made,
  - Or error messages will indicate what is wrong.

• The MacTCP or TCP/IP control panel is not configured correctly.

  See the "Correct MacTCP or TCP/IP Configuration Setup" section below for
  more information

• The MacIP server is down or does not have an available IP address.

  You should select a different zone that also has a MacIP server on the
  network. This is selected under the EtherTalk or LocalTalk icon's pop-up
  menu in the MacTCP control panel.

• The Internet Gateway or Router is down or the address is entered

   incorrectly (this usually applies in manual IP configurations).

   You have to ask your network administrator for a list of valid Internet
   Gateway or Router IP addresses.

• The MacTCP or TCP/IP files are corrupt.

   If you are using MacTCP, throw the MacTCP control panel, MacTCP DNR, and
   MacTCP Prep files into the trash.
   - Reinstall MacTCP with a custom installation from the Mac OS 7.5
     installer, or drag-copy from previous system versions. You will have
     to enter all necessary information in the control panel.

   If you are using Open Transport and TCP/IP, throw the TCP/IP control
   panel and TCP/IP Preference files into the trash.
   - Reinstall the TCP/IP control panel with a custom installation from the
     Mac OS 7.5.2 or higher installer. Once at the Custom Install choices,
     extend Networking, extend Open Transport, and choose TCP/IP. You will
     have to enter all necessary information in the control panel.

Correct MacTCP or TCP/IP Configuration Setup
===

MacPPP or FreePPP connection

Classic AppleTalk
 1) Open the MacTCP control panel
 2) Highlight the PPP icon and click More
 3) In the More section, Obtain Address: Server
 4) In the More section, Select the correct IP Address Class: the ISP will
    provide this info.
 5) In the More section, Fill in the Domain Name Server Information: the
    ISP will provide this info.

Open Transport in Basic User Mode
 1) Open the TCP/IP control panel
 2) Choose Connect via: MacPPP
 3) Choose Configure via: Using PPP Server
 4) Fill in the Name Server address and domain names: the ISP will provide
    this info.

 NOTE: When connected to the ISP, the PPP server will fill in the blanks
 in this TCP/IP control panel

MacSLIP or other SLIP software connection

The procedures are the same as for MacPPP or FreePPP.

MacIP Server connection

Classic AppleTalk
 1) Open the MacTCP control panel

  2) Select EtherTalk (on an Ethernet network) or LocalTalk (on a LocalTalk
     network or ARA (Apple Remote Access) connection) icon.
  3) From the pop up menu below the correct icon, select the zone that has
     a MacIP server, the network administrator will provide this
     information.

Open Transport in Basic User Mode
 1) Open the TCP/IP control panel
 2) Select Connect via: AppleTalk (MacIP)
 3) Select Configure via:
    a) Using MacIP Server, when using server assigned address
      - Select MacIP Server Zone: the network administrator will provide
        this information.
      - Enter Search domains: the network administrator will provide this
        information.
    b) Using MacIP Manually - when using manually assigned address that
      the server manages Select MacIP Server Zone: the Net Admin will
      provide this info. The Net Admin will provide and the customer will
      enter: IP Address, Router address, Name server addr., and Search
      domains.

Manual IP Address connection

Classic AppleTalk
 1) Open the MacTCP control panel
 2) Select the Ethernet icon.
 3) In the More section, Obtain Address: Manually.
 4) In the More section, The Net Admin will provide and the customer will
    enter: Gateway Address, IP Address Class (A, B, or C), Subnet Mask,
    and Domain Name Server(s)
 5) Okay out of this window.
 6) In the MacTCP window, type in the assigned IP address in its box.

Open Transport in Basic User Mode
 1) Open the TCP/IP control panel
 2) Select Connect via: Ethernet
 3) Select Configure via: Manually
 4) The Net Admin will provide and the customer will enter: IP Address,
    Subnet Mask, Router Address, Name Server addr:, and Search Domains.

For more information on connecting with Open Transport 1.1 and PPP or SLIP
software, refer to the Technical Information Library article, "Open Transport
1.1 Read Me" for version numbers, and where to obtain the software.

Copyright 1996, Apple Computer, Inc.

Tech Info Library Article Number:20223