

Troubleshooting Windows 2000: Using Microsoft's Passport and Microsoft Web Response

General Conventions

- All text highlighted in bold refers to menu selections. Examples would be **File** and **Analysis**.
- **ALL TEXT IN THIS FONT REFERS TO SPECIAL KEYS AND KEY SEQUENCES YOU WILL TYPE ON THE KEYBOARD.** Examples are, "Press the **ENTER** key" and "Type **CTRL-C**."
- *All text in this font refers to text you will see on the computer screen. This applies to all text except menu selections.*
- All text in this font refers to text you will type into the program.
- All text in this **FONT** is DOS or UNIX commands. An example is the **FORMAT** command.
- All text in this **FONT** is cell addresses for the Excel program. An example would be, "Click on cell **A8**."
- **F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12** refer to the function keys on your keyboard.
- The word "select" means "Click the left mouse button on."

Keyboard Conventions

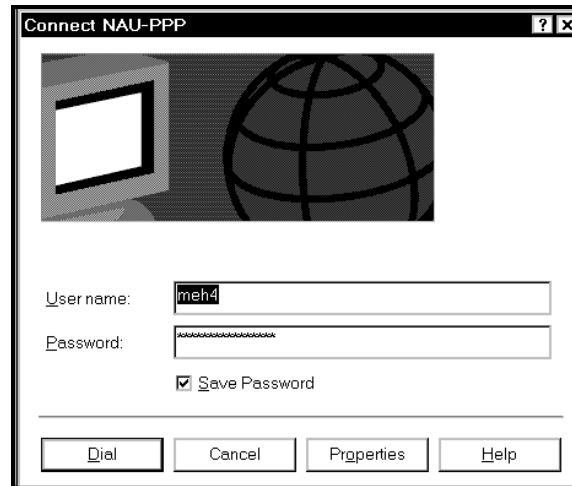
Throughout the manual many keyboard sequences are given as shortcuts for making menu selections. The explanations of these sequences will be given later. It is important to know the conventions used to specify the sequences.

- Many control key sequences will be specified. For example, **CTRL-R** means to hold down the Control key and press the R key simultaneously. **CTRL-A** means to hold down the Control key and press the A key simultaneously. Not all keyboards are the same. Some keyboards may have a key labeled "Ctrl" rather than "Control."
- The keyboard sequence **ALT-ESC** in Microsoft® Windows® is used to toggle the active window. **ALT-ESC** means to hold down the **ALT** key and press the **ESC** key simultaneously.

A. Troubleshooting Windows 2000

1. Using Microsoft Passport and Microsoft Web Response

In this section we will attempt to resolve a problem that occurred on my system when I upgraded from the beta version of Windows 2000 to the production version. When I try to connect to the web, my dial up connection does not remember my password:



This is my dial-up connection that uses PPP and establishes all communication for my computer. When I was using the beta version of Windows 2000, the dialog box would remember my password and it could connect automatically. When I upgraded to the production version, the password field always appears as shown above and it never saves my password. This is an inconvenience since I must now enter the password manually every time I need to connect to the web. Note that dial-up networking still works and I do have access to web based resources.

I have already tried the following steps to resolve the problem:

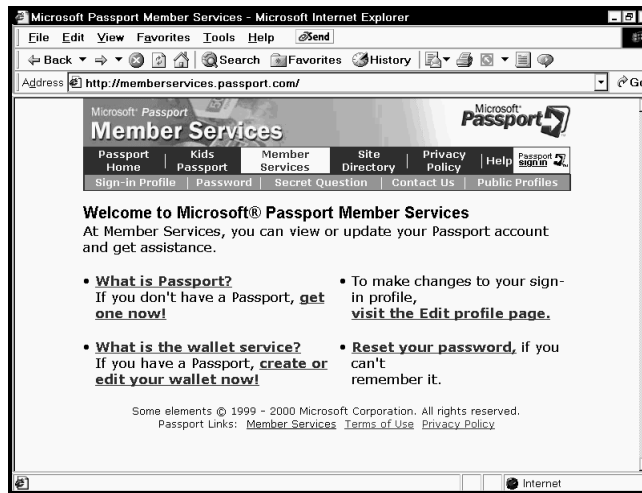
1. The Microsoft help facilities on my computer.
2. The Microsoft Knowledge base at the Microsoft web site.
3. The Microsoft Frequently Asked Questions list at the Microsoft web site.
4. The Microsoft Troubleshooters at the Microsoft web site.
5. Spoken with colleagues.

None of these resources gave us any information relating to dial-up networking and remembering a password. Here, we will use Microsoft Passport, a web resource that allows us to ask a question of a person at Microsoft. This requires three steps. (1) Signing up for a Passport account. (2) Submitting your question to Web Response. (3) Waiting for a response and viewing that response.

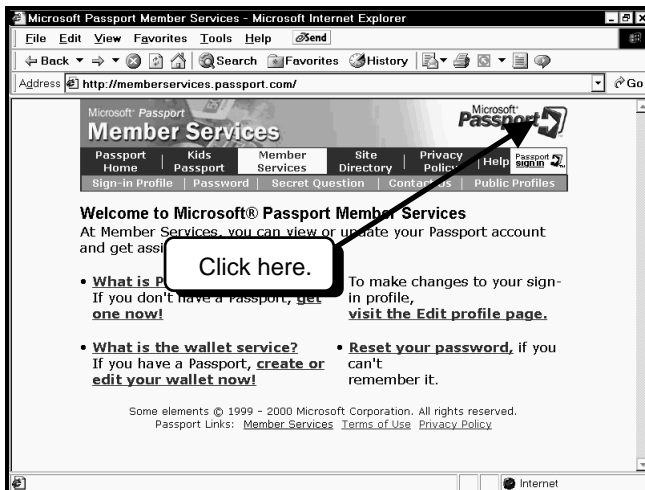
It is important to note that web sites change daily, and you should expect that the information displayed by your web browser may be different than those shown here. The support method shown here should still remain essentially the same. If your screens are a little different, you may need to explore a few links before you find screens similar to those shown here.

a) Creating a Passport Account

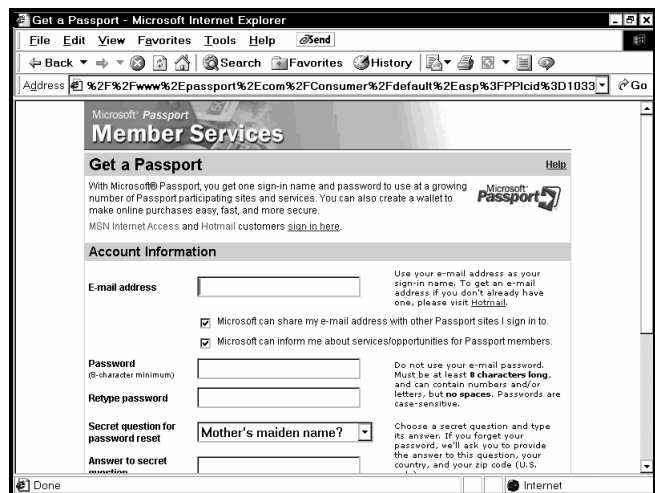
The first thing we must do is create a Passport account for ourselves. Open your browser and go to site <http://memberservices.passport.com>. If, at a later date, this address is not valid, go to www.Microsoft.com and search for "Passport."



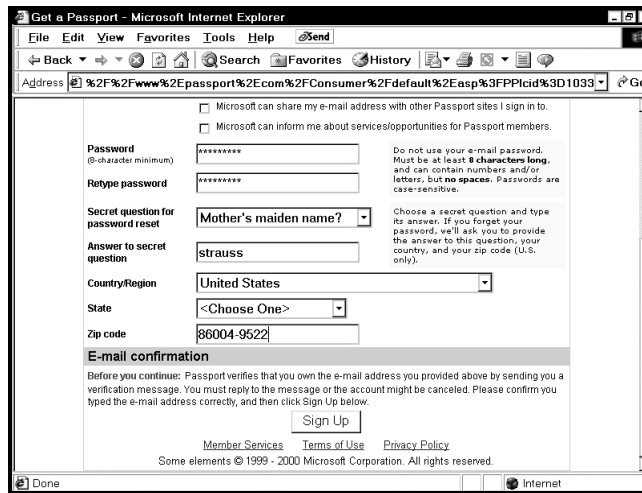
You can explore the links later to find out what other features Microsoft Passport offers. Click the Microsoft Passport graphic in the upper right corner of the window:



We will assume that you do not have a Passport account yet and we will apply for one here. Select the **Free Passport!** Link.



Fill out the form:

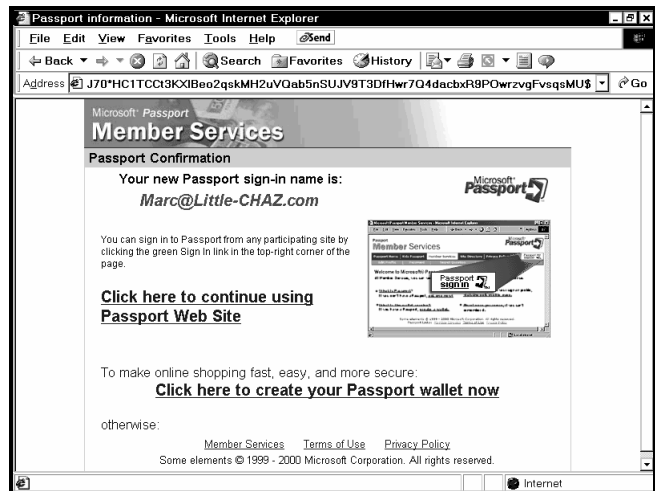


Passport will send a confirmation e-mail to the address we specified to guarantee that we own the e-mail address. To keep our Passport account, we will need to reply to the e-mail.

Click the **Sign Up** button:



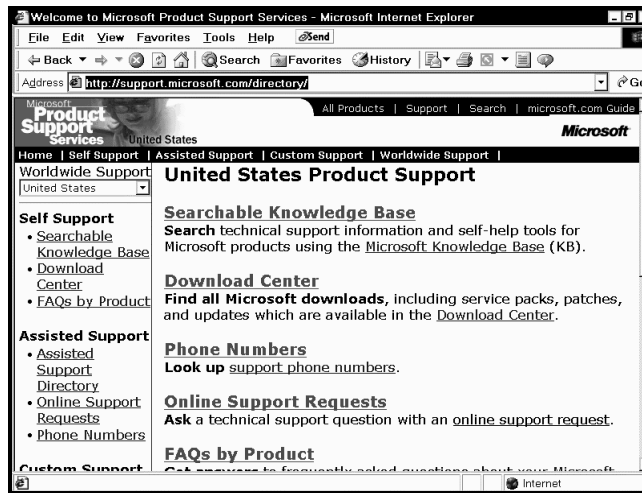
Fill in the form and click the **Sign Up** button again:



We can now use Passport.

b) Submitting a Question

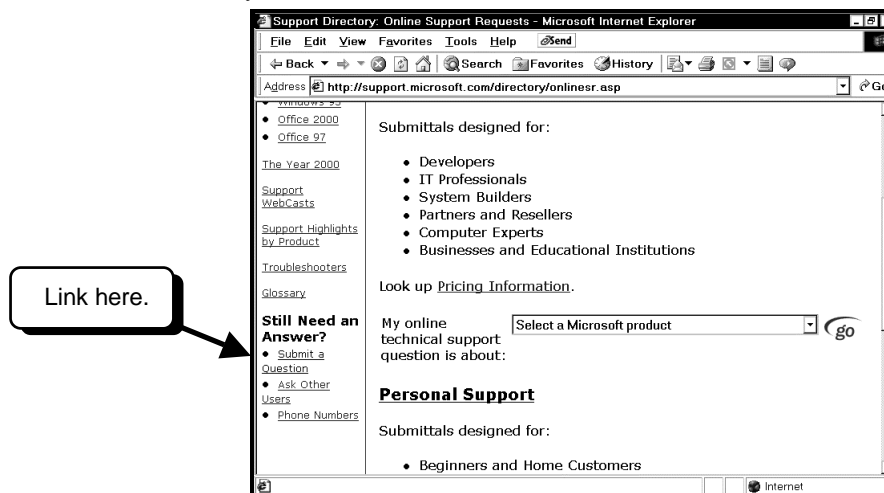
We will now submit a problem to Microsoft web based support that requires us to have a Microsoft Passport account. Open your browser and go to site <http://support.microsoft.com/directory/>



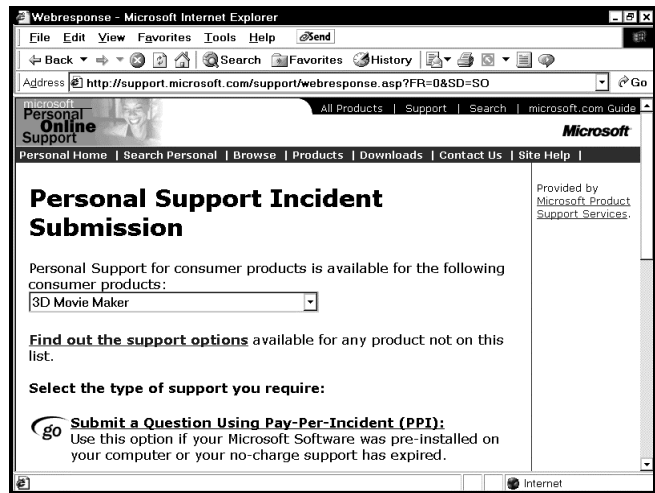
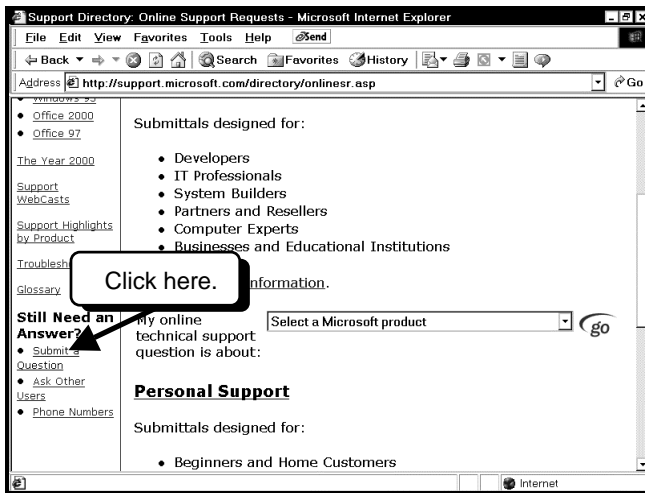
Select the **Online Support Requests** link:



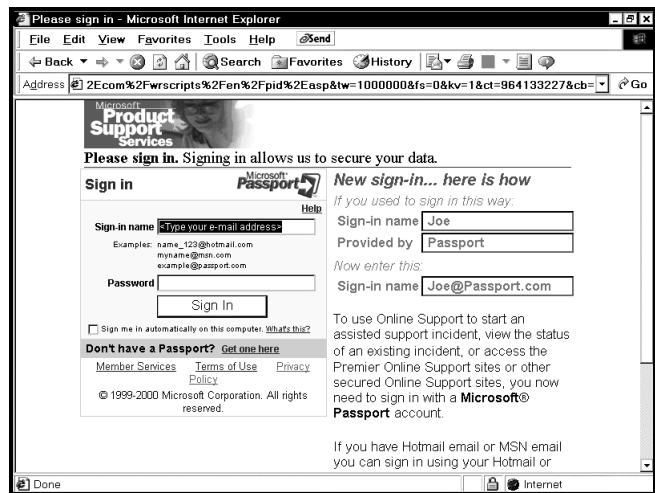
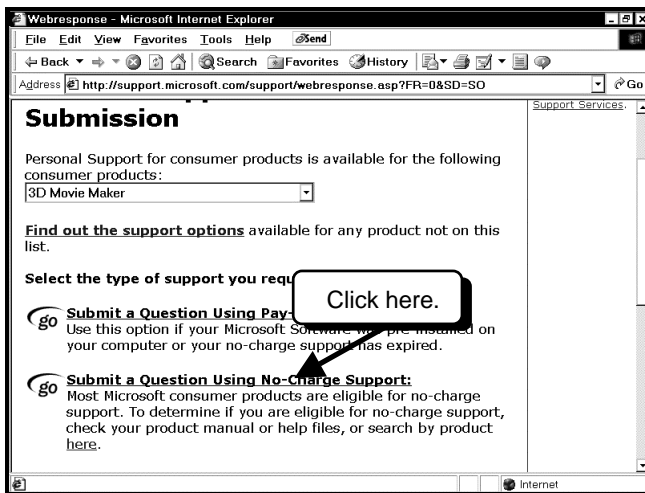
If you scroll down the window, you will see the link **Submit a Question** in the left border:



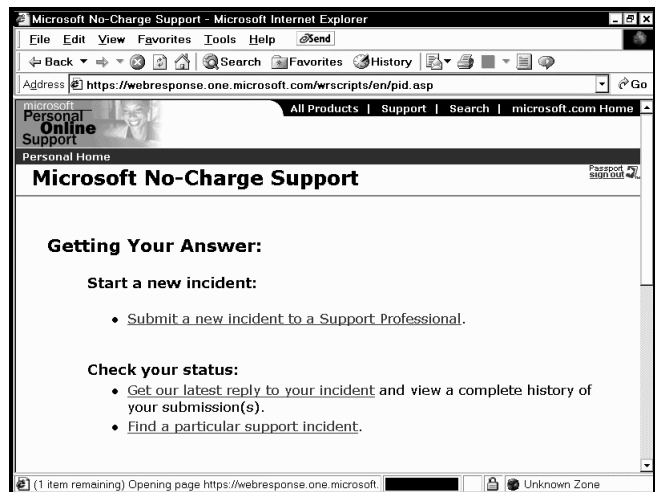
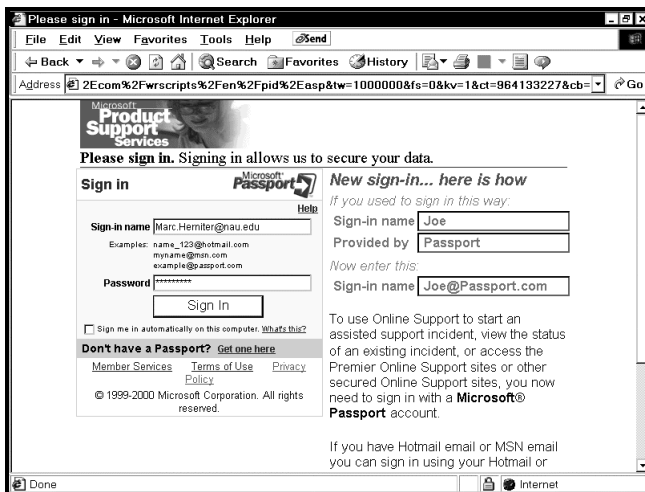
Select the link. If you do not see the **Submit a Question** link, select Windows 2000 in the pull-down list under Professional support. The next few screens will be different, after which your screens should match those shown here.



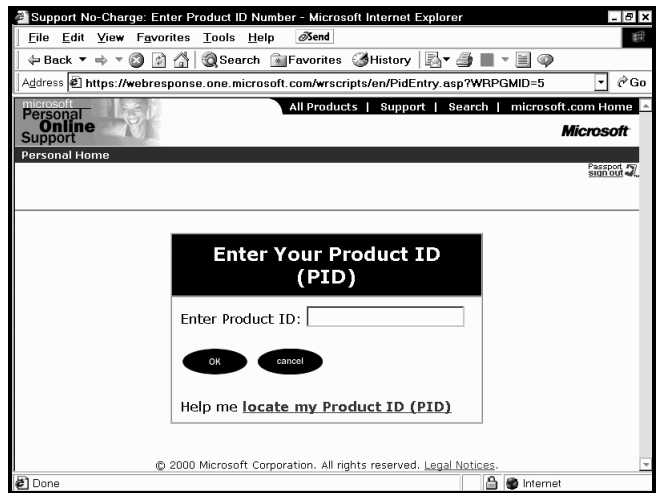
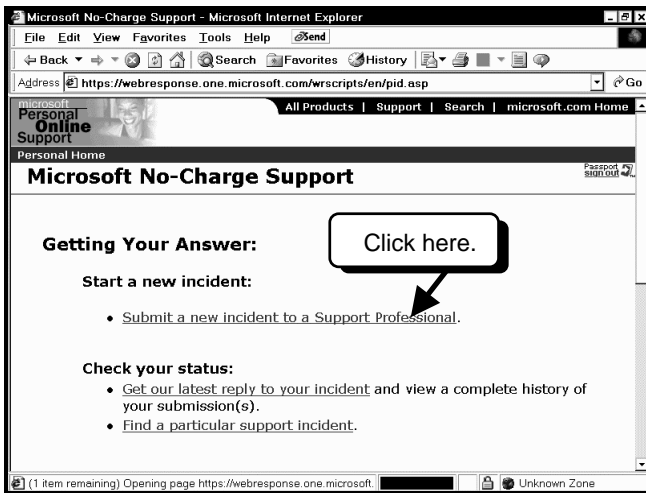
Locate the link ***Submit a Question Using No-Charge Support*** and select it:



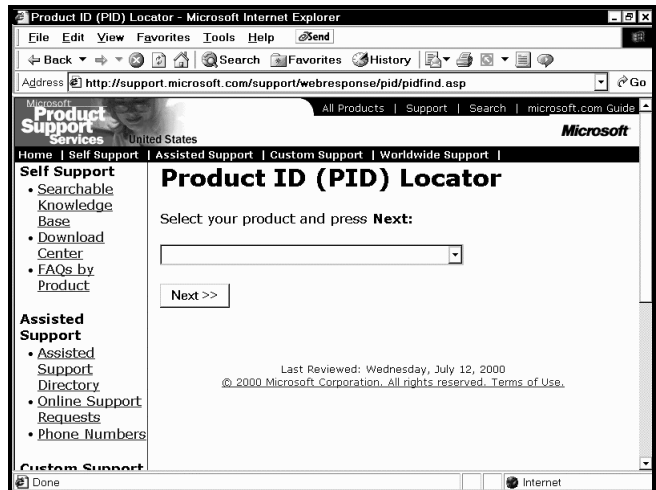
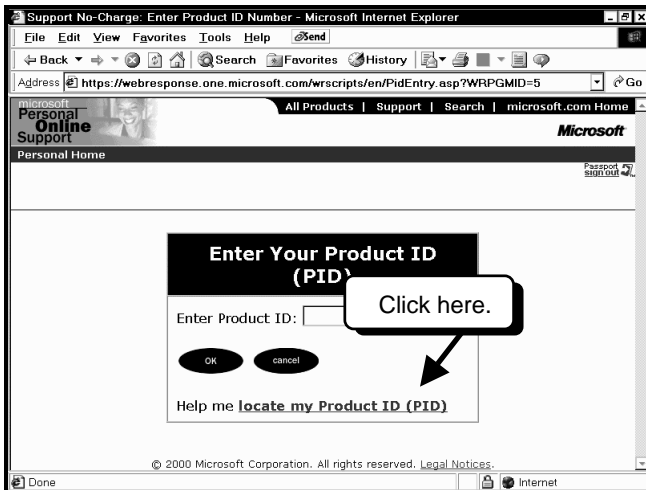
If you are already signed in to Microsoft Passport, you will not see the screen in the above right. I am not signed in so I will do so here:



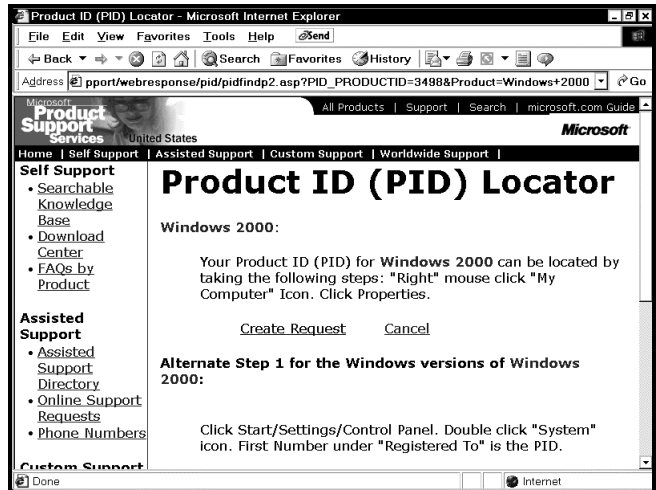
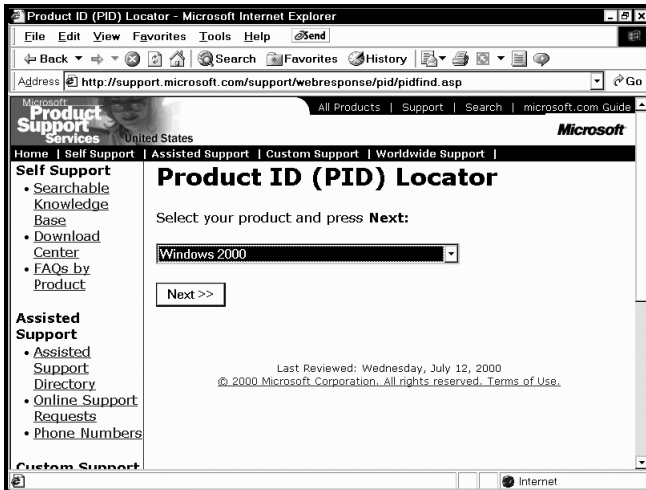
We would like to ask a new question, so select link ***Submit a new incident to a Support Professional***:



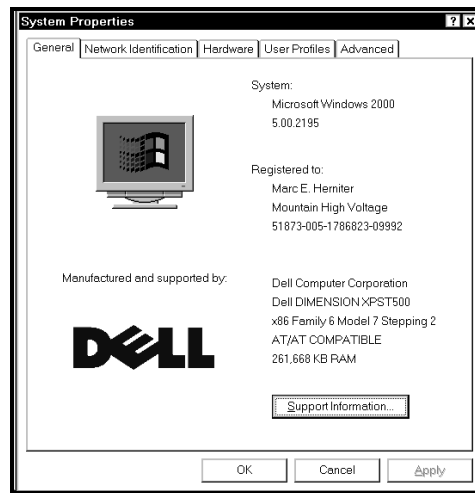
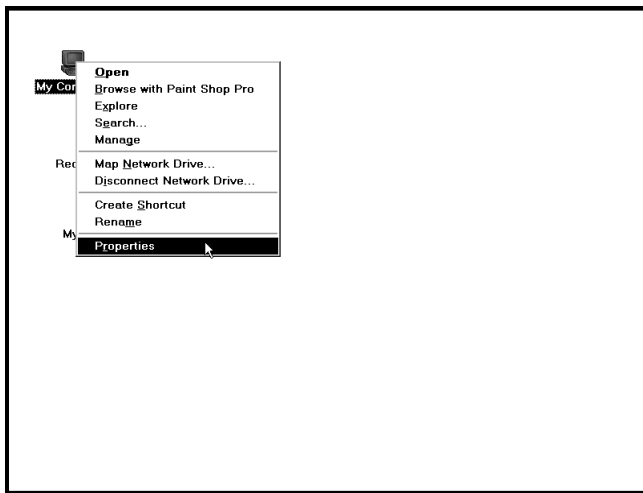
Our question is about dial-up networking so we need to find the Product ID for Windows 2000. I do not know how to find it so I will select the **locate my Product ID (PID)** link:



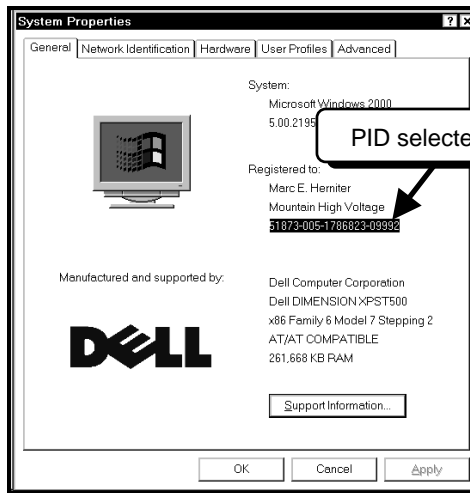
Select Windows 2000 from the pull-down list and click the **Next** button:



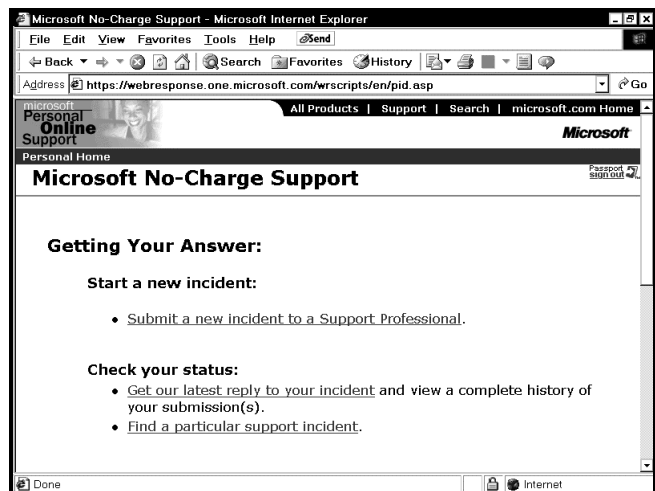
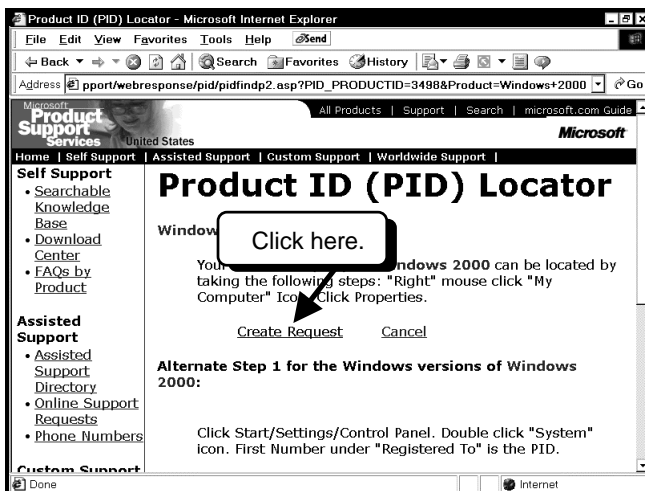
This screen tell us how to obtain the PID for Windows 2000. I will use the first method and click the **RIGHT** mouse button on the My Computer desktop icon and then select **Properties** from the menu:



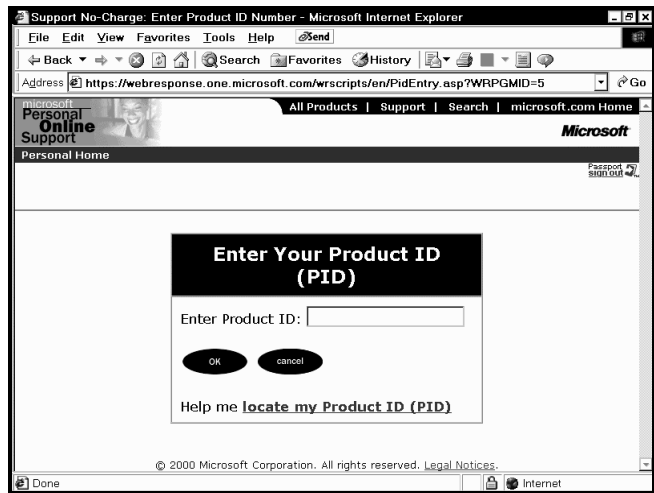
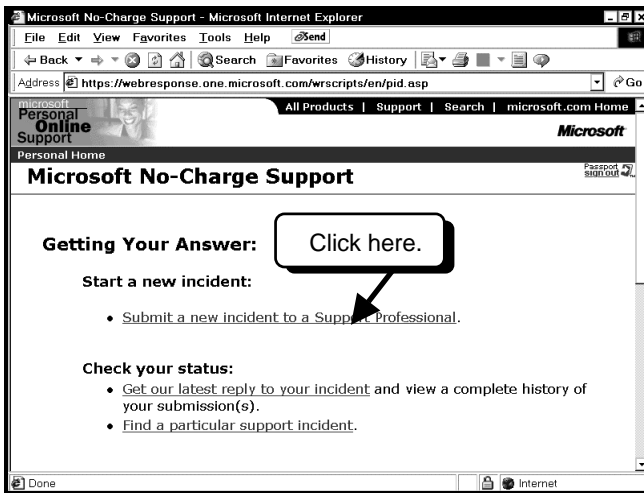
You can now select the PID and copy it by typing **CTRL-C**:



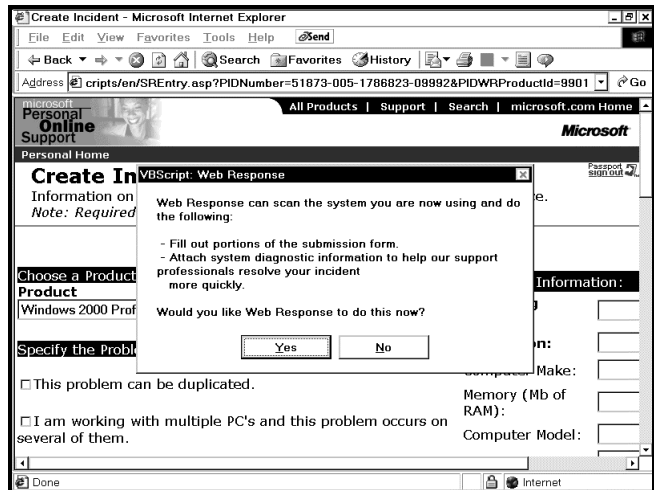
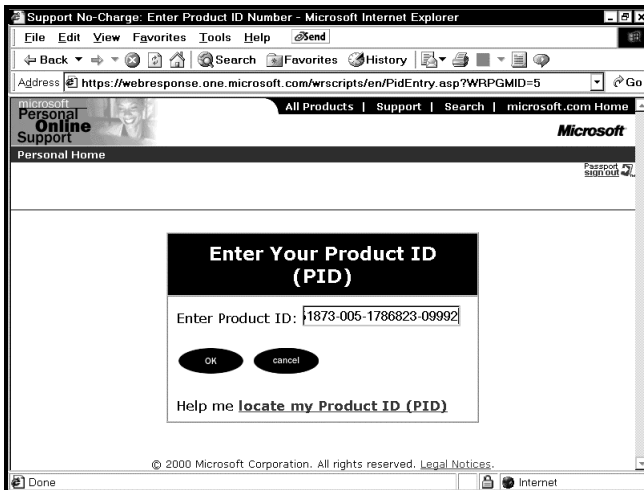
Switch back to your browser and select the **Create Request** link:



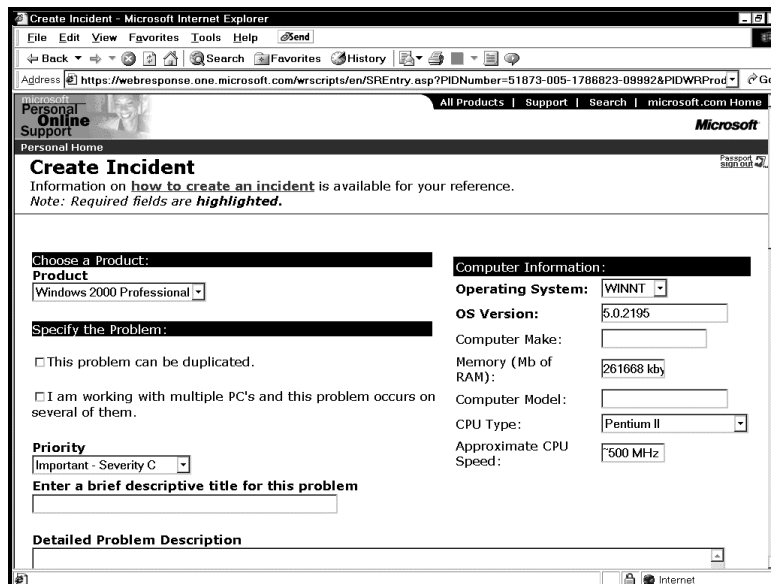
Select link **Submit a new incident to a Support Professional**:



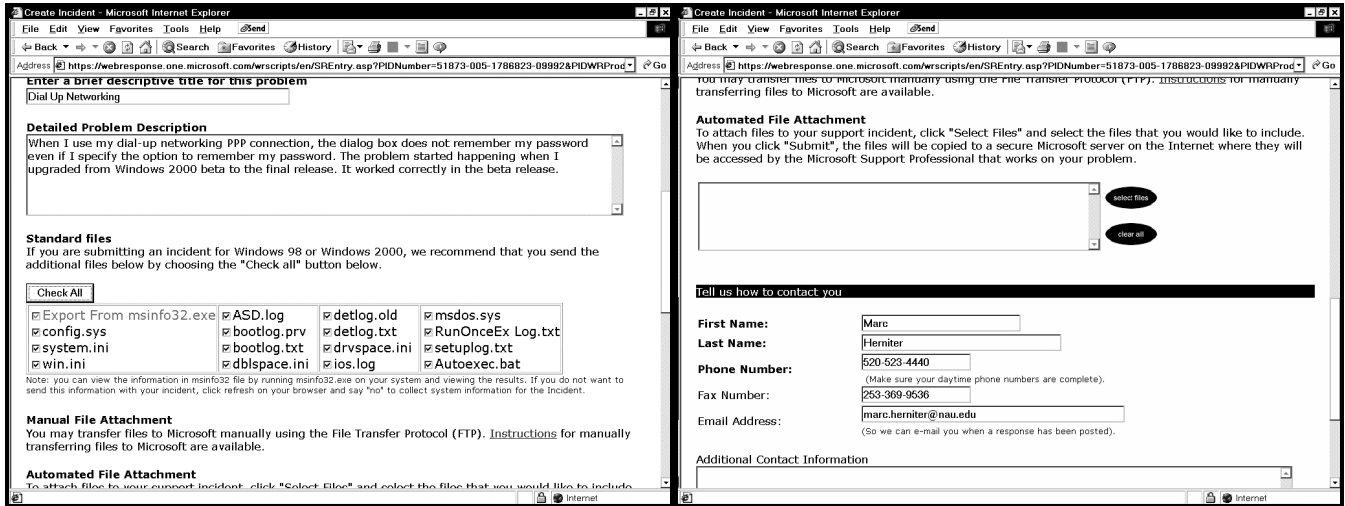
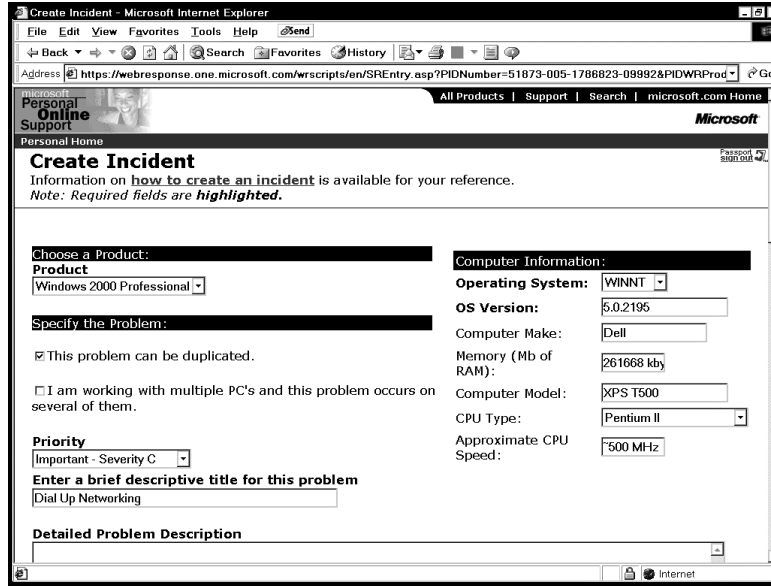
Place the cursor in the text field and type **CTRL-V** to paste the PID we copied into the field, and click the **OK** button to continue:



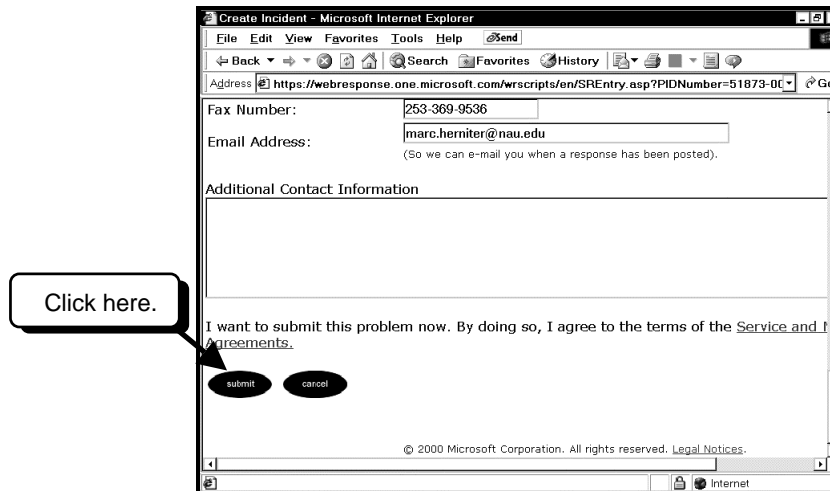
To save time, click the **Yes** button to allow Web Response to scan your system. This will save time by automatically entering responses for some of the fields in the form. If you choose yes, Web Response may need to download and install a few software components. I have already downloaded and installed the components from a previous session, so the download screens will not be shown here. Select the **Yes** button:



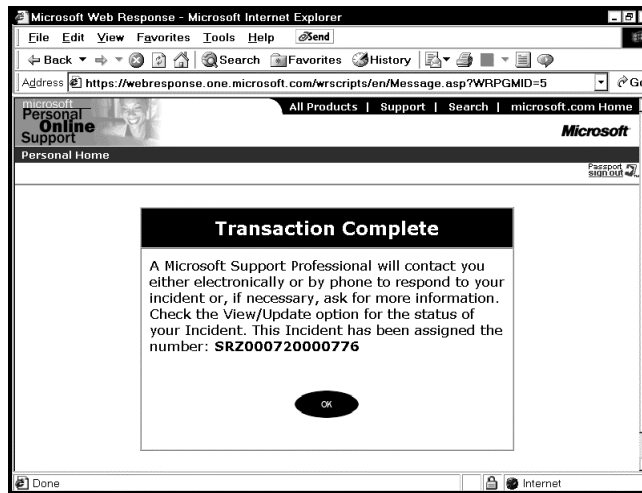
By selecting **Yes**, Web Response automatically filled in information about my computer. I will fill in the remainder of the form:



When you have entered all of the information and selected all of the files to attach, click the **Submit** button:



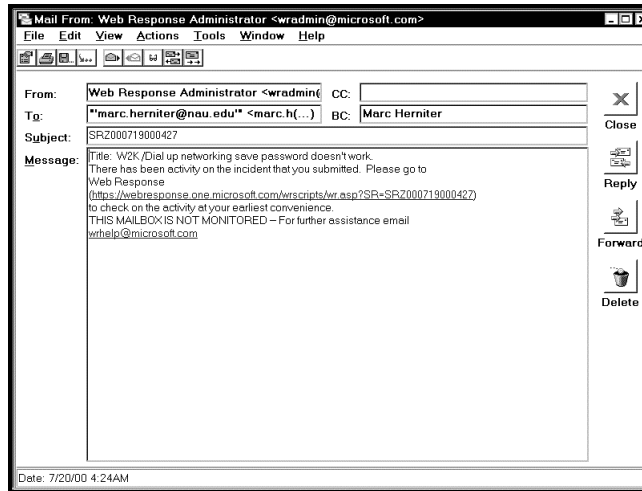
It takes a while for the web page to change because Web Response examines your system and transfers the files you attached to the request. After a few minutes we get the screen below:



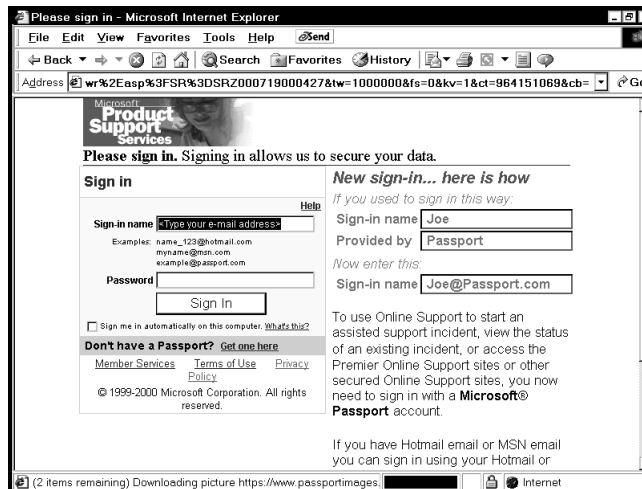
The request and supporting data files have been sent. We now must wait for a response.

c) Obtaining A Web Response

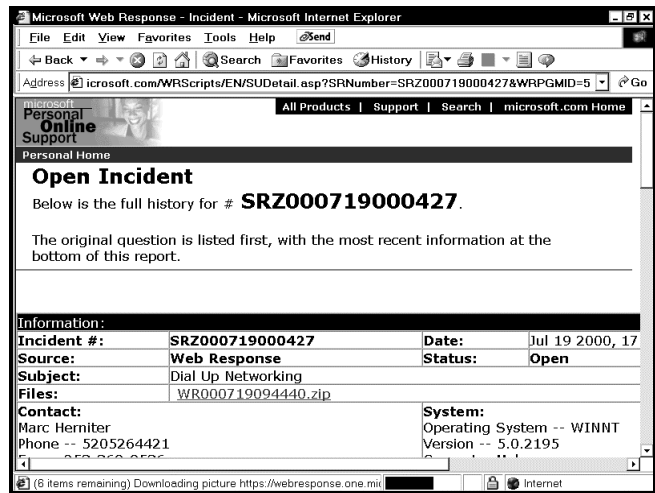
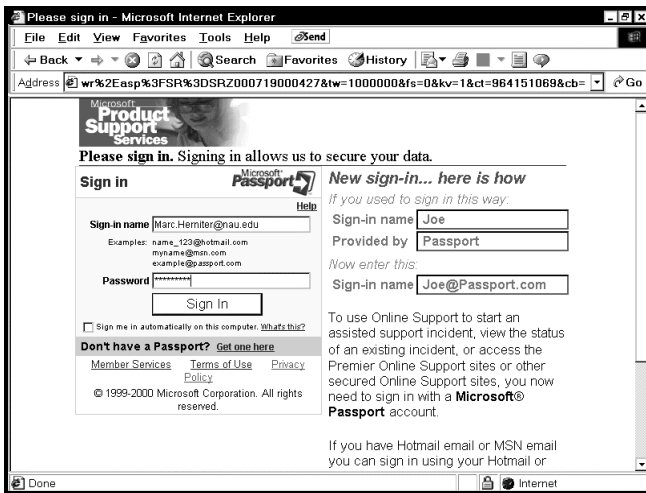
A little while later, we receive the e-mail response to our question:



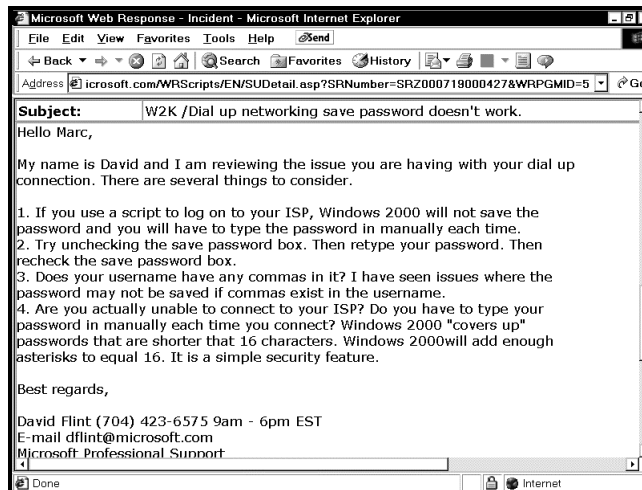
The e-mail says that we can go to the specified web address and view a response to our question. When we click on the address, we see the page below:



To view the result we must sign in to Microsoft Passport:



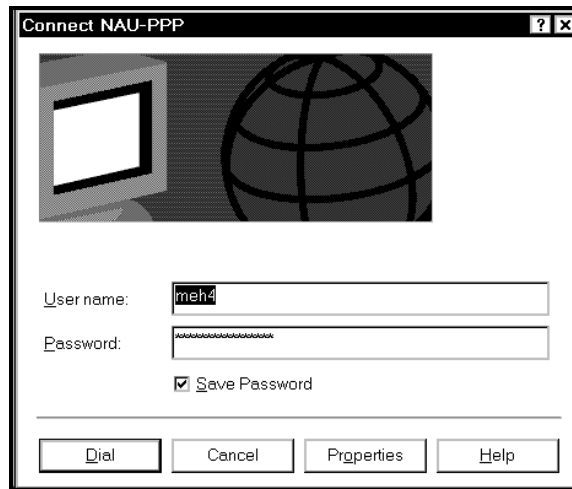
After signing in, the web response page is displayed. The top part of the page is a summary of my question. We will scroll down to see the answer:



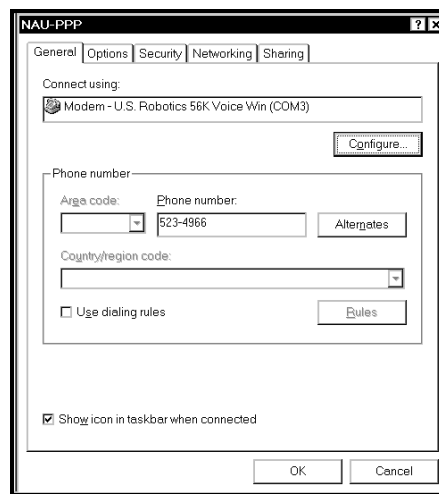
The first suggestion is the one that applies to my system. I use a script with my dial-up networking and the first suggestion says that a password will not be saved if you use a script. This is my problem.

A script is a text file that describes a conversation your computer has with the remote computer in order to log you in to the remote computer. The script is basically a text conversation where your computer sends a text command to the remote computer. Your computer then waits for a text response from the remote computer. When it receives an expected response, it then sends another text message and waits for a text response. A script contains several commands that follow the pattern, send text, wait for text, send text, wait for text, and so on until your computer is connected to the remote computer. At Northern Arizona University, when you connect to the MODEM pool, you connect to a network serving several computers. You must give several instructions to the network to specify the computer to which you wish to log in. You could do this manually, but since the procedure is the same each time, you can write a script to do it.

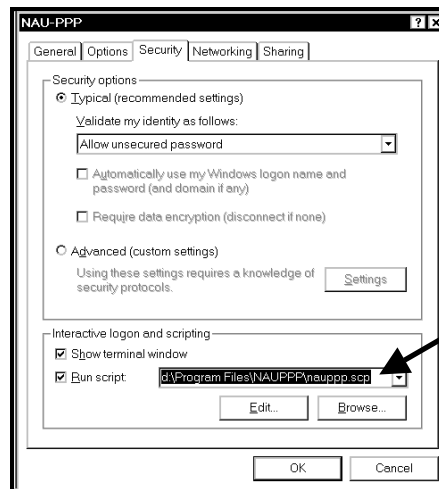
Now that I know the problem, I can fix it, or at least do a work-around. We will edit the script file to see what it does. I will run my dial-up network connection:



Select the **Properties** button:



Select the **Security** tab:



The script is listed at the bottom of the dialog box. We need to modify the script so click the **Edit** button:

```

NAUPPP.SCP - Notepad
File Edit Format Help @Send
proc main
delay 1
transmit "^M"
waitFor "ection:"
transmit "13^M"
waitFor ">"
transmit "login^M"
waitFor "name:"
transmit $USERID
transmit "@jan.ucc.nau.edu^M"
waitFor "ssword:"
transmit $PASSWORD
transmit "^M"
waitFor ">"
transmit "ppp default^M"
waitFor "Async"
endproc
    
```

We see that the form is, send text, wait for text to be received, send text, wait for text to be received. The line transmit **\$PASSWORD** is where the script sends the text for the password entered in the **Connect NAU-PPP** dialog box. The password entered is always wrong unless I manually enter the password in the **Connect NAU-PPP** dialog box.. We will modify the script and replace **\$PASSWORD** with my actual password:

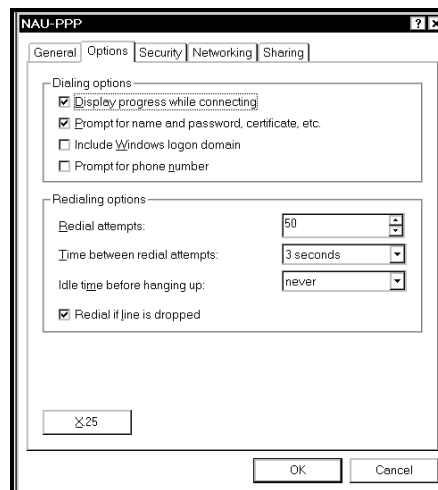
```

NAUPPP.SCP - Notepad
File Edit Format Help @Send
proc main
delay 1
transmit "^M"
waitFor "ection:"
transmit "13^M"
waitFor ">"
transmit "login^M"
waitFor "name:"
transmit $USERID
transmit "@jan.ucc.nau.edu^M"
waitFor "ssword:"
transmit "hh-dus89d"
transmit "^M"
waitFor ">"
transmit "ppp default^M"
waitFor "Async"
endproc
    
```

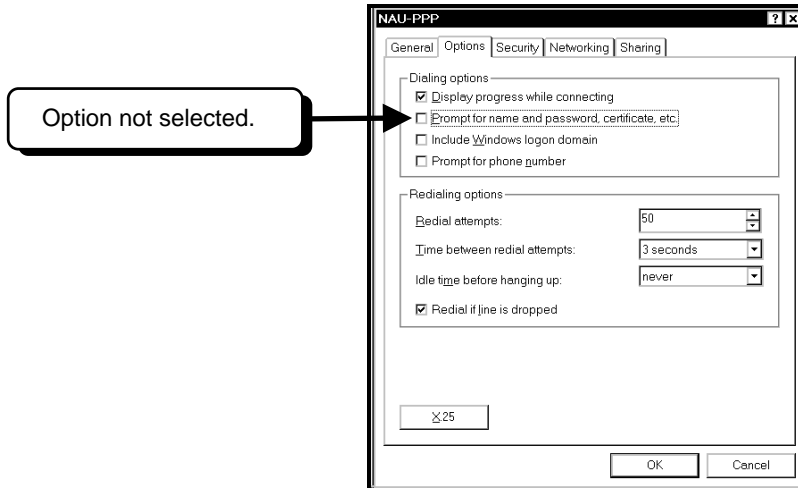
Line modified.

This creates two security problems. One is that anyone that sees this file can find out my password. The second is that anyone who uses my dial-up connection can connect since they do not need to specify a password. Since I was going to save the password anyway, the second security problem does not bother me too much. Since my computer is at home, and since Windows 2000 is a secure operating system, I am not too worried about people opening this file and stealing my password.

I will save the file and then return to the **NAU-PPP** properties dialog box and select the **Options** tab:



We want the dial-up connection to connect automatically and ask for a name and password every time we connect to the network. To do this we disable option **Prompt for name and password certificate:**



Click the **OK** button to accept the changes. When we run the dial-up connection, it now connects automatically. This is a work-around because we really did not fix the problem; we found a way to circumvent the problem.