

SUGGESTED COMMUNICATION UPGRADES FOR STRATOSNET INMARSAT MINI-M USERS

Introduction

Stratos has determined through extensive testing that *StratosNet* customers using an Inmarsat mini-M may experience communications difficulties using specific Microsoft operating systems. Microsoft is aware of communications problems caused by lengthy e-mail and FTP transmissions over low-speed networks. Various Microsoft operating systems do not support continuous e-mail or FTP transmissions for a period of approximately ten (10) minutes on a low speed (2400 baud) connection. As a result, customers using selected versions of the Windows operating system may experience call failures while transferring large e-mail messages or FTP files when connected to any Internet Service Provider (ISP). *StratosNet* is an ISP tailored to the mobile satellite user, and is therefore susceptible to this problem, which is beyond Stratos control. Microsoft has provided upgrades and patches to remedy the problem that have been tested and confirmed by Stratos. **Please note that this problem is not restricted to satellite communications; terrestrial 2400 baud connections exhibit the same results.**

If you are likely to transfer messages and files that will take longer than ten minutes, Stratos strongly suggests installing the appropriate upgrade to effectively reduce the likelihood of communications problems while using *StratosNet* with your Inmarsat mini-M terminal. Note that the *StratosNet* software **will not** need to be reinstalled or reconfigured after the upgrade is complete. The following sections contain step-by-step instructions to upgrade your computer to avoid unnecessary satellite communications problems.

Affected Operating Systems

- Microsoft Windows 95 (all versions)
- Microsoft Windows 98 Original Version

Requirements

- Access to a web browser to obtain the required upgrade(s)
- You *may* require the Windows 95/98 CD (see notes)

Procedure

Determine Your Current Operating System

1. Turn on your computer and right-click on **My Computer**.
2. Select **Properties** from the menu.
3. Under the **General** tab, a "System" heading can be seen.
4. If your operating system is not listed in the "Affected Operating Systems" section above, no further action is required.
5. If you have Windows 95, see below for instructions on upgrading to Dial-Up Networking 1.3 (Dun 1.3).
6. If you have Windows 98 (original only; Windows 98 Second Edition (SE) is fine), see below for instructions on upgrading with the Virtual Private Networking upgrade.

Obtain the Dial-Up Networking 1.3 Upgrade (msdun13.exe) for *Windows 95*

1. Connect to the Internet (using *StratosNet* or other suitable method).
Note: If you are using a low-speed connection (e.g. mini-M), it is suggested that you use a non-satellite based connection to complete this process as Microsoft's web site has a high graphics content, therefore requiring significant download time. In addition, the upgrade to be downloaded will take a significant amount of time on a slow connection.
2. Open your web browser (e.g. Netscape or Internet Explorer).
3. In the **Location** or **Address** field, type
<http://www.microsoft.com/downloads/release.asp?releaseid=12646> to access *Microsoft.com Download Center*.
4. In the ensuing window, an option to **Download Now MSDUN13.EXE - 2,356 Kb** will be displayed. Select this option. **Note:** Microsoft periodically modifies their web site thereby changing the location of many of their files. If the address given in step 3 do not direct you to the MSDUN13 download site, please contact Stratos Customer Care for further assistance.
5. You may be prompted with a dialog asking whether to run the program from the current location or save the program to disk. Select save the program to disk and choose an appropriate location (folder) to save the file. Depending upon your connection to the Internet, this download may take from a few seconds to a few hours.

Installing Dial-Up Networking 1.3 Upgrade on *Windows 95*

1. Locate **msdun13.exe** in the folder you chose during download.
2. Double click on the file to start the application.
3. A dialog will be displayed indicating you are about to install DUN 1.3. Select **Yes** to continue.
4. Read the Microsoft license agreement. If you accept the terms and conditions of this agreement, select **Yes** to continue. If you select **No**, you can not install DUN 1.3.
5. Windows will then copy the required files and ask to restart your computer. Select **Yes** to restart.
6. After restarting, Windows will continue and finish the installation of DUN 1.3.
7. You can now access *StratosNet* as per usual. Your configuration has not changed and no further actions are required.

Obtain the Windows 98 Original Patch (vpnupd.exe) for *Windows 98*

1. Connect to the Internet (using *StratosNet* or other suitable method).
Note: If you are using a low-speed connection (e.g. mini-M), it is suggested that you use a non-satellite based connection to complete this process as Microsoft's web site has a high graphics content, therefore requiring significant download time. In addition, the upgrade to be downloaded will take a significant amount of time on a slow connection.
2. Open your web browser (e.g. Netscape or Internet Explorer).
3. In the **Location** or **Address** field, type
http://www.microsoft.com/windows98/downloads/contents/WURrecommended/S_WUNetworking/VPN/Default.asp
to access *Microsoft.com Download Center*.
4. Follow the instructions on your screen to download vpnupd.exe. You must accept the Microsoft License Agreement to download the software. **Note:** Microsoft periodically modifies their web site thereby changing the location of many of their files. If the address given in step 3 do not direct you to the MSDUN13 download site, please contact Stratos Customer Care for further assistance.
5. You may be prompted with a dialog asking whether to run the program from the current location or save the program to disk. Select save the program to disk and choose an appropriate location (folder) to save the file. Depending upon your connection to the Internet, this download may take from a few seconds to a few hours.

Installing Virtual Private Networking Upgrade (vpnupd.exe) on *Windows 98*

1. Locate the folder where vpnupd.exe has been saved.
2. Double click on the file to start the upgrade.
3. You will be prompted with a dialog asking if you wish to install the Virtual Private Networking Upgrade. Select **OK**.
4. When complete, restart your computer.
5. You can now access *StratosNet* as per usual. Your configuration has not changed and no further actions are required.

Notes

- If you are prompted for your Windows 95/98 CD during the upgrade installation, insert your CD into your computer and continue.
- If you do not have the CD, search for files named *.cab by selecting **Start→Find→Files or Folders**. In the **Named:** field, enter *.cab. The required files are named Win95_xx.cab or Win98_xx.cab. You can then direct Windows to access the folder containing the *.cab files to complete the installation.
- If you do not have the CD or *.cab files, the installation will have to be cancelled. Contact Stratos for further support.

For more information on any Stratos Services or equipment, please contact us:

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