MPNT Quick Start Guide
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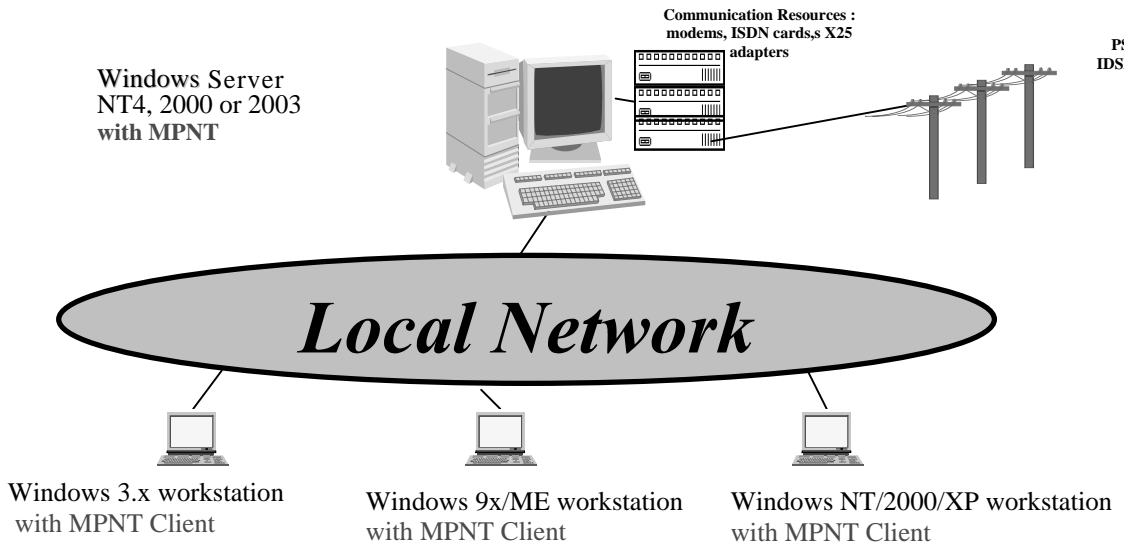## 1   General

1.1.   Overview

Modem Pooling for Windows NT (MPNT) is a client-server based software that allows sharing and controlling of network communication resources.

1.2.   Architecture

MPNT Client software includes:
- **A network component** that allows the creation of one or several « virtual » re-directed communication ports.
- A **Client Popup** application that allows on the fly configuration of re-directed ports and provides MPNT Resource usage information

MPNT Server software includes:
- The **SpartaCom Server** which provides port sharing functionality
- The **Acctrol Monitor** service which monitors and controls both inbound and outbound communications
- An **Administration Interface** for managing the SpartaCom Server (SpartaCom Administrator)
- A **Database** containing configuration data and resource usage statistics.

1.3.   This Quick Start Guide

Although MPNT offers advanced services for sharing and controlling communications resources, the software installation and configuration is easy and straightforward. This document will, describe the steps for the basic installation and configuration of MPNT. By following these default options the MPNT software will be installed and ready to use for basic COM port redirection. For the use of the advanced features refer to the SpartaCom Server Help.

2   Server Installation

This chapter is intended to enable you to get your MPNT Server up and running, as quickly and painlessly as possible, it is therefore not exhaustive. For information on advanced configuration and installation options, refer to the *SpartaCom Server Reference Guide* on your CD/ROM *or SpartaCom Server Help*.

2.1   Requirements

Software :
- **Windows NT4, 2000, or 2003 Server.**
- **NetBIOS compatible Network protocol** (TCP/IP, IPX/SPX or NetBEUI).
  Note : If you participate in a file or print sharing network, one of these protocols will already be installed..

Hardware:
- **PC equipped with an Intel® or Intel compatible processor** (Pentium or equivalent recommended).
- **Network Card** supporting one of the protocols mentioned above.
- At least **one serial Port** (this may be a physical or an emulated port e.g. ISDN)
- **32 megabytes of RAM**, **35 megabytes of free hard disk space** for all components (administration, services & database).

2.2 Installation & Configuration Process

To correctly install and configure your SpartaCom MPNT Server, you must complete all of the following steps:

Step 1	Create NT User Account for the SpartaCom Monitor Service
Step 2	Install the SpartaCom Server Software
Step 3	Run the Configuration Wizard
Step 4	Update MPNT Configuration

2.3 Setup a User Account for the SpartaCom Monitor Service

A) On the target machine for SpartaCom Server installation, logon as local administrator of the computer.

B) Create a new **NT user account**. This account will be used to start the SpartaCom Server services.

- About the user account:

   1. This account must have administrative rights. <u>If your computer is a member of a domain, this user account must also be a member of the Domain Administrators Group.</u>

   2. The account must be setup to never expire.

   3. You will be required to enter the account information during the installation process.
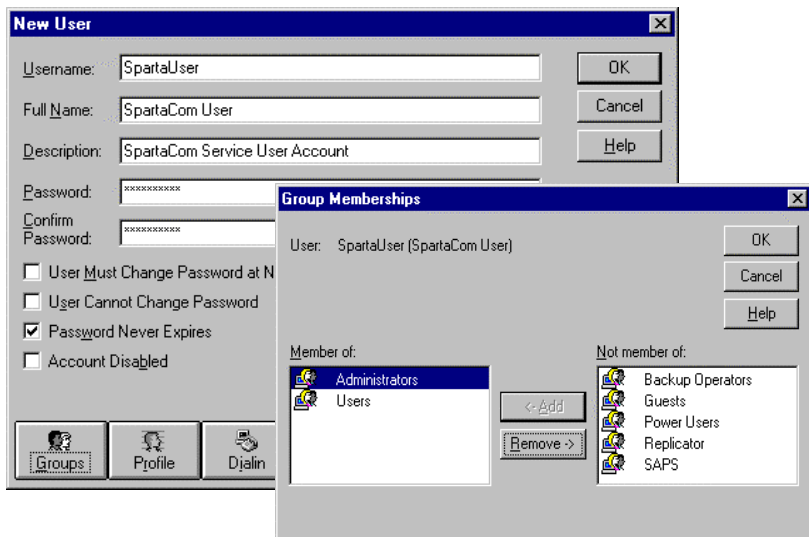
2.4 Running Setup

A) Place the SpartaCom CD-ROM into the CD drive of the machine on which you want to install MPNT. The CD-ROM should start automatically a few seconds after inserting the CD.
*Note: if this CD does not automatically start, launch the **Autorun.exe** program located in the root of the CD-ROM.*

B) Click on the **"Modem Pooling for Windows NT (MPNT)"** hyperlink

C) Next, Click on the **"To install MPNT click here"** hyperlink. This will start the installation wizard.

D) Follow the instructions on the following screens to complete the installation.

E) When prompted for the installation type, choose the "**Full installation of SpartaCom Software**" option.
Note: Refer to the "Remote Administration" section at the end of this guide for information on installing the SpartaCom Monitor and Administrator separately.
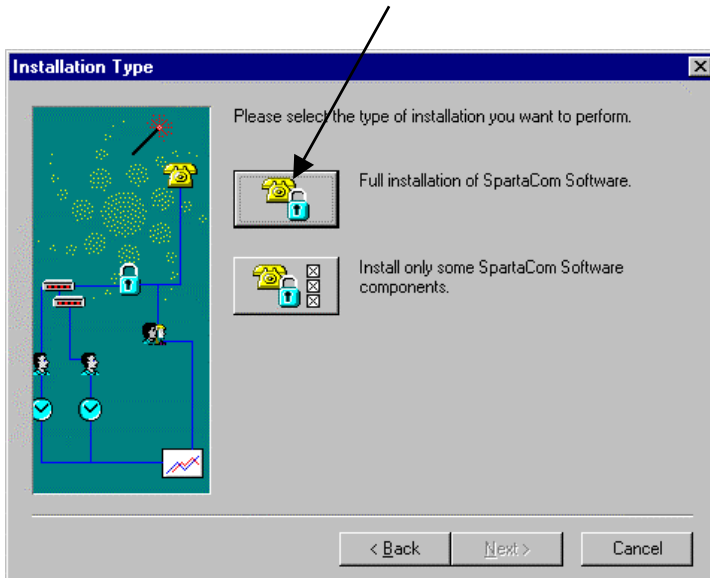
F) You will be prompted to enter the user account that you setup for the SpartaCom Monitor Service.

G) In a domain environment the domain name must precede the user name followed by a " \ ": For example **Domain_Name\user_name**

In a non-domain environment the local machine name must precede the user name followed by a " \ ": For example, **Computer_name\user_name**

H) When prompted by the license window, click "**Add**" and enter the serial number and key.

If you plan to use the Acctrol for RAS license that was included with your purchase you can also add the serial number and key at this time. Please refer to the SpartaCom Server Reference Guide on your CD/ROM.
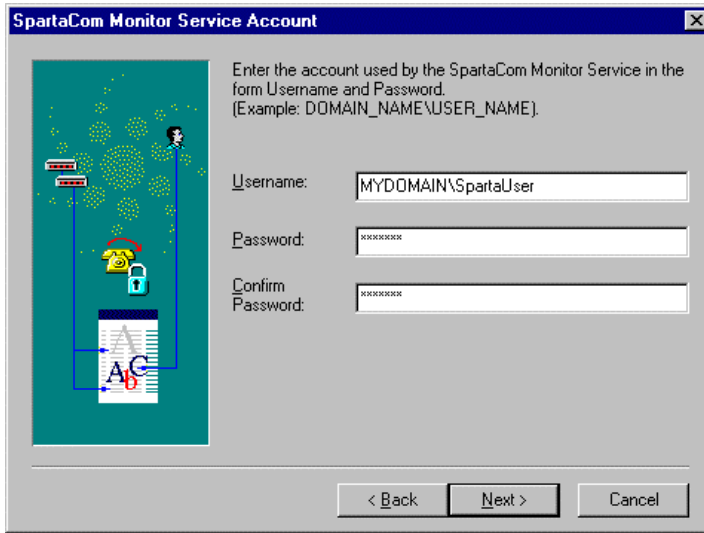
⚠️ **Important Note About Acctrol for RAS : Acctrol for RAS requires Microsoft's Remote Access Service. You should only choose to install Acctrol for RAS if the Microsoft RAS service is installed and correctly configured on your server. If you do not have a requirement to control inbound RAS calls, you should not install Acctrol for RAS.**

1 - 7

I) Next Select the products you want to install. Note, you can only install the products for which product licenses were entered in the previous step.

J) Now you must choose the database type for the installation, select the **SpartaCom Database** option. For other database types refer to the *SpartaCom Server* Reference Guide on your CD/ROM.
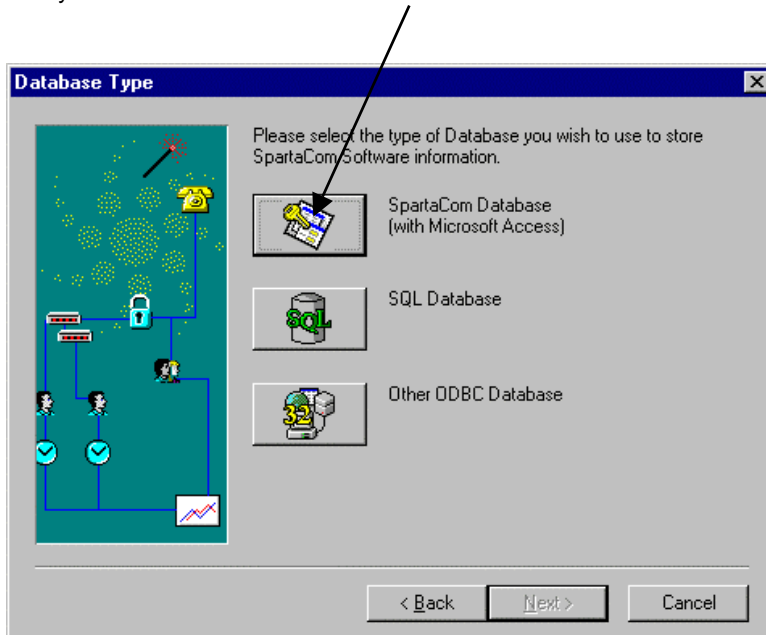
K) If you use the default *SpartaCom Database* **you must** install the **DAOPack**.

L) Finally, you must **restart** your computer

Your SpartaCom Server Software is now installed and ready to configure.

2.5 The Configuration Wizard

Step 1: Once the machine has been restarted, launch the **SpartaCom Administrator** application. Launching this application for the first time will automatically start the configuration assistant (**Wizard**). The assistant is a series of simple configuration windows.

Note: The configuration assistant is also accessible through the main menu (File|Database|Wizard).

On the first window of the configuration assistant, you may check the box *Use Number Banning*
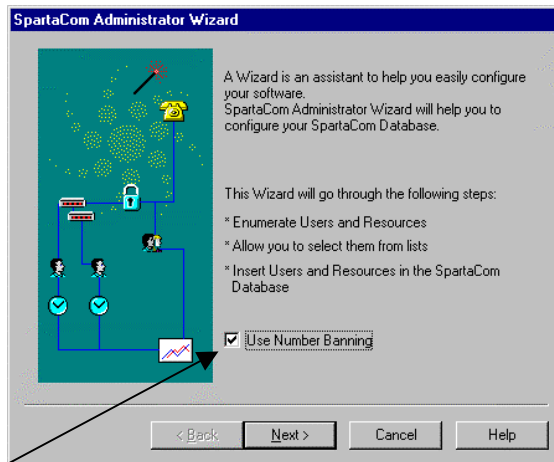
'**Use Number Banning'** allows you to specify your telephone system configuration (prefixes for National, International, PBX etc). <u>This will enable MPNT to decode telephone numbers dialed by MPNT Clients</u>. If you wish to use the Number Banning feature, you must check this option. If you do not wish to control the telephone numbers dialed by users then you may leave this option unchecked and you will not be required to enter telephony configuration information.

Step 2: The configuration assistant starts by enumerating the **Domain Users** and the **Communication Resources** available on your server. This process may take some time if there are many users in the Domain or if you have a complex Domain architecture.

Step 3: The assistant will then list the **Domain Users** and ask you to select the ones who will use shared communication resources.

To insert a user in the database, highlight the user name and **right click** on your mouse. It is also possible to insert several users at once by pressing on the Shift button and highlighting users at the same time.

Right Click to Enable users.

If you did not choose to install the Acctrol for RAS product, you will only have the option to select MPNT users.

Users	Modem Pooling...	Acctrol for RAS
cparker	●	
Darin		RAS User
dleroux		● RAS User
Guest		
hbarber		
jrao	●	
mbrown		
mchampagne		RAS U...
tmayne		

Modem Pooling for Windows NT: 2/50

Acctrol for RAS: 1/50

Menu:
- Modem Pooling for Windows NT
- Acctrol for RAS
- All

Select Users — Select the User(s) which will be inserted into the SpartaCom Database by checking their rights

< Back   Next >   Cancel

Step 4: If you did not check 'Use Dialing Properties' in Step 1, or you are located in North America and have direct line connections for your modems, you can go to Step 5.

If you checked 'Use Dialing Properties' in Step 1, and you are located outside North America or your modems are connected to a PBX, you <u>must</u> now configure your Dialing Properties.
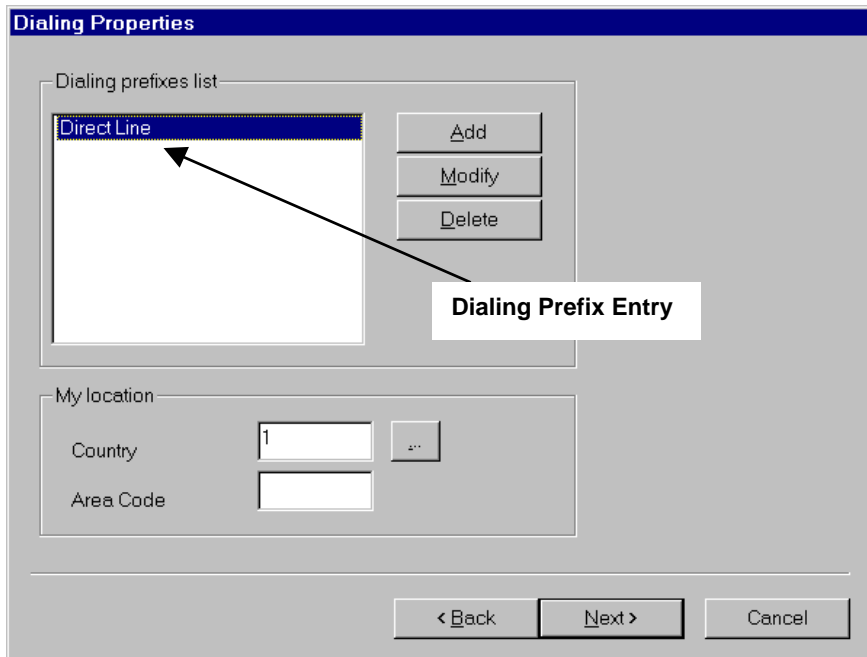
- Enter the international dialing code for your Country or use the browse button to select from a list of countries.

- Enter your local Area Code.

Select the entry in the **Dialing Prefixes List** and click on the **Modify** button.

Verify that the Local, National and International dialing prefixes are valid for your communications resources.

Right click in a column to modify a prefix entry.

Dialing Properties

Right click to modify

Name:

Direct Line

OK

Cancel

When dialing from this location, to access an outside line:

For Local Calls
Dial

For National Calls
Dial

1

For International Calls
Dial

011

Right click to add or modify an entry

< Back   Next >   Cancel
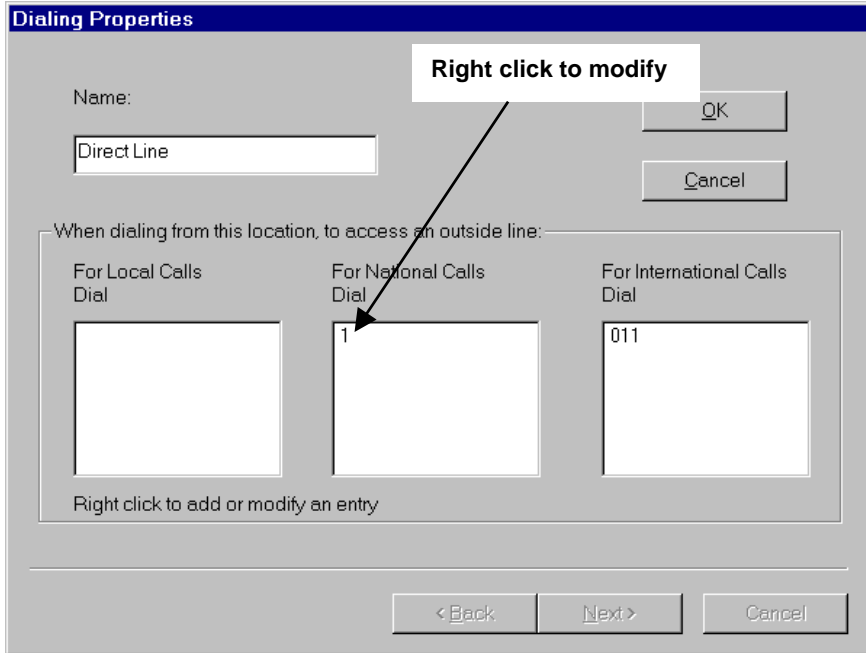
For example if you are using a PBX and you access outside lines by dialing '9', you would then enter '9' as the Local Calls prefix, '91' as the National Calls prefix and '9011' as the International Calls prefix.

You may define more than one entry in the Dialing Prefixes List. This may be necessary if some communications resources are connected directly to the public service telephone network and others are connected via a PBX.

Step 5: You will now have to choose which communication resources will be shared. If you have chosen to install both the SpartaCom MPNT and the Acctrol for RAS products, you will be prompted by the Configuration Wizard to insert two different communications resource types into the SpartaCom Database.

▪ The SpartaCom Server shares and controls dial-out resources using the Windows NT Serial **COM PORT interface**.

▪ Inbound RAS Resource control is provided through the Windows NT **NDIS/TAPI Interface**.

Because the SpartaCom Server uses two different interfaces, you may see the same physical communications device appear twice in your configuration. For example:

COM1   (*Serial Interface*)
COM1 - Sportster 14400 Fax   (*NDIS/TAPI Interface*)

If you wish to share the device on COM1 for outbound calls and also control inbound RAS calls, you must select both devices (i.e. COM1 & COM1 – Sportster 14400 Fax).

If you wish to share the device on COM1 for outbound MPNT calls only, then you should select only the COM1 device.

MPNT Resources
Resources that can be shared by MPNT must first be correctly configured on your Windows NT System. SpartaCom MPNT shares COM Port resources. You may not share devices that do not have a COM port interface. You can determine which ports can be shared by looking in the Windows NT *Control Panel | Ports option*.

RAS Resources
Resources that may be controlled by Acctrol for RAS are any resources that are configured as dial-in devices in the Windows NT Remote Access Setup panel (*Control Panel | Network | Services*).

To insert a resource, double-click on its name and it will be moved into the
Selected Resources column.

Select Resources

Select the Resource(s) with its associated dialing prefix
which will be inserted into the SpartaCom Database.

Available Resources

| COM1 - Sportster 14400 Fax |

Selected Resources

COM2 - PBX
COM1 - Direct Line

$\geq$

$\leq$

All Resources

Available Dialing prefixes:

Direct Line

Direct Line
PBX

< Back   Next >   Cancel   Help
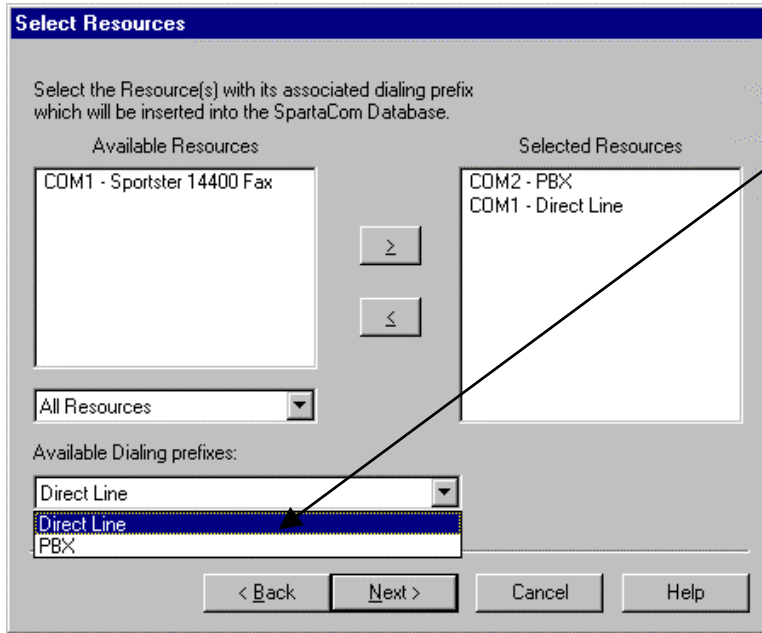
*If you have
enabled Number
Banning &
configured more
than one dialing
prefix setting,
you may select
different dialing
prefixes for
different
resources.*

You may select multiple available resources at the same time by holding
down the SHIFT or CTRL key and using the cursor keys to highlight the
desired resources.

Step 6: The last window shows the **default names** for the top level SpartaCom User Group and Resource Pool.

Step 7: Your basic SpartaCom Server configuration is now finished, click on **Finish** to close the configuration assistant and return to the Administration window.

2.6 Update Configuration

Finally in the SpartaCom Administrator, **update your configuration by clicking on the button « ! »**.

⚠️ Each time you make changes to the SpartaCom Server configuration, you must <u>update the configuration</u>. Changes are not taken into account until the configuration has been updated**.**

Update your configuration
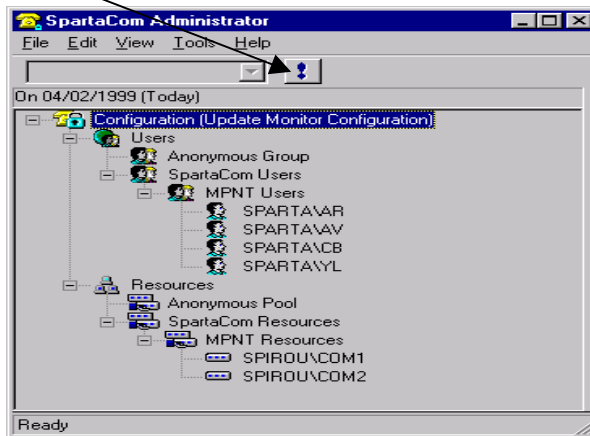
3   Standard Client Installation

Once the server has been installed and configured, you are ready to install the client software. Please refer to <u>MPNT Clients User Guide</u> if you wish to obtain detailed information.

Each client version (Windows NT, 9x and 3x) has its own installation process and requires a different explanation. For the Windows 3x version of MPNT Client, please refer directly to <u>MPNT Clients User Guide</u>.

3.1 Installation Requirements

<u>Supported Operating Systems :</u>

Operating System	Windows 3.x	Windows NT 3.51	Windows NT 4 SP3	Windows NT 4 SP4	Windows 95 OSR2	Windows 98
Windows NT SpartaCom MPNT client		X	X	X		
Windows 9x SpartaCom MPNT client					X	X
Windows 3.x SpartaCom MPNT client	X					

- **NetBIOS** compatible network protocol (TCP/IP, IPX/SPX or NetBEUI)

<u>Hardware:</u>
- PC equipped with an **Intel**® **or compatible** processor
- **Network Card** supporting one of the three protocols mentioned above.

⚠️ **In order to correctly install and configure the MPNT Client component, you must log on to the client machine with an account that exists in the SpartaCom Server Database.**

3.2 Windows NT SpartaCom MPNT client install

A) Insert the SpartaCom CD-ROM into the CD drive of the machine where you want to install the client. For direct paths to the individual client software view the software paths from the Client configuration tips on the CD-ROM.

B) Click on the Modem Pooling for Windows NT (MPNT) hyperlink.

C) Next select the **SpartaCom MPNT NT Client**. When installing the MPNT NT Client you must select the type of install (New, Update, etc…).

When Prompted for the SpartaCom MPNT Server name, enter the name of the computer your installed the SpartaCom Server.

Note: You must enter the machine name with the characters « \\ » in front of it.

The default installation will create four virtual ports whose names are automatically adapted to the existing configuration of the machine, as a result you just need to press OK without making any modifications.

D) Finally you must select the resource pool that was defined on the SpartaCom MPNT Server. If you chose the default parameters during the server install select the \\server_name\SpartaCom Resources option.
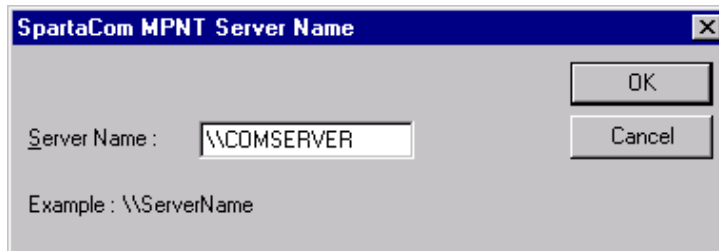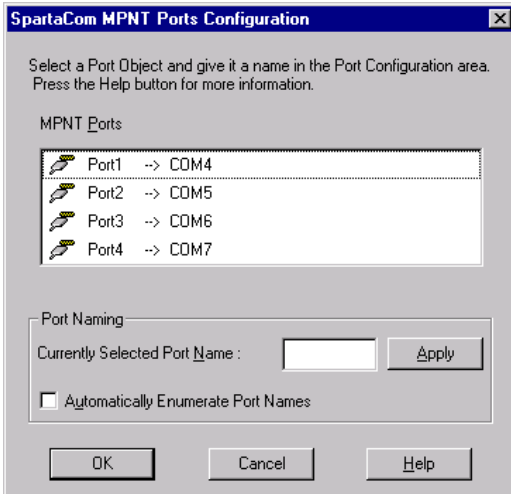
3.3 Windows 9x/ME SpartaCom MPNT Client Install

A. Insert the SpartaCom CD-ROM into the CD drive of the machine where you want to install the client. For direct paths to the individual client software view the software paths from the Client configuration tips on the CD-ROM.

B. Click on the Modem Pooling for Windows NT (MPNT) hyperlink.

C. Next select the **SpartaCom MPNT 9.x Client**. And follow the online instructions.

D. When Prompted for the SpartaCom Server name, enter the name of the computer you installed the SpartaCom Server.

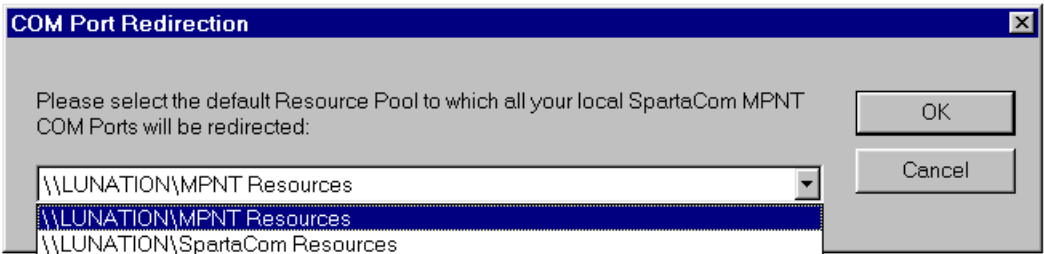> **Note:** that you must enter the machine name with the characters « \\ » in front of it.
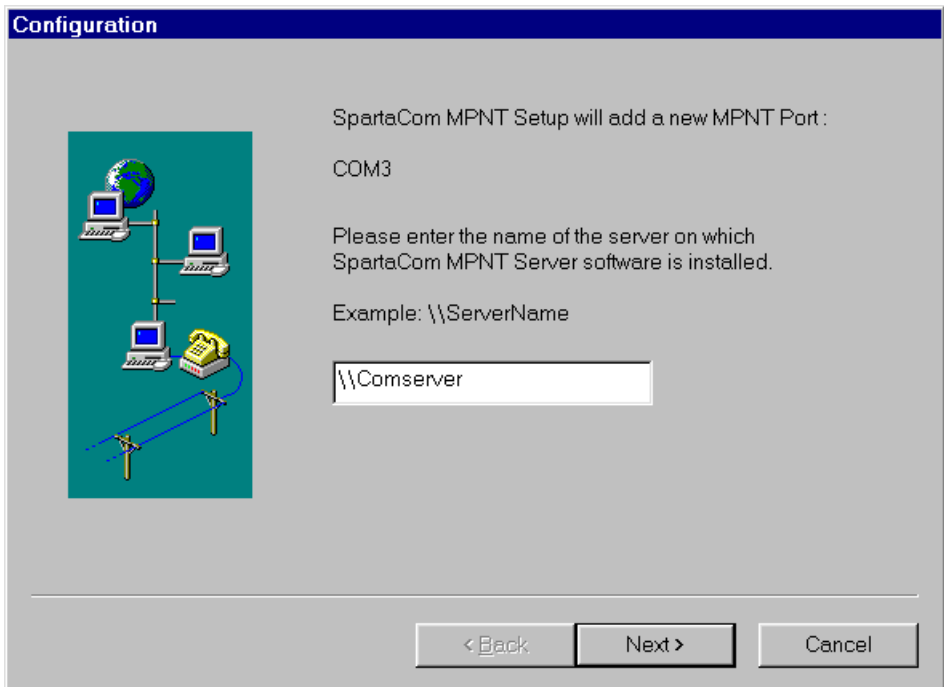
E. Finally you must select the resource pool that was defined on the SpartaCom
    MPNT Server. If you chose the default parameters during the server install
    select the \\server_name\SpartaCom Resources option.

COM Port Redirection	☒
Please select the default Resource Pool to which all your local SpartaCom MPNT COM Ports will be redirected:	OK
\\LUNATION\MPNT Resources ▼	Cancel
\\LUNATION\MPNT Resources	
\\LUNATION\SpartaCom Resources	

4   Test the Connection

After installing both the SpartaCom MPNT Server and Client it is time to test the connection.

4.1   Before testing the connection check the following
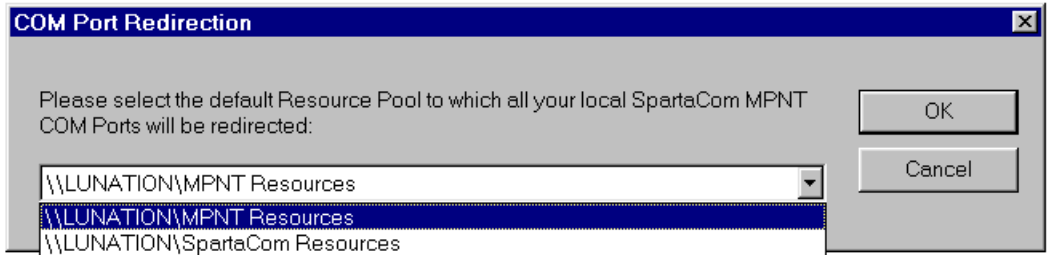
1) The SpartaCom Server machine was rebooted after installation.
2) The Acctrol Monitor and SpartaCom Server Services have been started.
3) The SpartaCom Administrator has been updated.

4.2   Now Test the Connection

Double click on the MPNT Client icon on the Windows task bar, this will open the SpartaCom Client Popup client.

Note: If the MPNT Client icon is green then the client can communicate with the SpartaCom Server, if the icon is blocked with the red circle the client is not properly configured, refer to the MPNT Clients User Guide for trouble shooting tips.

Pop up Client Icon

| Start | Exploring - C:\Program Files | | 3:12 PM |

Select the Modem Pooling Tab in the SpartaCom Client Popup client window.
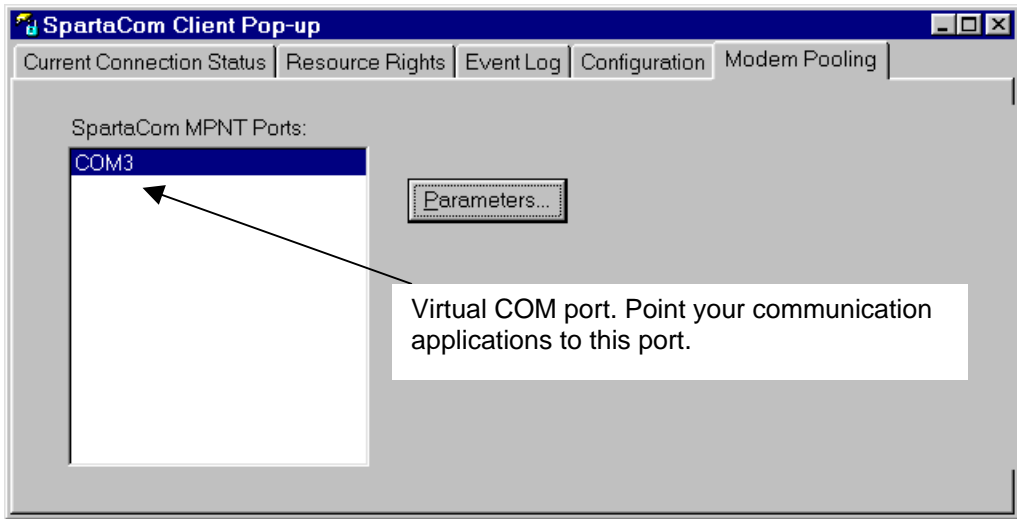
The ports listed in the SpartaCom MPNT Ports window are the virtual ports that were installed on the client machine. You should point all of your communication application to these COM ports.

Before using a shared modem, Windows needs to detect it.

To perform Modem detection:
1. Go into **Control Panel.**
2. Double Click on **Modems**.

```
┌─────────────────────────────────────────────────────────┐
│ Modems Properties                                   ? ✕  │
├─────────────────────────────────────────────────────────┤
│  ┌─ General ┐ ┌ Diagnostics ┐                            │
│                                                          │
│   ☎     The following modems are set up on this computer:│
│                                                          │
│   ┌────────────────────────────────────────────────────┐│
│   │ ☸ Standard 14400 bps Modem                         ││
│   │                                                    ││
│   │                                                    ││
│   └────────────────────────────────────────────────────┘│
│                                                          │
│   ┌─── Add... ───┐  ┌─ Remove ─┐  ┌─ Properties ─┐      │
│                                                          │
│  ┌─ Dialing preferences ─────────────────────────────┐  │
│  │                                                    │  │
│  │   Dialing from:  New Location                      │  │
│  │                                                    │  │
│  │   Click Dialing Properties to modify how your calls│  │
│  │   are dialed.                                      │  │
│  │          ┌──── Dialing Properties ────┐            │  │
│  └────────────────────────────────────────────────────┘  │
│                                                          │
│                         ┌─ Close ─┐   ┌─ Cancel ─┐      │
└─────────────────────────────────────────────────────────┘
```
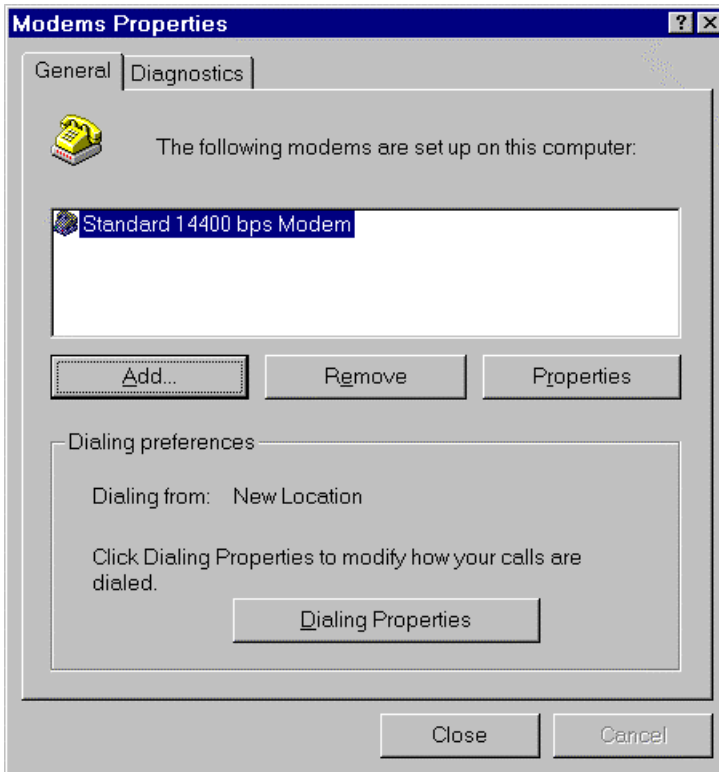
3. Click on **Add**.
4. Click on **Next>** to start detection on every port.

If your shared modem cannot be detected on the port that was added by MPNT, try to run the same modem detection on the server to make sure it is working properly.

5   Remote Administration

5.1 Overview

It is possible to install the SpartaCom Monitor and SpartaCom Database on the communications server PC and to install the SpartaCom Administration interface on a different PC. In this case, the server may be fully administered from a remote location. This is particularly useful if your server is in a dedicated server room or in a different location from the one you normally work at. You can install the SpartaCom Administrator interface on any number of machines thus enabling you to administer your server from any location.

⚠️ **Although the SpartaCom Server may be administered from many different PC's, it is not possible to administer from two PC's the same SpartaCom Server at the same time.**

⚠️ **Remote Administration is only available from Windows NT Server or Workstation machines. The Administration component may not be installed on Windows 95/98.**
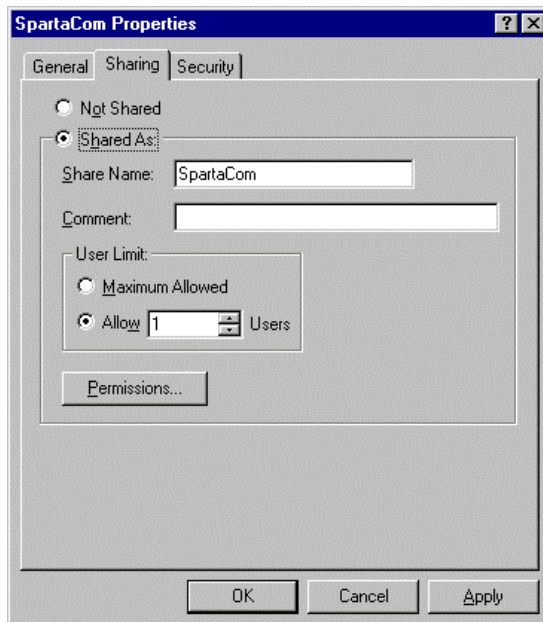
5.2 Installation Process

### 5.2.1 Install & Configure your SpartaCom Server

1. Complete all the steps described in Section 2 of this Guide to install and configure your SpartaCom Server software. You should always perform a Full Installation of the SpartaCom Software on the Server machine (ie. Both Monitor & Administrator).

2. Having installed and configured your MPNT Server, you must now share the directory where the SpartaCom Databases are located. By default, the SpartaCom databases are located in "*\Program Files\SpartaCom*".

    Start **Windows Explorer**, **right click** on the "*Program Files\SpartaCom*" directory and select **Sharing**. Configure your required share name and security parameters and click on **OK**.

Install & Configure SpartaCom Remote Administrator

1. Place the SpartaCom CD into the drive of the PC where you wish to install the SpartaCom Administration component and proceed with the installation of the SpartaCom MPNT Server software (Section 2 of this Guide) until you reach the following screen:-

2. Click the button to "**Install only some SpartaCom Software components"**
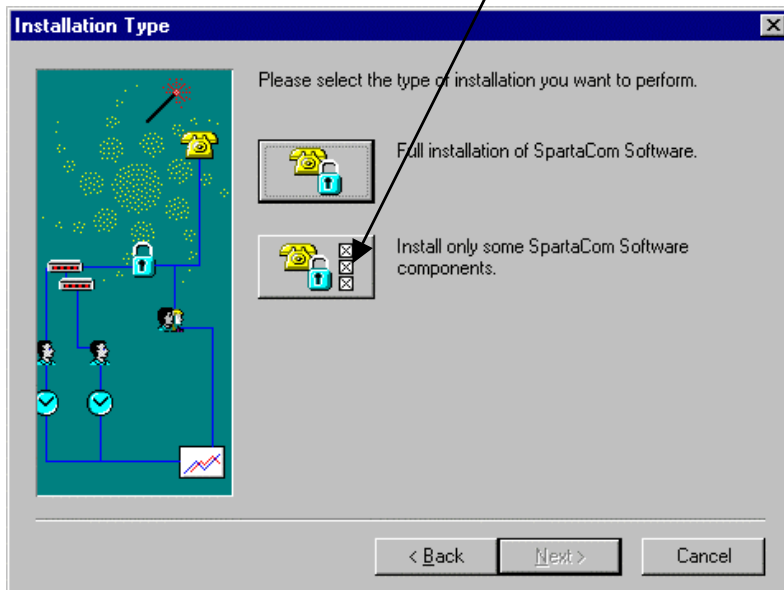
3. On the next window, **check** the "*SpartaCom Administrator*" option only and click Next to continue.

4. You are now required to enter the location of your MPNT Server. You must enter the name of the Domain to which your SpartaCom MPNT Server belongs and the name of the PC where the MPNT Server software (i.e. SpartaCom Monitor) was installed.

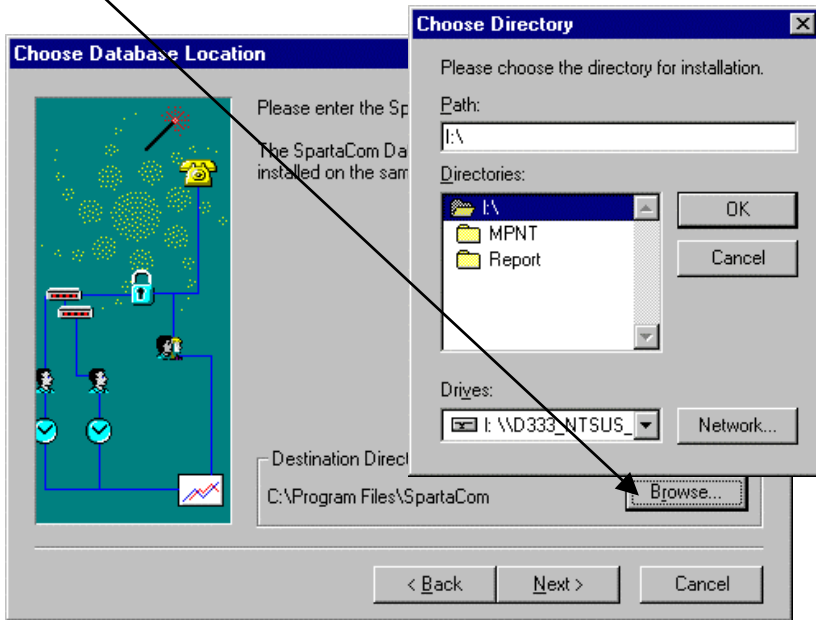Click on **Next** to Continue.

5. On the following *Database Type* window, always select "**SpartaCom Database (with Microsoft Access)**". This will not actually install any database locally but will configure your system with the appropriate database access components.

   Note: Refer to the MPNT Reference on the CD-ROM or to the MPNT Server Help for information on advanced database configuration.

6. You must now specify the location of the SpartaCom MPNT Server database files. These files are generally located on the server PC, in the directory "*Program Files\SpartaCom*"

    In the first step of this process, you shared this directory on the SpartaCom MPNT Server.

    On the Choose Database Location window, click on the **Browse** button. Click on the **Network** Button, navigate to the MPNT Server and select the shared drive where the SpartaCom Database files are located.

Click on **OK** and then **Next** to continue

7. On the following window, <u>always</u> choose to install **Microsoft Data Access**. These drivers are required to access the database on the remote MPNT Server computer. The installation will now complete.

6 Troubleshooting

<u>Question :</u>
I have installed MPNT Server, however I cannot launch SpartaCom
Administrator and I get the following message in the NT Event Viewer : "*Logon attempt with current password failed with the following error: Logon failure: unknown user name or bad password*"**.**

Diagnosis of the problem :
In the NT Event Viewer, search for Event ID : 7013; *Source Service Control Manager; Type Error; Category : None; "Logon attempt with current password failed with the following error: Logon failure: unknown user name or bad password".*

Solution :
- On the SpartaCom Server machine, go to Control Panel and double-click on Services
- In Services, double-click on Acctrol Monitor
- Check that the user name used to start this Service has local administration rights on your machine and that the password used to launch the Acctrol Monitor Service is the correct password for this user
- Click ok to validate your changes
- Stop and restart the Acctrol Monitor Service

<u>Question :</u>
If a user cannot connect, what are the first steps to check ?

Solution :
- First, on SpartaCom Server check if there are any error messages in the *View | View Alerts* window
- On the client machine, check if there is any error message on the Popup application. If you are using an NT client machine you should also refer to the NT Event Viewer
- On the SpartaCom Administrator, verify that a resource has been allocated to the user or its parent.
- Right-click on the user and check its properties (enabled/disabled)
- If this user does not have any properties, go up in the User Pane until you find any defined properties on the user parents
- If there are no properties defined on the User Pane, check the general properties in the menu Tools\Options\User\Default Parameters

<u>Question :</u>
On the *SpartaCom Server* machine I have activated the number banning option and disabled some numbers but now all the numbers the users try to dial do not work. How can I solve this problem ?

Diagnosis of the problem :
In SpartaCom Administrator, you can verify if there are any alerts by clicking on the menu View/View Alerts. If the alert "*The number to be dialed is invalid*" appears, then your Dialing Properties are incorrect.

Solution :
- On the Server machine, open SpartaCom Administrator
- On the main menu click on *Tools | Options | Dialing properties*
- Double-click on the Dialing Prefix you want to use and configure it to match your company's telephony properties
- Validate the modifications and Update the Configuration

<u>Question :</u>
During the installation, the DAOPACK was not installed correctly, why ?

Diagnosis of the problem :
You should check that no application or service using an ODBC interface is running. If yes then this is the cause of the problem

Solution :
Stop these applications or services and reinstall MPNT

Question :
I am on a *MPNT* client. Although I can see the shared resource which has
been allocated to me on the *SpartaCom Server*, I cannot connect to it, what is the solution
?

Diagnosis of the problem :
In the Event Viewer, search for Event number 72; Source : SPNetNT; Type : Warning;
Category : SMB; "*Invalid resource Name*"**.** This message means the Resource Pool you
are trying to reach does not exist on the SpartaCom Server

Solution :
a- under NT
-     On the client machine go to Control Panel and double-click on the SpartaCom
      MPNT client icon
-     Double-click on the Port you are trying to open
-     Correct the Resource Pool name
b- Under Windows 9x
-     On the client machine go to Control Panel and double-click on the System icon
-     Click on the Device Manager tab
-     Click on ports
-     Click on MPNT Port
-     Click on the MPNT Redirector
-     Correct the Resource Pool name you want to connect to

Question :
I have made some changes on the *SpartaCom Server*, for example I have added some
users, allocated a new resource or defined new restrictions, but they do not seem to have
been taken into account by the *MPNT Client* ?

Diagnosis of the problem :
On the SpartaCom Server machine, open SpartaCom Administrator. Check if the message
"***Update the Configuration***" is present at the top of the user pane. If yes this means the
Server configuration has to be updated

Solution :
On the SpartaCom Administrator update the configuration by clicking on "!"

Question :
I want to remove the Popup application from the taskbar. How can I do it ?

Solution :
There are several solutions
a- First you can uncheck the following boxes in the client popup
- Display current connection status at connect
- Always visible
b- You can also remove the client popup from the taskbar by pressing simultaneously <u>shift and F4</u> when the popup is up on your screen
c- Finally, another solution will be to remove the client popup permanently. To do this you will need to delete the following value from the registry :
<u>- For Windows NT</u>
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\"MPNT Client popup"
<u>- For Windows 9x</u>
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\"SPPopup .exe"
Note : This solution will only be effective after you reboot your machine

Question :
It seems that the opening of the Com Port on the Windows NT client machine is very slow. This seems to happen frequently since I have installed Remote Access Service on this machine to connect to the Internet.

Solution :
- On the MPNT Client machine, go to Control Panel
- Double-click on the Network icon and click on the Bindings tab
- In SPNetNT Interface select Wins Client (TCP/IP), if the TCP/IP protocol is installed
- Amongst the list of network cards it is best if the physical network card through which MPNT Client and SpartaCom Server communicate is placed in first position. If this is not the case, it is likely to explain the slowness of the connection.

Question :
I have upgraded the Server Saps 3.20 with *SpartaCom Server* but now the SAPS client machines cannot connect anymore. What is the solution ?

Solution :
SAPS clients are not compatible with SpartaCom Server. Therefore you also have to upgrade your Saps clients with MPNT Clients

Question :
 I want to insert new users on the *SpartaCom Database* but I get the message "Cannot create a new *MPNT* user because of License limitation".

Diagnosis of the problem :
On the SpartaCom Server machine, go to SpartaCom Administrator. Click on the menu Help/About SpartaCom Administrator and on the License section check the maximum of users allowed.

Solution :
In such a situation you should contact your distributor for additional user licenses.

Question :
I want to use the "Number Banning" option on the *SpartaCom Server* machine. How can I configure it ?

Solution :
- On the SpartaCom MPNT Server Machine, on the main menu go to tools/options
- Click on the Dialing Properties tab
- Check the Enable Number Banning box
- On My Location section enter your Country Code and Area Code if applicable
- On Dialing Prefixes section, double-click on Direct Line if it is the first time you are using Dialing Properties
- Configure the Dialing properties to match your company's telephony properties.

Question :
 I want to use the Anonymous Group for the first time but it is not working ?

Solution :
- From a *MPNT Client* try to connect to a *MPNT Resource* with a user who is not in the *SpartaCom Database*
- Refresh *SpartaCom Administrator*'s screen and the Anonymous group will now appear
- The Anonymous group is disabled by default so if you want to allow anonymous users to connect to *SpartaCom MPNT* resources you need to enable it.
- In the user-tree pane, right-click on the anonymous user
- In the User tab, uncheck the Disable box and click OK
- Update the configuration

Question :
How can I add a *MPNT* Port on a Windows 9x client ?

Solution :
On the Windows 9x SpartaCom MPNT client, double-click on "Add\Remove programs"
- Click on "SpartaCom MPNT for Windows 9x"
- Click on "Add\Remove"
- Click on "Add a resource"
- Click on "Use directly a resource"
- Enter the network path for the resource and click on ok to validate your changes

Question :
On my client machine I have redirected the MPNT Port to the correct Server and correct Port, however I still cannot connect ?

Diagnosis of the problem :
In the Event Viewer, search for Event number 72; Source : SPNetNT; Type : Warning; Category : SMB; "*Invalid resource Name*". This message means the Resource Pool you are trying to reach does not exist on the SpartaCom Server

Solution :
Always make sure you connect to a Pool of Resources and not directly to a Com Port Resource. To change the resources name please follow the instructions below :
a- under NT
- On the client machine go to Control Panel and double-click on the SpartaCom MPNT client icon
- Double-click on the Port you are trying to open
- Correct the Resource Pool name
b- Under Windows 9x
- On the client machine go to Control Panel and double-click on the System icon
- Click on the Device Manager tab
- Click on ports
- Click on MPNT Port
- Click on the MPNT Redirector
- Correct the Resource Pool name you want to connect to *(eg: \\server\pool)*

Question :
How can I see connection times on the *SpartaCom Server* ?

Solution :
- Open the SpartaCom Administrator
- Highlight Resources
- Choose "Connections" on the field located under the main menu

Question :
I want to install *SpartaCom Server* or Client from a shared network drive but I get an error message during the installation of the DAO pack ?

Solution :
This is due to the Network Path which is too long, therefore you should install the software locally.