

Installing AOL 5 in Windows 95 Causes Problems for Non-AOL DUN Connections

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Provided by Microsoft
Product Support Services.

The information in this article applies to:

- Microsoft Internet Explorer versions 2.0, 3.0, 3.01, 3.02, 4.0, 4.01, 4.01 Service Pack 1, 4.01 Service Pack 2, 5 for Windows 95

SYMPTOMS

After you install America Online (AOL) 5 on a computer running Windows 95 without Dial-Up Networking (DUN) 1.3, you may not be able to browse the Web with non-AOL DUN connections. For example, Internet Explorer may be unable to browse the Web using any Internet service provider (ISP) other than AOL. After you connect to a non-AOL ISP and type a Web address, you may receive the following message:

The page cannot be displayed

RESOLUTION

To resolve this issue, install DUN 1.3. You can download DUN 1.3 from the following Microsoft Web site:

http://www.microsoft.com/windows95/downloads/contents/WURrecommended/S_WUNetworking/dun13win95/Default.asp

WORKAROUND

Removing the AOL Dial-Up adapters in Device Manager allows you to connect to the Internet using other DUN connections. However, this removes the ability to connect to AOL. To remove the AOL Dial-Up adapters:

1. Right-click My Computer, and then click Properties.
2. Click the Device Manager tab.
3. Double-click the Network Adapters branch to expand it.
4. Click an AOL adapter, and then click Remove.
5. Repeat step 4 for any additional AOL adapters.
6. Click OK.

To reinstall the AOL Dial-Up adapters, reinstall AOL.

Additional query words:

Keywords : kb3rdparty dun msiew95
Version : WINDOWS:2.0,3.0,3.01,3.02,4.0,4.01,4.01 Service Pack 1,4.01 Service Pack 2,5
Platform : WINDOWS
Issue type : kbprb

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EXHIBIT I

ATTACHMENT / EXHIBIT

A handwritten signature or initials, possibly 'J.L.', written in black ink.

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF FLORIDA
MIAMI DIVISION

FILED by *[Signature]* D.C.
MAY 10 2000
CLARENCE MASDOX
CLERK U.S. DIST. CT.
S.D. OF FLA. - MIAMI

FLO KELLY, on behalf of herself and
all others similarly situated,

Plaintiffs.

v.

AMERICA ONLINE, INC.,

Defendant.

No. 00-544-CIV-Gold/Simonton

STIPULATED ORDER

WHEREAS, there have been public reports regarding allegations that certain AOL members who have the Microsoft Windows Operating System and AOL Version 5.0 software may have difficulties connecting to another Internet Service Provider, and whereas AOL has denied those reports and allegations;

WHEREAS, there have been numerous court filings in the above-captioned actions, including a Complaint, a First Amended Complaint, AOL's Motion to Transfer Based on Forum Selection Clause, AOL's Motion to Transfer Pursuant to 28 U.S.C. § 1404(a), AOL's Motion for Expedited Resolution of Threshold Venue Transfer Issue Under 28 U.S.C. § 1404(a) Or, In The Alternative, To Stay All Proceedings Pending Resolution By MDL Panel Under 28 U.S.C. § 1407(A), Plaintiffs' Motion to Consolidate Actions and Plaintiffs' Motion for a Preliminary Injunction;

WHEREAS, the parties have exchanged the direct testimony of numerous fact witnesses and expert witnesses and exhibits, and the Court has issued various Orders, including setting a status conference for May 10, 2000 regarding how to proceed with the various motions in this case;

WHEREAS, one of the core allegations raised by the plaintiffs relates to Microsoft's DUN (Dial-Up Networking) component of Microsoft's Windows operating system, specifically, that certain older versions of the Microsoft Windows 95 operating system with older versions of Microsoft's DUN (DUN version 1.0) may make it more difficult for consumers, who use software with certain dialer adapters (such as AOL Version 5.0), to connect to other ISPs;

WHEREAS, the parties have in fact determined that there are certain older versions of Microsoft Windows 95 (Gold and OSR 1) that have a Microsoft DUN version 1.0, and whereas Microsoft offers consumers a free download of DUN 1.3 on the Microsoft Windows support website at no cost, and Microsoft has recommended that consumers upgrade Microsoft Windows 95 Operating Systems to Microsoft DUN version 1.3;

WHEREAS, the parties -- as well as other Internet Service Providers (such as Prodigy) -- have also determined that certain allegations raised by plaintiffs and others relating to the alleged interoperability between AOL version 5.0 and older versions of Microsoft's DUN component are resolved by installing Microsoft's free upgrade for DUN version 1.3;

WHEREAS, the parties have exchanged information and whereas it has been determined that AOL has taken steps and AOL plans to continue to take steps to make it easier for AOL members who have the older versions of Microsoft Windows 95 to obtain the free upgrade to Microsoft's DUN 1.3;

It is agreed and acknowledged:

1. *AOL Enhancements Relating To the Microsoft DUN Upgrade for AOL Members Who Have Old Versions of Microsoft Windows 95.* AOL has implemented and/or will implement the following features for members who have different versions of Microsoft's DUN (Dial-Up Networking) present on older versions of Microsoft Windows 95 operating systems:

- A. ***Posting of Hyperlink For Download of Microsoft DUN 1.3.*** Beginning May 16, 2000, AOL will be providing a hyperlink for a download of Microsoft's DUN 1.3 on the AOL Online "Help" area in AOL. Thus, an AOL member can simply click on the hyperlink in the Online Help area and that member will be taken to the Microsoft support website for a free download of Microsoft's free DUN 1.3 upgrade (Microsoft does not currently allow AOL to provide Microsoft's DUN 1.3 directly on the AOL Help website. If Microsoft does allow AOL to provide Microsoft's DUN 1.3 upgrade directly on AOL's Help Site, AOL intends to do so).
- B. ***Additional Method of Providing Microsoft DUN 1.3 Upgrade to AOL Members With Older Versions of Microsoft Windows 95.*** AOL is investigating means by which to provide the Microsoft DUN 1.3 Upgrade to existing members, who are reasonably calculated to need the upgrade, (i.e., AOL members who have Windows 95 Gold and OSR 1) through the use of an e-mail or other method that will allow members to "link" to the AOL Help site referenced in paragraph 1(A) for a free Microsoft DUN 1.3 Upgrade.
- C. ***Future Releases of the AOL Client Software.*** AOL has been investigating and will continue to investigate the feasibility of providing Microsoft's DUN 1.3 Upgrade in future releases of the AOL 5.0 client software. AOL will undertake commercially reasonable and technologically feasible efforts to include Microsoft's DUN 1.3 in future client software.
2. ***Information On The Microsoft DUN Upgrade.*** AOL has provided and will continue to provide live assistance on the Microsoft DUN 1.3 Upgrade issue 24 hours a day, 7 days

a week, through its toll-free member services line. In addition, AOL will make available additional information regarding the Microsoft DUN issue, including information relating to Paragraph 1(A), through its toll-free assistance, and through its AOL Help site, and through the Frequently Asked Questions (FAQs) Section of AOL Help.

3. *No Admission of Liability.* Nothing contained in this Stipulated Order or this Stipulated Order itself (i) is an admission of liability by defendant; (ii) constitutes a release or waiver of any claim by plaintiffs or defenses by defendant; (iii) shall act as a waiver of the AOL Terms of Service or the forum selection clause contained therein in this or any other forum; or (iv) makes any determination about the suitability of or impacts class certification in this or any other forum in any way.

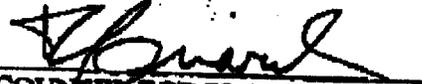
4. *Outstanding Motions.* Plaintiffs' motion for a preliminary injunction is withdrawn. Defendant's motion to transfer the cases based on the forum selection clause pursuant to 28 U.S.C. § 1404(a) is also withdrawn.

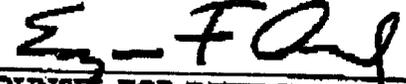
DONE AND ORDERED at Miami, Florida, this 10 day of May, 2000.



HONORABLE ALAN S. GOLD
UNITED STATES DISTRICT JUDGE

STIPULATED AND AGREED:


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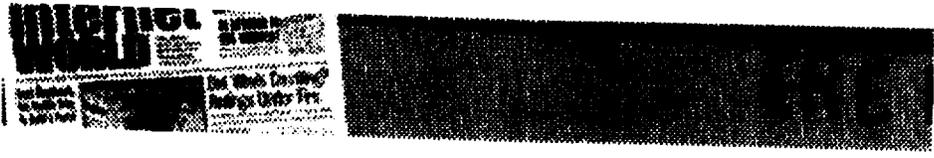
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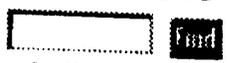
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ISP News

AOL Sued Over Networking Bugs in AOL 5.0

By [Brian McWilliams](#)
InternetNews.com Correspondent

February 2, 2000
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America Online Inc. has been hit with class-action lawsuit on behalf of subscribers who installed AOL version 5.0 and subsequently lost their ability to connect to other Internet service providers.

The lawsuit, filed Jan. 31 in the U.S. District Court for Eastern Virginia, alleges that AOL (AOL) "fraudulently concealed" the fact that the latest version of its software could interfere with the operation of other software and Internet access settings.

Lloyd Gathings, partner with Alabama-based Gathings, Kennedy and Associates, one of the law firms representing the plaintiffs, said AOL knew about the bugs in 5.0 and released it anyway on October 5, 1999 "either intentionally or with reckless disregard of the consequences."

As first reported by InternetNews in October, the AOL 5.0 networking bugs were a topic of heated postings to the private message boards for beta testers of 5.0. Many testers expressed concerns about what they called the "Evil Connectoid," a bug which appears to affect primarily AOL users who also have LAN connections or accounts with other Internet service providers. Installing AOL 5 can reset or misconfigure the TCP/IP settings of such users, rendering their Internet connections unusable and generating "server not found" messages whenever they try to connect to Web sites using another ISP.

Concerned beta testers were rebuffed, however, in a posting by an AOL staffer who wrote, "We can neither identify nor eliminate all bugs. In some cases on some folks' machines, I believe installing tiddlywinks would probably be a problem."

The class action lawsuit seeks an injunction that would require AOL to

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