

TechNote TN-112601-13
Date: November 26, 2001
Subject: Connecting to Internet via PPP with VCS Installed
Applies to: ViewComm Async, Async Plus, and Viewer and Windows 2000

Problem:

When VCS is installed (specifically when the VCS serial driver is installed on a Windows 2000 machine, the system will not connect to a dial-up ISP or other dial-in TCP/IP system using the Point-to-Point Protocol (PPP).

NOTE: Where menu selections mentioned below indicate "ViewComm Async" replace with the actual version of the software you are using, e.g. "ViewComm Viewer," etc.

Resolution:

When you need to monitor or capture all or portions of a connection to the Internet or other PPP connected system, use the cables and a separate machine to run VCS. Make sure that even if VCS is installed on the machine used to dial out that the driver is uninstalled. You can use the Start | Program Files | ViewComm Async | Windows xxx Driver Management | Show Driver Information option to display the driver make and version. If the window that appears says "Microsoft," you're OK but if it says otherwise, you should use the Start | Program Files | ViewComm Async | Windows xxx Driver Support | Uninstall Windows xxx Driver option (requires two reboots) to uninstall the driver.

Specifically:

The modem or ISDN connection will dial out, appear to be in the process of verifying username and password, but will abort with loss of carrier.

We have determined that an as yet undetermined effect of the driver causes the protocol's Link Control Protocol option and parameter negotiation between the remote computer and the one with the VCS driver fails to succeed. The PPP protocol attempts to negotiate by sending Configure Requests bearing various parameter values that the sender wants. The other end can respond with a Configure Ack (meaning it agrees with the suggested values, or with one of several negative responses indicating disagreement or inability to support the requested options / values.

Each consecutive Configure Request from a station is numbered starting with 0 and incremented each time the station makes a repeat of the request (or modifies its specific options), and when ten such requests have been rejected for whatever reason, the link aborts. The system that you dialed into will drop carrier at that point.

Repeated attempts to connect will also fail.

What Needs To Be Done:

The VCS serial drivers seem to be the culprit; however as yet we do not have a solution or a timeframe for release of one.