

# Using Windows 2000 with BGAN

Version 01

29.05.06

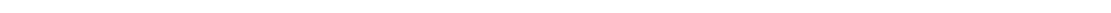
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## I.0. Introduction

### I.1. About this guide

This document describes some issues that arise with Windows 2000 computers when connected over a serial connection to a Nera WorldPro 1000 terminal or Thrane & Thrane Explorer 500 terminal.

It is intended for first time end-users, Distribution Partners, Service Providers and anyone who wants to use a BGAN terminal to connect to the BGAN network and use network services. A good working knowledge of the operating system of your chosen client, and of the BGAN LaunchPad application is required. A previous knowledge of satellite communications is useful, but not essential.

The sections include:

- Using Windows 2000 over BGAN – describes the issue resolved in this document.
- Using BGAN LaunchPad – describes how to set the username and password using BGAN LaunchPad.
- Using Windows 2000 dial-up connections – describes how to set the username and password using Windows 2000.
- Recovering from problems with Windows 2000 – describes how to recover from a Windows 2000 computer repeatedly displaying errors when connected to a BGAN terminal.

### I.2. Other sources of information

- This is one of a series of PDF documents in the BGAN Solutions Guide. The Solutions Guide is designed to help you make the most of your BGAN terminal. Other documents in the series are available for download from [www.inmarsat.com/bgan](http://www.inmarsat.com/bgan). Click on **BGAN support**, then click on **How to guides**.

This Web site also gives further information on the BGAN service, including Industry solutions.

- Refer to “BGAN LaunchPad Help” for details on using BGAN LaunchPad.
  - Refer to the documentation supplied with Windows 2000 for details on changing configuration and settings.
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## 2.0. Using Windows 2000 with BGAN

Windows 2000 behaves differently to other Windows versions when operating with BGAN terminals over serial connections (usually USB and Bluetooth connections). See below for a full list of interfaces affected.

In brief, Windows 2000 requires you to enter a username and password when opening a data connection. This is not required with Windows XP.

**NOTE: Test so far indicate that Mac and Linux computers are not effected.**

If you have been supplied with a user name and password by your Distribution Partner (DP), please use it for both Windows 2000 and Windows XP.

If you have not been supplied with a user name and password by your DP, please use `void` as the user name, and `void` as the password on Windows 2000 computers. On Windows XP, this is not necessary (although it will work if entered).

Interfaces affected are as follows:

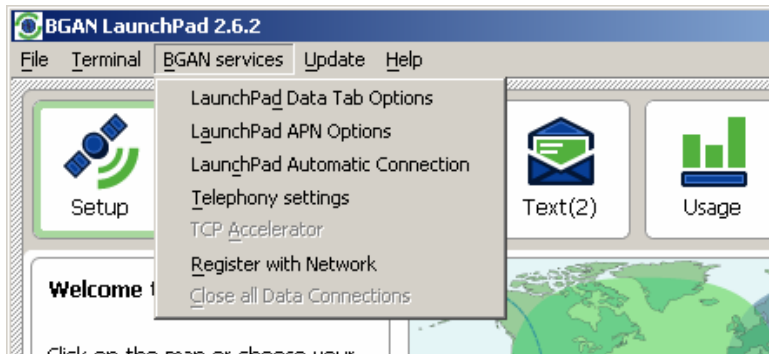
- Nera WorldPro 1000:
  - USB
  - Bluetooth
- Thrane & Thrane EXPLORER 500:
  - USB
  - Bluetooth
- HNS 9201:
  - No impacted interfaces



### 3.0. Setting the username and password using BGAN LaunchPad

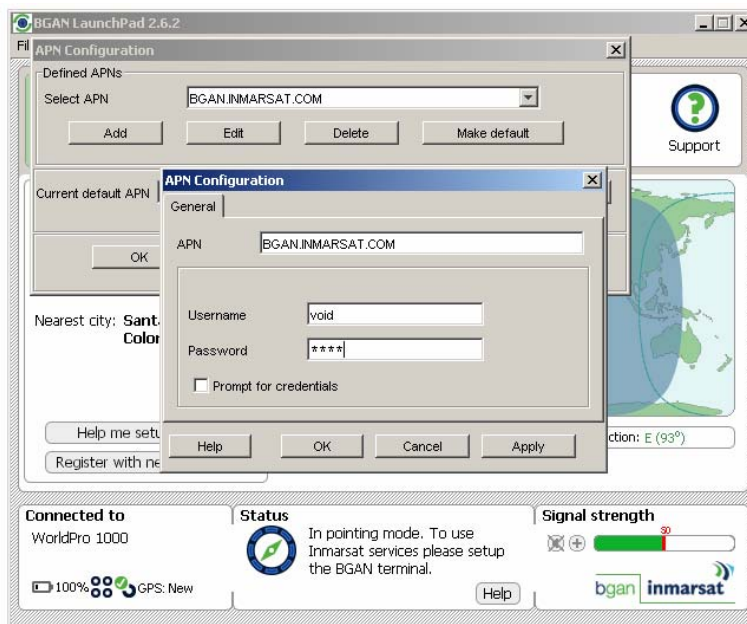
To set the username and password using BGAN LaunchPad, do the following:

1. From the BGAN LaunchPad main menu, select **BGAN Services > LaunchPad APN Options**, as shown below:



The APN Configuration dialog box displays.

2. Select the APN you want to use, and click **Edit**. The APN Configuration dialog box displays, as shown below:



3. Enter **void** in the Username field, and **void** in the Password field. If you want to be prompted to enter the username and password every time a data connection is opened, check the **Prompt for credentials** check box. See “Authenticating a data connection” below for details.
4. Click **OK** to close the pop-up.

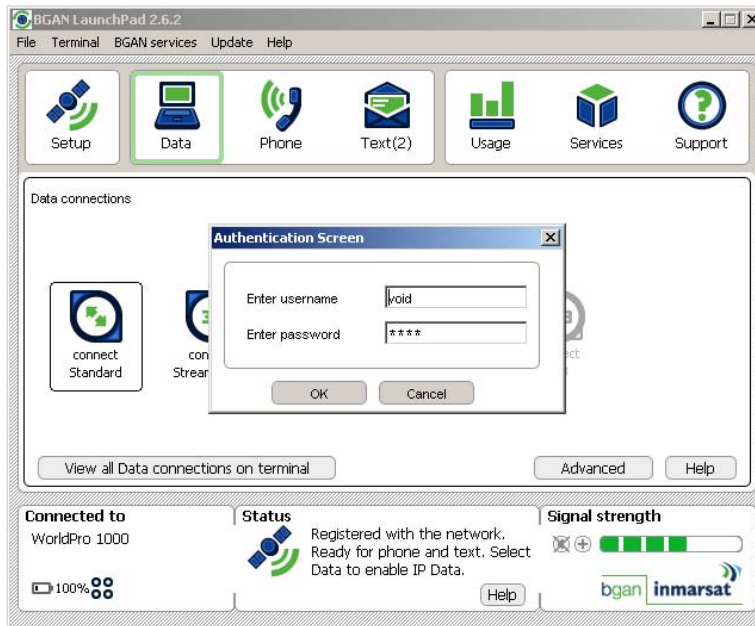
Repeat steps 2-4 for all defined APNs that you are going to use.



**NOTE: The default APN is listed in the lower half of the window. If this is not your preferred APN then click the button marked **Make Default** to make the APN selected in the top half of the window the default APN.**

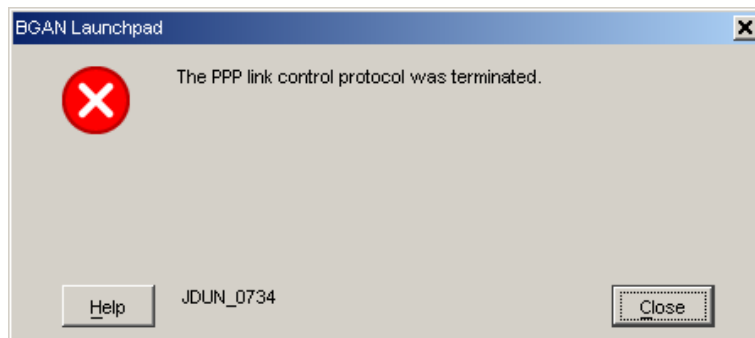
### Authenticating a data connection

If you selected the option **Prompt for credentials** in the APN configuration dialog box, every time you open a Data Connection, the pop-up shown below displays.



This option is suitable when you have more than one user of the same computer and BGAN service, and each user has their own username and password.

If the username and password are not entered, then you are likely to receive the following error:



Please note that this is not the only reason for this error message. In addition, other error messages may display, such as:

- The network request could not be granted. The APN (Access Point Name) used was not recognised by the network, or
- PDP context activation rejected. User Authentication Failed.

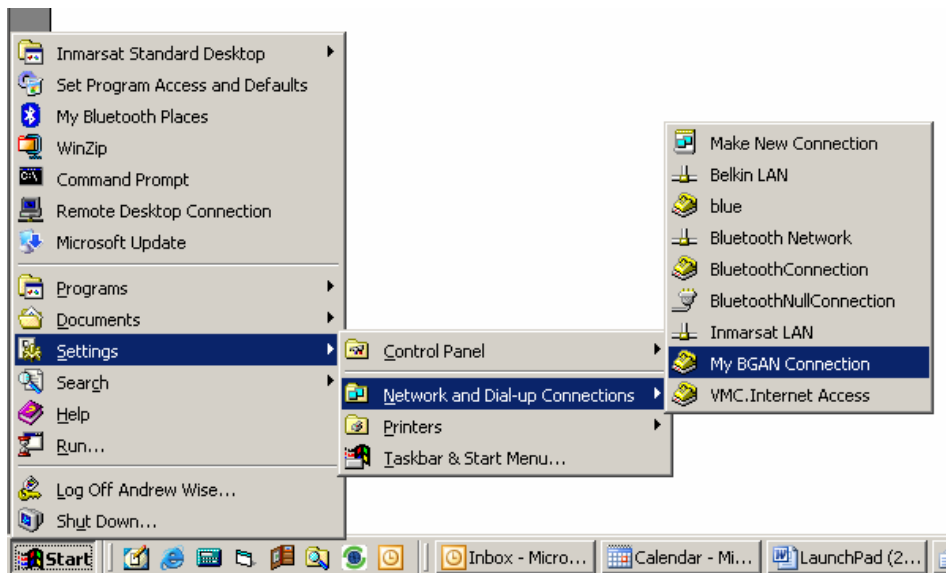


## 4.0. Setting the username and password using Windows 2000

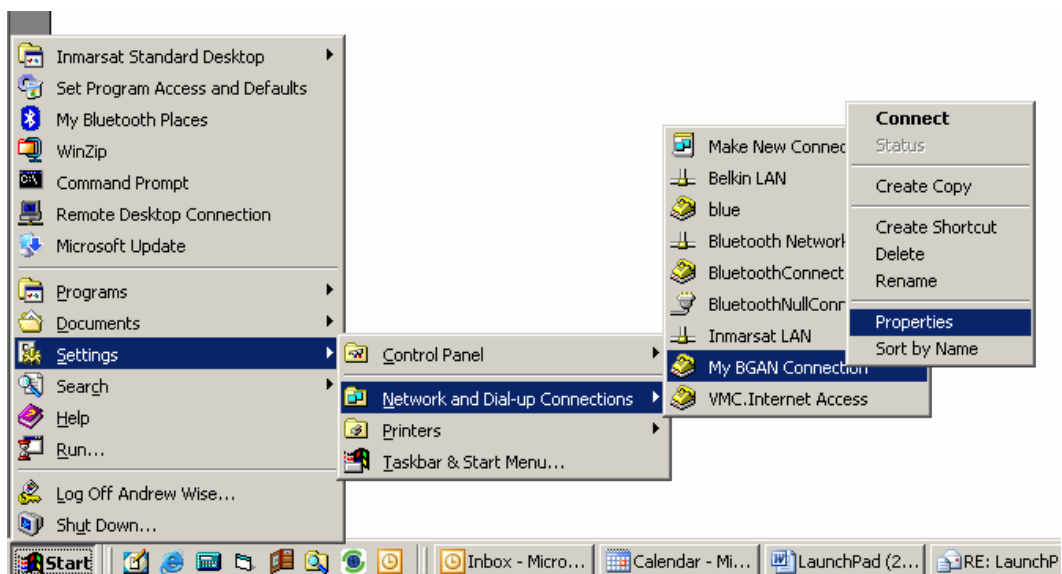
If you use standard Windows 2000 Dial-up networking instead of BGAN LaunchPad to open connections, do the following:

1. From the Windows **Start** menu, go to **Settings**, then go to **Network and Dial-up Connections** and locate your BGAN dial-up connection. (In the example below, this is called My BGAN Connection.)

**NOTE:** Inmarsat recommends that if you are using Windows 2000 instead of BGAN LaunchPad, you do **NOT** use the “BGAN LaunchPad Connection” created automatically by BGAN LaunchPad. This is because any edits you make to the connection are overwritten by BGAN LaunchPad next time it opens.

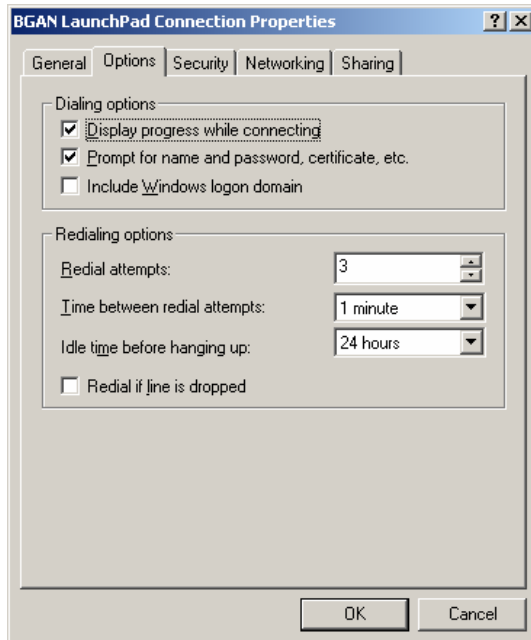


2. Right-click the connection, and select **Properties**.



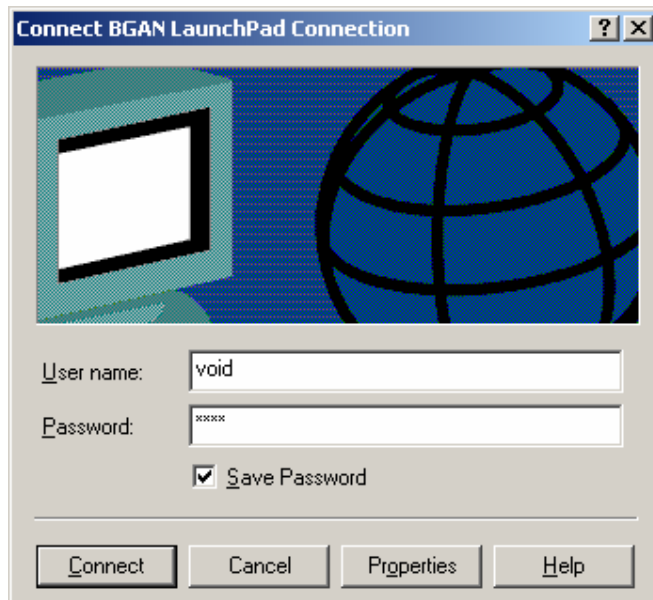


The BGAN LaunchPad Connection Properties dialog box displays, as shown below:



3. Ensure the tick box **Prompt for name and password, certificate etc** is checked, and click on **OK**.

The next time the connection is opened, a pop-up window is displayed as shown below.



Enter **void** in the Username field, and **void** in the Password field  
Inmarsat recommends that you check the **Save Password** tick box, so that you do not have to re-enter these details each time the connection is started.

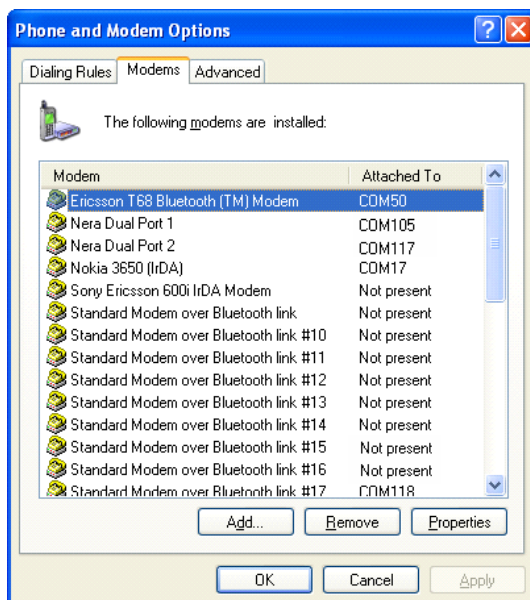


## 5.0. Recovering from problems on the Nera WorldPro 1000

In some cases, a Windows 2000 computer connected to the Nera WorldPro 1000 may display error messages when you try to open a data connection. This can be caused by the terminal locking up a port, or it can be caused by the username and password issue on Windows 2000, described in sections 2.0, 3.0 and 4.0.

If you experience an issue of this type, use the following procedure:

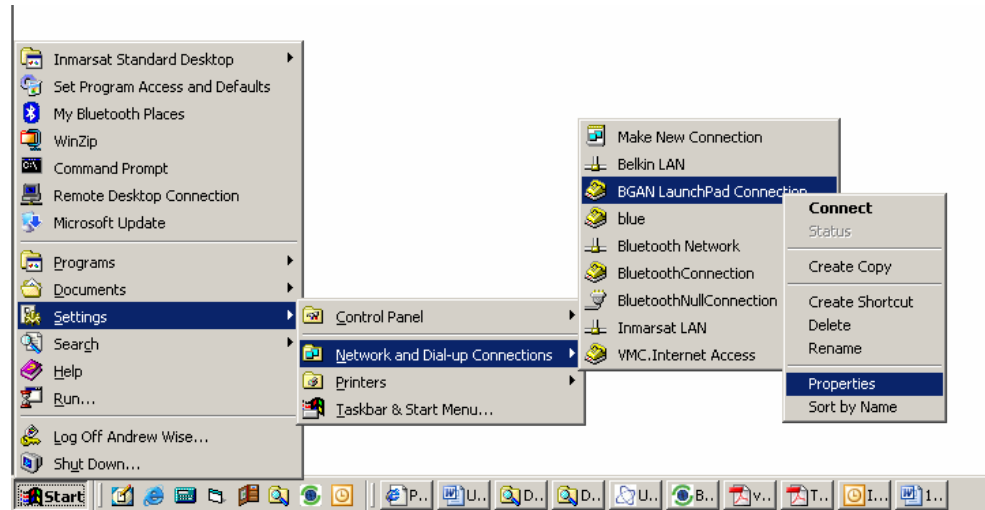
1. Reboot the BGAN terminal.
2. From the Windows 2000 **Start** menu, select **Settings > Control Panel > Phone and Modem Options**. The Phone and Modem Options dialog box displays.
3. Select the **Modem** tab, as shown below:



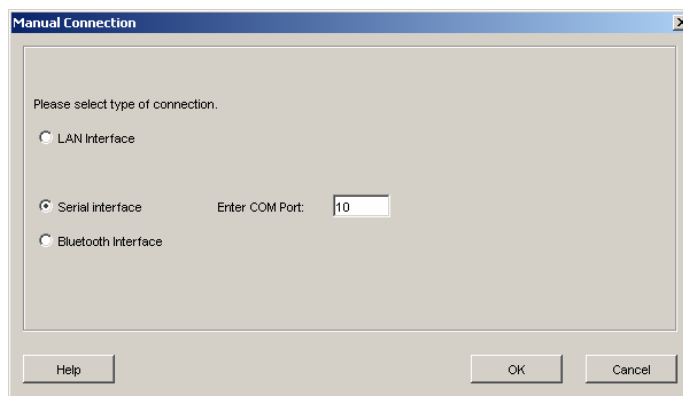
4. Find the entries "Nera Dual Port 1" and "Nera Dual Port 2".
5. Note the COM Port number for each.
6. Return to the Windows 2000 **Start** menu, then select **Settings > Network and Dialup Connections**



7. Right-click on **BGAN LaunchPad Connection**, as shown below, then select **Delete**:



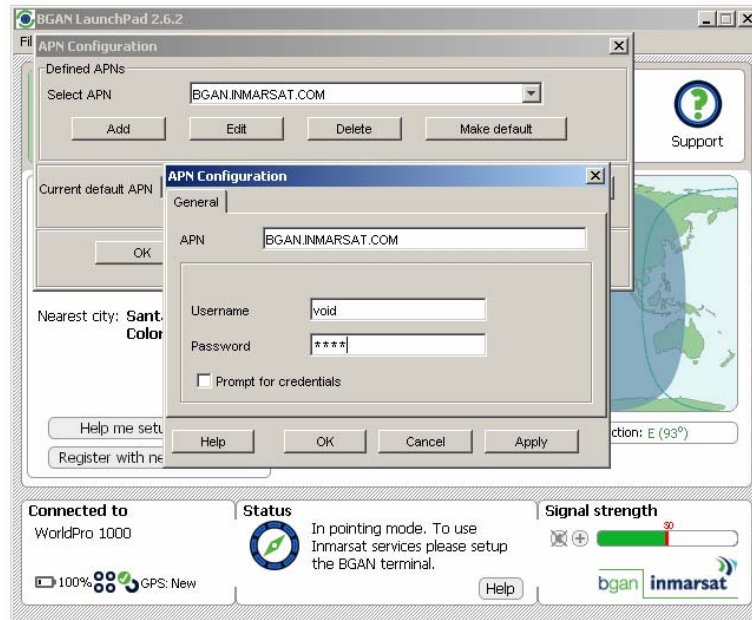
8. Start BGAN LaunchPad, and connect to the BGAN terminal.
9. From the BGAN LaunchPad main menu, select **Terminal > Current PC/Terminal Interface**.
10. Check that the displayed connection is the same COM Port as you recorded for "Nera Dual Port 1" in step 4, above.
11. If it is not:
- Select **Re-specify the connection details manually** The following dialog box displays:



- Select **Serial interface**, and enter the correct COM port number for "Nera Dual Port 1" (or "Thrane & Thrane EXPLORER Port 1").
  - Click on **OK** to close the dialog box.
12. From the BGAN LaunchPad main menu, select **BGAN Services > LaunchPad APN Options** to display the APN Configuration dialog box.
13. From the **Select APN** drop-down list, select the APN that you are using (this is usually the default APN).



14. Select **Edit**, to display the APN Configuration dialog box, shown below:



15. Enter the **Username** and **Password** you have been given, or if you do not have a Username and Password, enter **void** as username and **void** as password.
16. Register the terminal on the BGAN network if necessary.
17. Click the **Data** tab in BGAN LaunchPad, then right-click the **Standard** icon and select **Edit**.
18. Select the **Routing** tab.
19. From the **Select APN** drop-down list, select the same APN is selected as you selected in step 13. If the drop-down list shows default, it uses the APN setting listed in step 13 as the default.
20. Click **OK** to exit the Edit dialog box.
21. Open the Standard data connection. This should open as normal.

Please note that this procedure solves multiple bugs. If this procedure is successful, and you experience the same problem another time, repeat steps 1 to 8 inclusive.

**NOTE: If you experience similar problems with the Thrane & Thrane EXPLORER 500, follow the procedure described for the Nera WorldPro 1000.**