

**Extend 360 Help Desk FAQ  
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## **Install Questions**

### **What version of Windows Installer does Extend 360 use?**

We are providing Windows Installer 2.00.2600.1183 if there is not a Windows installer already on the machine.

### **What Operating Systems are supported with Extend 360?**

Windows 2000 SP 4, Windows XP Professional SP1a, Windows XP Home Edition SP1a.

### **Can Extend 360 be configured for a silent install?**

Yes, the install can be configured to be silent.

### **When I first install Extend 360, a message displays with the following.**

#### **“Initializing policies, please wait.”**

This is normal behavior with Extend 360. During the first start up of the client, the phonebook and policy sets must be initialized in order to use the client. This will only happen after first install or after an update.

### **When I double click on the Extend 360 icon, the following error displays in the messages on Extend 360: The Extend 360 Client Agent is not running.**

The Extend 360 Agent most likely didn't start up when the user booted the computer or the service crashed at some point. Check the task manager processes to make sure servicemgr is running. Have the user manually try to restart the Extend 360 Agent service. Last resort is a reboot.

### **After installing Extend 360, the CPU utilization jumps to 100% and spikes the computer. The servicemgr.exe process also shows high memory utilization.**

This is a known issue and Fiberlink is looking into it.

### **When I double click on the MSI, the client does not install properly.**

To install the MSI, you must move all three Extend 360 files to a directory and run a command line parameter. The MSI is not meant to be used a regular install. Customers ask for MSI when they want to package the software themselves.

### **When I double click the Extend 360 executable, a message appears saying “Rolling back” and the install doesn't finish.**

When the “Rolling back” message appears during the install it means that Extend 360 is still on the machine. It could also mean the files were not all cleaned up after an uninstall.

Check the Add/Remote programs for Extend 360 (remember it may be under another name).



Check for the following directories and remove them if they are still there after the uninstall is complete

- C:\Program Files\Fiberlink
- C:\Documents and Settings\All Users\Application Data\Fiberlink
- C:\Documents and Settings\(\local user)\Local Settings\Temp\Extend 360

#### **How do I uninstall Extend 360?**

Go to Add/Remote programs and find Extend 360 (remember it may be under another name, check the desktop icon if in doubt)

Go to the following directories and remove them if they are still there after the uninstall is complete

- C:\Program Files\Fiberlink
- C:\Documents and Settings\All Users\Application Data\Fiberlink

C:\Documents and Settings\(\local user)\Local Settings\Temp\Extend 360

#### **Dial Transport Questions**

##### **When selecting an area code/exchange or State/City after a new install, Extend 360 seems to hang for a moment after clicking on the State.**

This is normal behavior and is due to Extend 360 initializing the phonebook for the first time. This should only occur once.

##### **After I click connect, Extend 360 pops up an Error Message saying to Please Enter an Area Code and a Phone Number.**

Extend 360 requires the user to enter both an area code and exchange in order to connect.

##### **After I click connect, Extend 360 pops up an Error Message saying to Please Select a State and a City.**

Extend 360 requires the user to select both a State and a City in order to connect.

##### **The number I'm dialing requires a 9 or other prefix. Where do I enter the prefix?**

Extend 360 has a Dial Prefix box located on the New Connection – Dial and ISDN connection types. There is a predefined list of commonly used prefixes. The user may also type the prefix in the box.

##### **The number I'm dialing is not in the location I am calling from? How do I adjust the dial string?**

The dial string can be adjusted in the Advanced properties. To get to the advanced properties, click on the Advanced button on the New Connection Type. The dial string can be adjusted in the Dialing from Location area at the bottom of the screen.



**During the authentication phase of my dial up connection on my Windows 2000 machine, I received an error message that the Service Manager has crashed.**

Windows 2000 SP 4 requires that the RAS hotfix be applied before dialing. Install the hotfix and after the reboot, the authentication will work.

### **Broadband Transport Questions**

**When I click on the Broadband connection type, there are two bookmarks displayed: Broadband Location 0 and Broadband Location 1. I am unable to connect with either bookmark.**

This behavior can occur if Extend 360 associates with two types of network adapters. We have seen this behavior when using the Nortel VPN Client or the Enternet 300 Client. These types of clients use a virtual adapter, which Extend 360 will list as a usable device. Go to Preferences/Device Configuration to obtain the exact name of the device and Fiberlink can control the behavior with a policy to block that adapter.

**User cannot authenticate using the broadband connection type.**

What type of broadband connection is it?

If home/office/non Fiberlink hotel: Does the user have an address from the provider? Can they ping bb.fiberlink.com? Are they using valid credentials?

If Fiberlink hotel: Is the user entering valid credentials? Is the hotel part of the Fiberlink network (check with Find a Location)? Does Wayport's website show any issues with that room or port?

**The broadband button is not lit up even though the Ethernet cable is plugged into the machine?**

Is the Ethernet card showing in Preferences/Device Configuration? Is the Ethernet card showing Enabled in Network and Dial Up Connections? What is the type of computer and card being used?

### **Wireless Transport Questions**

**Extend 360 is not seeing my wireless connections.**

There are many reasons Extend 360 may not be seeing the wireless signal. The following questions should be asked:

- What type of wireless signal is it?
  - o Private or Public?
- Does it broadcast its SSID?
  - o If the hotspot does not broadcast its SSID, the signal will not be displayed in Extend 360. Use the bookmark feature to create the hotspot. The user will have to know the SSID and the WEP if in use.



- Is there another wireless utility running on the machine?
  - o Yes or No
    - If yes, shut down the utility or configure it to use another wireless connection.
- Verify the drivers are installed properly and that they are up to date
- Verify if there are any lights blinking on the wireless card

**My wireless signal displays on Extend 360 but I am unable to connect.**

There are many reasons the user may not be able to connect to a non Fiberlink Wireless signal. Check the following:

- Is the user familiar with the name of the hotspot?
- Is it a home hotspot or is the user at a hotel or café?
- On the New Connection – Wireless screen under available signals is the security enabled or disabled?
  - o If security is enabled, does the user know if there is an SSID or WEP key that needs to be entered?
- Is there another wireless utility on the machine?
  - o If so make sure it is shut down.
- Can the user connect to the signal with another wireless utility?

**I cannot connect over wi-fi with Extend 360 if the Funk Odyssey client is installed.**

Fiberlink currently does not support the Funk Odyssey client for use with Extend 360. The Funk Odyssey client must be shut down in order for Extend 360 to display the signals and connect.

**Cellular Transport Questions**

**The Cellular button is not lit up even though I have my CDMA card in the computer.**

The CDMA button will only light up when a signal from the provider is available. Is the user sure they are in an area where there is service? If they are sure there is service, check the following:

- Check the New Connection – Cellular screen to make sure the provider, type of card and connection type is populated.
- Make sure the user has a Fiberlink supported cellular card (ca. 50 models), e.g.
  - o Sprint Sierra Wireless Aircard 550
  - o Verizon Sierra Wireless Aircard 555
- Make sure the cellular card is inserted into the computer the entire way
- Make sure the drivers for the card are installed
- Make sure the cellular utility is not running

If all else fails, have the user open the cellular card utility for additional troubleshooting.



### **What type of cellular cards does Fiberlink support with Extend 360?**

Fiberlink has certified the use of the about 50 cellular cards: e.g.

- o Sprint Sierra Wireless Aircard 550
- o Verizon Sierra Wireless Aircard 555

Fiberlink is looking to certify additional cards in the future.

### **After Connection Questions**

#### **Extend 360 is not getting any updates after a successful connection.**

There are a few questions that should be asked to address the following:

- Is there is a proxy server in use?
- Is the proxy server address public or private?
- When is the update supposed to occur, before or after the VPN?
- Does the Extend 360 policy have the IP Address of the Proxy server and/or the username and password for proxy authentication?

Extend 360 can accommodate a single proxy server or a single proxy server with a single username and password.

PAC files (or dynamic proxies) are not supported. To get around the use of PAC files, the customer can allow the following exceptions in their proxy server.

PBK.FIBERLINK.COM	Phonebook update server
LOG.FIBERLINK.COM	Log upload server
BB.FIBERLINK.COM	Broadband authentication server
IS.FIBERLINK.COM	Software server
IW.FIBERLINK.COM	Software server

Extend 360 uses **HTTPS** (port 443) for log upload and policy/phonebook download, and **HTTP** (port 80) for software update.

#### **When I click Update to try to do a Manual Update, the drop down menu is grayed out. How do I do a manual update?**

Extend 360 must be connected before the Manual Update menu is available. This does not work like FGR where the user can just connect to get an update. The user must enter valid credentials and connect. Any time after the connection, the Manual Update can be initiated.

#### **On the Status screen in Extend 360, my last update displays as 12:00.**

On initial install the, the last update will display as 12:00. After a successful connection is completed (with a full disconnect), the last update will display with the correct date and time of the update.



## Error Messages and General Questions

### **When I disconnect from Extend 360, a message displays that says Shutting down..... Then Extend 360 disappears from the screen and pops back up.**

This is normal behavior. Extend 360 will shut down and restart itself after a successful update. This ensures all the new updates are applied before the user connects again.

### **When I disconnect from Extend 360, I am unable to get to the Internet with my other connections.**

After you disconnect from Extend 360, the IP Addresses on the adapters will be released. To get back online, renew the IP Addresses.

### **When I disconnect from Extend 360, my wireless address is released. Why is this happening?**

This is normal behavior within Extend 360. After a successful disconnect, Extend 360 assumes you are going offline and releases the address. To renew your address from your ISP, open a Dos prompt and type "ipconfig /renew."

### **Extend 360 is displaying the following error "Server name cannot be resolved."**

This error is common on non-Fiberlink broadband and wireless connections. In order for Extend 360 to process the authentication, it must first have an address from the non-Fiberlink provider. If the computer does not have a public address from that provider, the authentication will fail when it tries to reach our broadband server (bb.fiberlink.com) since it will not have a route out to the Internet.

To troubleshoot, try the following:

Check ipconfig to make sure the computer has an address. If not, try to release/renew the address. Try to ping bb.fiberlink.com, if you cannot resolve it, try to ping the actual address. Have the user check to make sure the connection is available.

### **After I connect to Extend 360 and my VPN client post-launches, 4 Cisco login boxes pop up with my username and password showing in clear text.**

Fiberlink recommends upgrading to version 4.x of the Cisco VPN client to resolve this issue.

### **When Extend 360 post-launches my VPN client, the name of the profile has extra digits added to it. For example, the "Fiberlink" profile is now "Fiberlink12345"**

Extend 360 clones the VPN profile for the connection so it does not have to alter the profile on the computer. This will prevent any corruption in the original profile.



**After double clicking on the Extend 360 icon, the GUI displays on the screen in a very small format and does not show all of the buttons. Laptop is configured for Large Fonts.**

Fiberlink currently does not support Large Fonts. The user should change their display settings to Small Fonts. To do this:

- Right click on the desktop and go to properties
- Go to Settings
- Click Advanced
- Change the DPI setting to Normal Size or Small Fonts. This should be 96DPI.