



Galileo USA – Advanced Product Support Knowledge Base
Accessibility Issues & Fixes
for Downline Workstations on FocalpointNet with WinGate

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Created On: 04/27/03

Document Type: Internal (Company Confidential) Internal or External

OVERVIEW:

FocalpointNet sites on WinGate may have problems accessing Apple Vacations on the downline machines.

DESCRIBE ISSUE:

The Wingate workstation can access the Apple Vacations web site but the downline workstations cannot.

PRODUCT(S) EFFECTED:

FocalpointNet on WinGate

SOLUTION:

1. From the Windows Desktop right click the Internet Explorer icon and choose Properties.
2. Click the Connections tab, click LAN Settings and click Advanced.
3. Uncheck "Use the same proxy server for all Protocols".
4. In the SOCKS box type WINGATE and in the Port box type 1080.
5. Click OK, click OK to close all other open windows.
6. Reboot the workstation.

Problem:

The Wingate workstation and the downlines can access the Apple Vacations web site but the downlines receive a **Java.Lang.Integer** error when trying to book anything on the site.

Solution:

1. Log into Wingate Gatekeeper.
2. Click on the Services tab at the bottom of the left hand pane.
3. Double click on the SOCKS service and click on SOCKS Advanced.

4. Check “Perform reverse name lookup” and “Use RFC1929 Authentication”
5. Save the changes, stop and start the Wingate engine.

Problem:

The Wingate and downlines can access the Apple Vacations web site but the information the downlines receive is old out of date information (wrong dates, etc.).

Solution:

1. Log into Wingate Gatekeeper.
2. Click on the System tab at the bottom of the left hand pane.
3. Double click Caching.
4. Uncheck “Enable cache lookups”
5. Save the changes, stop and start the Wingate engine.

Problem:

Windows Messenger, MSN Messenger or AOL Messenger works on the Wingate workstation but not on the downlines.

Solution:

For Microsoft Windows Messenger and MSN Messenger:

1. Right click the Messenger icon in the system tray and click Open.
2. Click Tools and click Options from the drop down menu.
3. Click the Connection tab.
4. Check “I use a proxy server”.
5. Choose SOCKS Version 5 from the Type pull down menu.
6. Type 192.168.0.1 in the Server field and type 1080 in the port field.
7. Click Ok and close and re-open Messenger.

For AOL Instant Messenger:

1. Start AOL Instant Messenger.
2. Do not login, click on the setup icon located at the bottom of the window.
3. Click on the connection tab.
4. Click the “connect using proxy” button.
5. Click the “use proxy to resolve host names” button.
6. Type 192.168.0.1 in the host box.
7. Type port number 1080 for SOCKS.
8. Select SOCKS 5 for the protocol.
9. Save the changes, close Messenger and re-open it.

HOW TO ORDER/CONTRACT:

N/A