

Limited Incidents of Internet Access Problems

How Windows XP Home Edition Users with Venturi 2.1.1 Installed Can Resolve Internet Access Problems

Issue

In limited corner cases, Windows XP Home Edition Users with Venturi 2.1.1 installed cannot access the Internet.

Symptoms

- No Internet access: for example, browser displays “Page Cannot Be Displayed” message when attempting to access the Internet
- Internet access worked fine before installing Venturi Client version 2.1.1
- You have uninstalled and reinstalled wireless office solution and Venturi with the same result
- Your service provider was unable to resolve the problem

Workaround

1. Install Venturi Client
2. Uninstall Transparency
 - a. Go to C:\Program Files\Venturi2\SPI, (if C is the drive where Venturi Client was installed)
 - b. Double-click on Uninstall Transparency
3. Go to: Start Menu > Control Panel > Internet Options
4. Select Express Network (1xRTT) in Dial-Up and Virtual Private Network settings
 - a. Click on Settings button
 - b. Enable proxy server
 - c. Enter 127.0.0.1 as address
 - d. Enter 8000 as port number
 - e. Press OK button
5. Press OK button again to exit Internet Options
6. Reboot computer

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