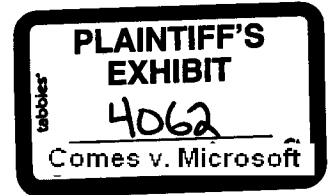


Microsoft Knowledge Base Article - 244252

Installing AOL 5 in Windows 95 Causes Problems for Non-AOL DUN Connections

View products that this article applies to.

This article was previously published under Q244252



SYMPTOMS

After you install America Online (AOL) 5 on a computer running Windows 95 without Dial-Up Networking (DUN) 1.3, you may not be able to browse the Web with non-AOL DUN connections. For example, Internet Explorer may be unable to browse the Web using any Internet service provider (ISP) other than AOL. After you connect to a non-AOL ISP and type a Web address, you may receive one of the following messages:

The page cannot be displayed

A connection to the server could not be established

RESOLUTION

To resolve this issue, install DUN 1.3. You can download DUN 1.3 from the following Microsoft Web site:

http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUNetworking/dun13win95/Default.asp

WORKAROUND

Removing the AOL Dial-Up adapters in Device Manager allows you to connect to the Internet using other DUN connections. However, this removes the ability to connect to AOL. To remove the AOL Dial-Up adapters:

1. Right-click **My Computer**, and then click **Properties**.
2. Click the **Device Manager** tab.
3. Double-click the **Network Adapters** branch to expand it.
4. Click an AOL adapter, and then click **Remove**.
5. Repeat step 4 for any additional AOL adapters.
6. Click **OK**.

To reinstall the AOL Dial-Up adapters, reinstall AOL.

The information in this article applies to:

- Microsoft Internet Explorer 5.0 for Windows 95
- Microsoft Internet Explorer 4.01 for Windows 95 SP 1
- Microsoft Internet Explorer 4.01 for Windows 95 SP 2
- Microsoft Internet Explorer 4.0 for Windows 95
- Microsoft Internet Explorer 3.02 for Windows 95
- Microsoft Internet Explorer 3.01 for Windows 95
- Microsoft Internet Explorer 3.0 for Windows 95
- Microsoft Internet Explorer 2.0 for Windows 95

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