



Windows Vista™

How to Troubleshoot Dial-Up Error Codes

Use this document if:

You have dial-up access as an option for Internet connectivity from your Internet Service Provider and you experience dial-up error codes.

This document assumes:

- You are a Windows Vista™ user.
- You subscribe to an ISP that provides dial-up access.
- You have a dial-up modem.
- You have a landline with dial tone that will allow your computer to dial out.

Error 678: There is no answer.

1. Confirm your telephone has a dial tone.
2. Check to see if the phone line is plugged in to the correct ports on the modem and the jack.
3. Confirm your telephone line is working properly.

Error 680: There is no dial tone.

1. Check Intel Diagnostic for "Device is busy" error.
2. Restart your PC and immediately go to dialer before any other applications run.
3. Check to see if you have the same error.
4. If the same error occurs, it is likely that another dialer or program is attempting to use the modem. Find the other application that is trying to use the dialer and close the application.

Error 691: Access denied.

1. Verify that your user name and password is correct.
2. Make sure that "logon to network" is not checked in the properties of the dialer.
3. Reboot the computer and try to connect again.
4. If access is still denied, delete all .PWL files.
 - What are .PWL files?

Whenever you log in to a Windows® 95 or 98 PC, a .PWL file is created. This file contains your user name and password in a format that can be recognized only by the operating system, so that your password's security is not compromised. Windows uses this information as needed, especially in instances where you check a **Remember Password** option, such as Dial-up Networking.
 - How do I delete .PWL files on my Windows® 95 or 98 PC?
 1. Click the **Start** button. Select **Find**. Then, select **Files or Folders**.
 2. In **Named:** enter "*.pwl".

3. In the **Look In:** box, from the drop-down menu, select **My Computer**.
4. Select **Find Now**.
5. Windows will search your computer and list the files on the lower half of the screen. You can then click a file to select it, and press the **Del (delete)** key on your keyboard to remove it.
6. Restart your computer to reset the password files.

Error 720: No PPP control protocols configured.

1. Delete and recreate dialer.
2. Uninstall and reinstall Dial-up Networking. You may need to contact your OEM, or computer manufacturer for more assistance with this step.

Error Message: Couldn't negotiate a compatible set of network protocols.

The full error message reads: "Dial-Up Networking could not negotiate a compatible set of network protocols you specified in the Server Type settings. Check your network configuration in the Control Panel then try the connection again."

1. Check all settings. You may need to check the advanced dial-up configuration settings for your dial-up modem.
2. Make sure the dialer's settings are correct. You may need to consult your computer OEM or manufacturer to verify these settings.
3. Ensure that the network settings are correct. You may need to consult your computer OEM or manufacturer to verify these settings.
4. Delete and recreate the dial-up connection.
 - Begin the dial-up connection setup wizard by opening Internet Explorer.
 - Select **Tools**, then **Internet Options**.
 - From the **Internet Options** screen, select the **Connections** tab and click the **Setup**. You may need to consult with your Internet Service Provider for more specific configuration information.
5. Reinstall Dial-Up Networking. You may need to consult your computer OEM or manufacturer for assistance uninstalling and reinstalling dial-up networking.

Additional Resources

If you experience an error code that is not listed here, please visit:

www.modemhelp.net or www.modemhelp.org

If the Dial-Up Modem option in the Network Connection Wizard is unavailable, please refer to:

<http://support.microsoft.com/?id=320558>

If you are unable to create a Network Connection after you restore Windows® XP, please refer to:

<http://support.microsoft.com/?id=329441>