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Accelerator-Related Questions

- **After the Accelerator is installed, all network access from the machine is lost. All applications that access the Internet return errors, and even “ping” and “tracert” do not work**

Cause:

This can happen if the LSP chain is broken, or if a conflicting LSP is installed after the Accelerator client.

Solution:

The best course is to completely deregister all LSPs on the system. The side effect of this for the Accelerator is that e-mail acceleration will no longer work. Web acceleration will still work fine. Other applications installed on the system that use LSPs may also stop working to various degrees. However, such a state is better than having no network access at all.

To deregister all LSPs, please follow these steps:

1. Open a command prompt window;
2. Change to the installation directory for the Accelerator (e.g. “C:\Program Files\Web_Accelerator”);
3. Type “instlsp -f”;
4. Reboot the computer and network access should be back.

- **The Accelerator detected another application using the HTTP listening port**

Cause: Please see the screen shot



There are three possible causes:

1. This can occur to Windows XP users when they utilize the “Switch User” feature, and both users wish to use the Accelerator. The first user will already be using the default local listening port (5400), so other users can not use the same port.



2. A different application might be using the default listening port of the Accelerator. This can be verified by doing a netstat (“Start Menu” → Run → type “cmd” → type “netstat -an” in command). The default HTTP listening port for the Accelerator is 127.0.0.1:5400. To find the application that is actually listening on the port, the user can download a program called TCPView from the following link:

<http://www.sysinternals.com/ntw2k/source/tcpview.shtml>

This application works on Windows NT/200/XP and Windows 98/ME.

3. The LSP chain might be damaged, which could happen if other LSP-based applications were installed after the Accelerator or if there was a previous uninstallation that did not complete.

Solution:

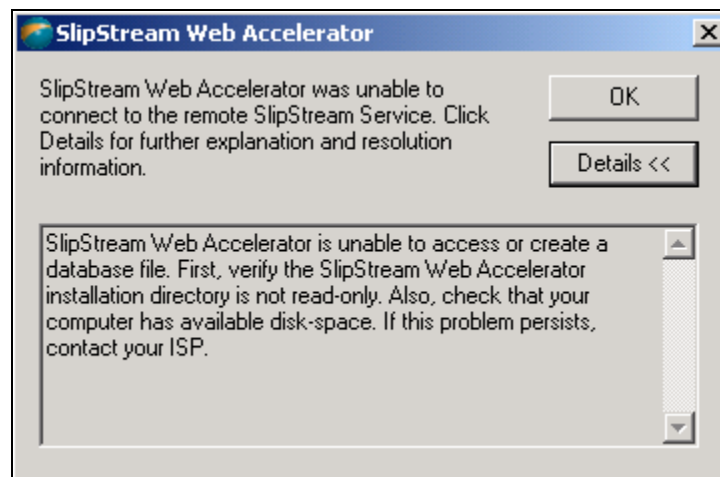
In the first two cases, the default listening port of the Accelerator client can be changed. For more details, please see our online troubleshooting page:

http://www.slipstreamdata.com/troubleshooting_error_starting.html#1.3

For the third scenario, all LSPs on the system should be deregistered. See the solution up above for “After the Accelerator is installed, all network access is lost...”.

- **Unable to connect to the remote service because the database file could not be accessed or created.**

Cause:



This normally occurs in Windows NT 4.0, Windows 2000 or Windows XP. Users that do not have administrative rights can not use the Accelerator if the installation directory is not writable by these users. The file “sdi.db” in this directory has to be accessed and edited constantly.

Solution:

Change the permissions on the installation directory to allow the appropriate users to create and modify files.



- **Unable to connect to the remote service (various non-database related reasons)**

Causes:

There are many possible reasons which cause this problem.

Solution:

Please ensure that the users have the correct user ID, password, server name and server port number. Also make sure that they have active internet connection and the server is not down. For detailed information, please refer to this following link:

["SlipStream Web Accelerator cannot connect to the SlipStream Service..."](http://www.slipstreamdata.com/troubleshooting_error_connecting.html#2.2)
(http://www.slipstreamdata.com/troubleshooting_error_connecting.html#2.2)

The following links are related questions which are answered on our troubleshooting web page:

["The SlipStream Service does not allow connections from your current IP address..."](#)
["Your username and/or password were not accepted by the SlipStream Service..."](#)
["The SlipStream Service could not be started due to an authentication timeout ..."](#)
["The SlipStream Service indicated that it has insufficient resources to handle your connection..."](#)

- **Proxy exclusion list does not get pushed through from the server to the client**

Please refer to the question "Windows Update can not be performed with the Accelerator enabled".

- **The Accelerator does not start due to an installation or configuration problem**

Cause:

This is the screen shot of the configuration error message. This normally occurs due to incomplete installation or uninstallation (or some files are deleted).



For detailed information, please connect to this link on our troubleshooting page.

http://www.slipstreamdata.com/troubleshooting_error_starting.html#1.4

Please note that problem "The Accelerator was unable to load the sdicore.dll library" can also be resolved in the same way.

- **The Accelerator was unable to load the sdicore.dll library**

For detailed information, please refer to the following link:

http://www.slipstreamdata.com/troubleshooting_error_starting.html#1.2



Also refer to the question “The Accelerator does not start due to an installation or configuration problem” for an alternate solution.

- **End-user complains about poor image quality.**

Cause:

The user is not aware of the Accelerator's "Show Original Image" feature, and does not know how to change image quality.

Solution:

There are two options:

- A. Tell the user to right-click on the image (in Internet Explorer) and select "Show Original Image" or "Show All Original Images"
- B. If the user would like better image quality for all sites, they can change the image slider setting via the Accelerator's 'Settings' menu.

- **When the Accelerator client is started or stopped, an invalid page fault in WININET.DLL occurs**

Cause:

This is a known issue of build 3.0.37. It has been resolved in build 3.0.65.

Solution:

Please upgrade the client to version 3.0.65.

- **A specific website does not work through using the Accelerator**

Cause:

The website may be incompatible with the Popup-blocker component, or the Accelerator itself.

Solution:

- A. Disable "Block Floating Flash-ads" in the Accelerator's 'Popup-Blocker' settings.
- B. If 'A' does not resolve the problem, add the website to the popup-blocker white list.
- C. If 'B' does not resolve the problem, add the website to the 'Proxy-Exclusion' list

If step C fixes the problem, immediately report the problem to support@slipstreamdata.com, in addition, contact your system-administrator. Inform them to add the website to the server-side proxy exclusion list. (This change will automatically add the problematic website to the proxy-exclusion list for all of your users).



- **The Accelerator closes after double-clicking the icon in the system tray**

Cause:

This occurs on Windows NT and Windows 95 machines. This happens because the popup window is so close to the taskbar. When you click on the icon once, the menu shows and highlight "Exit" as the default option. When you click the icon twice, you exit the application.

Solution:

Please inform the users the cause of this fact.

- **I upgraded to the latest version of the Accelerator client and my Proxy Exclusion list and Pop-up Blocker White List were erased.**

Cause:

The Accelerator does not save the white list and proxy settings when upgrading to a newer version.

Solution:

Currently we are still investigating on it and so we can include it in the future build.

Browser-Related Questions

- **IE/Netscape is still set to use a proxy even after the Accelerator is disabled or not running.**

Cause:

This is a known issue of build 3.0.37. It has been resolved in build 3.0.65.

Solution:

A. The fundamental solution is to upgrade the client.

B. Manually change the proxy settings:

1. Disable the Accelerator;
2. 1) Internet Explorer
 - a. (On main menu bar) Tools → Internet Options;
 - b. Choose the tab "Connections";
 - c. Choose the dialup service you use, click on "Settings" button;
 - d. If "Use a proxy server for this connection..." is checked, un-check it
- 2) Netscape/Mozilla
 - a. (On the main menu bar) Edit → Preferences;
 - b. Click on the arrow beside "Advanced" option, a list of options should appear;
 - c. Choose "Proxies";
 - d. If "Manual proxy configuration" is checked, un-check it;

Please note that questions such as "Page can not be displayed when the Accelerator is disabled" also point to the same problem.



- **Page can not be displayed when the Accelerator is disabled or not running.**

Please refer to “IE/Netscape can not detect the change of proxy settings”.

- **The Accelerator does not work with Netscape / Mozilla**

Cause:

The Accelerator supports Mozilla and Netscape 6.x and 7.x. Problems can occur if users install multiple versions of Netscape/Mozilla on their computers. Please make sure the users back up the following files and registry keys before any change is made.

WARNING: We do not recommend the users to edit their registry keys. Please provide the following instructions only if it is necessary.

Solution:

First make sure to turn on the "Show hidden files and folders" setting in the Explorer Folder Options. It is also recommended that directories and registry keys be renamed instead of deleted when following these steps:

1. Uninstall Netscape/Mozilla from "Add or Remove Programs" from the control panel;
2. If you want to keep your mail box or personal settings in Netscape or Mozilla, please rename the following folders and move them instead of deleting them:
 - 1) (if there is any) C:\Program Files\Netscape\
 - 2) (if there is any) C:\Program Files\mozilla.org\
 - 3) C:\Documents and Settings\users\Application Data\Mozilla\
 - 4) C:\Documents and Settings\users\Application Data\Talkback\Netscape
3. Delete the following files:
 - 1) (if there is any) C:\WINNT\mozregistry.dat
 - 2) (if there is any) C:\WINNT\mozver.dat
 - 3) (if there is any) C:\WINNT\nsreg.dat
 - 4) (if there is any) C:\WINDOWS\mozver.dat
 - 5) (if there is any) C:\WINDOWS\nsreg.dat
4. StartMenu → Run → regedit
HKEY_CURRENT_USER --> SOFTWARE, delete "Mozilla", "Netscape"
HKEY_LOCAL_MACHINE --> SOFTWARE. Delete "Mozilla", "MozillaPlugins"
5. Clean the recycle bin, reboot the computer before you install Netscape or Mozilla;
6. Always enable the Accelerator before starting Netscape or Mozilla (including QuickLaunch)

- **The popup window “Please close all Netscape and Mozilla Windows” does not go away.**

Cause:

Netscape or Mozilla application is still running.

Solution:

- A. Build 3.0.65 of the Accelerator client now gives the option of dismissing the popup dialog. However, note that the ramification of doing this without closing all Netscape and Mozilla windows is that their proxy settings will still be pointing to the Accelerator. This means that when the Accelerator is disabled or not running, Netscape and Mozilla will not work unless the proxy settings are manually changed.



B. In builds before 3.0.37, the solution is to close all the Netscape and Mozilla windows including QuickLaunch icons (located in the system tray) then click "OK" to exit the application.

If the window still persists, please access Task Manager by pressing “Ctrl”, “Alt” and “Delete” keys at the same time. If you see any Netscape or Mozilla application is still running, end the process. This can be checked under “Applications” or “Processes” tab.

- **Windows Update can not be performed with the Accelerator enabled**

Cause:

Windows Update does not work with the Accelerator, so all of its URLs must be added to the proxy exclusion list. This list of URLs is pushed from the server to the client, but due to a bug in client build 3.0.37, the pushed list was not taking effect. This has been resolved in build 3.0.65.

Solution:

- A. The ultimate solution is to upgrade the client.
- B. If upgrading is not possible, disable the Accelerator client before running Windows Update.
- C. If the user does not wish to disable the client, the exclusion list can be manually added to the Accelerator client:
 1. Right-click on the Accelerator icon in the taskbar, select “Settings”;
 2. Choose the tab “Proxy Exclusion”;
 3. Select “Specify a proxy exclusion list”;
 4. Copy and paste the following line into the text box:
*windowsupdate.com;download.microsoft.com;*windowsupdate.microsoft.com;codecs.mic
rosoft.com;activex.microsoft.com
 5. Click OK and restart the Accelerator client if prompted.

E-Mail Accelerator-Related Questions

- **A dialog appears when the Accelerator client starts, warning that another application is using port 25 or port 110**

Cause:

- E-mail acceleration consists of two components working in tandem:
1. A Winsock component called an “LSP”, which intercepts all traffic destined for TCP ports 25 and 110, regardless of the destination IP address. It then redirects this traffic to 127.0.0.1:25 or 127.0.0.1:110 (respectively).
 2. The Accelerator client listens on 127.0.0.1:25 and 127.0.0.1:110, receiving this redirected traffic.

The warning message that appears is complaining about the second component of the system. Specifically, some other application on the computer is listening on either 127.0.0.1:25 or 127.0.0.1:110.



Examples of applications that listen on these ports are old versions of Norton AntiVirus (2001 and below), PC-cillin, some Hotmail-to-POP proxy programs, etc. Some advanced users may be running their own SMTP or POP3 servers on their own computers, which would also cause the conflict.

To check if the ports are really in use, the “netstat” command can be used (“Start Menu” → Run → type “cmd”, then type “netstat -an” and see if anything is listening on TCP ports 25 or 110).

To find the application that is actually listening on the ports, the user can download a program called TCPView from the following link:

<http://www.sysinternals.com/ntw2k/source/tcpview.shtml>

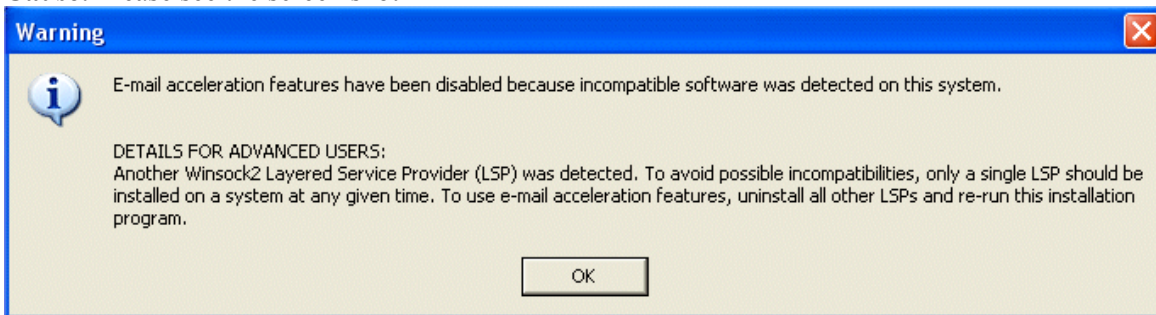
This application works on Windows NT/200/XP and Windows 98/ME.

Solution:

To solve this problem, the users have to disable the application that is listening on the specified port(s). Please note that this error message is not fatal, it just informs the user that email acceleration is disabled because of the conflict. Web acceleration will still work fine.

- **During installation, a dialog appears warning that e-mail acceleration is disabled because another LSP (Layered Service Provider) was detected**

Cause: Please see the screen shot



Solution:

This dialog is just a warning stating that e-mail acceleration is not possible on this computer due to a software conflict. Note that web acceleration will still work fine.

If the user would like to have e-mail acceleration, the other LSPs must be removed and the Accelerator client must be reinstalled. Examples of other applications that use LSPs are the New.net client, older versions of Zone Alarm, and Venturi Accelerator software.

If the user is unsure what LSPs are installed on the system then the following utility can be used to list and remove entries from the computer’s LSP chain:

<http://www.cexx.org/lspfix.htm>

For further information, please check our online troubleshooting page:

http://www.slipstreamdata.com/troubleshooting_general_issues.html#email_disabled



- **Users are reporting that they cannot send email when the Accelerator client is enabled.**

Cause:

There are several possible causes; all related to possible configuration problems on the Accelerator server. This problem should be escalated to your system administrator.

When the Accelerator client is enabled, all SMTP traffic is redirected so that the Accelerator server is the one that actually makes the connection to the destination SMTP server. This can cause problems in several ways.

1. If the “UpstreamSMTPRelayHostname/Port” settings are NOT enabled on the Accelerator server, then it connects directly to the SMTP server that the client requested. This can cause problems in the following respects:
 - i. The SMTP server requested by the client does not allow relaying from the Accelerator server.
 - ii. The SMTP server requested by the client is not reachable (network-wise) from the Accelerator server.
2. If the “UpstreamSMTPRelayHostname/Port” setting are enabled on the Accelerator server, then it always connects to the specified hostname and port regardless of the SMTP server requested by the client. This can cause problems in the following respects:
 - i. The specified upstream SMTP relay does not allow relaying from the Accelerator server.
 - ii. The specified upstream SMTP relay does not exist or is not reachable from the Accelerator server.

Solution:

For the first case, it is strongly recommended that the “UpstreamSMTPRelayHostname/Port” settings be enabled on the Accelerator server. This saves the user from contacting the administrator of their SMTP server to ask them to allow connections from the Accelerator server.

For case 2, ensure that the “UpstreamSMTPRelayHostname/Port” settings point to a server that accepts connections and allows relaying from the Accelerator server.

- **No response while sending e-mail with large attachments**

Cause: The following is the screenshot of the error message.



This is a known issue in build 3.0.37 of the Accelerator. It has been resolved in build 3.0.65.

Solution:

Please upgrade the client to version 3.0.65.

Questions in Regard to Integration with Other Applications

- **Applications (which might conflict with the Accelerator)**

Some of the antivirus, firewall, parental control and spyware applications might conflict with the Accelerator. Examples are OPTENET, Windows Media Player 9, iTunes, AdSubtract Pro and Ontrack System Suite.

- **How do I configure AdSubtract Pro to work with the Accelerator?**

Cause:

AdSubtract competes with the Accelerator to set the browser proxy settings. Just like the Accelerator client, AdSubtract routes traffic through 127.0.0.1, although on a different port. Thus it is possible to have both working together by chaining the software one after another. Since the Accelerator needs to compress data, it should be the last one posting the request and the first one receiving a response. In other words, it should be the last one in the chain.

Solution:

To receive the proxy settings and retain the proxy settings pushed from the server, the Accelerator and AdSubtract need to be started in particular sequence.

1. Start the Accelerator;
2. Start AdSubtract Pro;
3. Verify that the browser settings have the Proxy settings for AdSubtract Pro; that is, Http Proxy:
127.0.0.1 Port: 4444
4. Open the AdSubtract Control Panel and click on the Proxy Tab
5. Check the 'Use Next-hop HTTP proxy server' option and fill in the following information:



Http Proxy: 127.0.0.1 Port: <local listening port> (default = 5400)
By doing so both applications should be functional at the same time.

- **I can not get iTunes Music Store to work with the Accelerator**

Cause:

iTunes Music store uses the HTTP CONNECT verb, which is not supported in the current version of The Accelerator. iTunes gets its proxy settings from the IE Browser, unfortunately it does not seem to use IE's proxy exclusion list.

In any case, the Accelerator does not support streaming media at this time, and therefore there is no boost in performance when using it with iTunes.

Solution:

When using iTunes Music Store, you can disable or exit the Accelerator. Ensure that the browser settings for IE are set to be the original proxy settings (either none or something else). Please proceed as follows:

1. Open the IE browser, Click on Tools, Internet Options;
2. Click on the Connections tab. Double click on the dialup connection you use to connect to the internet under Dial up Settings or click on LAN Settings if you use LAN;
3. Ensure that "Use a proxy Server" option is unchecked;
4. Restart iTunes and connect to the Music store

- **How do I enable Norton Internet Security 2004 to work with the Accelerator?**

Cause:

Norton does not scan on port 5400, which is used by the Accelerator to proxy HTTP traffic.

Solution:

Warning - These changes will fix this issue, however the solution is not supported by the Accelerator since it involves making changes to another application.

Click On Options for Norton Internet Security, then select the Firewalls Tab. In the HTTP port list, click on add. Enter the Accelerator client local listening port number (default 5400, or whatever has been set by your ISP). Click OK to accept the changes. NIS2004 will now scan the traffic passing through the Accelerator.

Macintosh Accelerator Client Questions

The Accelerator for Mac has just been released due to popular demand. The minimum requirements of the Mac version include: PowerPC G3 Process 333 MHz, 128 MB RAM and OS X10.2. Some frequently-asked questions in regard to the Accelerator for Mac are listed as below:



- **(Mac) iTunes and/or iDisk does not work after the installation of the Accelerator**

Solution:

The administrator of the SlipStream Web Accelerator server will need to add the following values to the "ProxyExclusionList" entry in the sproxy.conf file:

idisk.apple.com

*.apple.com.edgesuite.net

*.phobos.apple.com

Once this is done, have the user stop and re-start the Accelerator.

- **(Mac) Does the Accelerator support Internet Explorer?**

Cause:

When the Accelerator changes the HTTP proxy settings on the local computer, Safari will be automatically notified. However, proxy settings of Internet Explorer will not be changed automatically. As a result, IE continues to use the old settings.

Solution:

Please advise the user to exit Internet Explorer then restart it if any of the following situations occurs:

1. With the Accelerator enabled, the user can not observe any acceleration when using Internet Explorer.
2. The user can not browse with Internet Explorer after disabling the Accelerator.

By terminating IE and then restarting it, IE is forced to re-read the HTTP proxy settings from the system preferences.

- **(Mac) Page cannot be displayed when the Accelerator is disabled**

Cause:

This problem occurs because Internet Explorer can not recognize the new change of the proxy settings. Please see the question "Does the Accelerator support Internet Explorer?"

Solution:

1. Disable the Accelerator.
2. Manually change the proxy settings;
 - a. System Preferences → Network
 - b. Choose the current location and Network interface device
 - c. Choose "proxies"
 - d. Uncheck "Web Proxy (HTTP)"

- **(Mac) I am unable to start the Accelerator**

Cause:

1. Acceleration server may be down.
2. Accelerator software may have become corrupted.
3. Another application is listening on the acceleration port (5400 or 5500).



Solution:

Ensure that the acceleration server is up and running. This may be done by trying to launch the Accelerator using a different machine or by using telnet to connect to the acceleration server.

Alternatively, if the application has become corrupted, have the user quit the Accelerator software and then reinstall it.

Finally, if there is another application listening on the Accelerator port, have the user change the port that the Accelerator listens on:

1. Stop the Accelerator;
2. In the Accelerator application, choose "Connection" tab;
3. Choose "Advanced..."
4. Change "Local Port" to a different value (say, 5600);
5. Click "Ok";
6. Click "Apply";
7. Start the Accelerator;
8. Try to go to any website.

- **(Mac) Does the Macintosh client support email acceleration?**

At this time the Macintosh client only accelerates HTTP traffic.

- **(Mac) Does the Macintosh client have a popup blocker?**

Since popup blocking is built-in to the Safari web browser, the Accelerator client does not re-implement this functionality.

Throughout this FAQ, much emphasis is placed on having the most up-to-date version of the software. In most cases having the most recent version will eliminate the user problem altogether. SlipStream would like to encourage our ISP customers to distribute the most recent of our software to their customers. If you are not distributing the most up to date version of the software, please contact us to conduct an upgrade:

SlipStream Technical Support
1-519-886-6738 Ext. 213
support@slipstreamdata.com

We welcome your feedback. If you have any observations about our product or notice a pattern in the support calls that you take regarding the Accelerator, we would like to hear from you. Our product feedback contact email address is techfeedback@slipstreamdata.com Please continue to direct time sensitive technical issues to support@slipstreamdata.com for immediate reply.

This technical support file was created for build 3.0.65 on December 4, 2003