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# Known Limitations and Compatibility Notes

This document contains the known limitations and compatibility notes for the Intel® PRO/Wireless 2011 & 2011B LAN PC Card utilizing version 3.0 software

## Multiple wireless adapter support

You can install multiple wireless adapters; however, you can only use one wireless adapter at any given time.

## Releasing and renewing IP addresses

If you are running Windows 98 Retail or Windows 98 SE, note the following: if you release and renew IP addresses using the ipconfig or winipcfg commands, the Adapter Switching software no longer manages the routing table. In effect, the software is disabled. To fix this problem, either disable and then enable the Adapter Switching software or restart the computer.

This issue does not apply to Windows ME or Windows 2000.

## Enabling Windows 98 SE Power Management disrupts operation of your computer

Do not enable the operating system power management feature on Windows 98 SE systems. If the operating system power management feature is on, you may encounter problems when you 1) you use the suspend and resume feature of your computer and 2) when you disconnect the network cable and plug in the network cable at a later time.

In the first case, the computer locks. In the second case, the operating system does not recognize the adapter.

## IPHelper and IPHLPAPI versions

The Intel® PRO/Wireless LAN Software does not run correctly with certain versions of the IPHLPAPI.dll. If you encounter this error while running the software, remove the version of Internet Explorer currently installed on your computer and install Internet Explorer version 5.01 or higher.

## Wireless adapter not listed in the Adapter Switching software

If you power on your computer without a wireless adapter installed and insert the adapter at a later time, you must restart your computer to see this adapter listed in the Adapter Switching software.

## Intel® Site Survey menu option permanently disabled

If you are running Intel® Site Survey, note that the menu option "Run WNMP Test" is permanently disabled.

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### Launching the WLAN Monitor Utility in Windows 95

To launch WLAN Monitor in Windows 95, run \\windows\system\nictt.exe from the DOS prompt.

### Installing the driver on Windows 95

When installing the driver for the Intel® PRO/Wireless 2011B LAN Adapter, you are guided through a hardware wizard. When the second wizard screen is displayed, the wizard searches for a driver. During this time, do not click the Next button. Although the button is active and you can click it, doing so causes the driver installation to fail.

During the hardware wizard, you must let the wizard search for the driver on the Intel® PRO/Wireless LAN Software CD. The wizard also allows you to enter a specific path for the driver. To correctly install the driver, enter the following path: E:\win95.  If your CD Rom drive s a different letter, substitute it for the E:

### Installing Intel® PRO/Wireless LAN software

If the software installation begins with a driver already installed, the following error is displayed.

*"PROSet II can not be installed due to an incompatibility with the currently installed adapter driver."*

To fix this problem, uninstall the driver of the wired adapter. Without rebooting the system, install Intel® PROSet II and reboot the system. After rebooting, all drivers for the adapters are re-installed by the system.

### International Roaming

International Roaming is not currently supported for version 2011 hardware. See the Intel support web site for future firmware upgrades to support this feature.

### Activating a profile

When activating a profile in My WLAN Places, Intel® WLANInfo, or Intel® WLAN Monitor, the profile is occasionally not listed or is not activated correctly. To resolve this issue, physically remove, reinsert the adapter, and try activating the profile again.

If you are using Windows 95, it is recommended that you use Intel® WLAN Monitor to activate all profiles.
If you are still unable to activate a profile, go to the Intel support web site, select the Intel® PRO/Wireless LAN product, and look for information on known issues.

### Forcing profiles on Windows 95

If you are using Windows 95, you can force a profile through the Intel® WLAN Info Utility. Occasionally, forcing a profile results in the adapter not being able to obtain a

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DNS server address. If this happens, use the Windows Network Configuration tool and make the appropriate TCP/IP change. The computer obtains a DNS server address.

After forcing a profile, the only way to not use a profile is to delete all profiles one at a time.

## Physically removing a 2011 adapter and inserting a 2011B adapter

This issue is relevant only for computers running Windows 95.

If you physically remove a 2011 Adapter and insert a 2011B adapter, the computer recognizes the 2011B adapter as new hardware and guides you through the new hardware wizard. If you are running the Intel® Wireless LAN Utilities during this process and find that the software does not recognize the 2011B adapter, reboot your computer and restart the software.

## Task Tray Icon not displayed in Windows 95

After installing the Intel® PRO/Wireless LAN Software on a computer running Windows 95, the task tray icon showing signal strength may not be displayed. To display the task tray icon in the system tray, physically remove the adapter and reinsert it.

## Upgrading to the Intel® PRO/Wireless Access Point Administration Tools

If you are running the Intel® PRO/Wireless LAN Software Version 3.0 Installation Wizard, you can install the Access Point Administration Tools at this time or wait until you run the installation wizard at a later time. If you choose to wait, remove the Intel® Site Survey application before running the installation wizard.

## Online Help for the Adapter Switching software is not functioning

When you click the Help button in the Adapter Switching software, you are prompted to browse for the help file. To display help, select a topic and then browse to the Windows/System32 directory. Select adapterswitch98.hlp or adapterswitchNT.hlp.

## Running Intel® Site Survey on Windows 95C

When you attempt to run Site Survey on Windows 95C, an error is displayed indicating that a DLL is missing. To fix this problem, install the TCP/IP protocol and run the software again.

## Installing the driver on Windows NT

When you are installing the driver for Intel® PRO/Wireless LAN Software Version 3.0 on Windows NT with a version 2011 adapter, make sure that you apply Service Pack 5 or higher for NT first. Service Pack 5 or higher installs software that is required for a successful installation.