The Eleven Most Commonly Asked Questions

regarding

LANtastic® *and* Windows® 95

1. Do LANtastic 6.0 and LANtastic Power Suite work with Windows 95?
Yes. LANtastic 6.0 and LANtastic Power Suite have been tested and documented for operation with some limitations on systems running in the Windows 95 environment. Artisoft has also worked closely with its customers and resellers, and has determined that LANtastic will operate on Windows 95 systems under most circumstances. We are aware of several configuration-dependent compatibility issues involved with running in the Windows 95 environment (such as incompatibilities encountered with certain hardware configurations, print drivers, disk drivers, and intermittent memory errors when printing graphics or large fonts). These are largely due to LANtastic running on Windows 95 in DOS emulation mode.

We have provided a tested and documented LANtastic 32-bit Client for Windows 95, which directly addresses these issues. This software is available to all LANtastic, LANtastic Power Suite and Simply LANtastic customers at no charge from our World Wide Web server, BBS, Artisoft's CompuServe Forum or FTP server. LANtastic 32-bit Client for Windows 95 will provide users adding Windows 95 platforms to their LANtastic networks or migrating existing LANtastic workstations to Windows 95 with complete, 32-bit client access to computer resources on their LANtastic networks. A new product, LANtastic for Windows 95, including complete 32-bit client and server capabilities, will be available in early 1996.

Documentation is available today for setting up LANtastic 6.0 or LANtastic Power Suite on Windows 95 platforms. You can download it from our World Wide Web server, BBS, Artisoft's CompuServe Forum, FTP server or FaxReturn system. The Artisoft Sales Consultation Center is also available to answer your questions from 6:00 a.m. to 5:00 p.m. MST, Monday through Friday, at 1-800-846-9726.

2. When is LANtastic for Windows 95 going to be available?
LANtastic for Windows 95, with complete 32-bit client and server capabilities, will be available in early 1996.

3. What new features are going to be in LANtastic for Windows 95?
In early January, Artisoft will start shipping the new LANtastic for Windows 95 network operating system, a 32-bit client and server version of the award-winning LANtastic system. LANtastic for Windows 95 will allow Artisoft customers to easily integrate the power and performance of Windows 95 PCs into their existing LANtastic networks. The LANtastic software will also allow users to create a single, cohesive network from Windows 95, Windows, DOS, OS/2® and a variety of Intel® hardware platforms.

A unique feature of the LANtastic for Windows 95 system is that it lets users on Windows 95 PCs access and share files, CD-ROMs and printers with DOS-, Windows-, or OS/2-based PCs on a LANtastic network. In addition to this, LANtastic for Windows 95 has enhanced features for network administration, security and the network user's interface.

A new network administration feature lets users view and add groups and users from a central screen with less navigating through the network. It also includes a template feature, in which a profile of user attributes is created once for applying later as needed for individuals. This increases the network administrator's productivity. Also new to the network administration is enhanced security with four new levels of access for supervisors. This feature provides different levels of access, depending on whether the supervisor needs low, middle or top access and management privileges within the network.

Current LANtastic customers will find a familiar yet updated user interface in LANtastic for Windows 95, that integrates well with the Windows 95 desktop and feature set. The LANtastic for Windows 95 system includes a new LANtastic Custom Control Panel, which lets users customize tabs and buttons, displaying as much or as little information as they want. Users can change settings to suit their needs for color, tab names, icons and applications, all from the Control Panel. Plus, they can drag and drop up to 100 different application icons onto 16 user-definable tabbed pages, and set password protection for each page. Through the Custom Control Panel, Artisoft's value-added resellers can incorporate their logos or company information into "about" screens, and add their applications or utilities to provide a custom solution for the end user.

LANtastic for Windows 95 will be available as: software-only kits for one, five, 10 and 25 users; two-user starter kits that include software, two network interface cards and cable; and add-on kits with software, a network interface card and cable. Pricing, which will be set approximately 30 days before the product ships, is expected to be less than the current $119 (MSRP) for a single-user, software-only version of the LANtastic 6.0 network operating system.

Value-added resellers will be able to preview LANtastic for Windows 95 at Artisoft's 24-city LANtastic Reseller Alliance Tour from Oct. 12 through Nov. 7.

4. Will upgrades or conversions be available?
Special offers for current LANtastic, LANtastic Power Suite and Simply LANtastic customers who are migrating their PCs to Windows 95 will be made as soon as LANtastic for Windows 95 pricing is formally announced, approximately 30 days before the product ships. As an immediate, first step in the migration process, our LANtastic 32-bit Client for Windows 95 software is being offered to licensed customers free of charge from our World Wide Web server, BBS, Artisoft's CompuServe Forum and FTP server. This software will provide LANtastic users running Windows 95 platforms with complete, 32-bit client access to all other resources on their LANtastic network.

5. At what prices will the new software sell for?
Pricing, will be set approximately 30 days before the product ships.

6. Should I hold off buying LANtastic 6.0 or LANtastic Power Suite?
Absolutely not. In fact, we're making a special offer to customers who've recently purchased LANtastic 6.0 or LANtastic Power Suite. If you buy LANtastic 6.0 or LANtastic Power Suite before December 15, 1995 you'll receive a special promotional offer on LANtastic for Windows 95. So hold on to your sales receipt, make sure that you've registered your copy of LANtastic and watch your mailbox for more information. LANtastic 32-bit Client for Windows 95 software is available to licensed LANtastic customers, free of charge on our World Wide Web server, BBS or FTP servers, so you don't need to wait to migrate to Windows 95 with LANtastic.

7. What hardware do you recommend to run LANtastic or LANtastic Power Suite with Windows 95?
Our tests indicate that small and growing businesses running with Windows 95 need more memory than the recommended memory requirements specified by Microsoft. For any LANtastic client, we recommend using at least a 386DX33 processor with 8MB RAM minimum. For any LANtastic server, we recommend at least a 486DX33 processor with 16MB RAM mimimum. LANtastic for Windows 95 and LANtastic 32-bit Client software products are designed to work with the adapter drivers supplied with Windows 95. If you're using an Artisoft NodeRunner card, we recommend that you configure it to run in NE1000-compatible mode.

8. What other Artisoft products are supported and tested under Windows 95?

LANtastic 32-bit Client, LANtastic 6.0 and LANtastic Power Suite are the three products tested, documented and supported by Artisoft on Windows 95 platforms. No other Artisoft products will be supported or tested for use specifically on Windows 95 platforms. However, most other Artisoft products running on DOS, Windows and OS/2 platforms will interoperate with Windows 95 platforms running with LANtastic 32-bit Client for Windows 95, LANtastic 6.0 or LANtastic Power Suite. The chart below highlights the interoperability of LANtastic and other Artisoft products with Windows 95 platforms under most circumstances.

Artisoft Product	Interoperates with Windows 95 PCs running with LANtastic V6.0 or LANtastic Power Suite	LANtastic 32-bit Client for Windows 95 interoperability
LANtastic V5.0	Yes	Yes
LANtastic V6.0	Yes	Yes
LANtastic Power Suite	Yes	Yes
LANtastic Dedicated Server	Yes	Yes
LANtastic for OS/2	Yes	Yes
LANtastic for Windows 95	Yes	Yes
Simply LANtastic	Yes	Yes
Central Station	Yes	Yes
ArtiSave	Yes	Yes
Simply LANtastic	Yes	Yes
Carbon Copy	Yes	Yes
CorStream server 1.0	Yes	Yes
ArtiCom	Limited *	Yes
LANtastic Z	Yes	Yes

* ArtiCom modem sharing software can be used with Windows 95 as it would normally be used with Windows 3.x with the following exceptions:
   1. A Windows 95 machine can't be a modem server and a modem client at the same time.
   2. A Windows 95 modem server can't activate any DOS applications or open a DOS prompt when the modem is being accessed.

9. How does LANtastic for Windows 95 compare to the native networking features in Windows 95?

Award-winning LANtastic is the only network solution specifically designed for small and growing businesses. With more than 3.5 million users worldwide, LANtastic is the most popular network for small business because of its easy-to-use interface, intuitive administration tools, reliability, scalability and security. A unique feature of LANtastic for Windows 95 is its ability to share the computer resources that are attached to DOS-based PCs running LANtastic.

LANtastic is designed with comprehensive built-in security features typically found only on sophisticated network servers such as the Microsoft® NT Server or Novell® NetWare®. LANtastic is the most adaptable network software for growing, mixed environments of DOS, Windows, OS/2 and Windows 95 platforms. LANtastic users on Windows 95 platforms can access resources attached to existing DOS systems, a feature that Microsoft networking products don't have. And, we're adding new features that will make administration and management of cohesive, mixed platform environments even easier and more effective.

In early 1996, we'll release LANtastic for Windows 95, which Artisoft has designed to optimize Windows 95 features, and which will include full 32-bit client and server networking. LANtastic will continue to offer its hallmark ease of use, excellent security and scalability.   It will also provide a drag-and-drop user interface, cohesive integration with DOS, Windows, OS/2 and Windows 95 platforms, and facilitate easy connectivity to existing Microsoft® and Novell® networks.

LANtastic's product design provides a solid foundation for added power, performance and function. Microsoft is positioning Windows 95 as a low-end, desktop solution with network connectivity and NT as their business networking solution. As a result, Windows 95 doesn't include three key features that small and growing businesses need: performance, scalability and security. In contrast, we've planned for LANtastic functionality to include Apple Macintosh client-server capabilities. We're developing a new, advanced file system technology that will offer very efficient disk space utilization and fast, reliable performance that we expect will rival NT Server or NetWare file system performance.

These capabilities will provide small businesses with an easy-to-use, affordable, reliable and powerful network that will grow with them and their growing business network demands. There's no need move to Microsoft's more complex, sophisticated Window NT Server or Novell's NetWare product lines when high performance, security and network growth are key network requirements because LANtastic networks have all these features. And with LANtastic networking, users can continue to use their existing investments in DOS, Windows and OS/2 platforms, while growing their businesses and networks.

Below is a matrix of features small businesses need and how LANtastic for Windows 95 and Windows 95 networking address these needs.

	Windows 95	LANtastic for Windows 95
	native	Full 32-bit client and server
STANDARD FEATURES	networking	(January 1996 availability)
Security	2 levels	Over 32 levels
32-bit client and server networking	Yes	Yes
Access to DOS PC resources	No	Yes
Scalable for small, growing businesses	No	Yes
User-definable tab pages	No	Yes
Customizable control panel buttons	No	Yes
View, add groups, users from single screen	No	Yes
User profile template for easy administration	No	Yes
Customizable splash screens	Yes	Yes
Familiar network interface	No	Yes
"Everything you need to network" starter kits	No	Yes
"Everything you need to network" add-on kits	No	Yes
Mac client and server interoperability	No	Yes*
Advanced file system technology	No	Yes*

  * Available second quarter, calendar yeat 1996.

10. Will Simply LANtastic, LANtastic Home Network or LANtastic 5.0 run on Windows 95?
Simply LANtastic, LANtastic Home Network and LANtastic 5.0 aren't supported on platforms running Windows 95. Customers using Simply LANtastic, Home Network or LANtastic 5.0 who are migrating to Windows 95 should download LANtastic 32-bit Client for Windows 95, which will be available free of charge, on October 17 from Artisoft's World Wide Web server, Artisoft's CompuServe Forum, BBS or FTP server. This software will provide Windows 95 platforms with complete, 32-bit client access to all other resources on their LANtastic network. Users must have at least one machine on the network running LANtastic 6.0, LANtastic Power Suite, Simply LANtastic or Home Network as a server in order for the network to function.

Artisoft is offering special promotions on LANtastic for Windows 95 to current LANtastic users who purchased LANtastic 6.0 or LANtastic Power Suite, Simply LANtastic and Home Network between August 24 and December 15, 1995.

11. How can I receive technical assistance for Artisoft products used with Windows 95?
If you have problems using Artisoft products with Windows 95, call any of Artisoft's Priority Support services.
These services are available Monday through Friday, 6 a.m. to 9 p.m., and Saturday, 7 a.m. to 5 p.m.. Mountain
Time, excluding holidays. There's no waiting, and the cost is $2.50 per minute.

> If you prefer the cost to be billed to your phone number, call Priority 900 Support at 900-555-TECH
> (8324). This service is available only in the United States.

> If you prefer the cost to be billed to VISA, MasterCard or American Express, call Priority
> Support at 800 293-3936. Priority 800 Support is available in the United States and Canada.

> **Note:** Artisoft also offers a range of on-line services you can use to obtain free technical support and other
> information about all Artisoft products. For detailed information about these services, refer to Artisoft
> Technical Support's Directory of Services.

> **International Note:** The Directory of Technical Support Services also contains information about support
> services that are available to Artisoft's international customers.

Any more questions?
The Artisoft Sales Consultation Center is available to answer them from 6:00 a.m. to 5:00 p.m. MST
Monday through Friday at 1-800-846-9726. (United States) Outside the US and Canada, or for information
regarding the availability of localized versions of LANtastic for Windows 95, contact your Artisoft reseller
or the Artisoft international office nearest you:

Country	Phone:	Country	Phone:
Australia	61 2 9988 4800	Italy	39 (2) 38-09-33-08
Benelux	31 (0)30-2417900	Japan	81-03-5687-9451
France	33 (1) 46-88-08-18	Mexico	52 (5) 543-4890
Germany	49-89-580-98-51	United Kingdom	44 (1753) 55-49-99

Other excellent sources of information include:

ArtiFacts Bulletin Board   520-884-8648 or 520-884-9765
Includes downloadable files; also, you can leave questions and our analysts will respond within three business
days.

CompuServe   800-848-8199
At the CompuServe prompt, type "Go Artisoft" and see the same information as on the ArtiFacts BBS.

Internet WWW Home Page   http://www.artisoft.com
Internet FTP server access   ftp.artisoft.com
Log in with user name "anonymous" and use your e-mail address as your password. Our WWW server and FTP
server each include bulletins, tutorials and trouble shooting tips.

FaxReturn   520-884-1397
Consists of Technical bulletins. Select #2 at the prompt for a complete listing of available bulletins.

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