

FirstClass Connection Problems

The following suggestions might help diagnose and solve problems logging in to FirstClass.

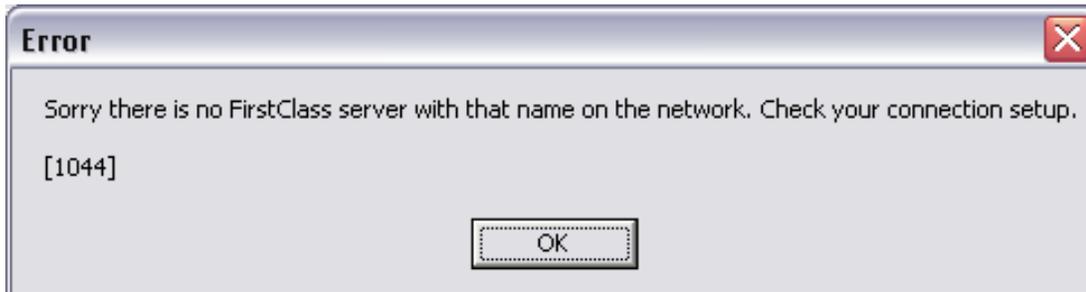
The error message that you get when you try to log in is very important.

ID or Password is not valid



If you get this error then there is something wrong with your ID or password. Check that before going any further.

No FirstClass server with that name



If you get this message, then it could be that the server name was entered improperly in the Setup screen or when the client was installed.

In some instances, the server name will not appear after you follow Step 2 in the installation process above. If you experience this or if you are getting an error when you login, you may not have the proper server settings.

If you login screen **doesn't** look like this read further below.





If the server line is empty or it says something like "fc.firstclass.com" then you are not connecting to Delta's FirstClass server.

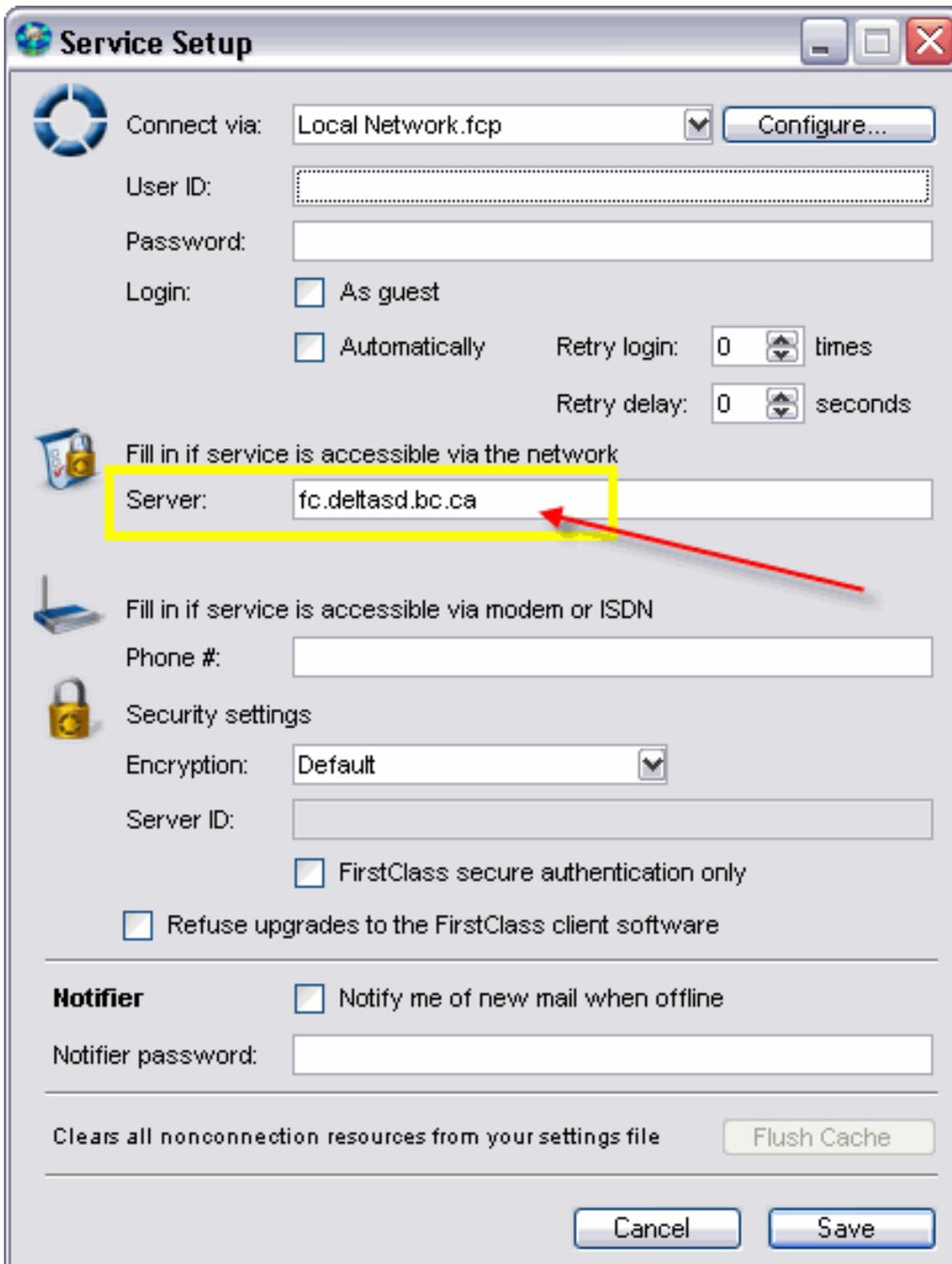
If it doesn't say **fc.deltasd.bc.ca** then you need to click on the **Advanced** button and then on the **Setup** button.



Under the “Fill in if service is accessible via the network” options, type the following in the **Server** field:

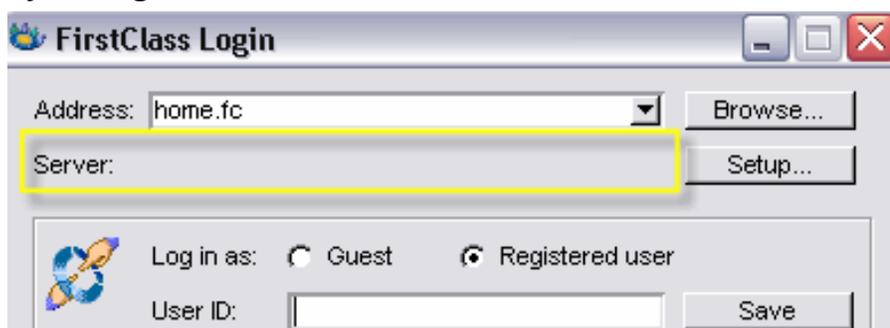
fc.deltasd.bc.ca

Please ensure when you type this address that there are **no** spaces either before or after it.



Click the **Save** button to save the settings.

If your login screen looks like this then read on:



If the server line is empty or it says something like "fc.firstclass.com" then you are not connecting to Delta's First Class server.

User ID: [] Save

Password: []

Work Offline Cancel Login

Click on the Setup... button

Service Setup

Connect via: Local Network.fcp Configure...

User ID: []

Password: []

Log in as guest

Log in automatically Retry login: 0 times

Retry delay: 0 seconds

Fill in if service is accessible via the network

Server: fc.deltasd.bc.ca

Network: []

Fill in if service is accessible via modem or ISDN

Phone #: []

Security settings

Encryption: Default

Server ID: []

FirstClass secure authentication only

Notifier Notify me of new mail when offline

Notifier password: []

Clears all nonconnection resources from your settings file Flush Cache

Cancel Save

Under the “Fill in if service is accessible via the network” options, type the following in the **Server** field:

fc.deltasd.bc.ca

Please ensure when you type this address that there are **no** spaces either before or after it.

Click the **Save** button to save the settings.

Still not working?

If you have done a recent upgrade to your computer running Windows 2000 or Windows XP, the security settings on your computer could be blocking FirstClass. But there are two things to check.

First of all, how do you connect to the Internet? If it is via dial-up, are you connecting to the Internet **BEFORE** you try connecting to FirstClass?

If you try to log in with this and you get a message about cannot find server with that name on the network (see above), you need to confirm that your Internet is working and your ID and password are correct. Start up a browser and go to:

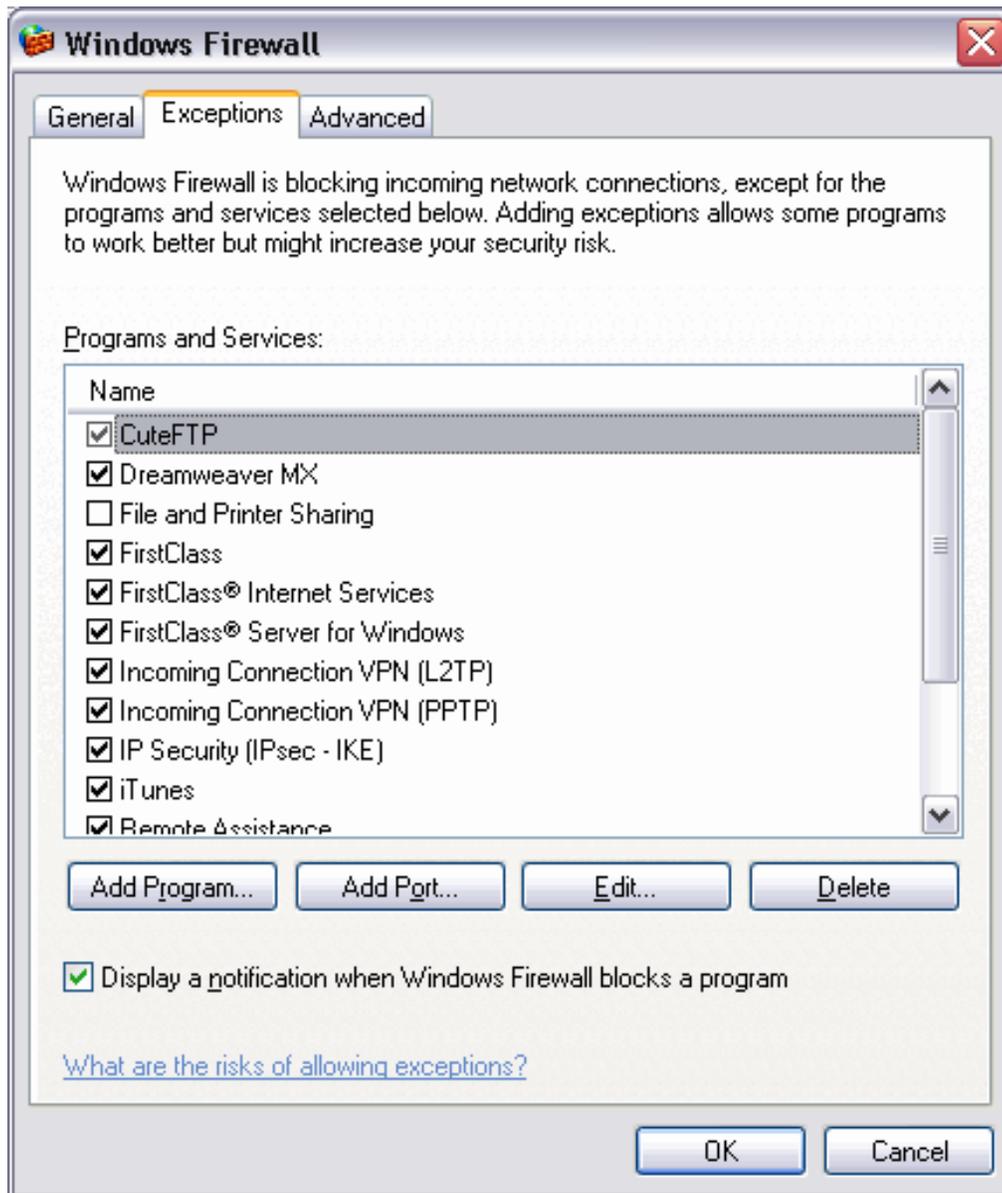
<http://fc.deltasd.bc.ca>

If you can open this page, then likely your Internet connection is working. Click on the second link on that page to Log in to DeltaNet. Try logging in with the same ID and password that you would normally use. This is the web client and can be slow. It is not nearly as good as the full client so it is better if you can fix the connection problems. If you can log in successfully here then the problem is likely the security settings.

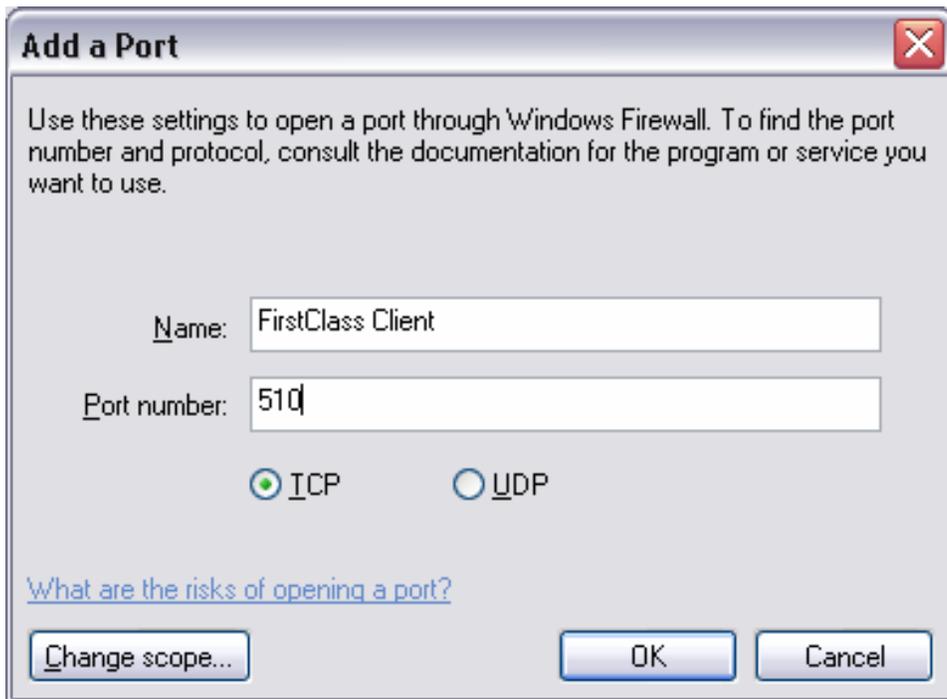
Checking Windows Security Settings

Go Start>Settings>Control Panel>Security Centre. At the bottom of the window, click on Windows Firewall.

Click on the Exceptions tab along the top. If you don't see FirstClass client specifically listed there with a tick in the box, you will need to add it in.



Click on the Add Port button. Complete the screen as follows (the Port number you add in is "510"):



Click on the OK button and OK and.... You should probably restart your computer although you might not have to.

Now try to connect with the client.