

NetConnect-FAQ-english

COLLABORATORS

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<i>ACTION</i>	<i>NAME</i>	<i>DATE</i>
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Chapter 1

NetConnect-FAQ-english

1.1 NetConnect-FAQ

NetConnect-FAQ

Stand: 27 Sep 2000

How do I get support?

Voyager doesn't start

MicroDot-II: After the installation of MicroDot-II 1.3 I have no ↔
field

for the sender of the message.

X-Arc: I have problems with X-Arc.

Creating a connection using the Login-script doesn't always ↔
function.

(Pause in the Login-script.)

I have problems with Genesis.

Problems with Genesis: I get the error message: 'Host not found'!

I get the error message 'PAP Authentication failed'.

The automatic DNS-recognition doesn't function.

It doesn't work right.

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Created on 27 Sep 2000 by Fiasco written by Nils Bandener
and by a magic ARExx script written by Martin Steigerwald.

1.2 NetConnect-FAQ

How do I get support?

You can get support most easily and quickly using the Internet. To get support from us you have to be a registered user. Please do never send your serial number over the internet unless you use PGP encrypted mail.

Info: http://www.haage-partner.com/nc_e.htm

Support: http://www.haage-partner.com/nc_support_e.htm

Email support:

Holger Rabbach <netconnect-support@haage-partner.com>

1.3 NetConnect-FAQ

Voyager doesn't start

Install a newer version of it

1.4 NetConnect-FAQ

MicroDot-II: After the installation of MicroDot-II 1.3 I have no field for the sender of the message.

This problem is cured by simply rebooting the Amiga. It is due to an old version of textinput.mcc laying around in memory. When there is no program loaded that uses 'textinput.mcc' a 'avail flush' in a shell window may also help.

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X-Arc: I have problems with X-Arc.

X-Arc requires SetPatch 43.6 or later.

You can find it on <http://www.amiga.de> in the file area.

Some users have problems using X-Arc when the OxyronPatcher is activated.

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Creating a connection using the Login-script doesn't always function.
(Pause in the Login-script.)

We have been informed, that inserting a Pause before dialing in the login script makes it possible to connect, if this didn't work before:

Pause '1'
Dial
GoOnline

Many thanks for this tip to Christian Robl.

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I have problems with Genesis.

Should you encounter problems with Genesis, please send us the files Genesis.log and app.log. To do this, you would first have to activate the Debug-mode under 'Preferences/Options/Misc'.

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Problems with Genesis: I get the error message: 'Host not found'!

When Genesis can create a connection, but then gives the error 'host not found', this is due to the fact that the ISP doesn't send the IP in a standard way. The problem is solved as of NetConnect 2.2, or Genesis 1.0.4.

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I get the error message 'PAP Authentication failed'.

This error occurs, when a wrong username or a wrong password is used.

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The automatic DNS-recognition doesn't function.

With some internet-accesses the DNS-input is not recognised automatically by the Genesis-Wizard. If this is the case, you will have to enter the IP-address by hand.

If you don't have a DNS-IP-number at hand, please contact your internet provider, and ask for it. You then proceed as follows to change the settings:

1. Start Genesis (the main program, not the Wizard).
 2. Call the menu: 'Settings/Genesis'.
 3. Choose 'Interfaces'.
 4. Choose the settings you want to set. Most of the times there will only be one to choose.
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5. Choose 'Edit' and then 'Resolv'.
6. Under 'Domain Name Servers' click 'Add'.
7. Enter the DNS-IP-Address and press <Return>.
8. Leave the preferences editor with <Okay>.
9. Call the provider again.

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It doesn't work right.

When not everything functions right from the start, please repeat the final step 'Building a connection with Genesis Wizard'. You will find 'Genesis Wizard' in the drawer 'NetConnect2' on your harddrive, in the subdirectory 'AmiTCP'. It is important to turn your modem off and then on again after such a failure, to delete false settings!

Should the connecting information, the password or the phonenumber of your internet provider not be clear, please contact your provider (for instance UK-Online), and request the information.

Should it still fail, you can contact us directly:
<mailto:netconnect-support@haage-partner.com>