Troubleshooting

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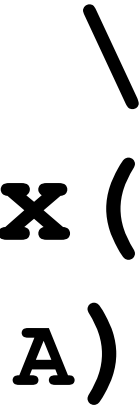
If you cannot get connected to the system, don't panic. There are several common problems, each easily fixed:

Invasion of Weird, Greek-like Characters — If you are not getting recognisable words on the screen, and the message doesn't seem likely to be in *any* human language, or you are getting incomplete words, it probably means that your "data bits" and "parity" settings are not quite right. Make sure you are set for 7 bits and space parity or 8 data bits and no parity.

But do be aware that the Public Data Network (not direct dial) can give this result with *some* software packages and computers (especially the Atari ST series) even when everything is set correctly. Examine the weird characters and see if they are identical every time you call the Public Data Network. If so, see if you can set your software to 'strip the upper bit' on text. The PDN unfortunately sends all its messages to you with the 'upper bit' set—this can call up the secondary character set on your computer, which can be Japanese, graphics or something else. If you can 'strip the upper bit', you can clear the problem. But if not, you have several choices: ignore the weird characters and continue as if it was all as described in the Tutorial —when you reach the Network, all will become clear; set your software to use 7 data bits, Space parity (if it is available)—but remember that to use xmodem for binary file transfer you will need to go back to 8N1 (ProComm does this for you automatically); or buy a more advanced communications package that offers the 'upper bit stripping' facility.

Occasional Junk Characters — If the text on the screen is readable but you get occasional junk characters — like ^, ~, |, or { — it means that your phone line has got extra "noise." Hang-up, redial, and try again until you get a clean line. If you hang-up before typing, you can avoid any charges except those for the local phone call. If this problem is persistent, you might consider investing in a modem that has MNP Error Correction, or an MNP Adaptor for your existing modem, or even a communications software package that performs MNP error correction in software (such as MagicSoft's MTE for PC-compatibles). Both PSS DialPlus and GreenNet's direct-dial lines offer MNP error correction to Level 5—this level includes data compression as well as error correction, so you can actually send and receive messages quicker than the stated speed of your modem.

The Message "**POSSIBLE DATA LOSS****" or "RESET DTE"** — Do not be

alarmed, you have not done any harm! Make sure your parameters are set up correctly. If the system does not respond within 60 seconds, hang-up and call again.

Call Waiting Interrupts — If you are on an electronic (System X) telephone exchange and your phone has "call waiting", the signal generated by an incoming call can disconnect you. Generally, the remedy here is to dial a special number, before you call the Public Data Network, to temporarily turn off call waiting during your call to the Network. Call your phone company for details.

No login on direct dialling — If you get the "CONNECT" message when dialling directly but nothing happens after that, hit <RETURN> a few times. If nothing continues to happen, the Network might not be available at that moment. Try again later, or try accessing via the Public Data network.

"Destination not responding" or **"CLR DTE"** or **"Remote Procedure Error NN NN"** or a similar message when using PSS DialPlus, SprintNet (ex-Telenet), Datapac, iNET or other Public Data Networks mean either the Network isn't available at the moment or the Public Data Network is having problems connecting you to us. Try again later or call the Network staff for more information. You could also try the direct dial number if you are not too far away.

"Login Incorrect" If this message continues to show up, be sure you are typing in lower case letters; be sure your password includes at least one non-alphabetic character (a number or punctuation mark); be sure not to type spaces anywhere in your login ID. If you *still* can't log in, give us a call at the number closest to you in the front of the manual.

It won't let me type my password. If, after you type your User ID at the "Login:" prompt, and you hit <RETURN>, the system skips the "Password:" prompt line, resulting in "Login Incorrect", what's happening here is that your communications software is set to send a "linefeed" with each <RETURN> that you type. Change your software parameters to have no line feed (look in Ascii Transfer Screen or Terminal Set Up) and try typing your User ID and password again. If you're still having troubles, give us a call.

And what if...

One final thing to remember is that we don't expect you to be a computer wizard. If you get stuck then call GreenNet and ask for the support person We will always do our best to help you get hooked up to the system. Send email to "support" or call us at the number on the front cover.