

## Troubleshooting

During the course of running *RFD Mail*, you may run into some difficulties. One type of difficulty is apparent when *RFD Mail* displays a dialog box informing you that either an error has occurred or that it cannot carry out the requested operation. Another type of difficulty is apparent when *RFD Mail* has trouble interacting with your modem and/or Mail Service. For help with this, see the heading **Modem Problems** and **Script Problems** later in this file. A more serious problem is when MS Windows reports an Application Error on the program. For help with this, see the heading **Crashes** later in this file.

### Modem Problems:

There are three classes of modem difficulties: configuration, initialization, and script problems.

#### Configuration:

If you get an Error Dialog immediately when you attempt to deliver or fetch mail, you most likely have not configured the Mail Service or modem settings properly in the Mail Service Dialog.

#### Initialization:

If the Modem Window appears, but nothing happens for awhile, then you get a "Dialing Failed" message, check the file modem.log file immediately after the error (this file will be located in the same directory as the *RFD Mail* program executable):

- \* If it is blank, then you most likely have a communication problem between your computer and your modem. Refer to your computer's and your modem's documentation for solutions, and perhaps test the connection using a simple terminal program.

- \* If you get the word "ERROR" in the file, then you most likely have a Modem Initialization String specified in the Preferences Dialog that your brand of modem does not understand. See your modem documentation for a proper initialization string, or just specify a blank string in the Preferences Dialog.

### Script Problems:

If the Modem Window appears and says "Connected", but then later it says "Aborting", then there may be a problem with the script file for that Mail Service. Again, check the modem.log file. You might see an error message from your service which may give you a clue as to what is going wrong. Also check the help pages for the specific service(s) you are using (CompuServe, GENie, MCI Mail, World Unix, and The Direct Connection) for more information on the types of problems you may see with that service. Also check the script file itself for any additional configuration that may be available. If you have having problems in uploading or downloading mail most of the scripts allow you to easily switch to a different transfer protocol, which may solve your problem. If you are unable to determine the problem, you may contact Technical Support whether or not you are registered, as it is our aim to ensure that the supplied Script Files are as robust as possible.

If you find that when you attempt to send a letter, the phone call appears to go smoothly but the letter ends up back in the Out Box, you probably have incorrectly addressed the letter. When the Modem Window is visible, watch for messages such as: "Bad Address" or "Letter NOT Sent". Also check the modem.log for similar types of error messages from your Mail Service. If this is the case, you need to correct the address of the letter.

### Crashes:

In general, if you get a program crash, the first thing you should do is to run the DRWATSON.EXE

program located in the Windows directory. This utility monitors the system and will catch a program crash so that it can create a log file with important information about the crash. From here you should try to reproduce the crash. If you can, fill out the information requested by Dr. Watson and send a bug report to Technical Support along with the contents of the DRWATSON.LOG file (also in the Windows directory).

If the program is crashing as it is starting up, an immediate measure you can take is to delete the \_MAIL.DSK file in the RFDMAIL directory, as in rare cases it can become corrupt. This file merely stores the layout of your Mail Desktop and will be regenerated the next time you run *RFD Mail*.

## **Getting Technical Support:**

If you are a registered user, Technical Support for *RFD Mail* is available via email. Telephone support will be extended only to users who's problems cannot be resolved over email. To contact Performance Designs Technical Support, use one of the following email addresses:

PERFORM.DES	(GEnie)
73017,1375	(CompuServe)
572-1706	(MCI Mail)
rfdmail@world.std.com	(Internet)

Please give as complete a description of the problem as possible, and try to reproduce the problem using as few steps as possible. If it is a problem with Scripts, include the contents of the modem.log file that was produced directly after the failed connection. If it is a crash, include the contents of the drwatson.log file if you were able to cause the crash while running DRWATSON.EXE.