

The Incomplete CME.NET Troubleshooting Manual.

A work in progress.

Table of Contents.

Contents

Table of Contents.	2
Setup Problems	3
Common setup questions:	3
Connection Problems	3
Password or login ID problems.	3
Dialer problems.	4
Email Problems	8
General Email Problems	8
Password or email ID problems.	8
Outlook Express	9
Netscape Navigator versions 2 & 3.....	10
MS Explorer 3 Internet Mail	10
Web TV Problems	11
Dialing Problems	11
WebTV Email Problems	11

Setup Problems

Common setup questions:

Question: What is my login id?

Answer: Your login id is your personal identification name used to log you into the CME.NET server. New accounts started after January 1999 will always start with "clarcme-".

Question: What is my email id?

Answer: Your email id is used to log on to the mail server to retrieve email and is used as your personal identification on the world wide web. Such as cme@charles-mix.com. Your email id is the same as your login id except it never has the "clarcme-" prefix.

Question: What are the DNS numbers?

Answer: DNS stands for domain named server. This is a unique number assigned to the servers that CME.NET uses to login our customers. There is a primary DNS number, which is 209.105.17.2, and a secondary DNS number, which is 199.1.78.61.

Question: What kind of email server do we have?

Answer: The email server used by CME.NET is a POP3 server (point of presence). This is the only setting which will work with our service.

Question: What is the name of my email server?

The incoming mail server (POP3) and the outgoing mail server (SMTP) are both the same. It should be mail.charles-mix.com, always in lower case and run together with no spaces.

Question: Can I select my own password?

Answer: Yes, when you sign up with CME.NET you can select your own password. If you were assigned a password and would like to change you can by call the CME office.

Question: What is my email address?

Your email address is always your login id@charles-mix.com, NOT INCLUDING THE "clarcme-". You will need to know your password when going to get your mail for the first time.

Connection Problems

Password or login ID problems.

Question: I get an error saying "The computer you are dialing cannot establish a dial-up networking connection. Check your password and try again."

Question: I get stuck on "Verifying username and password."

Answer 1: Everything in the "connect to" window must be in lower case. Make sure your Caps Lock is not on. Check that you have not accidentally capitalized a letter in your login id or password.

Answer 2: Check that your login id and password are current and spelled correctly. If the password is a "cme###" or a word you selected, then there should not be a "clarcme-" in front of your login id. If the password is a strange combination of letters then your login id should be "clarcme-yourid".

Dialer problems.

Question: My Dial Up Connection dials, verifies user name and password but the browser will not display the page or will not go to any other page?

Answer 1: Your browser may not be configured to use the proper connection or a connection at all.

Open *My Computer*, then *Control Panel*.

Click on *Internet Options* or just *Internet*.

Click on the *Connections* tab.

Make sure that one of these three: *Always dial my default connection* or *Make a connection using my phone line* or *Connect to the internet using a Modem* is checked.. It should never be *Use a LAN* or *Never dial a connection*.

Click *Ok* and *Ok* again. Try to make a connection again.

Answer 2: If Answer 1 doesn't do the trick, you may have to make a new connection.

Go to *My Computer*, then *Dial-Up Networking*.

Make note of the spelling of the Connection you are using. You are going delete it and then reinstall it with the exact same name.

In the *Dial-Up Networking* window, use the right mouse button clicking on the *CME.NET* or *Connection to 384-3638*. Choose *Delete* from the pop-up menu, and yes, you are sure you want to do this.

Now go to step 5 under the next question and go through those steps

Question: I get an error that says "*Unable to locate the server www.whatIwaslookingfor.com*" or "*Navigation Cancelled*"

Step 1: Are the little green monitors down by the clock? No? - Step 4 Yes? - Step 2

Step 2: Are they blinking? No? - Step 3 Yes? - Step 5.

Step 3: End the connection and restart your computer.

Step 4: Windows is probably having trouble starting the dialer to make connection to the internet. Do the following:

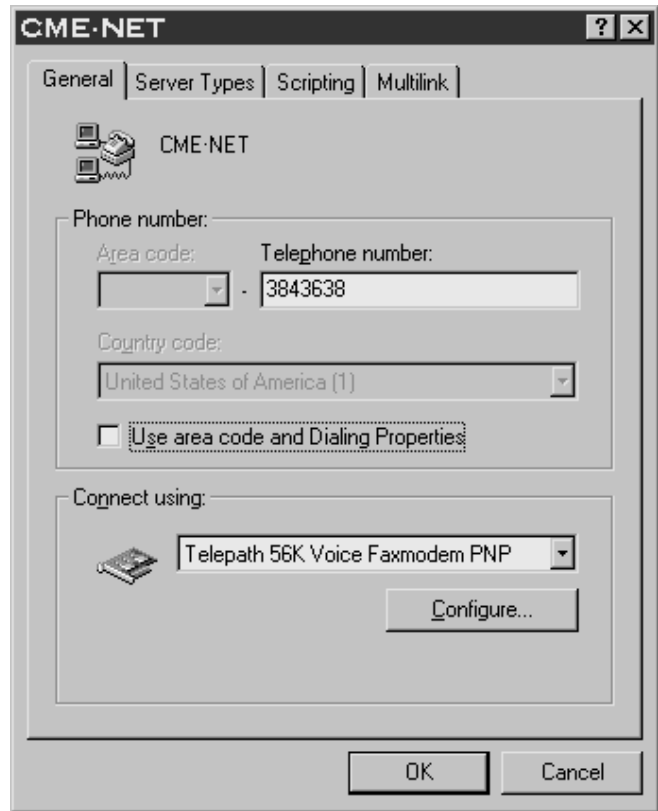
- Restart your computer and try the connection again. Still doesn't work? - do the following:
 - Go to the desktop and click on the "*My Computer*" icon.
 - In the "*My computer*" window double click the "*Dialup Networking*" icon.
 - In the "*Dialup Networking*" window double click the *CME.NET* icon. The dialer should bring up the "*Connect to*" window. Click on the *connect* button. If the dialer makes a connection, then may have to create a shortcut to the dialer on the desktop. Do the following:
 - Go back to the "*Dialup Networking*" window. Right click on the *CME.NET* icon, then left click on "*Create Shortcut*" from the pop-up menu. It will say it can't do it here, do you want one on the desktop? Click *ok*.
 - A shortcut to the dialer is now on the desktop. To make a connection you will now have to click on this shortcut to start the dialer. Once you have made a connection you can start your browser, i.e. Internet Explorer or Netscape Navigator.

Step 5: If you heard the modem dial but you can't go anywhere, you should get an error message indicating what the problem is, such as server location errors. Check the dialup settings:

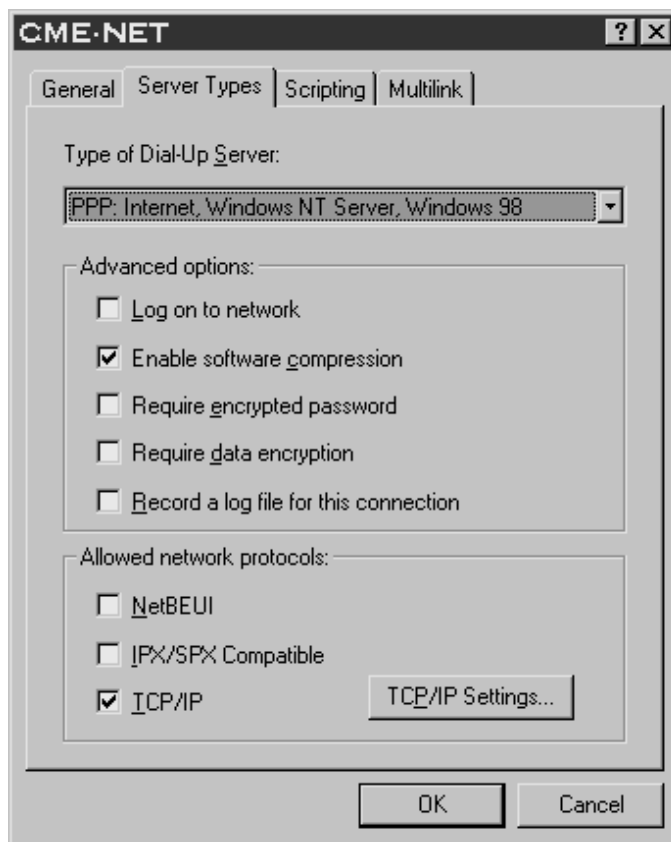
- Click on the "*My Computer*" icon.

- In the "My computer" window double click the "Dialup Networking" icon.
- In the "Dialup Networking" window there should be 2 icons. One is "Make a new connection" and the other should be "CME.NET". Using the right mouse button, click on the "CME.NET" icon, then left click "Properties" from the popup menu.

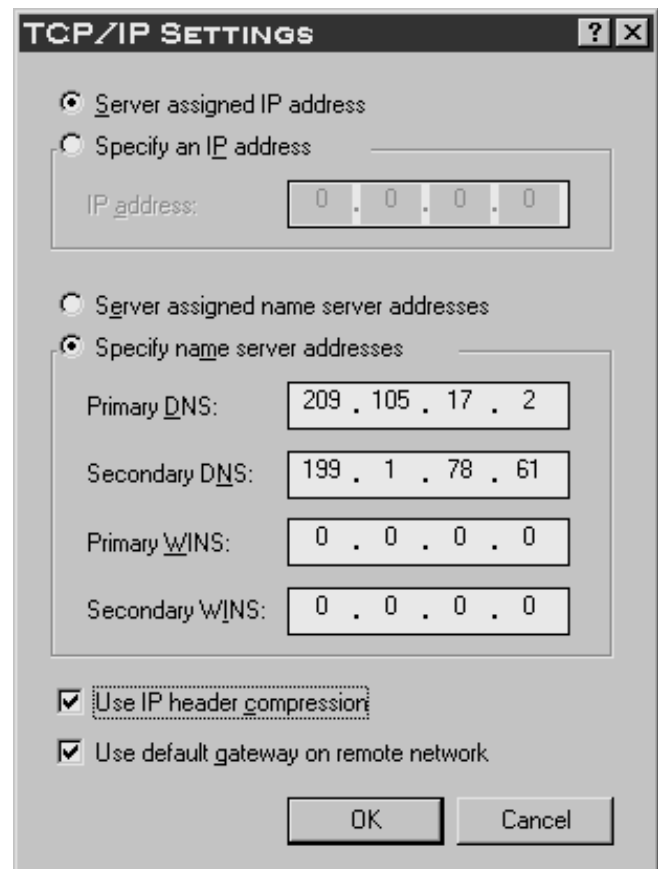
The *General* tab window should look like this:



The *Server Types* tab should look like this:



Click on the "TCP/IP Settings" button. It should look like this:



Once everything is set as it should be in these three windows, click *ok* and try your internet again.

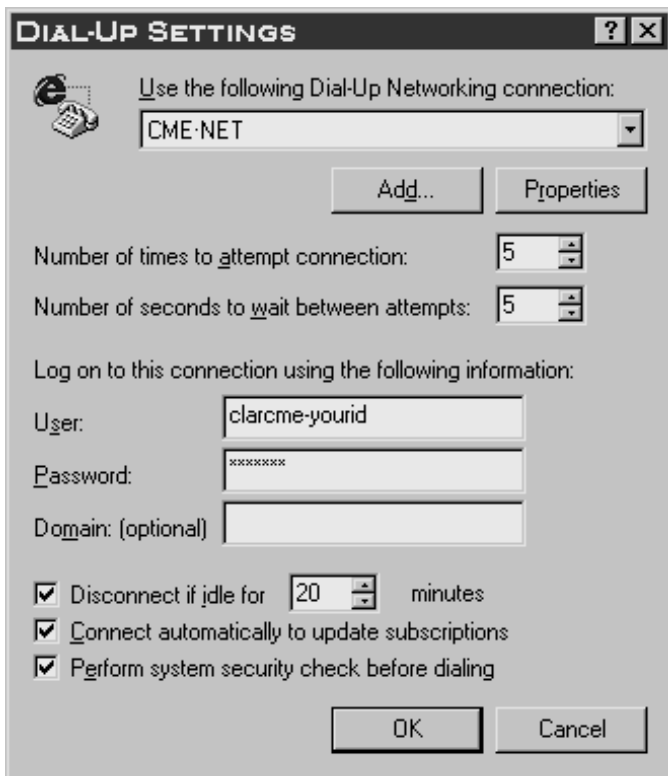
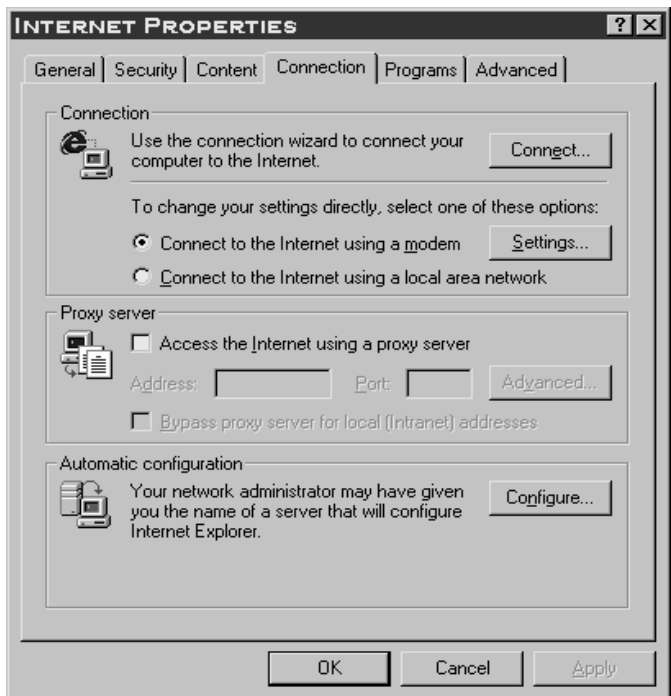
Question: I get an error saying "Cannot find the Dial-up Connection CME.NET".

Answer:

Your browser may be looking for a connection that does not exist. Do the following:

- Click on "My computer" from the desktop.
- In the "My computer" window click on the "Control Panel" icon.
- In the "Control Panel" window click on the "Internet" icon.
- In the "Internet Properties" window click on the *Connections* tab, check the settings so they match this window:

Click on the Settings button, it should match this:



In the *Dial-Up Settings* window you may have to click on the selection arrow on the right side of the window. Select the connection you want to use when dialing the internet. Click *OK* then *OK* again when you are done.

Question: I get an error saying "The computer you are dialing cannot negotiate a compatible set of protocols . . ."

Question: I get an error saying "You have been disconnected from the computer you are dialing".

Your protocol files in the Network settings may have been damaged or accidentally deleted. You may have to reinstall them. Do

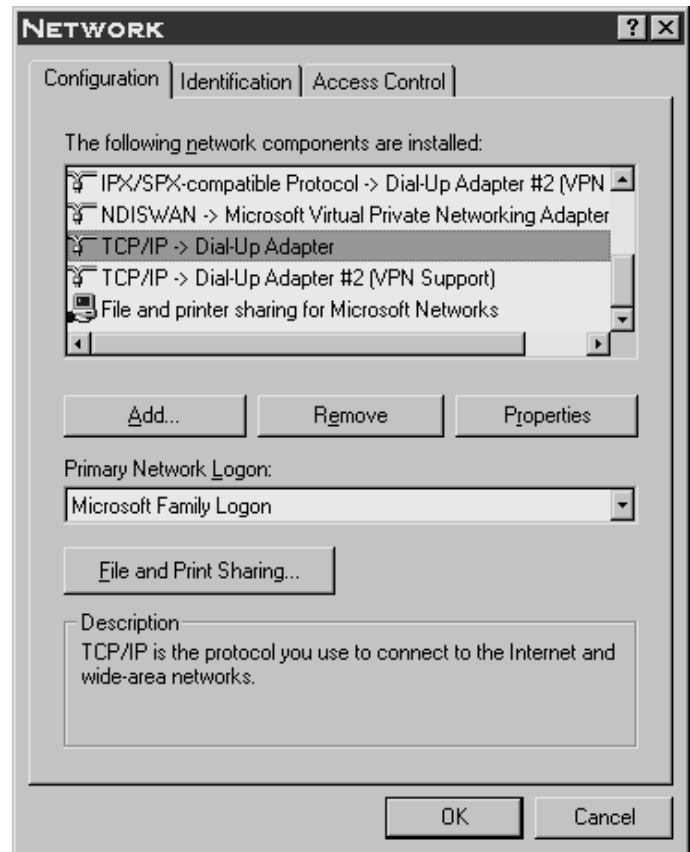
the following:

- Double click on the My Computer icon on the desktop.
- Double click on the Control Panel icon in the My Computer window.
- Double click on the Network icon in the Control Panel window.
- In the Network window under the Configuration tab, make sure *TCP/IP->Dial-Up Adapter* is listed in window. If not, click on the *Add...* button and under Protocols, select it from the list.
- In the Network window the *Primary Network Logon* should be either *Microsoft Family Logon* or *Windows Logon*.
- Click *OK* when you are done. If you have made any changes, you will be asked if you would like to restart the computer. When your computer restarts, try the internet connection.

Question: I can connect for just a moment then I get disconnected and get an error saying "*You have been disconnected from the computer you are dialing*".

Answer: Someone else is using the same login ID or your *Primary Network Logon* is incorrect. Check the following:

- Double click on the *My Computer* icon on the desktop.
- Double click on the *Control Panel* icon in the *My Computer* window.
- Double click on the *Network* icon in the *Control Panel* window.
- In the *Network* window the *Primary Network Logon* should be either *Microsoft Family Logon* or *Windows Logon*.
- Click *OK* when you are done. If you have made any changes, you will be asked if you would like to restart the computer. When your computer restarts, try the internet connection.



Email Problems

General Email Problems

Question: When I enter into Outlook Express to get my email, my computer disconnects from the internet.

Answer: Your computer is set to hang up after sending and receiving email. Go to Outlook Express, click on *Tools*, then *Options*, then the *Connections* tab. Uncheck the box next to *Hang up after Sending and Receiving*.

Question: I cannot receive mail from one specific person even though he has the right email address.

Answer 1: The sender has not included their return address in their email setup. If there is not an address to identify the sender, the server assumes it is junk mail and will not accept it.

Answer 2: The user is sending the email without an address in the *To: box*, but has an address in the *CC: box* or *BCC: box*. There has to be an address in the *To: box* for the server to accept it.

Question: When I go to receive mail, it starts downloading but takes forever, sometimes it doesn't ever complete getting my mail.

Question: I get a message saying my server has timed out.

Answer: Someone has most likely sent a whopper of an email to you with a huge file attached to it or you have not downloaded your messages for some time. These big files can take forever or sometimes never to download.

In Outlook Express, increase the server timeout by going to *Tools, Accounts, Mail Tab*. Highlight your account and click the *Properties* button. Under *Properties* go to the *Advanced* tab and adjust the server timeout to *Long*.

You may want to check and adjust the maximum downloadable message size allowed by your email program. Consult the help files with your email program.

Also consider downloading mail at an off time, very early morning or late evening when internet speed is best. If that does not work, CME may have to delete all email from the server to fix the problem.

Password or email ID problems.

Question: I get an error saying "*Incorrect password for yourid.*"

Question: I get an error saying "*Unable to locate the mail server "mail.charles-mix.com"*."

Question: I can send email but I cannot receive it.

Answer 1: Email id and password must be in lower case. Make sure your Caps Lock is not on. Check that you have not accidentally capitalized a letter in your id or password.

Answer 2: Check that your id and password are current and spelled correctly. For email only there should not be a "*clarcme-*" in front of your login id. This is for the login id only!

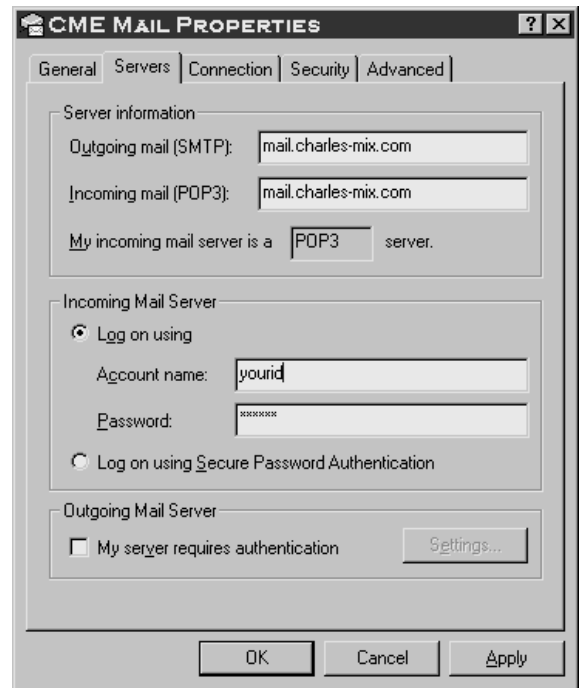
Answer 3: The email server settings are probably incorrect. Both the incoming mail server (POP3) and the outgoing mail server (SMTP) must be set to "*mail.charles-mix.com*" All lower case all run together.

The correct settings for each browser of email program can be found as follows:

Outlook Express

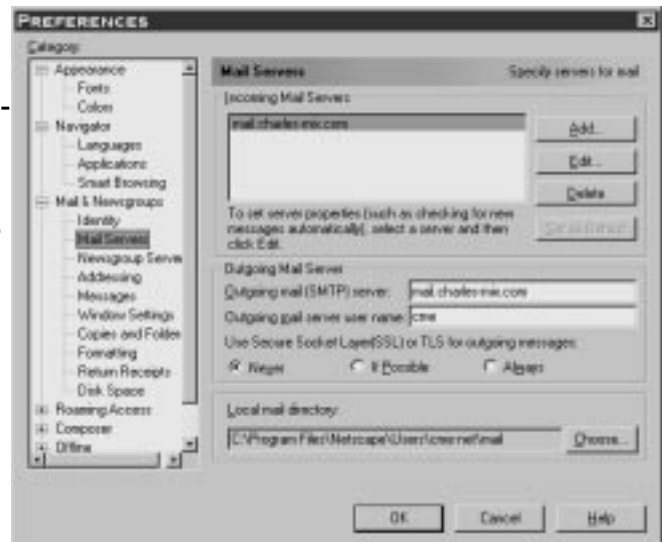
- Start Outlook Express. Hide, clear, or OK any errors or procedures that may pop up when the program is started.
- Click Tools on the menu bar at the top of the window.
- On the drop down Tools menu select Accounts.
- Select the Mail tab in the Internet Accounts window.
- Highlight your mail account in the window and click the Properties button. Select the Server tab.

The settings should match the following window:



Communicator Version 4 & up.

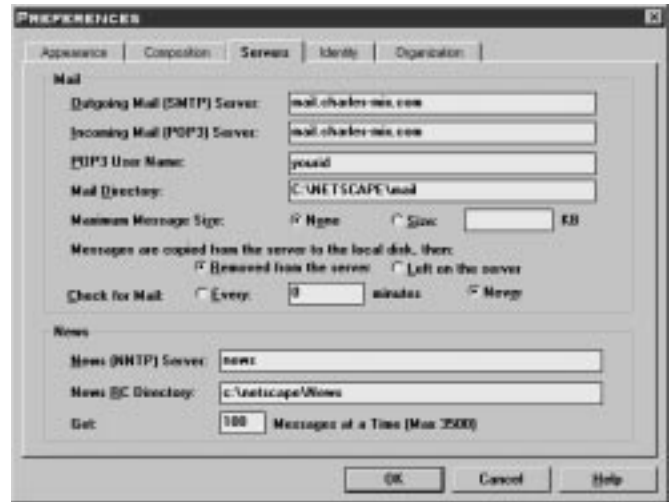
- Click Edit on the menu bar at the top of the window.
- On the drop down Edit menu select Preferences.
- In the Preferences window click on the + next to Mail & Newsgroups.
- Select the Mail Servers, the following window will appear. Make sure the Outgoing mail Server settings are correct. Check that the out going mail server user name does not have the "clarcme-" prefix.



- Highlight your incoming mail server account in the window and click the *Edit* button.
- Select the *Server* tab.
- Check that the settings match the following window:
- Check that the user name does not have the "clarcme-" prefix.

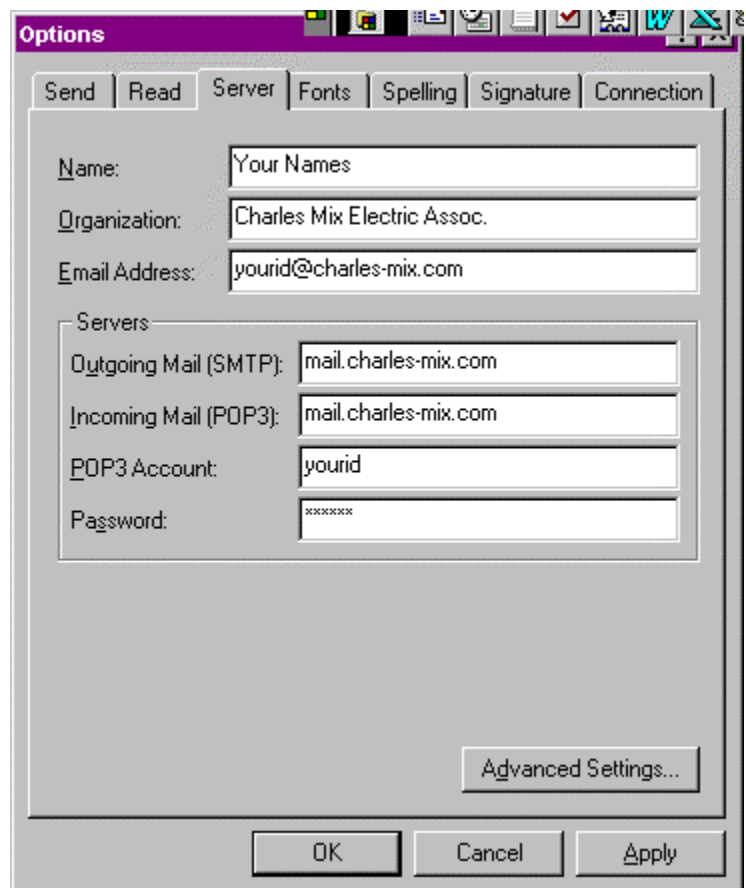
Netscape Navigator versions 2 & 3

- In the Navigator program, click on *Options* on the menu bar at the top of the window.
- Select *Mail & News Preferences* from the drop down menu.
- Select the *Servers* tab from the *Preferences* window.
- The settings should match the following window:



MS Explorer 3 Internet Mail

- In IE 3 click on *Go* from the menu bar at the top of the window.
- Select *Read Mail* from the drop down menu.
- In the *Internet Mail* window, select mail from the menu bar at the top of the window.
- Select *Options* from the drop down menu.
- In the *Options* window, select the *Server* tab.
- The settings should match the following window:



Web TV Problems

Dialing Problems

Question: During the initial setup or after a power outage I hear a message that says "you are not allowed to dial that number on this line"

Answer: A companion line from Ft. Randall telephone will only allow you to dial the 384-3638 number. During the setup of a WebTv or after a power outage on a WebTv the unit must make a call to the WebTv system so that it may be configured to use an ISP (CME·NET). To remedy this, plug your WebTv phone cord into your regular phone outlet. After it has dialed up the WebTv Server, configure it to use an ISP and then plug the phone jack back into your companion line phone jack.

Question: I thought I set up my WebTv to dial an ISP (CME·NET) number, but it says it's dialing Tollfree.

Answer: The WebTv unit has to call into the WebTv Server in order for it to configure the unit to use an ISP. Once it has connected and received the information it needs, it will dial the local number and make the connection.

Question: I get an error saying "*Your password is incorrect check your configuration.*"

Answer: Make sure your user name has the "*clarcme-*" prefix in lower case. The password must also be in lower case.

WebTV Email Problems

Question: My email "*yourid@charles-mix.com*" doesn't work with my WebTV.

Answer: WebTvs use an exclusive protocol for email. During the initial setup you will be asked for a unique id name during the setup process. Your email address will then be *yourid@webtv.com*.