

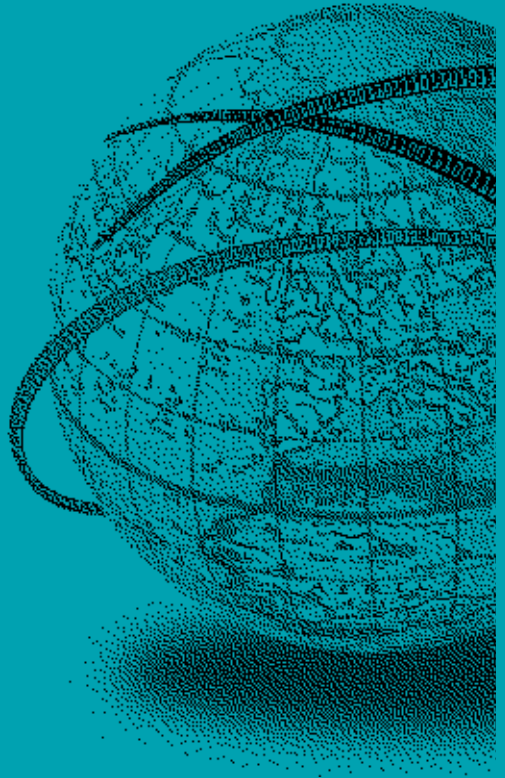
FirstClass[®]

Getting Started

FirstClass Server for Windows

What's in this box • Registering your server

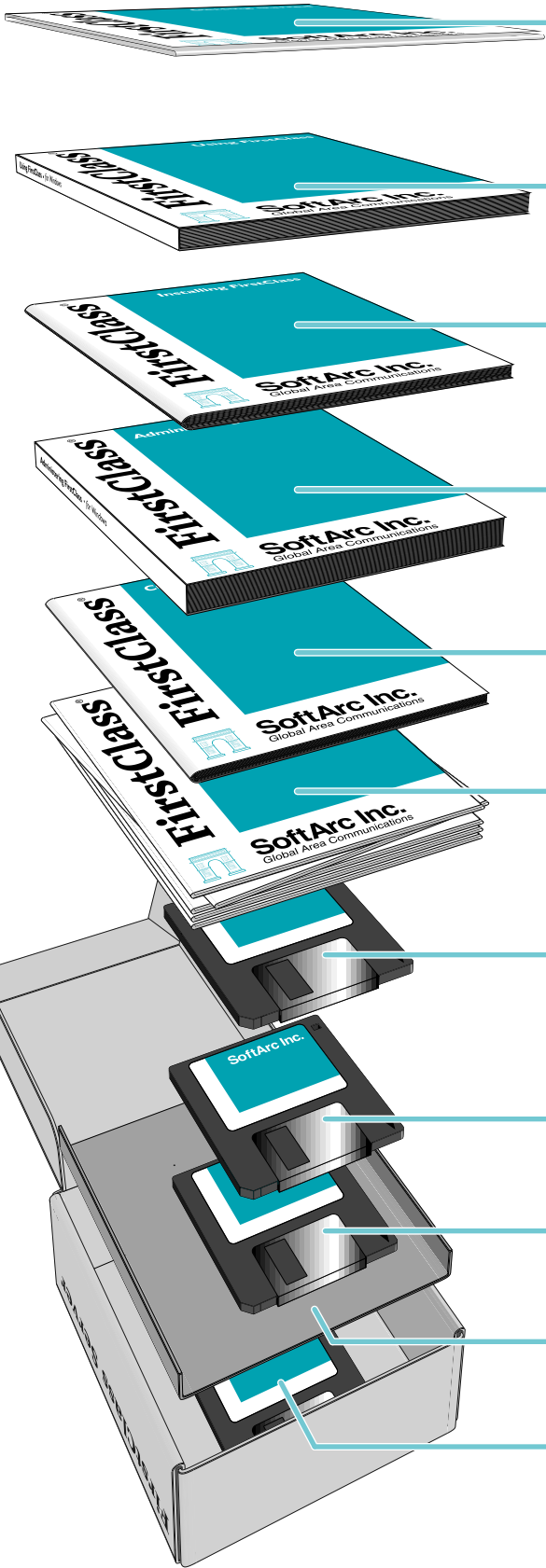
Administration essentials • License agreement



SoftArc Inc.
Global Area Communications

What's in this box

The FirstClass server package contains the following items, although we may include additional documentation and diskettes, as the need arises.



Getting Started

Provides the instructions for registering your server and connecting to SoftArc's free customer support system. It also includes a reference card of essential information that every Administrator should know, especially those who don't read manuals.

Using FirstClass

Describes the common functions of FirstClass Client, the application used by both users and Administrators to connect to FirstClass. Read this manual before installing your server.

Installing FirstClass

Provides the instructions for installing the FirstClass Server application, licensing your server using FirstClass Tools, defining the capacity and the optional features of your system, and configuring basic network and modem capability.

Administering FirstClass

Describes the FirstClass Server application and the functions available to Administrators using FirstClass Client, including instructions for adding users and conferences, managing disk usage, backing up the system, and creating networks of FirstClass servers.

Customizing FirstClass

Provides instructions for using FirstClass Designer to customize the FirstClass Client with your own icons, pictures, forms, sounds, and some other special effects to make your system more effective and easier to use.

User reference cards

Provides a quick and basic reference to the FirstClass Client application. Additional copies are available from your SoftArc reseller; or log onto SoftArc Online and download the freely distributable, electronic version and pass it along to your users.

FirstClass Client diskette

Contains an application which installs FirstClass Client, FirstClass Notifier, and a collection of sample Settings Documents including the settings for SoftArc Online. This application is freely distributable and should be given to everyone who will be using your system.

FirstClass Server diskette

Contains an application which installs FirstClass Server, FirstClass Tools, and a FirstClass Post Office.

FirstClass Designer diskette

Contains an application which installs FirstClass Designer and a small collection of pictures, icons, and sample forms.

This cardboard insert holds the server license diskette in place at the bottom of the box.

Server License diskette

Contains an encrypted software key which FirstClass Tools uses to license your server. **Note:** Please read the FirstClass Software License Agreement before opening any diskette packages. By opening these packages, you are agreeing to be bound by the terms of this Agreement.

Registering your server

To become eligible for free technical support and free software upgrades, you must register your server. The registration process involves two steps:

- 1 Complete your registration card and mail or fax it to SoftArc.
- 2 Use your FirstClass Client application to automatically register yourself on SoftArc Online, SoftArc's twenty-four hour FirstClass service. You can connect to SoftArc Online in two ways:
 - **By modem:** FirstClass Client ships with a Settings Document that is configured to connect to SoftArc Online by modem. The phone number for SoftArc Online is 905-415-7070.
 - **Over the Internet:** To do so, you must have a connection to the Internet. SoftArc Online uses port 3004, and its IP address is 198.133.37.10.

If you have any trouble connecting to SoftArc Online, refer to *Using FirstClass* for more information.

Once you are connected, send a message to “* Registrations *”. Include your name, your organization (if applicable), phone number, fax number, and Server License diskette number. We'll match this information with the registration card you've sent in, and update your privileges in two to three business days. **Note:** If you have just mailed your card, please allow two to three weeks for processing.

Free support

SoftArc provides free technical support for all of the products we sell. Before calling our technical support department, however, you should take a look at the many helpful conferences on SoftArc online, including conferences on modem settings, technical notes, and frequently asked questions. In addition, SoftArc provides a conference dedicated to the discussion of each of its products and restricted to registered users of the product.

Free software updates

Registered users are entitled to free software updates. You can download the latest version of your application from the appropriate conference on SoftArc Online.

FirstClass Server Registration

Server License Diskette Number

| 5 | | | | | | | | | | | | | | | | | | | | | |

Name (please print clearly)

Organization

Address

Phone

Fax

E-mail

This FirstClass system should be classified as:

- Business Government
 Education Non-profit
 Other (please specify)

I have read the FirstClass Software License Agreement and agree to be bound by its terms.

Signature

Date

Thank you for your purchase of FirstClass.

Where did you purchase FirstClass?

For faster processing of this information and access to our free customer support system, you can fax this form to 905-415-7151, or call 905-415-7000 for more information.

How did you hear about FirstClass?



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FirstClass Administration Essentials

Backup frequently and regularly

Before starting a backup, shut down the FirstClass server. Then, back up the FCPO and FCSERVER subdirectory structures using the Windows NT backup application or any third-party backup utility.

Important: If you have approved additional volumes, you must also back up the FCPO subdirectory on each of those volumes.

Rebuild your user directory once a month

Your user directory can become corrupt as a result of a power or disk failure. To prevent problems before they start, rebuild your user directory once a month. If your site is prone to black outs or power shortages, consider purchasing an uninterruptible power supply (UPS) for your system.

Remember your password

As the Administrator, you can reset a user's password if he or she forgets it; but if you forget your own password, there is no way for you to log into your server as the Administrator.

Create a separate account for day-to-day use

Much of what the Administrator does can easily affect every user on the system. So, for routine administration, create a separate Sub-administrator account, and use your Administrator account only when absolutely necessary.

Protect the originals of conferences

When you delete the original of a conference, you automatically delete all the messages it contains. Protecting a conference makes it more difficult to make this mistake.

Create conferences in the appropriate folders

There are three such folders on your desktop: Conferences, Private Conferences, and MultiVol Conferences.

Read all warning messages carefully

Proceed carefully when performing administrative tasks. Read all warning messages carefully before clicking OK.

Test your hard drives every six months

If you are running a large system, your server's hard drives are going to be very busy. Use a disk verification utility at least every six months to ensure that the data on your hard drives has not become corrupt and to guarantee the integrity of the disk medium itself.

Do not rename, move, or delete your FirstClass Post Office

Do not rename, move, or delete the FCPO or the FCSERVER sub-directories. Do not rename, move or delete anything *within* these subdirectories, unless specifically instructed to do so by SoftArc Technical Support.

Do not change the Administrator's user id

Do not change the FirstClass Administrator's user id; it must be "admin". You can, however, change the Administrator's name.

Do not rename, move, or delete anything on the Administrator's desktop

Changes you make to your desktop can affect the desktops of every user on your system. Certain items, if you delete them, cannot be recovered.

Do not log off during desktop modelling

If you interrupt desktop modelling some users will have the new desktop and some will not. To fix this, reapply the model desktop.

Do not distribute your password

When you create a Settings Document for your system, make sure that you have deleted your user id and password from the set-up form before distributing the Settings Document to your users.

Do not log off Windows NT before quitting FirstClass

Doing so terminates FirstClass without giving your users an opportunity to log off. And certainly don't turn off the FirstClass server computer before properly logging off Windows NT; doing so can corrupt the data on your hard drives.

Do not use your computer to run other applications

Any applications you run on the same computer as your FirstClass server can degrade its performance and slow things down for your users. Elaborate screen savers are notorious culprits.

Use only disk utilities compatible with NTFS

Many disk utilities do not properly handle the long file names used by NTFS, the Windows NT file system recommended by SoftArc. If you defragment or optimize your hard drive, make sure you are using a utility compatible with NTFS.

FirstClass options

When you purchase a FirstClass system, you can start small with a basic FirstClass server and add options as you need them. For more information on any of the following FirstClass products, contact your reseller or SoftArc sales at 1-800-SOFTARC or 905-415-7000.

User license upgrades

Increase the number of regular or remote users you can register on your system. Remote users are users who can only connect to your system by a remote session. Regular users can connect remotely or over a network.

Remote session upgrades

Increase the number of remote sessions you can define on your system. Each remote session allows one user to connect at any given time. When you increase the number of remote sessions, you increase the number of users who can simultaneously connect to your system remotely. You can use remote sessions for modem and TCP/IP connections. SoftArc also offers multi-port serial cards which increase the number of COM ports available on your system.

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Part Number: 50F3210-W

Protocol modules

Allow users to connect to your FirstClass server using protocols other than IPX, the protocol provided with a basic server. Optional protocol modules include AppleTalk and TCP/IP.

User interfaces

Allow users to connect to your server using an interface other than the FirstClass Client for Windows, the interface provided with a basic server. Optional user interface licenses support connections by the FirstClass Client for Macintosh and VT100- or ANSI-compatible terminal emulators.

Gateways and extensions

Add any of a variety of gateways and database extensions, available from SoftArc and third-party developers. Gateways provide connectivity to other e-mail systems, such as the Internet. Database extensions allow users to view and update your corporate databases from within FirstClass.

Affix
Sufficient
Postage



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Global Area Communications

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U.S.A.

14224

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