

# The Distance Learning Consortium

## Downloading and Installing the FirstClass Intranet Client

The FirstClass client is a full featured messaging interface. It is worth taking the time to download and install the current version.

*Attention Network Administrators: FirstClass is designed to run on networks. However, networks with firewalls must be socks4 compliant or a port must be opened. See instructions below.*

For installation assistance, please call:

Brad Boute  
Southwest Institute of Healing Arts  
480-393-1399  
e-mail: [bradb@swiha.net](mailto:bradb@swiha.net)  
FirstClass address: Brad Boute  
SKYPE: brad.boute

Or

John Shaheen  
The Distance Learning Consortium  
800-472-9404/fax: 208-979-6318  
e-mail: [john@distancelearningconsortium.net](mailto:john@distancelearningconsortium.net)  
FirstClass address: John Shaheen

Please leave a voice mail message and a phone number. We are happy to schedule appointment times to assist with the installation process.

Downloading and installing the FirstClass client is not difficult. However, many very, very smart people find the task on the tricky side. Never be too proud to ask for assistance. Why be aggravated when you should be enjoying your on line experience? Some knowledge of your Windows or Mac computer is necessary. These instructions do not attempt to replicate every possible keystroke you will need to install the software! Your suggestions on improving these setup instructions are appreciated.

Follow these steps:

1. Point your web browser to <http://www.firstclass.com> (This is the home page for the manufacturer of FirstClass).
2. Click on Resources -> Download FirstClass Client -> Scroll down to the table of available clients  
*Alternate Download Link: <http://dlconline.net/ClientDownloads/>*
3. Select the Windows (XP or Vista), Mac, version, ver 9.x  
(users with older operating systems, or Linux, can choose the appropriate version from

the list)

4. Save the file to your Desktop. Do **\*NOT\*** attempt to run the file from the web site!!!\*
5. Install, accepting all the defaults
6. After installing
  1. Click *Start -> Programs*, and select *FirstClass -> FirstClass*, or click the FirstClass icon on your Desktop.
  2. FirstClass will load to a login window. In the lower left corner of the login window, click *Advanced*.
  3. At the right of the *Address* field, click the small black down arrow button. Toggle to *home.fc* (default setting)
  4. Click Setup
  5. You are left in the *Service Setup* window. Click into the *Server* field and delete the contents of that field, if any.
  6. Enter the following in the *Server* box: **fcs.dlconline.net**
  7. Do not change any of the other settings in Setup.
  8. Click *Save*. You will be left at a FirstClass Login screen, and you are ready for the next step. Login as a “registered user”.

#### LOGGING IN FOR THE FIRST TIME

1. If you are not already connected to the Internet, do so now.
2. Enter your FirstClass User ID and Password in the appropriate fields of the FirstClass Login screen, and click *Login*. Note that user Ids and passwords are assigned by the system administrator. If don't know your user id or password, please contact John Shaheen.
  - a. You can test your connection by logging in as “guest”.
3. The FirstClass Desktop will load, with several file folders, including a *Mailbox*, *NEWS*, *FirstClass Help Desk*, *Event Log*, and *Notice Board*.
4. Done! Installation complete.

Reminder: You need an active Internet Connection before logging into FirstClass. As a simple rule, log into the Internet first, then into FirstClass.

*Attention: Home Firewall Users!!!*

A firewall is designed to prevent unauthorized access to your computer from the “outside”. If you are running the default Windows XP or Vista firewall, you will not have any difficulty logging into FirstClass.

If you are using a third party home firewall, such as Zone Alarm, McAfee, or Nortons (there are many others), you might get an error message when you try to login: “Sorry, there is no FirstClass server by that name on the network”.

This error message can mean more than one thing, so double check first that you are logged into the Internet and have FirstClass configured correctly.

Some firewall products will prompt you when a TCP/IP program (like FirstClass) attempts to access the Internet. If prompted, just approve the program and you'll be set. Others will not provide a prompt. You will need to open your Firewall software and configure it so that

FirstClass is permitted to “pass through” the firewall. This is usually just a click or two. Finally, if your home firewall asks for a specific port (not likely, but possible), tell it that you need port 510 open for FirstClass.

Not sure? The simplest way to test if your Firewall is blocking FirstClass is to disable your firewall. Attempt to login to FirstClass. If the login works, then your firewall needs to be configured. If FirstClass still doesn't work, then call John for assistance. In either case, don't forget to re-enable your firewall!

*Attention: Corporate Networks and Firewalls*

The FirstClass client is designed to work over an internal network which is connected to the Internet. If you have direct dial Internet access from your computer, please ignore these instructions. If your PC accesses the Internet via an internal network, you will need the assistance of your network administrator to properly configure the settings document.

Ask your network administrator to check the following settings:

- a. From the login dialog box, click on Setup.
- b. In the Service Setup dialog box, click on the “Configure” button on the top right.
- c. If you have a firewall that is “SOCKS4” compliant, no entries should be needed at all.

If your firewall is not SOCKS4 compliant, port 510 MUST be opened. Also, FirstClass recommends that ports 25 and 810 be opened as well. Assuming the user can ping us from the MSDOS prompt (ping 216.120.143.124), then opening the ports should do the trick. Entry of proxy server addresses in the Advanced Setup is usually unnecessary and can cause conflicts.

- d. Be sure to click on Save in the advanced settings dialog box, then Save again in the Service Setup dialog box.
- e. Establish your Internet connection, then login to FirstClass. System administrators are welcome to test the connection anytime by clicking the “Login as Guest” option.

The Consortium does not directly support internal network configurations. If your network administrator needs additional assistance, contact us first. We will help coordinate a support call to FirstClass Technical Support.

The conference server can also be reached using your web browser. See Using the Web Interface for Computer Conferencing for instructions.