Troubleshooting

When you attempt to start a network game, you may experience difficulties in establishing a connection with the <u>SIGS</u> server. Before you contact SIGS technical support, please check the following:

þ **<u>Are you running Windows 95?</u>**

þ **<u>Are you connected to the Internet?</u>**

þ **<u>Does your Internet provider use WinSock32?</u>**

þ **<u>Are you using a true PPP connection?</u>**

þ **<u>Is there a "fire wall"?</u>**

? **<u>Technical Support</u>**

Are you running Windows 95?

SIGS Games runs only in Windows 95.

If you are running Windows 95 and you are connected to the Internet, you may want to attempt to log into the SIGS server several times. The Sierra Internet Gaming System server is sometimes unavailable, but only for short periods of time.

If you are running Windows 95 and you are connected to the Internet, but you still cannot connect to the SIGS server, you may need to contact your Internet service provider and ask the following questions:

þ Do they Support PPP?

þ Do they Support WinSock32?

þ Are they using the Dial-Up Network feature in Win95?

þ These are some of the ISP's we have reviewed

Are you connected to the Internet?

You must create an open Internet connection to start a SIGS game.

Does your Internet provider support a 32-bit WinSock?

The SIGS server requires a 32-bit WinSock DLL. The WSOCK32.DLL file may exist in your computer's WINDOWS\ SYSTEM directory, but your Internet Service Provider (ISP) may not be accessing this DLL.

Is your Internet connection a true PPP connection?

PPP is a unique IP address (dynamically)   assigned to your Internet connection every time you log in. The SIGS server requires a true PPP connection or a unique IP address every time you log in.

Is the Internet connection using a "fire wall"?

Some Internet connections, such as those in an office workplace, are located behind a "fire wall" for protection. <u>SIGS</u> servers do support "fire wall" protected Internet connections on some types of systems. Ask your firewall administrator if it has been configured to allow TCP/IP connections to known hosts. You will need to be able to see sigs.sierra.com and smc.sierra.com to make a successful connection. Because we run many games from these addresses, you will need to open all TCP ports for these servers.

If you have addressed all of the questions in this help topic and you continue to experience difficulties in establishing a connection with the SIGS, please contact **<u>SIGS Technical Support</u>**.

SIGS technical support

For Internet connection problems, please **do not** call the game support line. Contact us at one of the following:

⁃ **Email:**

For email technical support, contact *sigs@sierra.com*. Enter the name of your Sierra game in the subject line (for example, Hoyle Blackjack).

∶ **WWW:**

For the latest technical support information on <u>SIGS</u> Internet issues and version updates, use your web browser to visit ***http://www.sierra.com/sigs***.

Some known ISP

SIGS should work with any Internet Service Providers (with 32 bit access) like:

•EarthLink
•GNN (32 bit access only)
•CompuServe (Dial Up Internet Access)
•Microsoft Network ***http://www.msn.com***
•Netcom (32 bit access only)
•America On-Line 3.0 for Windows 95 (32Bit only) ***http://www.aol.com***
You can also review a complete of ISPs at ***www.thelist.com***

Currently not available with the following Internet access:
•America On-Line 3.0 for Windows (16bit)
•Prodigy
•GNN (with 16 bit access)
•Netcom (with 16 bit access)
•or any provider that does not assign your IP address at log-in or support 32bit PPP.

(Please ask your Internet Service Provider to be sure.)

Sierra **I**nternet **G**aming **S**ystem (SIGS)

Point-to-**P**oint **P**rotocol (PPP)