

TECHNICAL PROBLEMS

Symptoms: *web browser crashes, fatal errors*

Cause: unknown, possible improper configuration of browser settings or softwares conflict

Solutions:

- If using Microsoft Internet Explorer, use an alternative web browser such as Mozilla Firefox: <http://www.mozilla.com/firefox/>
 - Uninstall and install your web browser
 - Scan your computer for viruses:
 - a. Free online scan: <http://housecall.trendmicro.com/>
 - b. Free antivirus software: <http://www.avast.com/eng/download-avast-home.html>
 - c. Free anti spyware software: <http://www.safer-networking.org/en/download/>
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Symptoms: *slow connection, connection times out, cannot place bids*

Cause: possible slow connection during peak hours; Daily backups of the Delcampe database around 2-4 am GMT + 1.

Solutions:

- Stop downloading/uploading while surfing on Delcampe and see if there is an improvement
 - Check your speed connection and bandwidth: <http://www.bandwidthplace.com/speedtest/>
 - If speed connection is slow, contact your provider
 - If speed connection is normal, use Delcampe before 2 am GMT + 1 or after 4 am GMT +1 and place automatic bids
 - See other problems and solutions
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Symptoms: *cannot enlarge pictures, open messages and any type of pop-up window*

Cause: a software, toolbar or a Windows Service Pack feature prevents pop-up windows from opening

Solutions:

- Download Delcampe Toolbar: <http://www.delcampe.com/page/toolbar/language,F.html>
 - If using SP2 (Windows XP Service Pack 2), change parameters or click on the yellow strip to allow pop-ups from Delcampe
 - Check if an anti pop-up software or toolbar does not prevent pop-ups from opening. Disable them one by one and see if there is any change, modify settings accordingly
 - Check your firewall settings
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Symptoms: *"Your browser does not accept cookies"*

Cause: security settings are set too high and the Delcampe cookies are considered as potentially unsafe by your web browser/antivirus software/firewall

Solutions:

- Set the cookie security settings to medium or low
 - Disable your firewall/antivirus software and see if any change occurs. Modify settings accordingly
 - Try another web browser: <http://www.mozilla.com/firefox/>
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Symptoms: *do not receive emails from Delcampe (password, item won or sold, from sellers or buyers...)*

Cause: spam filters of your email account

Solutions:

- Change the settings of your spam filter
 - Add 'info@Delcampe.com' to your contact list
 - Use the website to receive and send messages and avoid spam problems ("My Delcampe > My Messages")
 - Create a new email account and replace the former one on your account
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Symptoms: *cannot find items recently listed on Delcampe*

Cause: items recently listed cannot be found right away through the search engine because it needs to be updated first

Solution:

- Wait a couple of hours for the search engine to be updated
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Symptoms: *cannot find my items won/lost/sold/unsold in My Delcampe*

Cause: items are automatically archived after three months

Solutions:

- If possible, retrieve items from archive when you are in the archive section
 - After three months, a sale can still be found on the website thanks to the item number
 - Export lists to a CSV file to keep track of your activity on Delcampe International
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Symptoms: *money sent but account balance not updated yet*

Cause: each payment is treated manually, it takes a day or two at the most for account balances to be updated

Solutions:

- Use electronic payment methods, they are faster and safer
 - Pay your Delcampe fees ahead of schedule or send more money less often
 - Use the Delcampe wallet
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Symptoms: *unpaid item report approved but no change in my account balance*

Cause: when an unpaid item report is approved, the final value fee is removed from the total, not added to the total balance

Solution:

- In "My Delcampe > My Payments to D* > History" you will find the monthly invoices. If there is an 'update notification' on an invoice, that means the final value fee has been withdrawn from the total. Click on 'details' and see that the sale concerned has been cancelled and the total updated. The balance is the total of all your invoices minus your payments and final value fees of unpaid items.
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Symptoms: *cannot attach/upload images*

Cause: wrong file format, image too big, slow connection

Solutions:

- Only jpg, jpeg, gif and png files can be uploaded
- Use image editing software to change file format and reduce size
- Make sure you are not doing it between 2-4 am GMT + 1

Symptoms : *impossible to log in*

Cause : cookie problem (see « Your browser does not accept cookies ») or wrong password and nickname

Solutions :

- Make sure you are not using capital letters
 - Click on 'lost' next to the password field to get a new one
 - If your nickname and password are already stored on your computer and you do not need to type them to log in, delete all your cookies from the Internet options of your web browser.
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