

The InterJet Administrator's Guide

InterJet 100/120 & 200
WhistleWare 2.0



The InterJet Administrator's Guide

InterJet 100/120 and InterJet 200
WhistleWare 2.0



Whistle Communications Corp.
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Foster City, CA 94404

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FCC Compliance Statement

FCC Part 15 Requirements

This equipment has been tested and found to comply with the limits for a Class A device in accordance with the specifications in Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

FCC Part 68 Requirements

This equipment complies with Part 68 of the FCC Rules.

Safety Notices

This equipment is in compliance with Underwriters Laboratories (UL) and is UL listed.



The presence of this symbol in the manual alerts the user to important installation instructions. Do not bypass any of these instructions.



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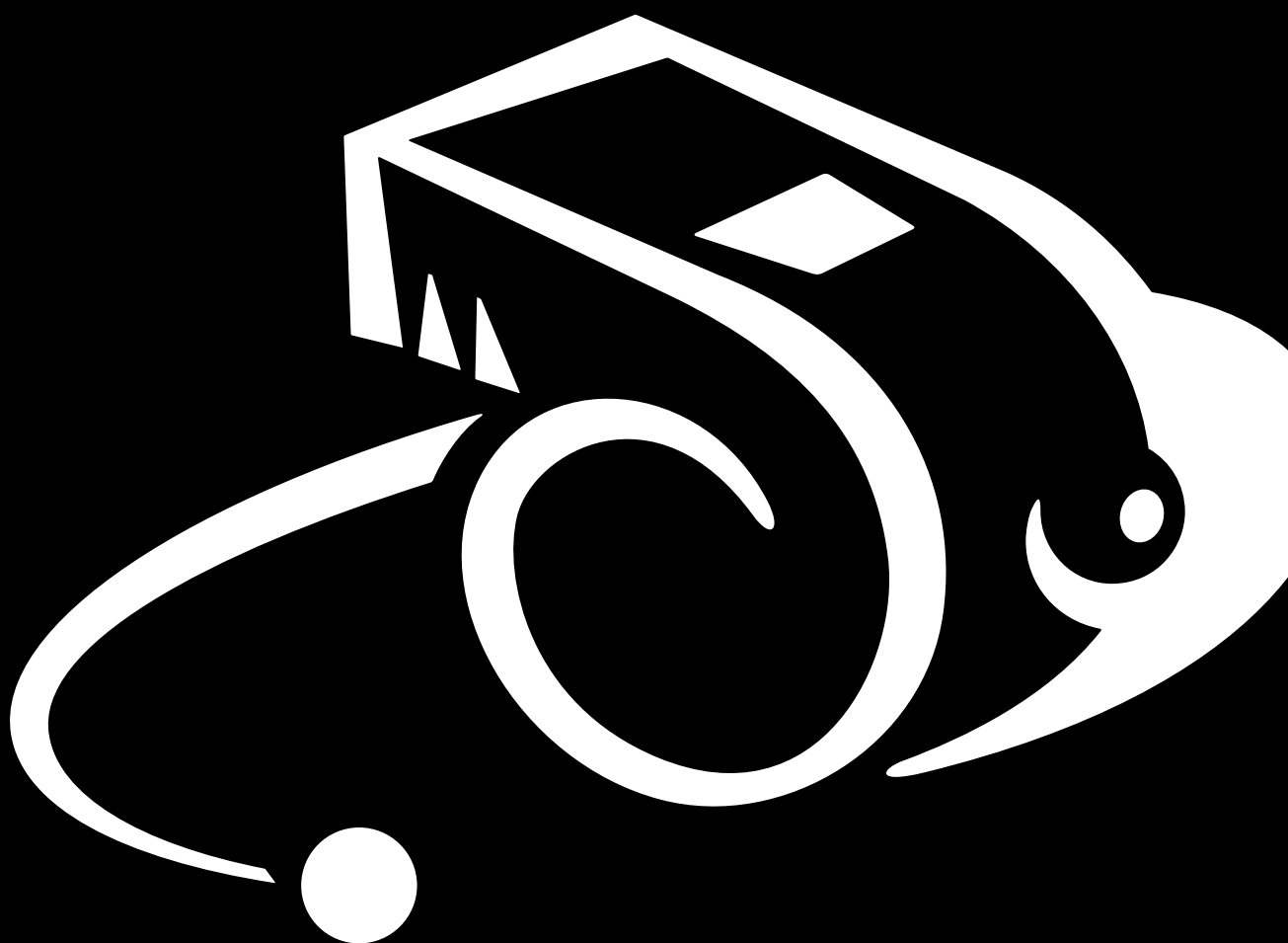
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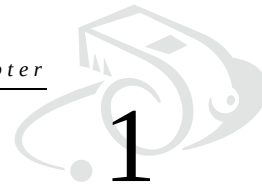
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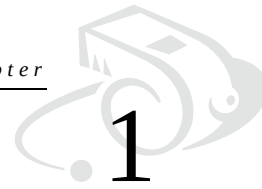
Introduction





Introducing the Whistle InterJet

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Introducing the Whistle InterJet

Welcome to the Whistle InterJet™, a complete solution for connecting your Ethernet local area network (LAN) to the Internet. As a compact device with its own built-in, easy-to-use software, the InterJet provides a variety of powerful features that enhance your organization's communications and information retrieval capabilities. With the InterJet, you can easily maintain your organization's access to the Internet without the need for networking expertise.

Features of the InterJet

With the InterJet connected to your network, everyone in your company can have the following capabilities:



Electronic mail. The InterJet provides all employees with their own electronic mail (e-mail) addresses. With this address, employees can exchange messages and files with people both inside your network or out in the worldwide Internet community.



Shared file space. All employees have access to a central file space, with a private directory for their own files and a shared space for files that different people need to work with.



Internet access. Using a browser, such as Netscape Navigator (included with the InterJet) or Microsoft Internet Explorer, employees can surf the World Wide Web and take advantage of the vast amount of information available there.



Internal Web publishing. The InterJet lets each employee publish internal Web pages, which can be seen by the other InterJet users on your network. These Web pages provide a convenient way for employees to share information with each other.



External Web publishing. The InterJet gives your organization a quick and easy way to publish an external Web site. You can allow designated employees to publish information on your external Web site. To host your Web services, you can use the InterJet itself, your Internet Service Provider (ISP), or another computer connected to your external network.

System Documentation and Support Resources

Whistle will assure your InterJet product is functioning properly throughout its warranty period. If you have an InterJet question or are having difficulty using your InterJet and cannot find an answer in this guide, use one of the following resources:

- Helpful tips at the top of the Agent pages remind you of each Agent's capabilities and give you information about your current activity.
- Check the InterJet's on-line Help feature. Click the blue question mark button labeled **Help** on any InterJet page in your browser to access the Help system with step-by-step instructions. In addition, many pages have a **Help** button at the bottom of the page that allows you to access context-sensitive Help. You might need to scroll to see the **Help** button.
- Refer to Appendix A for tips on how to deal with common problems.
- The Release Notes for the current version of the software provide usage tips and information on known problems. You can access the latest Release Notes from the Whistle Agent, as described in Chapter 13.
- Whistle provides online support tips and answers on the Internet. Get answers to your InterJet questions, productivity hints, and up-to-date information from the Product Support page of the Whistle Communications Web site at:

www.whistle.com

- If you cannot find an answer to your question in this guide, in the online Help, or on the Whistle Web site, contact your Internet service provider (ISP). The ISP is available to verify connectivity settings, troubleshoot connection problems, and assist you in setting up and using your InterJet.

Note: Before you call support, refer to Appendix A for tests you can perform to identify the problem area.



- If you have called your ISP and continue to need assistance with the InterJet hardware or software, or have damaged diskettes or manuals, call Whistle Communications Technical Support at (206) 654-7925. Whistle provides telephone assistance Monday through Friday from 6 A.M. to 6 P.M. Pacific time.
Assistance is covered under your warranty during the warranty period, which is 1 year for hardware and 90 days for software. If your question is received after your warranty period, you will incur a charge for Whistle-supplied phone support and hardware repair. Check the Whistle Web site for information on support charges.
- You can find online assistance for applications bundled with the Whistle InterJet (Netscape Navigator, Claris Home Page, and Eudora Light) by using the Help menus in each application, or at the following Web sites:
 - www.netscape.com for Netscape Navigator
 - www.claris.com for Claris Home Page
 - www.eudora.com for Eudora Light

How Your InterJet Works

The InterJet provides both local network services and a link to the Internet through your ISP. Figure 1-1 illustrates the relationship of your internal and external networks, and shows how your InterJet protects your internal network from unauthorized access.

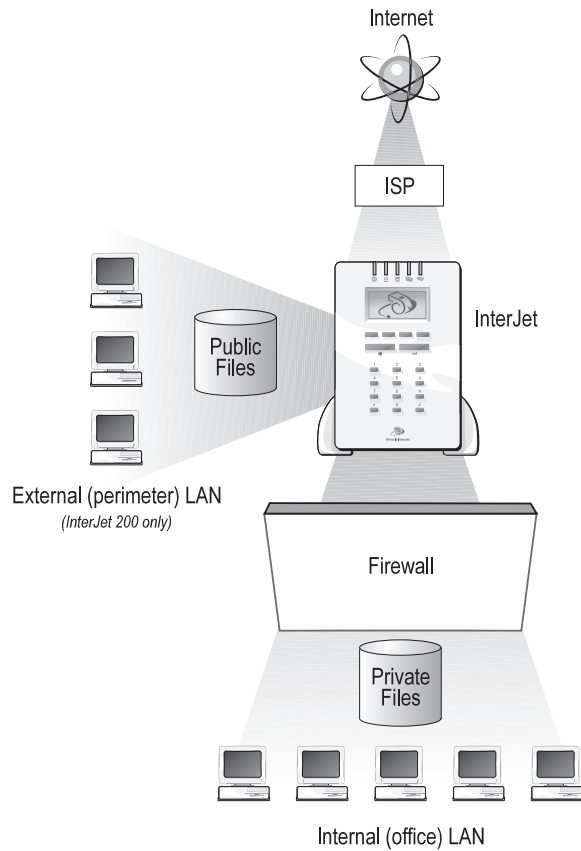


Figure 1-1 Network accessibility

Local Network Services on the InterJet

The InterJet provides internal e-mail, shared file space, and Web publishing within your organization. These services are internal functions that do not require your InterJet to be connected to your ISP.

The InterJet's e-mail service routes internal e-mail directly between internal users, without connecting to the ISP. With the InterJet's shared file space, users can store and exchange files of all types—even those for different computers or operating systems—in public and private directories.

In addition, the InterJet's Web service allows you to create an *intranet*—a network that uses the same technologies as the Internet, but that runs exclusively within your private local network. With an intranet, you can maintain an internal company Web site, and users can publish their own Web pages for enhanced inter-office communication and information exchange.

To protect your intranet and private files from access from outside the company, the InterJet has a *firewall* that allows employees to look out at the Internet, but that keeps others on the Internet from looking in.

The InterJet as Your Link to the Internet

To provide your organization with a link to the Internet, the InterJet connects to your ISP. Your ISP is connected with high-speed transmission lines to the Internet, which is a network that connects millions of computers around the world. Many of these computers are Internet *servers*, which provide some type of information or service to the other computers on the Internet. The newest and fastest-growing Internet service—the World Wide Web—provides an easy-to-use, point-and-click interface that supports graphics, text, sound, and animation to create a rich communications medium. Other types of Internet services include File Transfer Protocol (FTP), which allows you to download files from remote servers; and electronic mail, which allows you to exchange messages and files with people anywhere in the world. With your InterJet-to-ISP connection, your organization can take full advantage of these Internet services, as well as publish its own Web site.

Dial-on-Demand Connection with the InterJet

All InterJet models can connect to your ISP through either a regular telephone line or an ISDN (Integrated Services Digital Network) line. Although these lines can remain connected all the time, they are normally used in a *dial-on-demand* mode. With dial-on-demand, your InterJet connects to your ISP only when it needs to send or collect external e-mail or when a user requests Internet access, thereby minimizing connection fees. In addition, the InterJet lets you create *blackout periods*, which disallow automatic ISP connections at certain times in order to further control your connection costs.

Full-time Connection and Public Access with the InterJet 200

In addition to the regular telephone and ISDN connections, the InterJet 200 provides an optional full-time, high-speed synchronous serial connection to the Internet through a dedicated leased line. Line speeds can range from 56 K to fractional T1 to full 1.544 Mbps T1.

The InterJet 200 also provides you with two local networks, one external and one internal. People both inside and outside your organization can access the external network, called the *Perimeter Ethernet*. Your internal network, called the *Office Ethernet*, is protected by the InterJet's *firewall*—software that insulates your network from outside access. You can think of the Perimeter Ethernet as going around the outside of the firewall, while the Office Ethernet is inside it.

Because the whole Internet has access to your external network, you can use machines on this network to provide your own services—such as hosting a public Web site or providing FTP services—to the Internet community. You normally use the synchronous serial connection for these services because it provides the speed best suited for public access.

How to Use This Guide

This guide provides step-by-step instructions for all the tasks you can perform with the InterJet. It is intended primarily for users who will perform administrative tasks for the InterJet; however it includes instructions for basic tasks that all InterJet users can perform. This manual assumes administrators are familiar with either Windows 95 or the Macintosh System 7.1 or later.

Organization of This Guide

This manual is divided into the following sections and chapters:

- **Introduction:** Chapter 1 introduces you to the InterJet and gives an overview of the installation and configuration procedure.
- **Installation and Configuration:** Chapter 2 explains how to install and configure the InterJet 100/120 hardware, and Chapter 3 explains how to install and configure the InterJet 200. Chapter 4 explains how to add an ISDN or synchronous serial connection after your initial installation. Chapter 5 explains how to configure the administrator's and other users' computers so that the InterJet can effectively communicate with them. Chapter 6 provides additional configuration information for special cases, such as different operating systems or previously installed networking software.
- **Basic Services:** Chapter 7 introduces the basic usage of the InterJet. This chapter is for all users, not just the administrator. It tells you how to take advantage of the InterJet's features to do things like forward your e-mail when you are on vacation and use the mailing lists that the mail manager has set up for your company. You can make copies of this section to introduce all of your employees to their new e-mail and Web services.

- **Administrator's Reference:** Chapters 8-14 are addressed to the InterJet system administrators, that is, users whose accounts have administrative privileges enabled. Chapter 8 is an overview of the Whistle Agents, and the following chapters explain how to use each agent to administer your new Internet productivity system.
- **Troubleshooting the InterJet:** Appendix A provides some helpful tips on what to do if you encounter some common error messages or problem situations, and on how to test your InterJet's functions.
- **Glossary:** The glossary defines the networking terms used throughout this manual.

Conventions Used in This Guide

The following style conventions are used in this manual:

Table 1-1 Type Style Conventions

Type Style	Usage	Example
Bold	Indicates a button, tab, or label that appears on an InterJet page. Also indicates options and menu items in other software.	Edit
Monospace	Indicates a file or directory name, URL, or screen message. When used to indicate information to be entered, enter the text exactly as given.	<code>setup.exe</code>
Monospace italic with angle brackets	Indicates a description of information to be entered. You must replace this with the real information when you enter it.	<i><domain_name></i>
Small caps	Indicates the name of a key on your keyboard.	ENTER
Italic	Indicates emphasis or a new term.	<i>Perimeter Ethernet</i>

The following icons are used throughout this manual to highlight significant points:



Note: Notes point out information that is noteworthy and details that deserve special attention.



Important: The exclamation point icon emphasizes information that is essential. It is important that you read this information carefully and follow any related instructions.



Caution: Cautions call your attention to information that you must observe to avoid loss of data or damage to the InterJet.



Tip: Tips provide advice on tricks and techniques for using your InterJet. They indicate information that is not critical but that enhances your knowledge of the InterJet.

Getting Started

This section describes the kind of computer and network equipment that you should have in order to install the InterJet, then provides a general overview of the process for installing the InterJet hardware, connecting the InterJet to the network and client computers, and installing the necessary software on the client computers. This section also introduces the InterJet's system software, which you access using a Web browser. The system software allows all users to take advantage of basic services, such as using mailing lists or forwarding e-mail during vacations; it also allows the system administrator to customize your installation and Web site and troubleshoot the system's performance.

System Requirements

The client computers on your network can be any kind of computer that can support TCP/IP and a Web browser. The client computers must be linked on an Ethernet LAN using 10BaseT cabling.

Table 1-2 shows the minimum configurations required to run the InterJet software on a client computer. If you want to install any of the bundled software packages, you might need more memory or a different configuration.

Table 1-2 System Configuration Requirements for Client Computers

Platform	Minimum Processor	Minimum Memory
Macintosh System 7.1 (or later)	68020	16 MB
Windows 3.1 Window for Workgroups (3.11)	386sx	8 MB
Windows 95 Windows NT	486sx	8 MB
UNIX: DEC (OSF/1 2.0, 3.2) HP (HP-UX 9.03, 9.05, 10.x) IBM RS/6000 (AIX 3.2.5) SGI (IRIX 5.2, 5.3) SunSPARC (Solaris 2.3-2.5, SunOS 4.1.3) 386/486/Pentium (BSDI)	--	32 MB

You must designate one administrator's computer, which is the first client computer to be configured. The administrator's computer must run Windows 95 or Macintosh System 7.1 (or later). For the administrator's computer, or for any computer on which the WhistleWare software will be used, Whistle recommends that your browser software be Netscape Navigator 3.02 (for Windows and Macintosh computers) or Microsoft Internet Explorer 3.02 (for Windows computers only; Internet Explorer 3.x is not compatible with the InterJet software).

The InterJet has an internal modem. If you intend to use an ISDN connection, you must obtain a *terminal adapter*. The terminal adapter (sometimes called an ISDN modem) performs the same function as a modem for an ISDN line. It can be obtained at computer supply outlets, or possibly from your ISP. The following external terminal adapters can be used with the InterJet:

- 3ComImpact IQ
- Farallon ISDN (612 and 412)
- Motorola BitSURFR Pro

If you intend to use the synchronous serial port connection of an InterJet 200, you must obtain a device called a *CSU/DSU*, which provides the hardware connection to the synchronous serial line. The CSU/DSU device, which serves the same function as a modem, can usually be obtained from your ISP. The InterJet is compatible with any CSU/DSU that is compliant with the EIA-530-A standard. Models that are known to be compatible with the InterJet include:

- Adtran DSU5664 & TSU
- BAT EZ-56K
- ADC Kentrox D-SERV 56/64
- Motorola DA56
- Astrocom 2356, 2364, and NX1
- Digital Link Prelude T1

Overview of Installation and Configuration

Installing and configuring your InterJet system has two broad phases; installing and configuring the InterJet itself, and connecting and configuring the client computers.

- You must install the InterJet hardware, connect it to the telephone system, and start the automatic configuration process.
 - Chapter 2 gives step-by-step instructions for the hardware installation of the InterJet 100/120.
 - Chapter 3 gives step-by-step instructions for the hardware installation of the InterJet 200.
 - You can add a new type of connection at any time after the initial installation. Refer to Chapter 4 for instructions on adding a connection.
- The client computers on your network must be physically connected to the InterJet, either directly or through an Ethernet hub. For each client computer you must install and configure the TCP/IP software that allows it to communicate with the InterJet, and browser/e-mail software that allows the user to send and receive mail and access the Internet.
 - For convenience, Whistle provides automatic setup programs that install TCP/IP and Netscape Navigator on Windows 95 and Macintosh System 7.1 (or later). Chapter 5 explains how to use the automatic setup program and how to install other software that is included with your InterJet.

- If you already have TCP/IP or a Web browser installed, Chapter 6 explains how to install or configure the necessary software manually.
- If you need to configure a type of machine for which there is no set-up program, see Chapter 6 for information about special cases.

Overview of the Whistle InterJet Software

The Main Agent page, shown in Figure 1-2, is the home page for the InterJet software, called WhistleWare™. This Web page is the first page that comes up when you access the InterJet software by double-clicking the InterJet icon on your desktop or by typing the word `interjet` into your browser's Location or Address box. You can always get back to the Main Agent page from any other page by clicking the blue house icon labeled **Agent Home**.

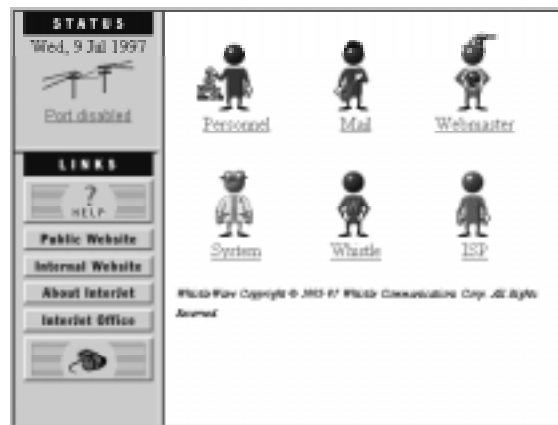


Figure 1-2 The Main Agent page

The Main Agent page shows you six agent icons. These are the Whistle agents. They help you to connect to the Internet, publish Web pages, send and receive mail, share files, and handle many general administrative tasks. To handle these tasks, click the agent that you want to use. Each of the agents is described briefly below and in more detail in its own chapter in the reference section of this manual.

The Whistle Agents

Whistle provides you with a cast of agents to handle administration and Internet productivity. The reference section of this manual includes a chapter for each agent; each

chapter describes the services of that agent in detail, shows each agent page, and gives directions for each task.

Only users with the proper administrative privileges can make certain changes. To protect the system from being altered accidentally, the InterJet displays certain control buttons, tabs, features, and pages only to people who have the associated administrative privilege. For example, a user who does not have Personnel Administrator privileges cannot see a button for editing user account information.



Note: You may find that you cannot enter or change some information; that is, an item that you think should be editable appears as a plain text label. This can be because you do not have the proper administrative privilege, or it can be because your ISP has “locked down” that information; that is, the correct information is provided by the ISP during the auto-configuration process and can only be modified by the ISP. If you have questions regarding a locked-down field, contact your ISP.

Chapter 8 gives an overview of the agents and what services each agent provides. The following brief descriptions introduce each of the agents:

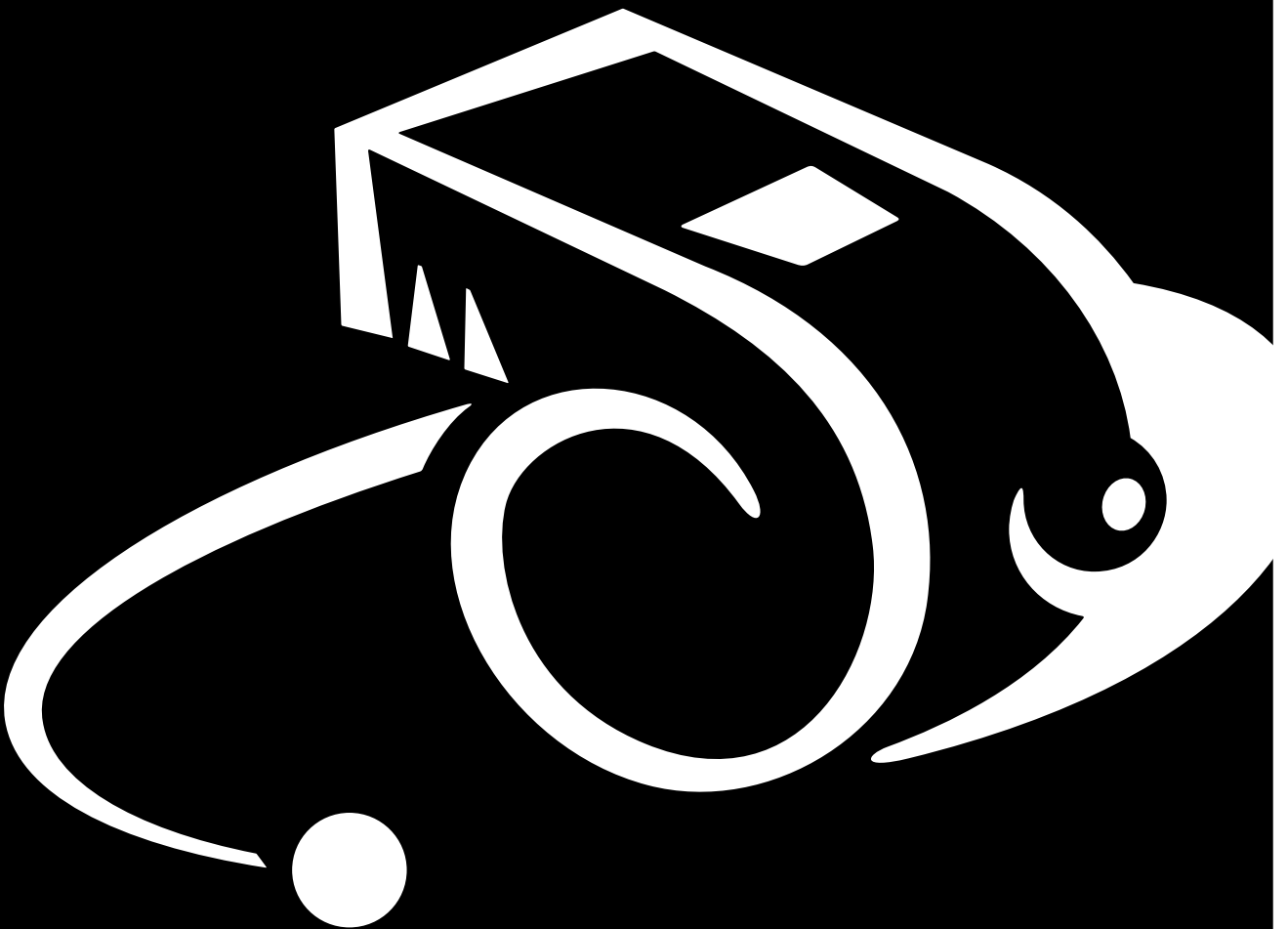
- The **Personnel Agent** helps you set up and manage user accounts for each of the users at your site. This agent is described in detail in Chapter 9.
- The **Mail Agent** helps you manage the e-mail system. This agent is described in detail in Chapter 10.
- The **Webmaster Agent** gives you information about your internal and external Web sites. It also manages your Web-hosting service, Web mirroring, and your file transfer service. This agent is described in detail in Chapter 11.
- The **System Agent** provides information about your InterJet, your network, and the client computers and other devices connected to your network. This agent is described in detail in Chapter 12.
- The **Whistle Agent** explains the features of the InterJet, and helps you access Whistle’s Web site to find the latest information on the InterJet, as well as the latest release notes. This agent is described in detail in Chapter 13.
- The **ISP Agent** gives you access to your ISP through their Web site or e-mail. This agent is described in detail in Chapter 14.

Using the InterJet Software

The following tips will help you to navigate through the InterJet's pages to perform different tasks:

- Navigation buttons appear at the left side of the agent pages. Each button displays a primary page, which may in turn have tabs along the top. From any page, you can click buttons, tabs, or underlined text to see more information or to go to another page. When you click a button or tab, it is highlighted. You can click a highlighted button or tab again to return to its primary page.
- To save any work you do with the InterJet, you generally need to click the **OK** or **Apply** button at the bottom of the page. You might need to use the right-hand scroll bar to see these buttons. When you click **OK**, your changes are saved and the display returns to the previous page. When you click **Apply**, your changes are saved and the current page remains on the display.
- Whistle recommends that you do not use your browser's **Back** button. Instead, use the navigation buttons, or use the **OK** and **Cancel** buttons that appear on some pages. If you ever lose track of where you are, click the house icon labeled **Agent Home** to return to the Main Agent page. You can then select an agent and start again. You can always click the blue question-mark icon to bring up the on-line Help system.
- To select an item in a list, click the button by that item; often the button is under a **Select** column. When an item in a list is selected, actions that you initiate apply to that item.
- Many of the pages that display lists have small icons that help you identify the items on the list. Some of these items have descriptive information, or tips, associated with them. Place your mouse pointer over the icon; if you are using Netscape Navigator, the tip appears in the area at the top of the page; if you are using Internet Explorer, the tip appears below the icon. (Note, however, that the icons do *not* provide navigation to other pages.)

Installation and Configuration





Installing the InterJet 100/120

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Installing the InterJet 100/120

Before You Start

This chapter describes how to install your InterJet 100/120 hardware for the first time. If you are upgrading an existing system to add an ISDN connection, see the section "Adding an ISDN Connection" on page 4-3. If you are installing an InterJet 200, see Chapter 3.

To configure the InterJet, you must have the following information:

- Your 24-digit ID number

This information is included on the InterJet Setup Sheet provided by your Internet service provider (ISP). If you do not have the Setup Sheet, contact your ISP.

- A dialing prefix, if needed

Before dialing into the Internet, you might have to dial a prefix to turn off Call Waiting, or you might have to dial 9 to obtain an outside line. If you do use a dialing prefix, you should also find out whether you need to pause between dialing the prefix and dialing the number you use to access the Internet. If you are not sure whether you need a dialing prefix, contact your local telephone system administrator.

- A telephone number for setup

You use this number only to download new configuration information to the InterJet; it is not necessarily the number the InterJet routinely uses to access the Internet once it is configured. This information is included on the InterJet Setup Sheet provided by your ISP. If you do not have the Setup Sheet, contact your ISP.

Unpacking the InterJet 100/120 Hardware

Check to make sure you have removed the following items from the InterJet 100/120 shipping box, as shown in Figure 2-1.

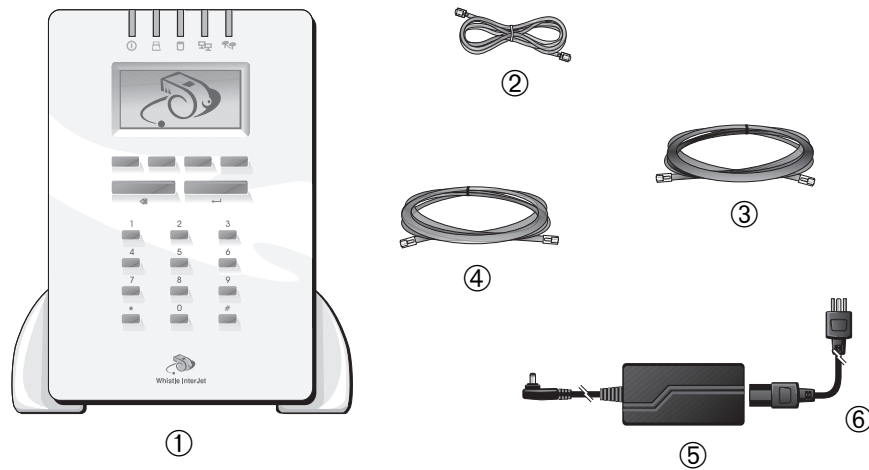


Figure 2-1 The InterJet 100/120 hardware

- ① The InterJet unit.
- ② A telephone cord that connects the InterJet to a telephone jack.
- ③ A blue twisted-pair (10BaseT) Ethernet cable that connects your computers to the InterJet, either directly or through an uplink port on an Ethernet hub.
- ④ An orange crossover cable. You will use this cable only if you are connecting the InterJet to a regular port on an Ethernet hub.
- ⑤ A power supply unit that plugs into the back of the InterJet.
- ⑥ A power cord that connects the power supply to an AC wall outlet.

The InterJet has an internal modem. If you intend to use an ISDN connection, you must also obtain a *terminal adapter*. The terminal adapter (sometimes called an ISDN modem) performs the same function as a modem for an ISDN line. It can be

obtained at computer supply outlets or possibly from your ISP. The following external terminal adapters can be used with the InterJet:

- 3ComImpact IQ
- Farallon ISDN (612 and 412)
- Motorola BitSURFR Pro

Installing the InterJet Hardware

The basic steps of installing your InterJet hardware are as follows. Details of each step are provided in the following sections.

1. Connect your InterJet to the power and telephone lines.
2. Enter information to prepare the InterJet for the auto-configuration process that sets up your account with your ISP.
3. Run the auto-configuration process. During this process, the InterJet automatically connects to the ISP using its internal modem and downloads the configuration settings that your ISP has set up.
4. Connect your client machines to the InterJet.

When you have completed the hardware installation, refer to Chapter 5 for information on how to install the required networking software on client machines and perform other configuration tasks.

Safety Precautions

When installing this equipment, observe the following precautions to minimize the danger of personal injury.



DANGER:

- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Always use caution when installing or modifying telephone lines.

Connecting Your InterJet to the Power and Telephone Lines

To connect your InterJet to power and communication links, follow these steps; the step numbers correspond to the numbers in Figure 2-2.

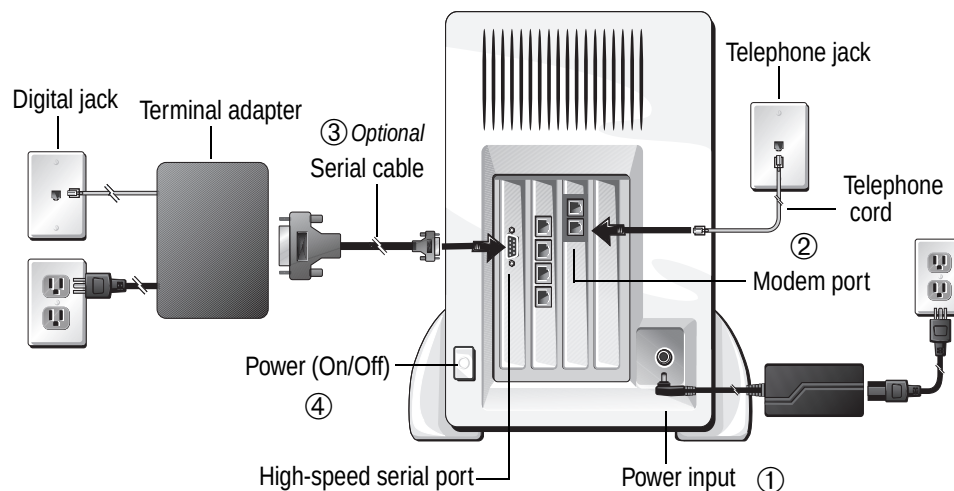


Figure 2-2 The back panel of the InterJet 100/120

1. Plug the power supply unit into the back of the InterJet. Plug the power cord into the power supply unit, then into an AC wall outlet.
2. Connect the InterJet modem port to the telephone system. Plug one end of the telephone cord into the telephone line input labeled TELCO on the back of the InterJet unit. Plug the other end of the cord into the telephone jack.



Important: You must connect the modem port, even if you are also installing an ISDN connection. The internal modem is used for auto-configuration. If you are not going to use the internal modem for Internet connection, you can remove the cord after auto-configuration is complete.

3. *Optional:* If you will be using the ISDN connection, connect the ISDN terminal adapter.
 - a. Connect your ISDN telephone line to the terminal adapter using the telephone cord supplied with your adapter. Plug one end of the cord into the terminal adapter and the other end into the ISDN telephone jack.

- b. Plug the terminal adapter into the high-speed serial port on the back of the InterJet unit.
 - c. Plug the terminal adapter into an AC wall outlet.
 - d. Turn on the terminal adapter.
4. Turn on the InterJet. The On/Off switch is on the back of the unit, as shown in Figure 2-2. When the unit comes on, you see a green power light on the front. After startup, which takes approximately one minute, you see the initial screen on the LCD screen, as shown in Figure 2-4.



Important: Do not connect any computers to the InterJet, and do not connect the InterJet to the network, until the auto-configuration process is complete.

Using the LCD Panel and Keypad

To enter configuration information, you use menus on the LCD screen and press buttons on the front panel of the InterJet. The LCD screen and keypad buttons are shown in Figure 2-3.

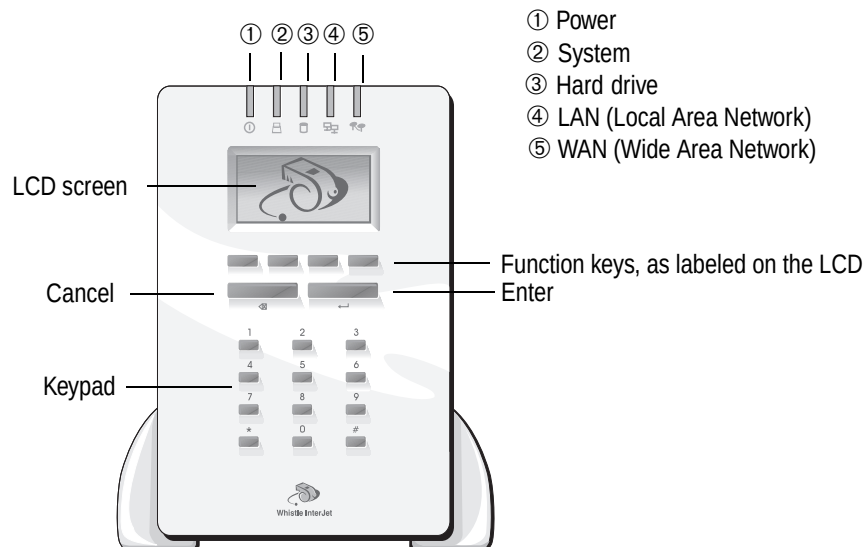


Figure 2-3 The front panel of the InterJet

The configuration process requires you to enter numeric values into the LCD screen. To specify these values, press a sequence of numbers using the numeric keypad. The buttons in the top row are function keys that can do different things depending on

which LCD screen is displayed. The bottom line of each LCD screen identifies these buttons for that screen.

- To erase the last digit you entered, use the function key labeled **Del** (Delete).
- When you have finished entering information for a screen, press the function key labeled **next**.
- If you want to go back to a previous screen, press the function key labeled **prev**.

Note that when no new information is entered on the InterJet keypad within one minute, the LCD screen changes to show the Whistle logo. To return to the main menu, press any key.

Entering the InterJet Configuration Information

When you turn on a new InterJet unit, the InterJet Setup sequence begins and the first InterJet Setup screen appears on the LCD screen. Enter numbers into the fields on the LCD screen to provide the information the InterJet needs to connect to the ISP and download the information it needs to automatically configure itself.

To enter the configuration information:

1. Enter the 24-digit ID number that your ISP gave you, as shown in Figure 2-4, then press the function key labeled **next**.

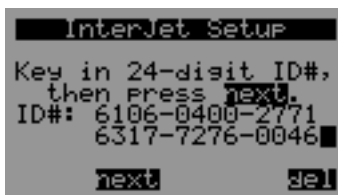


Figure 2-4 The 24-digit ID number

2. If you need a dialing prefix, enter it as shown in Figure 2-5. If you do not need a dialing prefix, press the function key labeled **next**. If your telephone system requires a pause between the prefix and the telephone number, enter one or more commas after the dialing prefix, then press the function key labeled **next**. Each comma results in a pause of about half a second. (To enter a comma, press the function key labeled **comma**.)

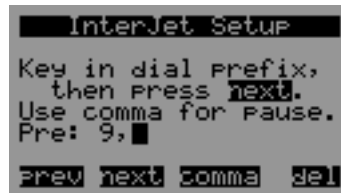


Figure 2-5 The dialing prefix and pause information

3. Enter the setup telephone number that your ISP gave you, as shown in Figure 2-6. Include the area code if necessary. Press the function key labeled **next** to initiate auto-configuration.

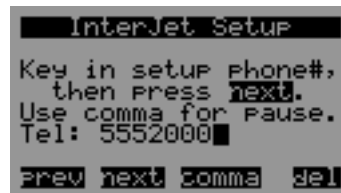


Figure 2-6 The setup telephone number

Running the Auto-Configuration Process

When you initiate auto-configuration, you should hear the InterJet dialing. At this point, the wide-area network (WAN) light flashes orange as the following messages appear on the LCD screen:

- Dialing
- Contacting server
- Reading configuration

If your connection is successful, the WAN light turns green, then begins to flicker, indicating that the InterJet is receiving configuration information from your ISP. In about a minute, the LCD screen displays the message **Auto-config succeeded**, followed by the Whistle logo. You hear the InterJet hang up and dial again; then you see another series of connection messages on the LCD screen. The last message indicates that the connection has been established. A steady green WAN light and a constant Whistle logo on your LCD screen indicates that the second connection is successful. Your InterJet is now connected to the Internet.



Tip: The configuration information is retained even when you turn off the InterJet's power. You do not need to reconfigure the InterJet under normal conditions, even

when problems occur. Problems can be handled through the System Agent, as described in Chapter 12. You should only run this configuration process when first installing the InterJet, or when instructed to do so by your ISP.

Troubleshooting Tips for Auto-Configuration

The LCD screen displays status information as long as the InterJet is plugged in. By looking at this display and listening as the InterJet tries to connect to your ISP, you can often do your own troubleshooting. Table 2-1 lists some minor problems that you might encounter, as well as tips for handling them.

Table 2-1 Installation Troubleshooting Tips

Symptom	Response
The green WAN light does not come on.	The InterJet has not succeeded in making a connection. Try to solve the problem by responding to the error messages you find on the LCD screen. Press Enter to return to the setup menu. When the setup menu appears on the LCD screen, press Enter to retry existing values, or select 1 , 2 , or 3 to change the values.
You do not hear a dial tone.	Check your telephone line connection and the dialing prefix.
You hear a busy signal.	Wait a few minutes and press Enter again. If the connection attempt is not successful after several tries, check your dialing prefix. If the prefix is set correctly, call your ISP.
There is no answer when the InterJet dials.	Check the setup telephone number.
You hear no connection sounds coming from the modem after the click that indicates that the call has been answered.	Check the setup telephone number.

Table 2-1 Installation Troubleshooting Tips (continued)

Symptom	Response
The InterJet cannot connect to your ISP.	Wait a few minutes and try again. If you still cannot make a connection, call your ISP. If your ISP cannot solve the problem, contact Whistle Communications Technical Support.
The InterJet cannot make an ISDN connection.	If you are using the Motorola BitSURFR terminal adapter, make sure that you have version J or later of the firmware. If you do not, check the Product Support page of the Motorola Web site (www.mot.com) to get a firmware upgrade.

Connecting Your Client Machines

This section explains how to connect client machines to the InterJet. Client machines can be, for example, IBM-compatible PCs and Macintosh computers used by the administrator or other employees, or Ethernet-capable printers.

Note: You must connect at least one Windows 95 or Macintosh (System 7.1 or later) computer to the InterJet to serve as the administrator's computer.

To connect client machines to the InterJet:

1. Locate the hub card on the back of your InterJet unit, as shown in Figure 2-2. The hub card has four ports, and you can connect client computers or an Ethernet hub to any or all of these ports.
2. Connect the client devices to the hub card. To connect a client machine directly to the InterJet, use the blue cable to connect it to a hub card port.

If you are using your own hub, connect the client machines to your hub, then connect the hub to the InterJet's hub card using the appropriate cable:

- Use the blue cable to connect any InterJet hub card port to the special daisy-chain or *uplink* port on the hub.
- If your hub has no uplink port, or if it is already in use, use the orange crossover cable to connect any InterJet hub card port to a standard hub port.

When you have made a good connection, the link light on both hubs is on.

Three ways to connect a device are shown in Figure 2-7. Use any combination of these that fits your network configuration.

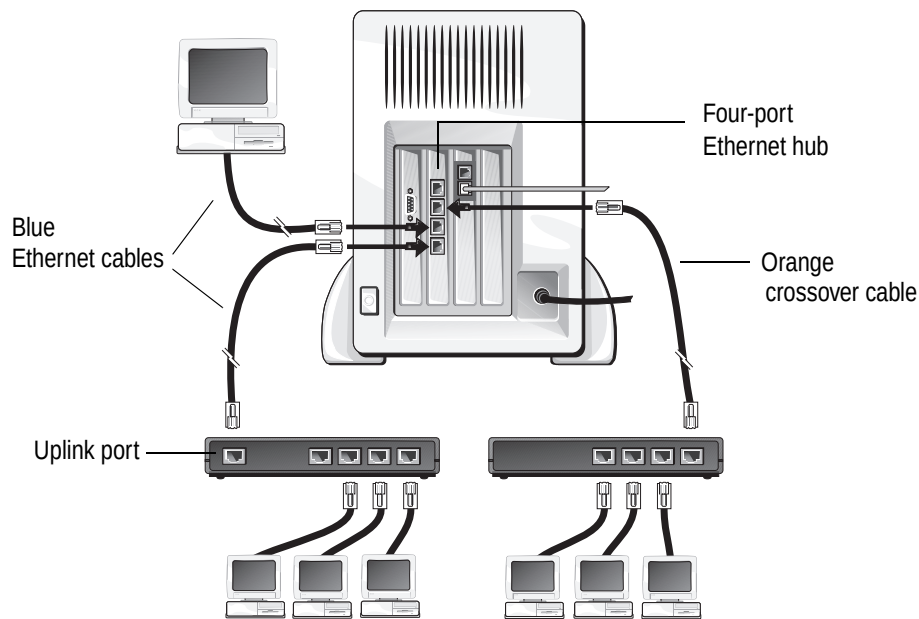


Figure 2-7 Three ways to connect devices to the InterJet 100/120

3. Verify that you have connected all the client machines that you intend to use.

You can connect more machines at any time. When you connect new machines, you do not need to reconfigure the InterJet.

Note: If you already have TCP/IP networking on your LAN, you should change the settings of the computers on your LAN so that they can use the InterJet's services. Configure the InterJet's client machines to use DHCP (Dynamic Host Configuration Protocol). Refer to Chapter 6 for more information on custom configuration.



Installing the InterJet 200

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Installing the InterJet 200

Before You Start

This chapter describes how to install your InterJet 200 hardware for the first time. If you are upgrading an existing system to add an ISDN or a synchronous serial connection for a dedicated leased line, see Chapter 4. If you are installing an InterJet 100/120, see Chapter 2.

To configure the InterJet, you must have the following information:

- Your 24-digit ID number

This information is included on the InterJet Setup Sheet provided by your Internet service provider (ISP). If you do not have the Setup Sheet, contact your ISP.

- A dialing prefix, if needed

Before dialing into the Internet, you might have to dial a prefix to turn off Call Waiting, or you might have to dial 9 to obtain an outside line. If you do use a dialing prefix, you should also find out whether you need to pause between dialing the prefix and dialing the number you use to access the Internet. If you are not sure whether you need a dialing prefix, contact your local telephone system administrator.

- A telephone number for setup

You use this number only to download new configuration information to the InterJet; it is not necessarily the number the InterJet routinely uses to access the Internet once it is configured. This information is included on the InterJet Setup Sheet provided by your ISP. If you do not have the Setup Sheet, contact your ISP.

Unpacking the InterJet 200 Hardware

Check to make sure you have removed the following items from the InterJet 200 shipping box, as shown in Figure 3-1.

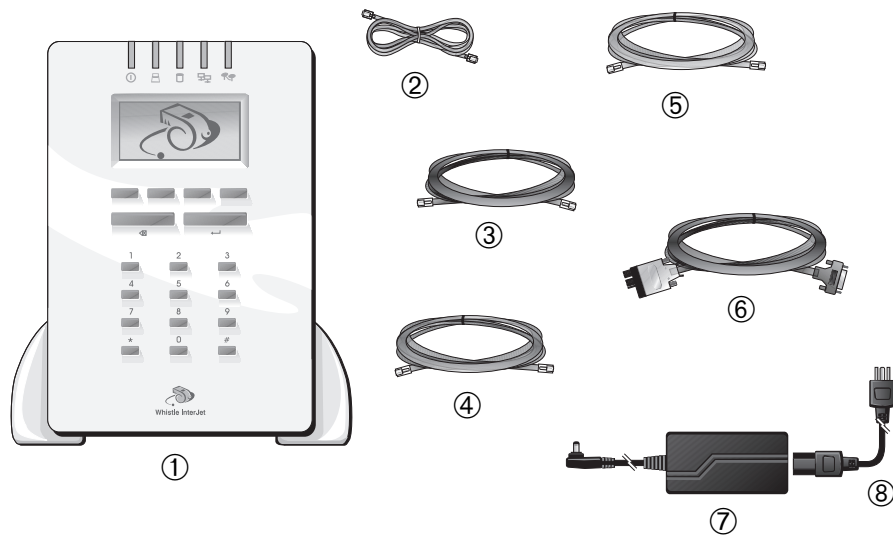


Figure 3-1 The InterJet 200 hardware

- ① The InterJet unit.
- ② A telephone cord that connects the InterJet to a telephone jack.
- ③ A blue twisted-pair (10BaseT) Ethernet cable that connects your internal computers to the InterJet's Office Ethernet port through an Ethernet hub.
- ④ An orange crossover cable. This cable can be used to connect a computer directly to either of the Ethernet ports.
- ⑤ A yellow twisted-pair (10BaseT) Ethernet cable that connects your public computers to the InterJet's Perimeter Ethernet port through an Ethernet hub. (These are computers that can be accessed from outside your organization.)

- ⑥ A synchronous serial cable that connects the synchronous serial port of the InterJet to your CSU/DSU.
- ⑦ A power supply unit that plugs into the back of the InterJet.
- ⑧ A power cord that connects the power supply to an AC wall outlet.

The InterJet has an internal modem. If you intend to use an ISDN connection, you must obtain a *terminal adapter*. The terminal adapter (sometimes called an ISDN modem) performs the same function as a modem for an ISDN line. It can be obtained at computer supply outlets, or possibly from your ISP. The following external terminal adapters can be used with the InterJet:

- 3ComImpact IQ
- Farallon ISDN (612 and 412)
- Motorola BitSURFR Pro

If you intend to use the synchronous serial port connection, you must obtain a device called a *CSU/DSU*, which provides the hardware connection to the synchronous serial line. This can be, for example, a frame relay or dedicated leased fractional or full T1 line. The CSU/DSU device, which serves the same function as a modem, can usually be obtained from your ISP. The InterJet is compatible with any CSU/DSU that is compliant with the EIA-530-A standard. Models that are known to be compatible with the InterJet include:

- Adtran DSU5664 & TSU
- BAT EZ-56K
- ADC Kentrox D-SERV 56/64
- Motorola DA56
- Astrocom 2356, 2364, and NX1
- Digital Link Prelude T1

Installing the InterJet Hardware

The following sections take you through the steps of installing your InterJet hardware:

1. Connect your InterJet to the power and telephone lines.
2. Answer the setup questions that prepare the InterJet for the auto-configuration process that sets up your account with your ISP.
3. Run the auto-configuration process. During this process, the InterJet automatically connects to the ISP using its internal modem and downloads the configuration settings that your ISP has set up.
4. Connect your client machines to the InterJet.

When you have completed the hardware installation, refer to Chapter 5 for information on how to install the required networking software on client machines and perform other configuration tasks.

Safety Precautions

When installing this equipment, observe the following precautions to minimize the danger of personal injury.



DANGER:

- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in a wet location unless the jack is specifically designed for wet locations.
- Never touch insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Always use caution when installing or modifying telephone lines.

Connecting Your InterJet to the Power and Telephone Lines

To connect your InterJet to power and communication links, follow these steps; the step numbers correspond to the numbers in Figure 3-2.

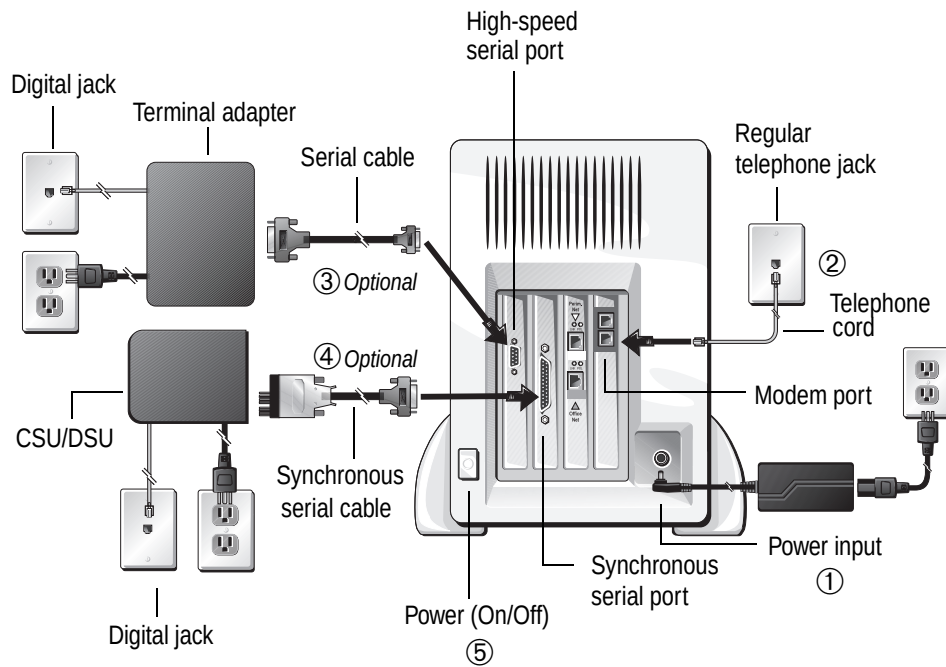


Figure 3-2 The back panel of the InterJet 200

1. Plug the power supply unit into the back of the InterJet. Plug the power cord into the power supply unit, then into an AC wall outlet.
2. Connect the InterJet modem port to the telephone system. Plug one end of the telephone cord into the telephone line input labeled TELCO on the back of the InterJet unit. Plug the other end of the cord into the telephone jack.



Important: You must connect the modem port, even if you are also installing an ISDN or synchronous serial connection. The internal modem is also used for auto-configuration. If you are not going to use the internal modem for Internet connection, you can remove the cord after auto-configuration is complete.

3. *Optional:* If you will be using the ISDN connection, connect the ISDN terminal adapter.
 - a. Connect your ISDN telephone line to the terminal adapter using the telephone cord supplied with your adapter. Plug one end of the cord into the terminal adapter and the other end into the ISDN telephone jack.
 - b. Plug the terminal adapter into the high-speed serial port on the back of the InterJet unit.
 - c. Plug the terminal adapter into an AC wall outlet.
 - d. Turn on the terminal adapter.
4. *Optional:* If you will be using the synchronous serial port connection, connect the CSU/DSU. To do so:
 - a. Connect the CSU/DSU to a digital telephone jack using the telephone cord supplied with the CSU/DSU.
 - b. Use the synchronous serial cable to connect the CSU/DSU to the synchronous serial port on the back of the InterJet unit.
 - c. Plug the CSU/DSU into an AC wall outlet.
 - d. Turn on the CSU/DSU.
5. Turn on the InterJet. The On/Off switch is on the back of the unit, as shown in Figure 3-2. When the unit comes on, you see a green power light on the front. After startup, which takes approximately one minute, you see the initial screen on the LCD display, as shown in Figure 3-4.



Important: Do not connect any computers to the InterJet, and do not connect the InterJet to the network, until the auto-configuration process is completed.

Using the LCD Panel and Keypad

To enter the configuration information, you use menus on the LCD display and press buttons on the front panel of the InterJet. The LCD display and keypad buttons are shown in Figure 3-3.

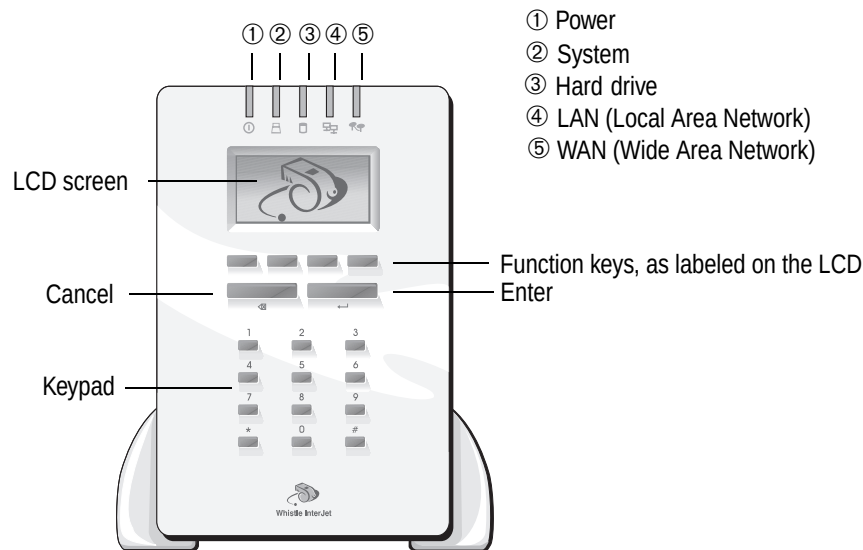


Figure 3-3 The front panel of the InterJet unit

The configuration process requires you to enter numeric values into the LCD screen. To specify these values, press a sequence of numbers using the numeric keypad. The buttons in the top row are function keys that can do different things depending on which LCD screen is displayed. The bottom line of each LCD screen identifies these buttons for that screen.

- To erase the last digit you entered, use the function key labeled **Del** (Delete).
- When you have finished entering information for a screen, press the function key labeled **next**.
- If you want to go back to a previous screen, press the function key labeled **prev**.

Note that when no new information is entered on the InterJet keypad within one minute, the LCD display changes to show the Whistle logo. To return to the main menu, press any key.

Entering the InterJet Configuration Information

When you first start a new InterJet unit, the InterJet Setup sequence begins and the InterJet Setup screen appears on the LCD screen. By entering the numbers into the fields on the LCD screen, you provide the information the InterJet needs to connect to the ISP and download the information it needs to automatically configure itself.

To enter the configuration information into the LCD:

1. Enter the 24-digit ID number that your ISP gave you, as shown in Figure 3-4, then press the function key labeled **next**.

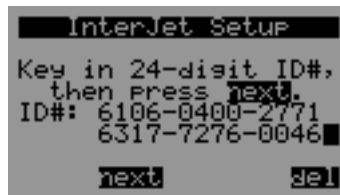


Figure 3-4 The 24-digit ID number

2. If you need a dialing prefix, enter it as shown in Figure 3-5. (If you do not need a dialing prefix, just press the function key labeled **next**.) If your telephone system requires a pause between the prefix and the telephone number, enter one or more commas after the dialing prefix, then press the function key labeled **next**. Each comma results in a pause of about half a second. (To enter a comma, press the function key labeled **comma**.)

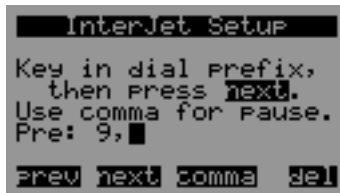


Figure 3-5 The dialing prefix and pause information

3. Enter the setup telephone number that your ISP gave you, as shown in Figure 3-6. Include the area code if necessary. Press the function key labeled **next** to initiate auto-configuration.

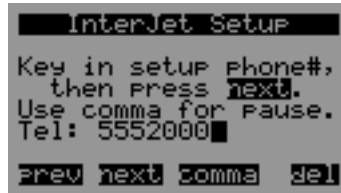


Figure 3-6 The setup telephone number

Running the Auto-Configuration Process

When you initiate auto-configuration, you should hear the InterJet dialing. At this point, the wide-area network (WAN) light flashes orange as the following messages appear on the LCD display:

- Dialing
- Contacting server
- Reading configuration

If your connection is successful, the WAN light turns green, then begins to flicker, indicating that the InterJet is receiving configuration information from your ISP. In about a minute, you see a message on the LCD screen that reads **Auto-config succeeded**, followed by the Whistle logo. You hear the InterJet hang up and dial again; then you see another series of connection messages on the LCD screen. The last message indicates that the connection has been established. A steady green WAN light and a constant Whistle logo on your LCD screen indicates that the second connection is working. Your InterJet is now connected to the Internet.



Tip: The configuration information is retained even when you turn off the InterJet's power. You do not need to reconfigure the InterJet under normal conditions, even when problems occur. Problems can be handled through the System Agent, as described in Chapter 12. You should only run this configuration process when first installing the InterJet, or when instructed to do so by your ISP.

Troubleshooting Tips for Auto-Configuration

The LCD displays status information as long as the InterJet is plugged in. By looking at this display and listening as the InterJet tries to connect to your ISP, you can often do your own troubleshooting. Table 3-1 lists some minor problems that you might encounter, as well as tips for handling them.

Table 3-1 Installation Troubleshooting Tips

Symptom	Response
The green WAN light does not come on.	The InterJet has not succeeded in making a connection. Try to solve the problem by responding to the error messages you find on the LCD screen. Press Enter to return to the setup menu. When the setup menu appears on the LCD screen, press Enter to retry existing values, or select 1 , 2 , or 3 to change the values.
You do not hear a dial tone.	Check your telephone line connection and the dialing prefix.
You hear a busy signal.	Wait a few minutes and press Enter again. If the connection attempt is not successful after several tries, check your dialing prefix. If the prefix is set correctly, call your ISP.
There is no answer when the InterJet dials.	Check the setup telephone number.
You hear no connection sounds coming from the modem after the click that indicates that the call has been answered.	Check the setup telephone number.
The InterJet cannot connect to the ISP.	Wait a few minutes and try again. If you still cannot make a connection, call your ISP. If your ISP cannot solve the problem, contact Whistle Communications Technical Support.

Table 3-1 Installation Troubleshooting Tips (continued)

Symptom	Response
The InterJet cannot make an ISDN connection.	If you are using the Motorola BitSURFR terminal adapter, make sure that you have version J or later of the firmware. If you do not, check the Product Support page of the Motorola Web site (www.mot.com) to get a firmware upgrade.
The synchronous connection does not work.	Your synchronous connection should always be connected. If the synchronous connection is broken, contact your ISP. Be prepared to tell the ISP the state of the indicator lights on the front of the CSU/DSU.

Connecting Your Client Computers

This section explains how to connect client machines to the InterJet. Client machines can be, for example, IBM-compatible PCs and Macintosh computers used by the administrator or other workers, or Ethernet-capable printers.

Note: You must connect at least one Windows 95 or Macintosh (System 7.1 or later) computer to the InterJet to serve as the administrator's computer.

To connect client machines:

1. Locate the dual Ethernet card on the back of your InterJet unit, as shown in Figure 3-2. The dual Ethernet card has two ports: the Perimeter Ethernet port for the public network and the Office Ethernet port for the local network. Each port has two LED lights that indicate the status of the connection for that port. The light labeled LNK turns green if the Ethernet connection is good, and the light labeled POL turns yellow if the polarity of the cable is reversed.
2. Use the blue Ethernet cable to connect the InterJet's Office Ethernet port to any standard port (not the uplink port) on an Ethernet hub. Your Ethernet hub can have other computers already connected to it.
3. *Optional:* Do the following to connect the InterJet's public network port (the Perimeter Ethernet) to an Ethernet hub or to a single computer:
 - Use the yellow Ethernet cable to connect the Perimeter Ethernet port to a standard port on an Ethernet hub.

- Use the orange crossover cable to connect the Perimeter Ethernet port directly to a computer from which you intend to provide public services.
4. Connect internal client machines to the local network through an Ethernet hub. *Optional:* Connect public client machines to the public network through an Ethernet hub, if you have more than one public machine.

The three ways to connect a device to the InterJet are shown in Figure 3-7. Use any combination of these that fits your network configuration.

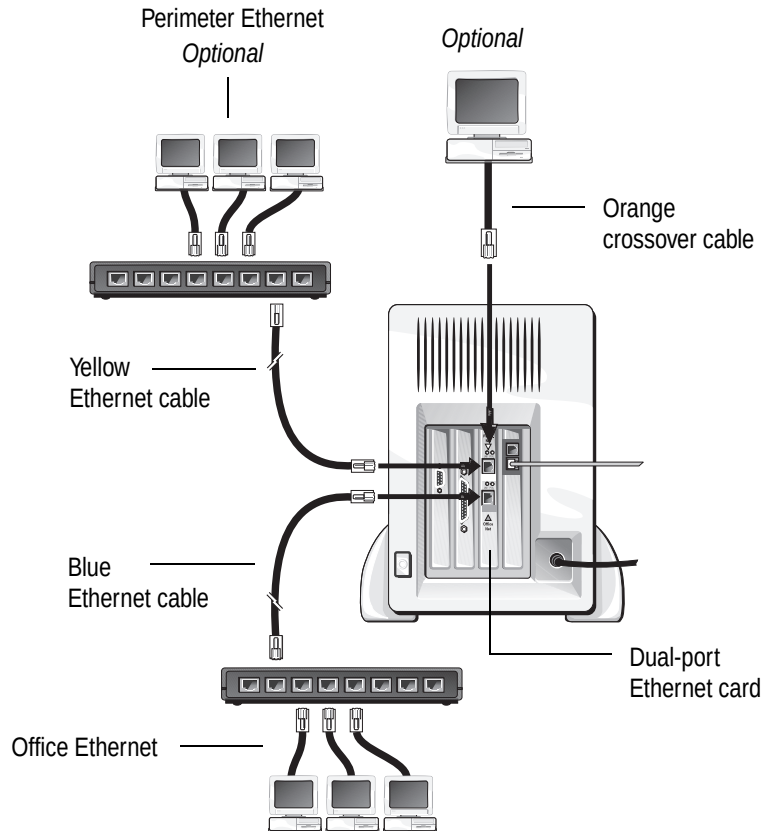


Figure 3-7 Three ways to connect devices to the InterJet 200

5. Verify that you have connected all the client machines that you intend to use.

When you plug a cable into an Ethernet port on the back of the InterJet, the green light for that port should go on to indicate that the link has been made. The yellow light for that port should remain dark, indicating that the polarity for the 10BaseT line is correct.

You can connect more machines at any time. When you connect new machines, you do not need to reconfigure the InterJet.



Note: If you already have TCP/IP networking on your LAN, you should change the settings of the computers on your LAN so that they can use the InterJet's services. Configure the InterJet's client machines to use DHCP (Dynamic Host Configuration Protocol). Refer to Chapter 6 for more information on custom configuration.



Adding a New Connection to the InterJet

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Adding an ISDN Connection	4-3
Adding a Synchronous Connection to the InterJet 200	4-4



Adding a New Connection to the InterJet

Adding Connections After Initial Installation

Any InterJet can be used with either the internal modem or the ISDN line, and an InterJet 200 can also be used with a synchronous serial connection (for dedicated leased lines). You always configure the internal modem connection in order to perform the initial auto-configuration, and you can choose to configure additional connections at this time. However, you can add an ISDN or synchronous serial connection at any time after the initial installation. This chapter describes the steps you must take to add a connection after the initial installation.

Adding an ISDN Connection

You can use your InterJet with either the internal modem or the ISDN line. Before you can switch to the ISDN connection, the necessary hardware must be installed, and the InterJet must be configured. You can do this when you first install the InterJet, or you can install and configure the ISDN connection at any time after the initial installation.

To add an ISDN connection:

1. Give your ISDN line information to your ISP.
When you establish your ISDN line, the telephone company provides you with two ISDN telephone numbers, your switch type, and two SPID (Service Provider Identifier) numbers. You must give these numbers to your ISP, then wait until your ISP tells you to go ahead with the configuration procedure.
2. Connect the terminal adapter.
A device called a *terminal adapter* provides the hardware connection to the ISDN line. This device, also called an ISDN modem, can be obtained at a computer supply outlet, or possibly from your ISP.

The following external terminal adapters can be used with the InterJet:

- 3ComImpact IQ
- Farallon ISDN (612 and 412)
- Motorola BitSURFR Pro

To connect the terminal adapter:

- a. Connect the terminal adapter to your ISDN telephone line using the telephone cord supplied with your adapter. Plug one end of the cord into the terminal adapter and the other end into the ISDN telephone jack.
 - b. Plug the terminal adapter into the high-speed serial port on the back of the InterJet unit.
 - c. Plug the terminal adapter into an AC wall outlet.
 - d. Turn the terminal adapter on.
3. When your ISP notifies you that they are ready, run the auto-configuration process, as follows. (Note that even though you have auto-configured the InterJet previously, when you first installed it, you must run the process again to change the configuration for the ISDN connection.)
- a. If the InterJet is off, turn it on using the On/Off switch on the back of the unit, as shown in Figure 2-2 on page 2-6. When the unit comes on, you see a green power light on the front. After startup, which takes approximately 30 seconds, you see the initial LCD screen. From the main menu, select **1** to restart the configuration process.
- or -
If the InterJet is already on and displaying the Whistle logo screen saver, press any key to see the main menu. From the main menu, select **1** to restart the configuration process.
 - b. Follow the instructions in the section "Entering the InterJet Configuration Information" on page 2-8. If the system was already configured once, you will probably not need to edit the existing information. Press **next** for each screen until the auto-configuration process starts.

For information on how to manually configure the ISDN port using the System Agent, see the section "Monitoring and Configuring the Ports" on page 12-19.

Adding a Synchronous Connection to the InterJet 200

Depending on the type of service lines you have ordered, you can use your InterJet 200 with either the internal modem, an ISDN line, or a synchronous serial connection (for dedicated leased lines). Before you can use the synchronous serial connection, the necessary hardware must be installed, and the InterJet must be configured. You can do this when you first install the InterJet, or you can install the hardware and configure the InterJet for the synchronous connection at any time after the initial installation.

To add a synchronous connection:

1. Connect the CSU/DSU.

A device called a *CSU/DSU* provides the hardware connection to the synchronous serial line. This device, which serves the same function as a modem, can usually be obtained from your ISP. The InterJet is compatible with any CSU/DSU that is compliant with the EIA-530-A standard. Models that are known to be compatible with the InterJet include:

- Adtran DSU5664 & TSU
- BAT EZ-56K
- ADC Kentrox D-Serv 56/64
- Motorola DA56
- Astrocom 2356, 2364, and NX1
- Digital Link Prelude T1

To connect the CSU/DSU:

- a. Connect the CSU/DSU to a digital telephone jack using the telephone cord supplied with the CSU/DSU.
- b. Use the synchronous serial cable to connect the CSU/DSU to the synchronous serial port on the back of the InterJet unit.
- c. Plug the CSU/DSU into an AC wall outlet, then turn the CSU/DSU on.

2. When your ISP notifies you that they are ready, run the auto-configuration process, as described below. Note that even though you have auto-configured the InterJet previously, when you first installed it, you must run the process again to change the configuration to use the synchronous serial connection.
 - a. If the InterJet is off, turn it on using the On/Off switch on the back of the unit, as shown in Figure 3-2 on page 3-7. When the unit comes on, you see a green power light on the front. After startup, which takes approximately 30 seconds, you see the initial LCD screen. From the main menu, select **1** to restart the configuration process.

- or -

If the InterJet is already on and displaying the Whistle logo screen saver, press any key to see the main menu. From the main menu, select **1** to restart the configuration process.
 - b. Follow the instructions in the section "Entering the InterJet Configuration Information" on page 3-10. If the system was already configured once, edit the existing information as instructed by your ISP. Press **next** for each screen until the auto-configuration process starts.
3. Follow any additional instructions provided by your ISP.

For information on how to manually configure the synchronous serial port for your synchronous serial connection using the System Agent, see the section "Monitoring and Configuring the Ports" on page 12-19.



Installing Client Software

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Installing Client Software

When you have finished installing the InterJet and running the auto-configuration process, as described in Chapter 2 or Chapter 3, you must connect the client computers that make up the local network. For each client computer, you must install and/or configure the networking and Web browser software that the computer needs to communicate with the InterJet.

You must perform the following tasks:

- Physically connect all of the client machines that you want on your network to the InterJet. Client machines include the client computers, and also any other Ethernet-capable devices you have, such as network printers or scanners. For details, see the section "Connecting Your Client Machines" on page 2-11 (for the InterJet 100/120) or the section "Connecting Your Client Computers" on page 3-13 (for the InterJet 200).
- Select one computer on which to perform the first software configuration. The first computer must run either the Windows 95 operating system or Macintosh System 7.1 or later. This first computer is referred to as the administrator's computer; however, when you have configured all your computers, the administrator can log on to any computer to perform administrative tasks.
- Once you have configured at least one computer (the administrator's computer), use it to set up user accounts. See the section "Creating New User Accounts" on page 9-4.
- Set up the TCP/IP networking software and a Web browser on each computer that you connect to the network.

Whistle provides a setup program that automatically installs TCP/IP and Netscape Navigator, if you want to do so. There are two versions of the setup program, one for Windows 95 computers and for Macintosh System 7.1 (or later) computers.

- The setup software for Windows 95 systems is on the *Windows 95 InterJet Setup Disk*. Refer to the section "Setting Up a Windows 95 Computer" on page 5-4 for details of how to run the program.

- The setup software for Mac OS systems is on the *Macintosh InterJet Setup Disk*. Refer to the section "Setting Up a Macintosh Computer" on page 5-8 for details of how to run the program.

If you already have TCP/IP or MacTCP installed and want to configure the software manually, or if you are already using some other networking software (such as Novell Netware or Artisoft LANtastic) or a different operating system such as UNIX or Windows 3.1, refer to Chapter 6 for more information on configuring your network.

- Optionally, configure the Web browser on a computer to use the InterJet as a proxy server. See the section "Enabling the Proxy Server" on page 5-10.
- Configure network printers and other network devices. You must assign static addresses for any devices that do not support the DHCP protocol. See the section "Configuring Printers and Other Devices" on page 5-11.
- Optionally, install the bundled third-party software that comes with your InterJet. See the section "Installing Bundled Software" on page 5-13.

Setting Up a Windows 95 Computer

To install the networking and Web browser software on a Windows 95 computer you must have approximately 28 MB of free disk space; 8 MB of this is for TCP/IP, and 20 MB is for Netscape Navigator.

The setup program for Windows 95 is divided into two phases:

- Phase 1 installs TCP/IP and sets your TCP/IP configuration values.

If you already have TCP/IP installed, *you must remove it* before running this phase of the setup program, which installs TCP/IP and configures it for the InterJet. If you want to preserve the current TCP/IP installation, you can skip phase 1 of the setup program by choosing the **Custom** installation option. In this case, however, you must manually configure your TCP/IP settings before you start the setup program. Make sure your settings agree with the values on the InterJet Setup Sheet. Refer to Chapter 6 for more information on manual configuration.

- Phase 2 installs Netscape Navigator, which you can use to browse the Internet and to send and receive e-mail. This phase sets the e-mail preferences in the browser's e-mail program to be compatible with the InterJet.

If you have already installed Netscape Navigator version 3.02 or Internet Explorer version 3.02, you can skip phase 2 of the setup program by choosing the **Custom** installation option. In this case, however, you must manually set your e-mail preferences. See the section "Manually Configuring Browser E-mail Programs" on page 6-8.



Important: If the Windows 95 computer you are about to configure is already on a network and uses an NT server for security, you must do one of the following before you can use the installation program:

- Create a login account with the user name **admin** and password **admin** on the Windows NT server.
- or -
- Turn off NT Domain Security locally on the Windows 95 computer you are about to configure. (You can turn it back on after configuration is complete.)

To run the setup program on a Windows 95 computer:

1. Insert the *Windows 95 InterJet Setup Disk* into your floppy disk drive.
2. Do one of the following:
 - Select **Run** from the Windows **Start** menu. In the Open dialog box, enter **a:\setup**. Click **OK**.
 - or -
 - Double-click the My Computer icon. Open the **A:** drive and double-click **setup**.The installation checklist appears, as shown in Figure 5-1.
3. Click **Next** to continue. The Installation Options dialog box appears, as shown in Figure 5-2.

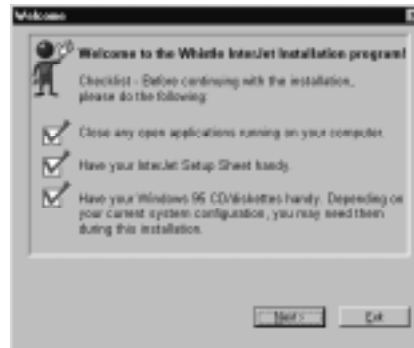


Figure 5-1 The installation checklist (Windows 95)

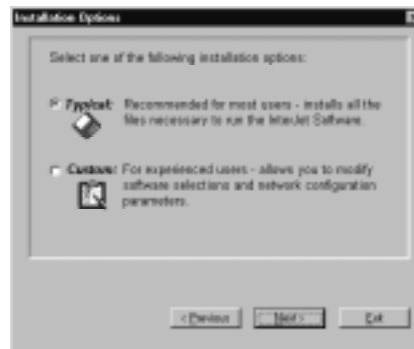


Figure 5-2 The Installation Options dialog box (Windows 95)

4. Choose whether to do a **Typical** or **Custom** installation:
 - If you have not yet installed TCP/IP or a Web browser, select **Typical** and click **Next**.

To finish the installation, read each screen carefully, fill in any required fields, and click **Next** until the installation is complete. The system automatically shuts down, then restarts and completes the installation so that your newly installed software can be used immediately.

- If you have already installed either TCP/IP or a Web browser, or if you want to control where the software is installed, select **Custom** and click **Next**.

In the following screens, choose to skip phase 1 or phase 2 of the installation, and specify the path where you want the software installed. Remember that if you skip phase 1, you must manually configure TCP/IP; if you skip phase 2, you must manually set your e-mail preferences. For details of custom configuration, see Chapter 6.

When the installation is complete, the setup program launches Navigator (if you have chosen to install it automatically). When prompted, enter your InterJet login name and password. If you have not yet set up your InterJet user accounts, log in as **admin** with password **admin**.

The setup program creates a shortcut to the InterJet on your desktop and adds **Whistle** to the **Programs** menu on the Windows 95 **Start** menu. Double-click the InterJet icon on the desktop to make sure that the shortcut works correctly. To access the InterJet's home page at any time, you can do any of the following:

- Double-click the InterJet icon on the desktop.
- Choose **Programs>Whistle>InterJet** from the Windows 95 **Start** menu.
- Launch your browser, then type **interjet** at the Location or Address prompt and press ENTER.



Tip: Whenever you access or submit any information using Navigator, the Security Information dialog box appears, and you must click **Continue** to dismiss the dialog box and continue the transaction. You can prevent this dialog box from appearing in either of two ways:

- When the dialog box appears, clear the check box labeled **Show This Alert Next Time**, then click **Continue**.
- Choose **Security Preferences** from Navigator's **Options** menu. In the Preferences dialog box, clear the check box labeled **Submitting a Form Insecurely**.

Setting Up a Macintosh Computer

The setup program for the Macintosh installs MacTCP, then configures TCP/IP and installs Netscape Navigator. To install the networking and browser software, you must have approximately 8.5 MB of free disk space; 300 KB of this is for MacTCP, and 8.2 MB is for Netscape Navigator.



Note: Before you run the setup program, make sure that your AppleTalk connection is set up to use the Ethernet port or EtherTalk. For more information, see your Macintosh documentation.

To run the setup program on a Macintosh computer:

1. Insert the *Macintosh InterJet Setup Disk* into your floppy disk drive.
2. Double-click the Installer icon. The Whistle logo appears.
3. Click **Continue** to go to the first installation screen.
4. *Optional:* To specify where to install Netscape Navigator, click **Select Folder**. In the Select Folder dialog box, select a folder and click **Select <folder>**. By default, Netscape Navigator is installed in the InterJet Applications folder.
5. Click **Install** to begin the installation procedure.
6. Answer the installation questions, and enter or verify the following values when prompted:
 - Login Name
If you are setting up the administrator's computer, enter `admin`. Otherwise, enter an account name; for example, `slee`.
 - Real User Name
If you are setting up the administrator's computer, enter `admin`. Otherwise, enter a user's real name; for example, `Susan Lee`.
 - Organization Name
If you are setting up the administrator's computer, enter your company's name. This information is optional.
 - Domain Name
If you are setting up the administrator's computer, refer to the InterJet Setup Sheet.
 - InterJet IP Number

If you are setting up the administrator's computer, refer to the InterJet Setup Sheet.

7. Click **Install** to continue the installation. Wait a few seconds while the setup program sets your configuration values and installs MacTCP, if needed.

The setup program searches for the InterJet in the default AppleTalk zone in which to install Netscape Navigator. If a default zone is not found, you are prompted to specify a zone. To do this, select the zone that contains your InterJet in the AppleTalk Zones column, then select the InterJet in the File Servers column.

8. Select **Copy** to copy Netscape Navigator to the computer's hard disk. If you do not want to install Netscape Navigator, select **Skip**. Note that if you do not use the automatic setup program to install Netscape Navigator, you must set your e-mail preferences manually for your browser's mail program. See the section "Manually Configuring Browser E-mail Programs" on page 6-8.
9. When a dialog box appears prompting you to accept the Netscape license agreement, click **Accept** to continue.
10. Wait for less than a minute while the setup program installs the Netscape Navigator software on the drive you specified in Step 4. When it is finished, click **Restart**. The system automatically shuts down and restarts so that your newly installed software can be used immediately.



Note: If you have already installed either MacTCP or Netscape Navigator, the automatic setup program re-installs them, but saves your original preferences in the **Saved Preference Files** folder in the **InterJet Applications** folder.

You can test the Netscape Navigator installation by double-clicking the InterJet icon on the desktop. The Netscape Navigator browser window appears. When prompted, enter your InterJet user name and password. If you have not yet set up your InterJet user accounts, log in as **admin** with password **admin**.

To access the InterJet's home page at any time, double-click the InterJet icon on the desktop or type **interjet** at the browser's Location prompt and press **ENTER**.



Tip: Whenever you access or submit any information using Navigator, the Security Information dialog box appears, and you must click **Continue** to dismiss the dialog box

and continue the transaction. You can prevent this dialog box from appearing in either of two ways:

- When the dialog box appears, clear the check box labeled **Show This Alert Next Time**.
- Choose **Security Preferences** from the Navigator's **Options** menu. In the Preferences dialog box, clear the check box labeled **Submitting a Form Insecurely**.

Enabling the Proxy Server

The InterJet includes a proxy server that caches Web pages and files that users access from the Internet. If several users frequently access the same Web pages or files, the proxy server allows them to access these pages or files more quickly, without having to wait for them to be retrieved from the Internet. You can configure the Web browser for each client computer to cache either Web pages, downloaded files, or both.

Note: The InterJet's disk space for cached files is limited to 10 MB. If a user downloads a large file, other cached files might be deleted.

Configuring Netscape Navigator to Use the Proxy Server

To configure Netscape Navigator to use the proxy server:

1. Start Netscape Navigator.
2. Choose **Network Preferences** from the **Options** menu.
3. Select the **Proxies** tab.
4. Set caching for both Web pages and files, or for either Web pages or files.

To set caching for *both* Web pages and files:

- a. Select the **Automatic Proxy Configuration** option.
- b. In the **Configuration (URL)** box, type:
`http://interjet/ns-proxy`
- c. Click **Reload**.
- d. Click **OK**.

To set caching for *either* Web pages or files:

- a. Select the **Manual Proxy Configuration** option and click **View**.

- b. To cache Web pages, type `interjet` in the text box for **HTTP Proxy**. To cache files, type `interjet` in the text box for **FTP Proxy**.
 - c. In the **Port** box next to the proxy box you specified, enter `80`.
 - d. Click **OK**.
5. Click **OK** on the **Proxies** tab.

Configuring Internet Explorer to Use the Proxy Server

To configure the proxy server for Internet Explorer:

1. Start Internet Explorer.
2. Choose **Options** from the **View** menu.
3. Select the **Connection** tab.
4. Under **Proxy Server**, select the check box labeled **Connect through a proxy server**.
5. Click **Settings**. In the Proxy Settings dialog box, you can choose to cache Web pages, files, or both:
 - To cache Web pages, type `interjet` in the **Address of proxy to use** text box for the **HTTP** entry. Then type `80` in the corresponding **Port** text box.
 - To cache files, type `interjet` in the **Address of proxy to use** text box for the **FTP** entry. Then type `80` in the corresponding **Port** text box.
6. Click **OK** in the Proxy Setting dialog box.
7. Click **OK** in the Options dialog box.

Configuring Printers and Other Devices

You must configure network printers and other network peripheral devices (such as a scanner) that are connected to the same network as your InterJet and computers and that are using TCP/IP.

To configure network printers and other network devices, follow the manufacturer's network configuration instructions. Normally these instructions simply require you to specify the static address that you want to assign to a device. For information on static addresses, refer to the section "Assigning Static Addresses" on page 5-12.

When you have successfully configured a peripheral device, it is listed on the InterJet's Network View page. To access the Network View page, click the **System Agent** on the InterJet's Main Agent page, then click the **Network** button. Note that it can take up to 30 seconds for the InterJet to detect new network configuration information.

Assigning Static Addresses

You must assign a static address to any devices that do not support DHCP (Dynamic Host Configuration Protocol). Such devices include:

- Windows 3.1 computers
- Network printers or other devices that are Ethernet capable and connected via TCP/IP to the same network as the InterJet and your computers
- UNIX computers that do not support DHCP

Before you configure such a device, you must determine a valid static address for it. Each device must have a unique address within your static TCP/IP address range. Note that the InterJet itself has a static address; because each static address must be unique, no other device can have the same address as the InterJet. To see the address of the InterJet and the address range for each of the InterJet's networks, look at the System Agent's Network View page, as described in the section "Configuring Network and Machine Status" on page 12-9.

It is recommended that you make a list of all devices that require static addresses and find an available and unique static address for each one of them. (You can use the System Agent's Network View page to see which addresses are currently in use.) This ensures that you will have correct static addresses ready when you configure devices. Remember that a static address is a unique and permanent address, so be sure you do not assign the same address to more than one device.



Important: When you configure a device with a static address, the InterJet automatically detects it and creates an entry for it on the System Agent's Network View page. The device's entry is labeled **auto-detected**. You should tell the InterJet that the device is using a static address and give the device a DNS name. For information on how to assign static addresses and names to devices, refer to the section "Changing Machine Information" on page 12-14.

Installing Bundled Software

In addition to Netscape Navigator, a number of other useful software packages are included with your InterJet. These packages can be found in the InterJet's software folder, which contains a folder for each type of system: Win95, Win3x, and MacOS. Table 5-1 lists and describes the software packages included in these folders. To use a bundled software package, you must copy it from the InterJet and install it on another computer at your site, as described in the following section.

Table 5-1 Bundled Software

Software Package	Platform	Description
Netscape Navigator 3.x	Windows 95 Windows 3.1 Macintosh	A Web browser and e-mail program. It is automatically installed when you use the setup program to configure your client machines.
Claris Home Page 2.0	Windows 95 Macintosh	A Web-authoring tool that helps you create a customized company Web page. Note that your company is licensed to use Claris Home Page on only one computer.
Eudora Light 3.x	Windows 95 Windows 3.1 Macintosh	An e-mail program that supports APOP password encryption; therefore, it can be used to log into your InterJet account from a remote location.
Adobe Acrobat Reader 3.0	Windows 95 Windows 3.1 Macintosh	Allows you to display files in PDF, which is a format that can be viewed across multiple platforms.
NetObjects Fusion 2.0 (30-day trial)	Windows 95 Macintosh (PowerMac models)	A Web-site-building application that integrates automated site building, professional quality design, and data publishing. You can install a 30-day trial copy of this software.
Microsoft Word Internet Assistant	Windows 95 Macintosh	An HTML editor add-on to Microsoft Word that allows you to create HTML documents and Web pages in the Word environment.

Table 5-1 Bundled Software (continued)

Software Package	Platform	Description
Verdana TrueType Fonts	Windows 95	Fonts that you can add to your system for use in word processing and other applications.
Trumpet Winsock	Windows 3.1	A Sockets 1.1 compatible TCP/IP stack that provides a standard networking layer for many Windows networking applications. This package is also included on the <i>Windows 3.1 Setup Disk</i> .
MacTCP Ping	Macintosh	An AppleTalk and IP network-testing tool.
MacTCP	Macintosh	A TCP/IP stack for the Macintosh.
Drop Disk DiskDup Pro (Starter Version)	Macintosh	Utilities you can use to create files that are exact duplicates of floppy disks and other removable storage media.
Inter-Poll	Macintosh	A tool you can use to isolate network problems that cause slow network response time.

The following sections provide general directions for installing bundled software on Windows 95, Macintosh, or Window 3.1 computers.

Installing Bundled Software for Windows 95

1. Double-click the Network Neighborhood icon on your desktop to obtain a list of computers that are on your local network. The InterJet should be listed.
If the InterJet is not immediately visible, it might be in a different work-group. Open the Entire Network icon to look for it.
2. From the list, double-click **Interjet**, then **Software** to see a list of folders.
3. Open the **Win95** folder.
4. Open the folder for the software package you want to install.
5. Double-click the **set up** file to launch the installation program.
6. Answer the prompts.

Installing Bundled Software for the Mac OS

1. From the **Apple** menu, select **Chooser**, then click the AppleShare icon to obtain a list of computers that are connected to your local network. The InterJet is listed as a server.
2. Select **Interjet**, then click **OK** to get a login prompt.
3. Log on with your InterJet login name and password. (If you have not yet set up any InterJet user accounts, log in as **admin** with password **admin**.)
4. Select **software** from the list of items to put the Software icon on your desktop. Click **OK**.
5. Open the Software icon to see a list of folders.
6. Open the **MacOS** software folder
7. Open the folder for the software package you want to install.
8. Double-click the Installer icon for the software you want to install. The installation program launches.
9. Answer the prompts.

Installing Bundled Software for Windows 3.1

1. Launch your browser.
2. Type **ftp://interjet** at the browser's Location prompt. The FTP root directory appears in the browser.
3. Click the **software** directory. A list of the software directories appears.
4. Click the **Win3x** directory. The directory's contents appear.
5. Click the name of the software package you want to install. The name of the software's executable file (**.exe**) appears.
6. Click the file name to install the software.



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Setting Up Custom Configurations

If you have already installed TCP/IP and want to preserve the current settings, you cannot re-install it with the automatic installer, which would override your settings. If this is the case, you must manually configure your system so that the TCP/IP settings are compatible with the InterJet's requirements.

- For a Windows 95 computer, refer to the section "Manually Configuring a Windows 95 Computer" on page 6-4.
- For a Macintosh computer, refer to the section "Manually Configuring a Macintosh Computer" on page 6-6.



Note: If you have already assigned fixed TCP/IP addresses to your computers or printers, you might need to adjust them when you install the InterJet.

If you do not use the automatic installer to install Netscape Navigator, you must configure your browser's e-mail program manually to use the InterJet as a mail server. See the section "Manually Configuring Browser E-mail Programs" on page 6-8.

The basic configuration procedures described in Chapter 5 assume that your environment is a basic Ethernet network of Windows 95 and/or Macintosh computers. However, other operating systems that support TCP/IP (the networking protocol of the Internet) can also be configured to work with the InterJet, including OS/2, UNIX, Windows 3.1, Windows for Workgroups, Windows NT, and so on. If your network includes PC machines or networking software other than the basic ones described in Chapter 5, refer to the section "Manually Configuring a Windows 3.x Computer" on page 6-10 for information about additional or different procedures you must use to get your network working with TCP/IP. If you are using other networking or operating systems, see the section "Other Networking and OS Environments" on page 6-14.

For additional information on configuring devices to work with the InterJet, see the Web sites www.whistle.com or www.interjetoffice.com.

Manually Configuring a Windows 95 Computer

This section steps through the manual configuration process for a Windows 95 computer. You might need to select values different from those shown in the steps; however, you can use the sequence of these steps as a general guide to finding and adjusting your custom settings.

Manually configuring a Windows 95 computer consists of two basic tasks:

- Set up networking so that the computer and the InterJet use the same communication protocols. To do this, you install TCP/IP stacks. This task is described in the section "Setting Up Networking on a Windows 95 Computer" on page 6-4.
- Install the software that lets you browse the Internet, send and receive e-mail, and create customized Web pages. Your InterJet comes loaded with Netscape Navigator and Claris Home Page software. To install these manually, refer to the section "Installing Netscape Navigator on a Windows 95 Computer" on page 6-5 and to the section "Installing Bundled Software for Windows 95" on page 5-14.

If you already have a Web browser (Netscape Navigator 3.02 or Internet Explorer 3.02) and Web-authoring software installed, you need not install these packages.

Setting Up Networking on a Windows 95 Computer

If you already have TCP/IP installed and want to preserve custom settings, you must make sure that your configuration is correct for the InterJet. Use the following steps to manually configure TCP/IP for the InterJet:

1. Select **Settings>Control Panel** from the Windows 95 **Start** menu. The Network Control Panel appears.
2. Double-click the Network icon to see a list of all networking services that have been installed on the computer.
3. Examine the list of networking services. If **Client for MS Networks** is not on the list of networking services, you must add it. Install it by following the instructions in your Windows 95 documentation.
4. From the list of networking services, double-click **TCP/IP**. The TCP/IP Properties dialog box appears.
5. In the TCP/IP Properties dialog box, select the **IP Address** tab. Select **Obtain an IP Address automatically**.

6. In the TCP/IP Properties dialog box, select the **DNS Configuration** tab. Make sure that DNS is disabled.
7. In the TCP/IP Properties dialog box, select the **Gateway** tab. Make sure that the **Installed gateways** list is blank. If it is not, remove any gateways that are listed.
8. In the TCP/IP Properties dialog box, click **OK** to return to the Network Control Panel.
9. In the Network Control Panel, select the **Identification** tab. For convenience, you might want to set the value of the **Workgroup** field to the workgroup name assigned to the InterJet; however, this is not required.
10. Click **OK** to close the Network Control Panel.
11. Restart Windows.
12. Log on to Windows 95 with your InterJet login name and password. (If you have not yet set up any InterJet user accounts, log in with the user name **admin** with password **admin**.)



Tip: You can view the TCP/IP settings or configuration of a Windows 95 computer using the utility **winipcfg**. Select **Run** from the Windows 95 **Start** menu and enter **winipcfg**.

Installing Netscape Navigator on a Windows 95 Computer

If you skip phase 2 of the setup program, you can manually install Netscape Navigator as described below. If you do this, or if you have already installed Netscape Navigator version 3.02, you must manually set your e-mail preferences in Navigator's e-mail program. For further information, see the section "Manually Configuring Browser E-mail Programs" on page 6-8.

If you are using Internet Explorer (version 3.02 or later), you need not install Netscape Navigator.

To manually install Netscape Navigator on a Windows 95 computer:

1. Double-click the Network Neighborhood icon on your desktop to see a list of computers that are on your local network. The InterJet should be listed as a server. (If the InterJet is not in the same workgroup as the client computer, you might need to look further for it.)
2. From the list, double-click **Interjet**.
3. Double-click **Software** to see a list of folders.

4. From the list of folders, open the **Win95** folder, then the **Netscape Navigator** folder.
5. Double-click the executable (.exe) file to launch the Netscape Navigator installation program.
6. Answer the prompts.

Manually Configuring a Macintosh Computer

This section steps through the manual configuration process for a Macintosh computer. The computer must run Macintosh System 7.1 or later, and must use either Apple's Open Transport communication architecture or Apple's MacTCP communication architecture. You might need to select values different from those shown in the steps; however, you can use the sequence of these steps as a general guide to finding and adjusting your custom settings.

Configuring a Macintosh consists of two basic tasks:

- Set up networking so that the computer and the InterJet use the same communication protocols. This procedure differs, depending on your communication architecture. To determine which communication architecture you have, choose **Control Panels** from the **Apple** menu to view a list of control panels.
 - If TCP/IP is on the list of control panels, the computer uses Apple's Open Transport architecture. Setting up networking for the Open Transport architecture is described in the section "Setting Up Networking: Open Transport Architecture" on page 6-7.
 - If TCP/IP is *not* on the list, look for MacTCP. If it is on the list, the computer uses the MacTCP architecture. Setting up networking for the MacTCP architecture is described in the section "Setting Up Networking: MacTCP Architecture" on page 6-7.
 - If neither TCP/IP nor MacTCP is on the list, you do not need to manually configure the computer. Instead run the standard setup program, as described in the section "Setting Up a Macintosh Computer" on page 5-8. This program automatically installs MacTCP and configures your computer to use the InterJet.
- Install the software that lets you browse the network, send and receive e-mail, and create customized Web pages. Your InterJet comes loaded with Netscape Navigator and Claris Home Page software. To install

these manually, refer to the section "Installing Netscape Navigator on the Macintosh" on page 6-7 and to the section "Installing Bundled Software for the Mac OS" on page 5-15.

If you already have a Web browser (Netscape Navigator 3.02) and Web-authoring software installed, you need not install these packages.

Setting Up Networking: Open Transport Architecture

1. Choose **Control Panels** from the **Apple** menu to view a list of control panels.
2. Open the TCP/IP control panel.
3. In the TCP/IP control panel, make sure the value in the **Connect via** box is **Ethernet**. If it is not, select **Ethernet** from the list of connection types.
4. In the TCP/IP control panel, make sure the value in the **Configure** box is **Using DHCP Server**. If it is not, select **Using DHCP Server** from the list of configuration methods.

Setting Up Networking: MacTCP Architecture

1. Choose **Control Panels** from the **Apple** menu to view a list of control panels.
2. Open the MacTCP control panel.
3. In the MacTCP control panel, click the Ethernet icon at the top of the display, then click **More** at the bottom of the screen to view network control information.
4. Under **Obtain Address**, click **Server**.
5. Under **Domain Name Server Information**, use information from the InterJet Setup Sheet to fill in the information:
 - Type your domain name in the **Domain** field; for example: `mycompany.com`
 - Type the InterJet's IP address in the **IP Address** field next to the **Domain** field, in the form `xxx.xxx.xxx.xxx`.
6. Close the control panel.
7. Restart the computer from the **Special** menu.

Installing Netscape Navigator on the Macintosh

If you skip the Netscape Navigator installation in the setup program, you can manually install Netscape Navigator as described below. If you do this, or if you have already installed Netscape Navigator version 3.02, you must manually set your e-

mail preferences in Navigator's e-mail program. For further information, see the section "Manually Configuring Browser E-mail Programs" on page 6-8.

To manually install Netscape Navigator on a Macintosh computer:

1. Select **Chooser** from the **Apple** menu
2. Click the AppleShare icon to see a list of computers that are connected to your local network. The InterJet is listed as a server.
3. From the list, select **InterJet**. Click **OK** to get a login prompt.
4. Log on with your InterJet login name and password. If you have not yet set up any InterJet user accounts, log in as **admin** with the password **admin**.
5. Select **Software** from the list of items. The Software icon appears on your desktop.
6. Open the Software icon to see a list of folders
7. From the list of folders, select the **MacOS** software folder, then click **OK**.
8. Open the **Netscape Navigator** folder.
9. Double-click the Installer icon to launch the Netscape installation program.
10. Answer the installation prompts.

Manually Configuring Browser E-mail Programs

If you did not use the automatic setup program to install and configure Netscape Navigator, you must set up your e-mail program to use the InterJet as the SMTP/POP3 mail server for both incoming and outgoing mail and to recognize your InterJet account name. You can also set up your Web browser to use the InterJet's proxy server. For details on setting the proxy server, see the section "Enabling the Proxy Server" on page 5-10.



Note: When you use the automatic setup programs to install Netscape Navigator on a Windows 95 or Macintosh computer, or when you install Navigator from the Windows 3.1 diskette, the browser's e-mail program is automatically configured for the InterJet; therefore, you do not need to configure it manually.

Setting Up Your E-mail Account in Netscape Navigator

To set up your e-mail account in Netscape Navigator's e-mail program:

1. Double-click the Netscape Navigator icon to launch Netscape Navigator.
2. Select **Mail and News Preferences** from the **Options** menu.
3. Select the **Servers** tab.
4. Fill out the information, making sure that:
 - Both **Outgoing mail** and **Incoming mail** are set to **interjet**.
 - **POPS user name** matches your user name on the InterJet; for example, **jsmith**.
5. Select the **Identity** tab and enter values for **Your e-mail** and **Reply-to address**. For both fields, enter a combination of your login name and your domain names; for example, **jsmith@mycompany.com**.



Note: If you specify another computer on the Perimeter Ethernet to be your SMTP mail server (rather than the InterJet), enter the name of that computer as your mail server. See the section "Forwarding Mail to a Different Mail Server" on page 10-17.

Setting Up Your E-mail Account in Internet Explorer

To set up your e-mail account in Internet Explorer's e-mail program:

1. Double-click the Internet Explorer icon to launch Internet Explorer.
2. Select **Read Mail** from the **Go** menu. If you have not yet set up an e-mail account, a setup program starts. If you are modifying a previous configuration, choose **Options** from the **Mail** menu, then select the **Server** tab.
3. Enter or confirm the following values:
 - Name** (your real name; for example, **John Smith**)
 - Organization** (your organization's name)
 - E-mail Account Address** (your login name and domain; for example, **jsmith@mycompany.com**)
 - Outgoing Mail (SMTP) Server** (**interjet**)
 - Incoming Mail (POP3) Server** (**interjet**)
 - POP3 Account Name** (your InterJet login name; for example, **jsmith**)
 - Password** (your InterJet account password)
4. Click **OK**.



Note: If you specify another computer on the Perimeter Ethernet to be your SMTP mail server (rather than the InterJet), enter the name of that computer as your mail server. See the section "Forwarding Mail to a Different Mail Server" on page 10-17.

Manually Configuring a Windows 3.x Computer

You can manually configure a Windows 3.x computer to work with the InterJet. Note, however, that you cannot use a Windows 3.x computer as the administrator's computer.

Manually configuring a Windows 3.x computer consists of two basic tasks:

- Set up networking so that the computer and the InterJet use the same communication protocols. To do this, you install TCP/IP stacks.
- Install the software that lets you browse the network, send and receive e-mail, and create customized Web pages.

To simplify these tasks, Whistle provides the *Windows 3.1 InterJet Setup disk* which contains networking and browser software that you can install on a Windows 3.1 computer. The disk contains the following files and folders:

- `setup.exe`
Run this program to install Netscape Navigator and set up e-mail preferences. If you choose not to install Navigator with the setup program, you must manually configure your e-mail program to work with the InterJet. See the section "Manually Configuring Browser E-mail Programs" on page 6-8.
- `trumpet`
This folder contains the Trumpet Winsock TCP/IP stack, which Whistle recommends for Windows 3.1 computers that are *not* running any other networking software. Under the terms of purchase for your InterJet, you can use the Trumpet Winsock software on up to three computers. Read the file `install.doc` for installation instructions.
- `pdrivers`
This folder contains packet drivers for various network interface cards. If your computer's network interface card requires a packet driver that is not included here, contact the packet driver's vendor.

If you prefer not to use the Trumpet Winsock TCP/IP stack provided on the setup disk, the software you use must support the WinSock interface. If you have installed any other networking software, such as Novell Netware or LANtastic, refer to the sections below.

You must adjust your TCP/IP configuration settings manually, especially if the computer uses communication software other than Trumpet Winsock. To find out how to view and change your TCP/IP settings, consult the configuration instructions in the manual for the software product you use. Make sure your TCP/IP settings agree with the values on the InterJet Setup Sheet and that the static address is valid.



Important: When you configure a Windows 3.x computer with a static address, the InterJet automatically detects it and creates an entry for it on the System Agent's Network View page. The computer's entry is labeled auto-detected. You should tell the InterJet that the computer is using a static address and give the computer a DNS name. For information on how to assign static addresses and names to devices, refer to the section "Changing Machine Information" on page 12-14.

Configuring a Windows for Workgroups (Windows 3.11) Computer

To make a computer running Windows for Workgroups compatible with TCP/IP, you must download the Microsoft TCP/IP stack from the Microsoft FTP site, install it on the computer, then configure it.

To download, install, and configure the stack:

1. On a computer already connected to the Internet, go to the Microsoft FTP site, at:
`ftp.microsoft.com/bussys/clients/wfw`
2. Copy the file `tcp32b.exe` from the FTP site to a floppy disk.
3. Create a directory for the TCP/IP stack on the hard disk of the Windows 3.11 computer.
4. Copy the file `tcp32b.exe` from the floppy disk to this directory.
5. Double-click the file to run it. This extracts all of the needed files.
6. Double-click the Network Setup icon in the Network program group in the Program Manager. The Network Setup dialog box appears.
7. Make sure that the driver for the computer's network interface card is selected in the Network Drivers section.
8. Choose **Drivers**. The Network Drivers dialog box appears, listing installed drivers and related protocols.

9. Click **Add Protocol**. The Add Network Protocol dialog box appears.
10. Choose **Unlisted or updated protocol**, then click **OK**. The Install Drivers dialog box appears.
11. Click **Browse**, then select the directory where you stored the downloaded files. Click **OK** to install the new protocol. The Microsoft TCP/IP Configuration dialog box appears.
12. Choose either dynamic or static IP addressing. To use dynamic addressing, select the box labeled **Enable DHCP** and go to Step 14.
13. To use static addressing:
 - a. Fill in the following text boxes with information from your InterJet Setup Sheet:
 - IP Address** (choose a static address from the range on the Setup Sheet)
 - Subnet Mask** (Netmask)
 - Default Gateway** (the IP address of the InterJet)
 - b. Click **DNS**. The Microsoft TCP/IP Connectivity Configuration dialog box appears. Fill in the following text boxes:
 - Host Name** (pick a name for the Windows 3.11 computer)
 - Domain Name** (as specified on the Setup Sheet)
 - c. Enter the IP address of the InterJet as the **DNS IP address**, then click **Add**.
 - d. Click **OK**.
14. In the Microsoft TCP/IP Configuration dialog box, click **OK**. In the Network Drivers dialog box, click **Close**. In the Network Setup dialog box, click **OK**.
15. Remove the floppy disk and reboot the system in order for the settings to take effect.

Configuring a Windows 3.x Computer Running Novell Netware

If you are running Novell Netware, you must obtain a solution for running the TCP/IP networking protocol in conjunction with Netware's IPX protocol. Windows 3.x does not have built-in support for TCP/IP. To use the InterJet with Novell Netware on a Windows 3.1 or Windows 3.11 computer, obtain Client 32 from Novell's Web site and install it as follows:

1. On a computer already connected to the Internet, go to Novell's Web site at `www.novell.com`, and select the **Find it now** option on the home page.
2. In the last section of the resulting search page, labeled search for **software updates**, enter `client32` and click **Submit**.
3. Download the file `dwenu_n3.exe` to your computer's hard disk.
4. Zip the files, then copy them to a set of six diskettes.
5. Copy the zipped files from the diskettes to the destination directory on the Windows 3.1 client computer. Extract the zipped files.
6. Double-click the `setup.exe` file or the setup icon in the Novell program group. This launches the Install Wizard.
7. Specify the target directory for the files and the existing Windows directory, then click **Next**. The ODI Driver Selection dialog box appears.
8. If you already have an existing driver, select the **Reset to detected driver** option.
If not, choose the ODI driver that you want to install for your network interface card from the drop-down **Board** list. Click **Driver Settings** and set the IRQ and memory address for your card. Click **OK**.
9. Make sure that the **16-bit** option is selected, then click **Next**. The Additional Options dialog box appears.
10. Select **TCP/IP**, and make sure that **Netware/IP** is *not* selected. Make sure that **update autoexec.bat to load netware client 32** is selected.
11. Click **Next**. The TCP/IP Configuration dialog box appears.
12. Fill in the following text boxes with information from your InterJet Setup Sheet:

Client IP Address (choose a static address from the range on the Setup Sheet)

Default Router Address (the IP address of the InterJet)

Subnetwork Mask (Netmask)

DNS Domain Name (from the Setup Sheet)

Domain Name Server Address (the IP address of the InterJet)

Note: If you elect to use the DHCP server on the InterJet to assign IP addresses dynamically, you can make changes to the `net.cfg` file after installation is complete, as described below.

13. Click **Next**. The system configures the settings and copies the files to the target directory.



14. When the installation is complete, remove the floppy disk and restart the computer.
15. To use dynamic IP addressing for the computer, edit the file `net.cfg` in the directory `\Novell\client32`. Double-click the file to bring it up in a text editor, then scroll down to the `PROTOCOL TCPIP` section and make the following changes:

Add this line for		PROTOCOL TCPIP
dynamic addressing	—————	IF_CONFIGURATION DHCP
Add semicolons to		PATH TCP_CFG C:\NOVELL\CLIENT32\TCP
comment out lines	—————	;IP_ADDRESS xx
		;IP_ROUTER xx
		;IP_NETMASK xx

Save the changed file and restart the computer.

Other Networking and OS Environments

LANtastic or Other Networking Software

The most current version of LANtastic, version 7.0, includes built-in TCP/IP support. You might need to upgrade to this version and manually configure it to work with the InterJet.

If you have installed any other networking software on your computer, contact the company providing that software for instructions on making it compatible with TCP/IP.

LAN Mail Packages

If you are running a LAN mail package, such as Lotus cc:mail, Microsoft Mail, or QuickMail, you must do one of the following:

- Keep using your LAN mail package for internal mail, and also run the SMTP/POP3 mail that the InterJet provides as a second mail system to handle external e-mail. This solution requires that you use two e-mail programs.
- Stop using the LAN mail package and use only the SMTP/POP3 mail server that the InterJet provides for both internal and external e-mail.

- Obtain and install an SMTP gateway from your LAN mail vendor to allow the InterJet to send and receive Internet mail to and from your LAN mail server.

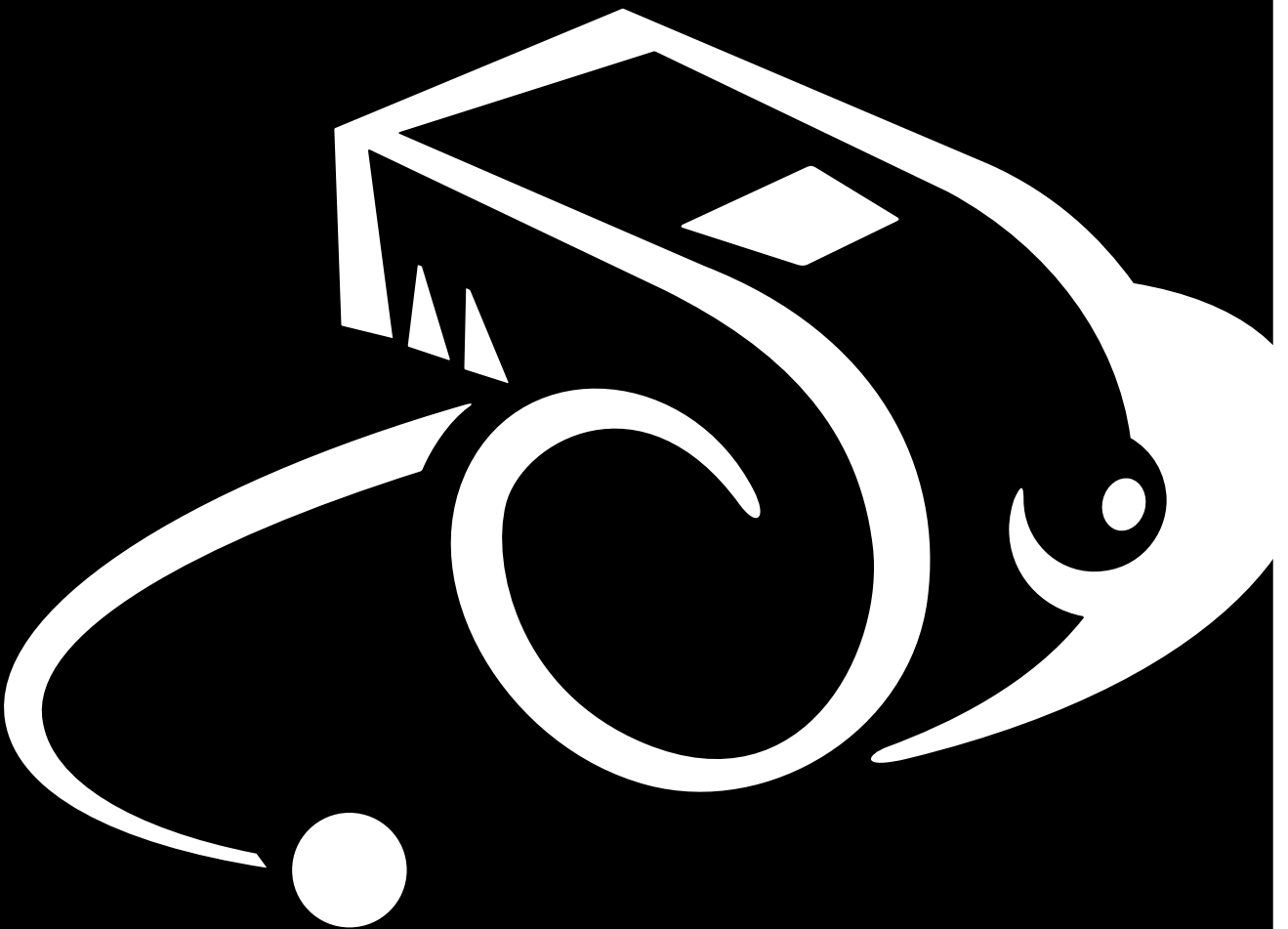
Other Operating Systems

This section applies if you are using any operating system other than Windows 95, Mac OS, or Windows 3.x at your site.

The InterJet works with any device that supports TCP/IP. If you are running Windows NT, OS/2, or UNIX, you must configure your TCP/IP networking manually.

- The easiest way to do this is to turn on DHCP (Dynamic Host Configuration Protocol) if your operating system supports it. Using DHCP, the InterJet automatically assigns an IP address to your computer.
- Alternatively, you can use your InterJet Setup Sheet from your ISP to determine a valid static IP address, and then manually assign it to your client machine using the System Agent. For more information on assigning an IP address, refer to the section "Changing Machine Information" on page 12-14.

Basic Services





Using Basic Services

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Using Basic Services

This chapter is a brief guide to the basic use of the InterJet for all InterJet users. The chapter explains the features of the InterJet that anyone with a Web account and an e-mail account can use. You can:

- Change your password. See the section "Changing Your Password" on page 7-6.
- Set up vacation mail handling. See the section "Handling E-mail During Absences" on page 7-10.
- Look at and use mailing and associates lists. See the section "Using Mailing and Associates Lists" on page 7-13.
- Read and send mail from home or when you are away from the office. See the section "Accessing Your Mail Remotely" on page 7-16.
- Keep private files in your own file space on the InterJet, and share files with other employees using the /dropbox directory. See the section "Using Shared File Space and Web Publishing" on page 7-17.
- Look at the Web pages for your own organization. See the section "Viewing Your Organization's Web Pages" on page 7-18.
- Create your own personal Web pages. See the section "Creating Personal Web Pages" on page 7-20.
- Look at information about your own account. See the section "Viewing Your Account Services and Privileges" on page 7-22.



Note: It is perfectly safe for you to look at or change anything that you see when using the InterJet. The InterJet displays the control buttons, tabs, and features only to people who have the associated privilege. For example, a user who does not have personnel management privileges cannot see a button for editing user account information or privileges.

Locating the InterJet

To reach the InterJet software:

1. Double-click the InterJet icon on your desktop.
Alternatively, you can launch your Web browser and type the word `interjet` into the Location or Address box.

An authorization box appears, as shown in Figure 7-1.



Figure 7-1 The Authorization dialog box

2. Type your login name and password.
3. Click **OK**. The home page for the InterJet appears, as shown in Figure 7-2. This page, called the Main Agent page, is used to navigate through the InterJet software. Each of the agents handles a different set of tasks.



Figure 7-2 The Main Agent page

Navigating the InterJet Software

The Main Agent page, shown in Figure 7-2, is the home page for the InterJet software. This Web page is the first page that comes up when you access the InterJet software by double-clicking the InterJet icon on your desktop or by typing the word `interjet` into your browser's Location or Address box. You can always get back to the Main Agent page from any other page by clicking the blue house icon labeled **Agent Home**.

The Main Agent page shows you six agent icons. These are the Whistle agents. They help you to change your password, set up e-mail options, look at mailing lists, connect to the Internet, and publish Web pages. To handle these tasks, click the agent that you want to use. When you click one of the agents, that agent gives you tips on your current activity and access to all of the related pages.

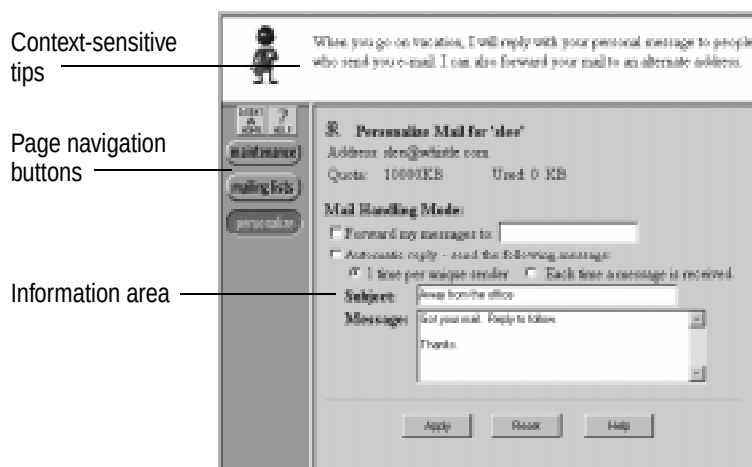


Figure 7-3 An example of an agent's page

From any page, you can click buttons or underlined text to see more information or to be taken to another page. Whistle recommends that you do not use your browser's **Back** button. Instead, use the navigation buttons that appear at the left side of the agent screens, or use the **OK** and **Cancel** buttons that appear on certain pages. If you ever lose track of where you are, click the house icon labeled **Agent Home** to return to the Main Agent page. You can then select an agent and start again.

When you make a change on an agent's page, you must save the change using the **OK** or **Apply** button at the bottom of the page. Sometimes you need to use the right-hand scroll bar to scroll down to these buttons.

You can always click the blue question-mark icon labeled **Help** to bring up the online Help system. In addition, the **Help** button at the bottom of some pages brings up help for that page.

Changing Your Password

For security purposes, you should change your password as soon as you receive your account. You should change it to something that you can remember easily. You can change it again at any time.

To change your password:

1. Go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Personnel Agent**.
3. Select your account by clicking the button next to your name.
4. Click **View**.
5. Type the new password into the **New Password** box. The password can be up to eight characters. To protect the security of your password, it is not displayed as you type it. Instead, an asterisk appears as you type each character.
6. Type the new password again into the **Confirm** box. This helps guard against typing errors. Asterisks are displayed as you type.
7. Click **OK** at the bottom of the page to register the changed password.

Storing Your Mail

Unless you delete your mail messages as soon as you read them, they must be stored so that you can see them again the next time you look at your mail. You can choose whether to store your mail on your local hard disk (that is, the computer on your desk) or on the InterJet's file space. Choose where to store your mail by setting a preference or option in your mail program; the way you do this depends on which mail program you are using. (See the section "Choosing Where to Store Your Mail in

Netscape Navigator" on page 7-7 or the section "Choosing Where to Store Your Mail in Internet Explorer" on page 7-8.)

Your mail server is the InterJet. If you choose to leave your mail on the server, your messages are stored on the InterJet's disk. If everyone did this, and if they kept all of their mail messages, the InterJet disk space would soon fill up. To guard against this, you are allowed a certain amount of disk space in which to store your mail. This is called your *quota*.

Whenever the amount of mail you have stored exceeds 80% of your quota, the InterJet sends you a mail message warning you of the fact. You must delete messages or store them somewhere else; if you do not do so, you can run out of storage space. If this happens, your mail messages are delayed; if you do not make room for them, they are eventually returned to the sender.

If you store your mail on the InterJet, you should periodically check on how much of your storage space quota you have used. (See the section "Checking Your Mail Quota Usage" on page 7-9.)

Choosing Where to Store Your Mail in Netscape Navigator

To choose your mail storage preference in Netscape Navigator:

1. In the Navigator Mail window, select **Mail and News Preferences** from the **Options** menu. The Preferences dialog box appears, as shown in Figure 7-4.

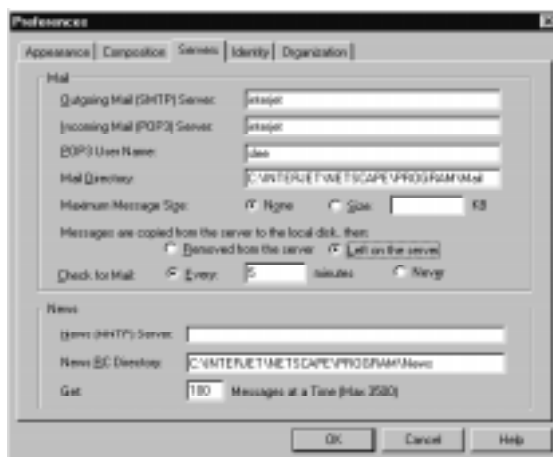


Figure 7-4 The Netscape Navigator Preferences dialog box

2. Under **Mail**, look for the instruction **Messages are copied from the server to the local disk, then:**
3. Select either **Removed from the server** or **Left on the server**. When mail is removed from the server, it is stored on your local computer. When mail is left on the server, it is stored on the InterJet's disk.
4. Click **OK**.

Choosing Where to Store Your Mail in Internet Explorer

To choose your mail storage preference in Internet Explorer:

1. In the Internet Mail and News window, select **Options** from the **Mail** menu. The Options dialog box appears.
2. Click the **Server** tab.
3. Click **Advanced Settings**. The Mail Server Advanced Settings dialog box appears, as shown in Figure 7-5.

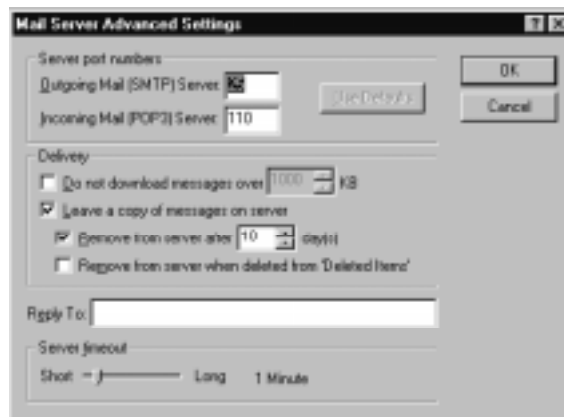


Figure 7-5 The Internet Explorer Mail Server Advanced Settings dialog box

4. Under **Delivery**, select or clear the check box labeled **Leave a copy of messages on the server**. When the box is cleared, mail is stored on your local computer. When a copy is left on the server, it is stored on the InterJet's disk.
5. Click **OK** to close the Mail Server Advanced Settings dialog box.
6. Click **OK** again to close the Options dialog box.

Checking Your Mail Quota Usage

If you choose to store mail on the InterJet's disk, you can use the Mail Agent to check the size of your mail quota. You should periodically check on how much of your quota you have used.

To find out what your quota is, and how much of it you are currently using, use the Mail Agent's Personalize page.

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.
3. Click **personalize**. The Mail Personalize page appears, as shown in Figure 7-6.

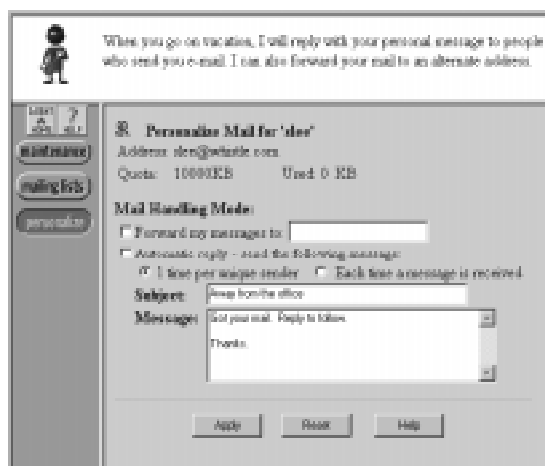


Figure 7-6 The Mail Personalize page

4. The top section of this page shows your mail storage quota and how much of it is currently being used.

Handling E-mail During Absences

Whenever you leave the office or cannot check e-mail every day, it accumulates. Often people who sent the mail do not realize why you do not respond. Worse, if the mail is urgent, it might be critical for someone else in the company to handle it while you are away.

The InterJet gives you two different ways to handle e-mail whenever you are out of the office. You can use either or both of these options.

- **E-mail Forwarding**

You can forward all messages that are sent to you to another person or persons of your choice. Until you turn forwarding off, e-mail addressed to you is sent to the forwarding address. For details on how to use this feature, see the section "Mail Forwarding" on page 7-10.

- **Automatic Reply**

You can specify a customized message that is sent back to message senders when they send you e-mail during your absence. For details on how to use this feature, see the section "Automatic Replies" on page 7-12.

Mail Forwarding

You can forward messages that are sent to you to any other e-mail address or addresses that you specify. Until you turn forwarding off, e-mail messages addressed to you are sent to the forwarding addresses instead.



Tip: If you want to receive a copy of the forwarded message, include your own address among the forwarding addresses.

This method forwards all e-mail, so it is a good idea to tell anyone who regularly sends you mail that someone else will be reading your mail while you are away. You can also mention that mail is being forwarded in your automatic reply message, if you are using it.

To turn on this feature and specify the forwarding address:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.

3. Click **personalize**. The Mail Personalize page appears, as shown in Figure 7-7.

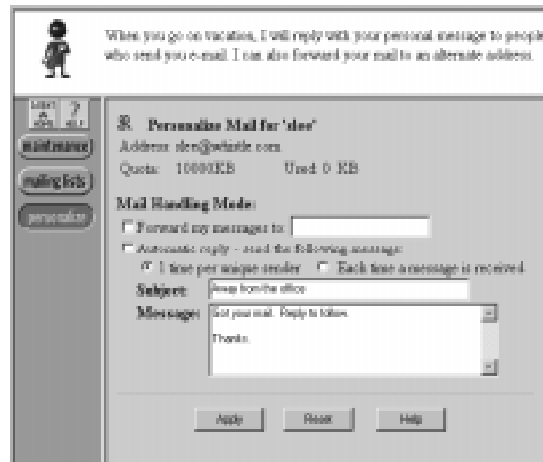


Figure 7-7 The Mail Personalize page

4. In the **Mail Handling Mode** section, select the check box labeled **Forward my messages to**.
5. In the text box next to this line, type in the e-mail address of the person to whom you want to forward your messages. You can enter more than one address, separated by commas. For example:
 jsmith@whistle.com, slee@whistle.com
 If you include your own address, you receive a copy of each forwarded message.
6. Scroll down, if necessary, and click **Apply** to apply your changes.

To turn off the mail forwarding feature when you return:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.
3. Click **personalize**.

4. In the **Mail Handling Mode** section, clear the check box labeled **Forward my messages**.
5. Scroll down, if necessary, and click **Apply** to apply your changes.



Tip: The forwarding information is not removed when you disable forwarding. The next time you leave the office, you can easily forward your mail to the same person just by selecting the **Forward my messages** check box to enable forwarding.

Automatic Replies

You can specify a customized message that is sent back to message senders when they send you e-mail during your absence. There are two types of automatic replies:

- **One-time reply (1 time per unique sender)**
The reply message is sent back the first time mail is received from a particular sender. Each sender only gets one reply message, regardless of how many messages they send you.
- **Reply to every message (Each time a message is received)**
The return message is sent every time a message is received from the sender, not just the first time.

To turn on this feature and specify the return message:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.
3. Click **personalize**. The Personalize page appears, as shown in Figure 7-7 on page 7-11.
4. In the **Mail Handling Mode** section, select the check box labeled **Automatic reply**.
5. Choose whether to send the reply to every message, or just to the first message from a sender.
 - Click the button labeled **1 time per unique sender** to send the reply only to the first message.
 - Click the button labeled **Each time a message is received** to send the reply to every message.

6. Type the subject line of the return message into the box labeled **Subject**.
7. Type the content of the return message into the box labeled **Message**.
8. Scroll down, if necessary, and click **Apply** to apply your changes.

To turn off the automatic reply feature when you return:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.
3. Click **personalize**.
4. In the **Mail Handling Mode** section, clear the check box labeled **Automatic reply**.
5. Scroll down, if necessary, and click **Apply** to apply your changes.



Tip: The reply message itself is not removed when you disable automatic replies. The next time you leave the office, you can easily use the same message just by clicking the **Automatic reply** box to enable automatic replies.

Using Mailing and Associates Lists

The Whistle InterJet allows your company to set up *mailing lists* and an *Associates list*. Mailing lists allow you to send e-mail to a specific group of people who are likely to be interested in it. The associates list helps you to keep track of people who are associated with your company, but who do not have local e-mail accounts, such as contractors or vendors.

You can create and edit these lists only if you have Postmaster administrative privileges. However, anyone can use the mailing lists to send mail or look at the Associates list to access the information in it, such as how to contact a particular vendor.

Using Mailing Lists

When you send e-mail, you want to make sure that it goes to the people who need to see it. You also want to make sure that you do not send it to people who do not need to see it. Most companies create mailing lists for all kinds of special-interest groups in the company, from whole departments, to attendees of a certain meeting, to people who share a hobby.

When you want to send mail to a mailing list, it is a good idea to be certain you know who is on the list. To view all of the mailing lists that have been created:

1. Go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Mail Agent**.
3. Click **mailing lists**. The Mailing Lists page appears, as shown in Figure 7-8.

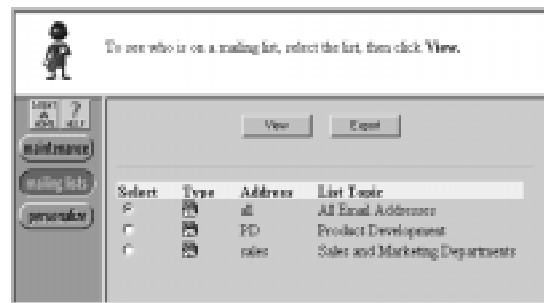


Figure 7-8 The Mailing Lists page

All of the mailing lists that have been created appear in the list of addresses. You may need to scroll to see them all.

4. Select the mailing list you want to examine by clicking the button next to it.
5. Click **View**. (Note that if you have Postmaster privileges, this button is labeled **Edit** rather than **View**. You can still use it to look at the mailing list.)

To send a message to a mailing list, open your mail program and choose the "New Message" or "Send Message" option. Type the name of the mailing list in the address box, just as if it were a simple e-mail address.

Exporting a Mailing List

You can export all of the InterJet e-mail addresses to a text file, suitable for incorporation into an e-mail program's address book.

To export all of the InterJet addresses:

1. Go to the Mailing Lists page, as described in the section "Using Mailing Lists" on page 7-13.
2. On the Mailing Lists page, click **Export**. A dialog box appears.
3. Specify where to save the address file.
4. Click **OK**.

The system creates a text file containing all of the InterJet addresses, which you can import into an e-mail program that supports this feature. In the Netscape Navigator's Address Book window, for example, select **Import** from the **File** menu to merge the existing address book with the specified file. (Note that the merge simply appends the address files and does not remove duplicate addresses or names.)

Viewing the Associates List

The Associates list contains the e-mail addresses and other information about the people who are associated with your company, but who do not have accounts on the InterJet. Associates can be, for example, outside contractors, remote employees who do not have InterJet access, customers, and suppliers.

Anyone can look at the Associates list to access the information in it—for example, to find out the phone number of a customer. To look at the Associates list:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Personnel Agent**.
3. Click **associates**. The Associates page appears, showing the list of associates, as shown in Figure 7-9.



Figure 7-9 The Associates List page

4. Select an associate by clicking the button on the left.
5. To see additional information about the selected associate, such as a fax or phone number, click **View**. (Note that if you have Personnel Administrator privileges, this button is labeled **Edit** rather than **View**. You can still use it to view the information.)

Accessing Your Mail Remotely

You can access your InterJet e-mail account through the Internet from your home computer or from your laptop when you are away from the office to send and receive e-mail.

To access your e-mail account from outside, there are several things you need to do:

- You must have your own individual Internet account with an ISP.
- You must use a mail program that supports APOP encryption of passwords.

The InterJet uses this encryption to protect the security of your password when you access your mail from outside the company. You must use a mail program that supports it, such as Eudora or Claris EMailer 2.0. (You can also use Microsoft Internet Mail, which uses APOP on Macintosh computers and its own secure password authentication on Windows computers.)

If you try to read your mail remotely using a mail program that does not support APOP encryption, such as Netscape Navigator's mail program, the connection is refused. The InterJet sends you an automatic e-mail message explaining the problem and telling you what software you need to use to read your mail remotely.

- Set up your mail program's outgoing and incoming mail servers to the name of your company's mail server. (Check your mail program's documentation for information on how to do this.) The name is usually:

`mail.<your_company>.com`

Check with your system administrator to make sure that this is the correct name for your company.

- Set up your mail program preferences so that it leaves mail on the server, rather than downloading it to the local computer and deleting it from the server. Otherwise, you will not be able to see any messages that you retrieved remotely when you return to the office. Check your mail program's documentation for information on how to do this. (Note that this is not necessary if you are reading your mail remotely on the same laptop computer that you normally use in the office.)

To access your e-mail remotely:

1. Log in to your individual Internet account.
2. Launch your mail program.
3. Send and receive e-mail as usual.



Note: Depending on how your system administrator has set up your mail service, you might have dial-up access in addition to or instead of Internet access. Check with your system administrator to find out if this is the case.

Using Shared File Space and Web Publishing

The InterJet provides a shared file space, divided into areas that are public both inside and outside the company, internal to the company, and private to individuals. Files in the `/public` directory are intended for publication to the Internet. Files in the `/internal` directory can be published internally and shared among employees.

You have access to different files and directories, depending on the services and privileges enabled on your InterJet account. To access a directory, use the Network Neighborhood on a PC or the Chooser on a Macintosh. When you access an InterJet directory, you must log in with your account login name and password.

The `/internal` directory contains the `/users` subdirectory. This directory is where you have your personal InterJet file space. When your account is created with basic Internal Web Publishing services, a directory with your login name is created under `/internal/users`; for example, `/internal/users/jsmith`. You can keep your own working files in this directory. This is also where you can put your

own internal Web pages to make them available to other internal users. An engineer could post designs or code on a Web page, for example, and an artist could post images for a new manual or ad campaign in a place where they could be reviewed.

Anyone with an account on the InterJet can read files in personal directories, but only you can write to your own personal directory. This means that only you can create or add new files and modify existing files in your own directory.

The `/dropbox` directory is a shared file space. You can leave files in the `/dropbox` directory for other people inside your company or associates to pick up and modify, and you can pick up and modify files left by other employees. Anyone with an account on the InterJet has access to this directory and can read, modify, move, and delete files.

All of the subdirectories and files in the `/internal` and `/dropbox` directories are protected from outside access by the InterJet's firewall. (A firewall protects your company's internal network from unauthorized access.)

Viewing Your Organization's Web Pages

You can use your InterJet account to view both your organization's public Web pages and the internal Web pages. From the internal home page, you can go to the personal home page of anyone in your company who has created one.

If it is your company's policy to allow all employees to keep Web pages on the internal network, you can use the Webmaster Agent to create a basic personal home page, which is listed on the company's internal home page. To find out if you have this service, see the section "Viewing Your Account Services and Privileges" on page 7-22.

Viewing Public Web Pages

Many organizations like to use Web-style interfaces for a variety of functions. Some companies like to have a public presence on the Web, so that anyone who is looking for information about the organization, its products and services, or its technical support programs can easily find this information. The first page that outsiders see is commonly referred to as a *public home page*. The InterJet provides your organization's Webmaster (and possibly other people within your organization) with the capability to easily create a basic public home page for your organization.

To reach your organization's public home page:

1. Go to the Main Agent page. (You can click the blue house icon labeled **Agent Home** labeled **Agent Home** to do this.)
2. Click **Public Website**, at the far left under **Links**.

Alternatively, you can go to the Webmaster Agent's Public page and click the blue, underlined link.

 **Note:** If your Webmaster has not yet created a custom home page for your external Web site, you see a default Web page that has links to various Web sites on the Internet.

Viewing Internal Web Pages

Some organizations like to have an internal company Web page that lets employees see such things as the company contact information, employee benefits, whom to contact for the security or facilities department, and a phone list. This type of page is commonly called the *internal home page*. The internal home page is the central location in your internal Web network, or *intranet*. This page often has links to other internal Web pages.

The internal Web pages work just like the other Web pages that you have used, but only people inside the organization have access to them.

To reach your organization's internal home page:

1. Go to the Main Agent page. (You can click the blue house icon labeled **Agent Home** labeled **Agent Home** to do this.)
2. Click **Internal Website**, at the far left under **Links**.

Alternatively, you can go to the Webmaster Agent's Internal page and click the blue, underlined link.

 Your own personal home page, if you create one, is accessible from the internal home page. Click the button labeled **Employees** to see a list of all the employees who have accounts on the InterJet. In the column labeled **Real Name** is a link to the employee's personal Web page, if there is one. You can click on the link under **Account Name** to send mail to that person.

Note: If your Webmaster has not yet created a custom home page for your internal Web site, you see a default Web page that has links to various Web sites on the Internet.

Creating Personal Web Pages

Many organizations give employees the ability to create their own personal Web pages. Your personal home page is accessible by other employees. If your organization's Webmaster has configured your InterJet to display personal Web pages, you can use the Webmaster Agent to create your own home page, which you can personalize with messages or documents that you might be working on.

Creating an Internal Personal Home Page

To create your personal home page:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Webmaster Agent**.
3. Click **personal**. The Webmaster Personal page appears, as shown in Figure 7-10.

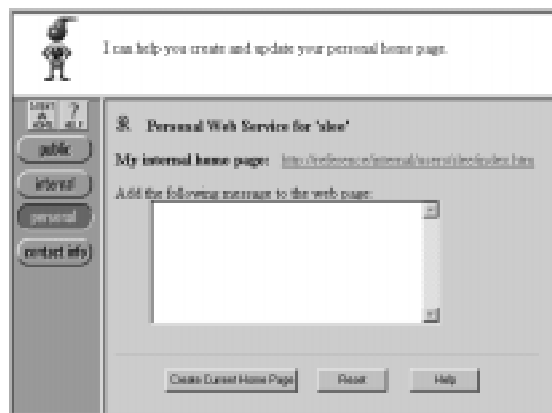


Figure 7-10 The Webmaster Personal page

4. Type a message, if desired, in the large text box labeled **Add the following message to the Web page**. You can enter your title, for example, or information about the project you are working on.
5. Click **Create Current Home Page**.

You now have a personal Web page. The new page automatically appears in a new browser window. You can examine the page at any time by clicking the blue, underlined text labeled **My internal home page**.

To make simple modifications to your Web page, you can use the same procedure. When you are making a modification, you click **Replace Current Home Page** in the last step, instead of **Create Current Home Page**.

At many organizations, people incorporate documents and projects that they are working on, pictures, and links to other Web sites. You can do this by editing your home page, which is an HTML file named `index.htm`—do not change the name of this file. The location of your home page file is indicated by the blue, underlined text labeled **My internal home page** on the Webmaster Personal page. You can edit the file using an HTML editor such as Claris Home Page, which is included with your InterJet. To learn more about HTML editing, consult the Claris Home Page online documentation, which also explains the basics of Web page editing.

You can also use your HTML editor to add further Web pages that are accessible from your home page. Keep your personal Web pages in your personal folder under `/internal/users`.



Caution: Once you have customized your personal home page, you might not want to use the Webmaster Personal page to edit it again. When you click **Replace Current Home Page**, the page is overwritten with the template; any customizations you have made must be recreated. The Webmaster is generally used as a convenient way to create a page for the first time and for beginning users to add the most basic information.

Creating Personal Public Web Pages

If you have the Public Web Publishing service enabled for your account, you can create your own public Web pages. These pages are published on the Internet and can be seen by people outside of your organization. To see if you have this service, check your account as described in the section "Viewing Your Account Services and Privileges" on page 7-22.

To create your own public Web pages, create HTML files using an HTML editor such as Claris Home Page, which is included with the InterJet. To make your pages available over the Internet, save the HTML files in your folder in the InterJet's `/public/users` directory.



Tip: If you have created a personal internal Web page, you can make it visible to the public simply by copying the HTML file from your folder in the /internal/users directory to your folder in the /public/users directory.

Viewing Your Account Services and Privileges

The services and privileges on your account determine how you can use the InterJet. For example, you would need to have administrative permission to change other people's account. Depending on your company's policies, you might or might not have the Internal Web Publishing service that allows you to create Web pages. You can use the Personnel Agent to see what services and privileges are enabled for your account.

To examine your account:

1. Start the InterJet software and go to the Main Agent page, as described in the section "Locating the InterJet" on page 7-4. (If you are already on one of the InterJet pages, use the blue house icon labeled **Agent Home** to return to the Main Agent page.)
2. Click the **Personnel Agent**.
3. Select your account by clicking the button next to it.
4. Click **View**. The View Account page appears, as shown in Figure 7-11.

To see which privileges you have, select your account, then click View.

Edit User: 'allee'

Real name:

Login name:

New password: Confirm: (minimum 8 characters)

Services

Basic Services	Advanced...	Administrative Privileges
☒ Mail	☒ Advanced...	☐ Postmaster (User may manage mail accounts)
☒ Internal Web Publishing on:		☐ Webmaster (User may edit entire Web site)
☐ Internal Web		☐ System Admin (User may manage system settings)
☐ Public Web		☐ Personnel Admin (User may manage user accounts)

OK Cancel Help

Figure 7-11 The View Account page

5. Scroll down, if necessary, to see which services are associated with your account.

All of the services and privilege levels are listed. If a level is marked with a checked box, it means that you have that service or privilege level. The basic services are:

➤ Mail

If you have this service, you have a mailbox on the InterJet. You can receive e-mail from other employees at your own company and from anyone with an e-mail address anywhere on the Internet. You can also view and use your company's mailing lists, as described in the section "Using Mailing and Associates Lists" on page 7-13.

➤ Personal Publishing on Internal Web

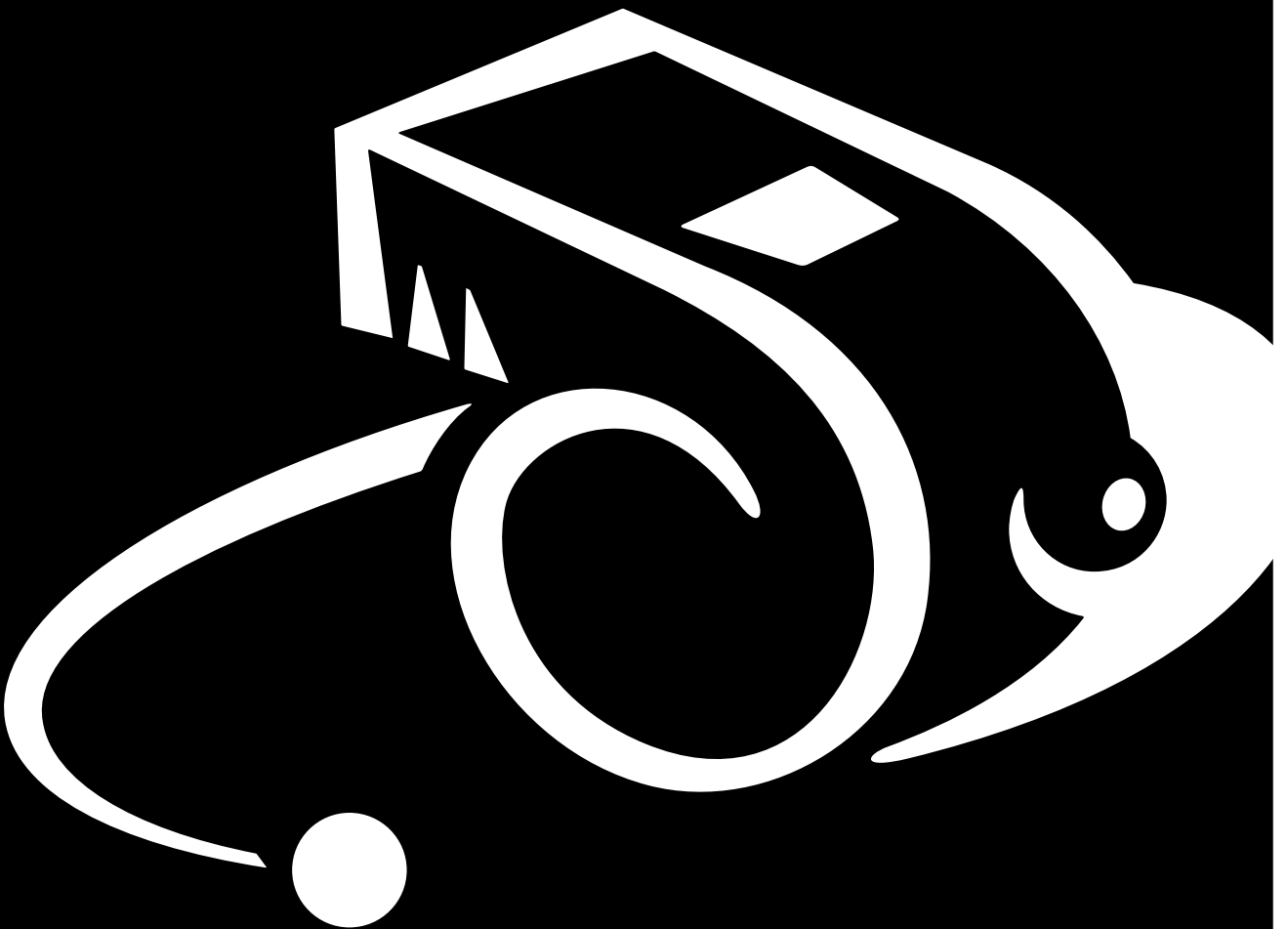
If you have this service, you are assigned a personal file space on the InterJet and can share files on the network. Your file space is in a directory with your login name under `/internal/users`. You can use the Webmaster Agent to create and edit your own personal home page, as described in the section "Creating Personal Web Pages" on page 7-20. In addition, you can create and edit other personal Web pages or any other types of files in your personal directory. Your Web pages are visible from your company's internal home page; however, they are not available outside the company.

➤ Personal Publishing on Public Web

If you have this service, you are assigned a directory with your login name under `/public/users`. You can create and edit public Web pages in this directory; these pages are accessible from your company's public Web site. Note that anyone who knows the URL (address) of a file in the public directory can access that file, even if there is no link to the file on the public home page.

The administrative privileges are normally enabled for only one or a few accounts in an organization. The administrative privileges are described in Chapter 9.

Administrator's Reference





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Using the Whistle Agents

The six Whistle agents are the access points for most InterJet administrative tasks. To reach the Main Agent page, shown in Figure 8-1, double-click the InterJet icon on the desktop (if you have one) or type the word `interjet` into your Web browser. This chapter gives an overview of the tasks that each agent performs. Each of the agents is described in detail in the following chapters.

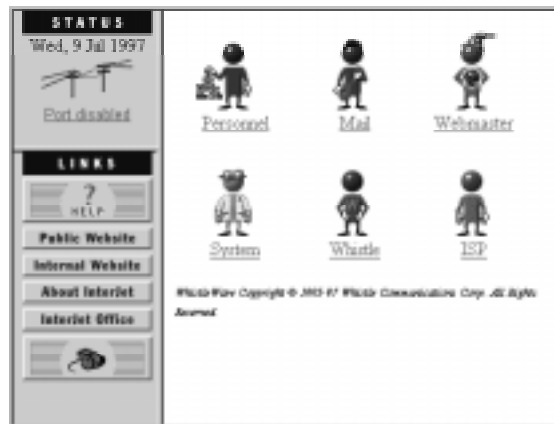


Figure 8-1 The Main Agent page

When you click one of the agents, that agent gives you tips on your current activity and gives you access to all of the related pages. An example agent's page is shown in Figure 8-2.

Note that you must have the appropriate privilege level in order to see and use many of the administrative functions on the agent pages. See the section "Assigning Account Services and Privileges" on page 9-7 for more information on privileges.



Figure 8-2 An example Agent's page

The Personnel Agent

The Personnel Agent helps you set up and manage accounts for each of the users at your site. Use the Personnel Agent to perform the following tasks:

- Create new user accounts.
- Disable or delete user accounts.
- View or change account information, such as privileges and account names.
- View and change the e-mail addresses of your organization's associates.

The Personnel Agent is described in detail in Chapter 9. You must have Personnel Administrator privileges to enter or edit information using the Personnel Agent.

The Mail Agent

The Mail Agent helps you manage your organization's e-mail. Use the Mail Agent to perform the following tasks:

- View information about users' e-mail accounts.
- Set disk quotas for e-mail storage on the InterJet.
- View mail queues and process mail messages individually.
- Manage mailing lists.

- Handle the e-mail of users who are away from the office.
- Tell the InterJet how often to process e-mail.
- Tell the InterJet how long to try to deliver e-mail when there are delivery problems.
- Troubleshoot mail processing.

The Mail Agent is described in detail in Chapter 10. All users with basic Mail services can view mailing lists and set up mail handling for absences, as described in Chapter 7. You must have Postmaster privileges to enter or edit information using the Mail Agent.

The Webmaster Agent

The Webmaster Agent controls all aspects of Web publishing. Use the Webmaster Agent to perform the following tasks:

- Tell the InterJet to use itself, a local computer on the perimeter network, or your ISP to host your Web site and provide file transfer service.
- If your ISP hosts your Web site, tell the InterJet when to make a copy of your Web site and transfer it to your ISP.
- Create basic public, internal, and personal Web pages.
- Enter company contact and location information that appears on Web pages.
- Troubleshoot Web site activity.

The Webmaster Agent is described in detail in Chapter 11. Any user with the Personal Publishing service on the Internal Web can use the Webmaster Agent to create and edit a personal Web page. You must have Webmaster privileges to create or edit the internal home page or public Web pages, and to enter or edit Web site information using the Webmaster Agent. Any user with Personal Publishing service on the Public Web can add their own pages to the public Web site by creating HTML files in their own public directory.

The System Agent

The System Agent provides information about the network and your InterJet. Use the System Agent to perform the following tasks:

- View and specify information about your network.
- View the status of your computers and peripherals.
- Add new computers to the network.
- Allocate IP addresses and assign DNS names.
- Modify connection settings for the modem, ISDN, or synchronous serial ports.
- Troubleshoot network operation.
- Set the system time clock.
- Back up and restore the system software.
- Upgrade the system software.

The System Agent is described in detail in Chapter 12. You must have System Administrator privileges to enter or edit information using the System Agent.

The Whistle Agent

The Whistle Agent helps you use the InterJet. Use the Whistle Agent to perform the following tasks:

- Find Whistle contact information.
- Learn about the features of your InterJet and the history of Whistle and the InterJet.
- See recent release notes and software upgrade information.

The Whistle Agent is described in detail in Chapter 13. All users can use the Whistle Agent to view general information.

The ISP Agent

The ISP Agent gives you access to information provided by your ISP, which can include both account and support information. Use the ISP Agent to perform the following tasks:

- Find out how to contact your ISP for account information or technical support.
- Get immediate access to your ISP's Web pages.

The ISP Agent is described in detail in Chapter 14. All users can use the ISP Agent to view ISP information.



Using the Personnel Agent

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Using the Personnel Agent

The Personnel Agent helps you create and manage user accounts. Use this agent to perform the following account management tasks:

- Create new accounts and modify the user template used to create groups of similar accounts. See the section "Creating New User Accounts" on page 9-4.
- Edit existing accounts to assign passwords or to grant or deny privileges. See the section "Editing Accounts" on page 9-13.
- Delete accounts and disable accounts temporarily. See the section "Deleting and Disabling Accounts" on page 9-14.

In addition, you can use the Personnel Agent to do the following tasks:

- Add associates to the list of people who can receive mail through your organization's mailing lists. See the section "Managing the Associates List" on page 9-15.
- View the organizational information with which your domain is publicly registered. See the section "Deleting an Associate" on page 9-17.

You must have Personnel Administrator privileges to enter and edit information using the Personnel Agent. See the section "Assigning Account Services and Privileges" on page 9-7 for more information on privileges.

To reach the Personnel Agent's pages, click the **Personnel Agent** icon on the Main Agent page, as shown in Figure 9-1.

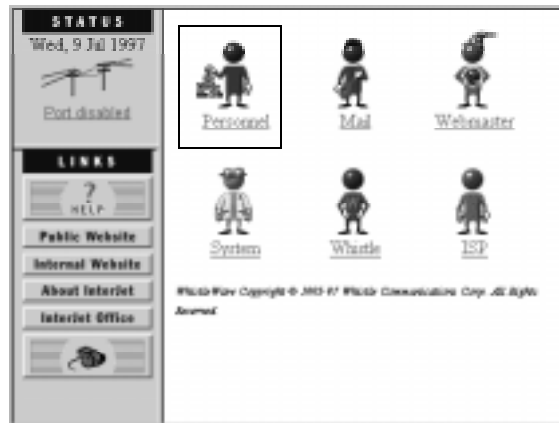


Figure 9-1 The Personnel Agent on the Main Agent page

Creating New User Accounts

To set up a user account, you must have Personnel Administrator privileges. When you are first configuring your network and creating the first set of accounts, you can use the original administrator's account, with login name `admin` and password `admin`.



Tip: As the administrator who sets up accounts, you will want to create a personal account for yourself, in addition to the `admin` account. It is a good idea to forward e-mail from the `admin` account to your personal account, so you can be sure you will see messages about system upgrades or other communications from Whistle or your ISP. See the section "Mail Forwarding" on page 7-10 in Chapter 7.

When you create a new user account, it uses the information defined in the *User template*. This template defines the password, services, and privileges that are given to new accounts by default. When you create the account, you can accept the default values or override them for the individual account. At any time after you create an account, you can select it and edit it to change the password, services, or privileges. For more information on services and privileges, refer to the section "Assigning Account Services and Privileges" on page 9-7.

If you need to create many similar accounts, you can edit the template itself to specify different default values. For example, if you want to create all new accounts with a default password, you can edit the template and specify the password there. Since the new accounts created after this all have the same password, you must instruct each



Figure 9-3 The New User page

4. Type in the real name of the person associated with the account in the box labeled **Real name**.
5. Enter the login name for the account that you want to create in the box labeled **Login name**. This name can be up to eight characters and can contain an underscore or hyphen as part of the name, but no spaces or other punctuation.



Tip: It is recommended that you follow a naming convention. For example, you can use a first initial, followed by an underscore, followed by as much of the last name as fits: `c_rodrig` for Carlos Rodriguez, or `m_li` for Marilyn Li. Or, you can use the full first name and the first initial of the last name: `lynneb` for Lynne Brown or `lesliew` for Leslie Washington.

6. Type the password in the box labeled **Password**. The password can be up to eight characters. (Users can change their passwords when they receive their accounts.)
7. Type the same password again in the box labeled **Confirm**. This is a precaution against typing errors in the password.

8. If you want to give a user administrative privileges beyond the defaults, select the check box next to the privilege you want to grant. You can do this either when you first create the account (before you click **OK**) or when editing the account after it is created. For more information, see the section "Assigning Account Services and Privileges" on page 9-7.
9. To create the new account, click **OK** at the bottom of the page. You might need to scroll down to see this button.

The new account is created with the name and password you have entered and with the specified services and privileges. If you want to alter any of the information or privileges, you can edit the account as described in the section "Editing Accounts" on page 9-13.



Tip: A list of all current user accounts is automatically included on the Employees page of your internal Web site when you create a home page using the Webmaster Agent. If you already have an internal home page when you add a new account, the new account must be added to the list to keep it up to date. For information on how to update the list of users to include new accounts, see the section "Maintaining the Internal Home Page" on page 11-15.

Assigning Account Services and Privileges

By default, a new account is granted some basic services, but no administrative privileges. The administrator's account is granted all administrative privileges. The services and privileges that are enabled for an account determine what that user can do with the InterJet.

Basic Services

Table 9-1 describes the basic services.

Table 9-1 Basic Account Services

Service	Description
Mail	User has an e-mail account for both local and Internet e-mail and can view and use mailing lists. This service is granted to all new users by default.
Internal Web Publishing	User is assigned a personal file space on the InterJet and can create Web pages that are accessible from the internal Web site. This service is granted to all new users by default.
Public Web Publishing	User can create Web pages that accessible on the public Web site. This service is <i>not</i> granted to new users by default.

Every user with Mail service can send and receive e-mail. Any user with an account also has the ability to write to and read from the shared file space in the `/dropbox` directory and to read files in the following directories:

- `/internal/organization`
- `/internal/users`
- `/public/organization`
- `/public/users`

For each user with Internal Web Publishing service, the system creates a directory with that user's login name in the `/internal/users` directory. This directory serves as the user's personal file space. The user can create Web pages in this directory that are accessible from the internal Web site, but that are not accessible outside the organization. For more information on the InterJet's file space, see the section "Using Shared File Space and Web Publishing" on page 7-17.

For each user with Public Web Publishing service, the system creates a directory with that user's login name in the `/public/users` directory. The user can create Web pages in this directory that are accessible from the public Web site. Even if there is no link to a page from the public home page, anyone who knows the URL (address) of a file in the `/public` directory can access that file.

Whistle recommends that everyone who has a login name should have Mail and Internal Web Publishing services. This way, all employees can publish their own Web pages that can be seen within the company's internal network, or intranet. The

internal network is a good place to publish information of general interest, so that everyone can access it.

By default, Mail and Internal Web Publishing services are enabled for all new accounts. If you want to limit access to any of these services, deselect that service in a user account, as described in the section "Editing Accounts" on page 9-13. To change the basic services for all users, or a group of users, alter the account template, as described in the section "Editing the User Account Template" on page 9-11.

Administrative Privileges

Table 9-2 shows the different administrative privileges that you can assign to a user and what a user with that privilege is allowed to do.

Table 9-2 Administrative Privileges

Privilege	Abilities
Postmaster	User can create and edit mailing lists, manage mail queues, change e-mail parameters, and set disk quotas for e-mail.
Webmaster	User can create and edit all internal and external Web pages. User can also edit Web-site-mirroring parameters and determine the host for Web and FTP services.
System Admin	User can change system settings, manage the network, and back up and upgrade the system software.
Personnel Admin	User can create, change, and delete other user accounts, and add associates.

Postmaster

A person with Postmaster privileges can create and alter mailing lists, manage e-mail processing, and set disk quotas for e-mail storage. You can choose to award this privilege to several people in your company or just one. If you want, you can create an account named `postmaster` with Postmaster privileges to serve as a central mail management location.

To give a user Postmaster privileges, select the check box labeled **Postmaster**. An orange badge with a picture of an envelope appears next to the names of people with this privilege.

Webmaster

A person with Webmaster privileges can create and edit public Web pages, including the public home page; create and edit the internal home page; and manage the Web and FTP sites by specifying a machine to host Web and FTP services and setting up Web-mirroring parameters. The Webmaster can read, write, and delete any files in the InterJet's `/public` and `/internal` directories.

You can choose to assign this privilege to several people in your company or just one. You can give a number of people the Public Web Publishing service, so that they can create public Web pages, but still restrict the management responsibility to one or a few Webmasters.

To give a user Webmaster privileges, select the check box labeled **Webmaster**. An orange badge with a picture of a globe appears next to the names of people with this privilege.

System Admin

A person with System Administrator privileges can change system settings, such as how long the connection to the ISP stays up with no activity before it automatically disconnects, and can manage the network and machine configuration. Whistle recommends that you award this privilege only to trusted, technically knowledgeable people.

To give a user System Administrator privileges, select the check box labeled **System Admin**. An orange badge with a picture of a computer appears next to the names of people with this privilege.

Personnel Admin

A person with Personnel Administrator privileges can add and delete other users' accounts and determine which accounts are awarded different services and privileges. Whistle recommends that you award this privilege to only one person or a few people in your organization because it is a very powerful capability.

To give a user Personnel Administrator privileges, select the check box labeled **Personnel Admin**. An orange badge with a picture of an organizational chart appears next to the names of people with this privilege.

Editing the User Account Template

All accounts inherit the password and privileges specified in the User account template. You can later edit individual accounts to change the password or privileges. However, if you want to change the password or privileges for a group of accounts, change them in the template before creating that group of accounts. By default, the User template allows no administrative or public Web-publishing privileges.

- Edit the template to specify a standard password for all users in the group.

Whistle strongly recommends that you change the default password that comes with the InterJet to ensure the strongest possible security. Decide on the password that you want to use as a default, and specify it in the template before creating user accounts.

Specifying a password in the template assigns that password to all of the accounts that you create using that template. The alternative is to assign a password to each account individually when you create it.

- Edit the template to specify a standard set of privileges for the group.

By default, the Administrator account has all administrative privileges, while Employee accounts created with the default template have only basic internal Web-publishing and e-mail services and no administrative privileges. This means that people holding these accounts can send and receive e-mail, share files, and create their own personal Web page (which is visible only within the company), but they cannot affect other users or manage any aspects of the InterJet.

If you want to change the default privileges when you edit the template, see the section "Assigning Account Services and Privileges" on page 9-7 for a complete description of the services and privileges.

To edit the User account template:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**. The Personnel Users page appears, as shown in Figure 9-4.

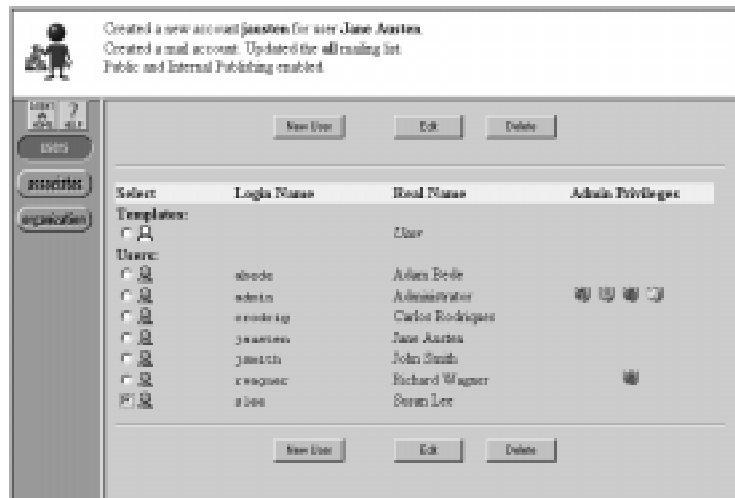


Figure 9-4 The Personnel Users page

The **Templates** section is above the list of users; it contains the account template, labeled *User*. Notice that the label is in italics and that the icon is white, rather than orange. These differences help you distinguish between the template and entries for user accounts.

3. Select the template by clicking the button next to it.
4. Click **Edit** to edit the template. The Edit User Template page appears, as shown in Figure 9-5.

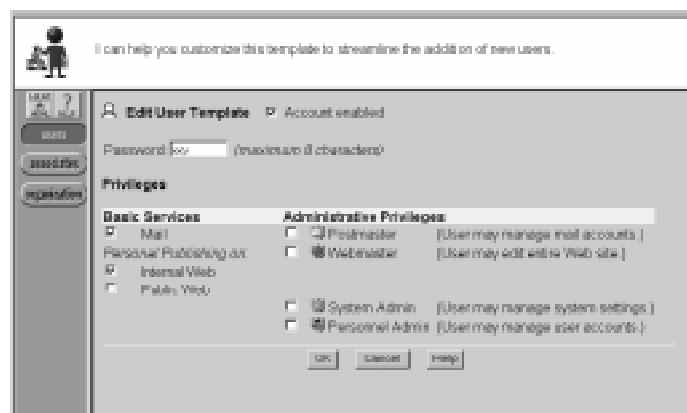


Figure 9-5 The Edit User Template page

5. To change the default password type the new password into the **Password** box.
6. If desired, change the default privileges by selecting or clearing privilege check boxes. The services and privileges you select apply to new accounts that you create using the template.
7. Scroll down, if necessary, and click **OK** to apply your changes. The modified template is stored for later use. It retains these settings until you change it again.

Editing Accounts

You can edit an account to change the real name, password, services, or privileges.

To edit an account:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**. The Personnel Users page appears, showing a list of existing accounts.
3. Select the person whose account you want to edit by clicking the button next to the person's name.
4. Click **Edit**. The Edit User page appears, as shown in Figure 9-6.

Created a new account [username] for user Jane Austen.
Created a mail account. Updated the all mailing list.
Public and Internal Publishing enabled.

Edit User "Jane" Account enabled

Real name: Jane Austen

Login name: jane

New password: [] Confirm: [] (minimum 8 characters)

Privileges

Basic Services	Advanced...	Administrative Privileges
☒ Mail	☒ Postmaster	☐ Postmaster (User may manage mail accounts)
☒ Personal Publishing on	☒ Webmaster	☐ Webmaster (User may edit entire Web site)
☐ Internal Web		☐ System Admin (User may manage system settings)
☐ Public Web		☐ Personnel Admin (User may manage user accounts)

OK Cancel Help

Figure 9-6 The Edit User page

5. Type in a new name or password, if desired. If you type in a new password, type it again in the box labeled **Confirm**.
Note that the **New Password** text box is used to change the password; it does not show any existing password. The fact that the box is empty does not mean that the account does not have a password.
6. Change the services and privileges as desired by selecting or clearing the check boxes next to them.
7. Click **OK** to apply your changes and return to the Personnel Users page.

Deleting and Disabling Accounts

If you delete an account, all of the information in it is lost. Later, if you want to re-create the account, you must re-enter all of the account information. If you are not sure whether you want to delete the account entirely, you can disable it temporarily.

Deleting an Account

To delete an account permanently:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to delete by clicking the button next to the person's name.
4. Click **Delete**. (You might need to scroll up or down to see this button.) A confirmation page appears.
5. Click **OK** to confirm the deletion and return to the Personnel Users page.

Disabling an Account

A disabled account still receives and accumulates any e-mail messages addressed to it, but the user cannot retrieve the mail or view any files on the InterJet until the account is re-enabled. A user with a disabled account can still access the Internet.

To temporarily disable an account:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to disable by clicking the button next to the person's name.

4. Click **Edit**. The Edit User page appears, as shown in Figure 9-6 on page 9-13.
5. If the check box labeled **Account enabled** is selected, then the account is currently enabled. Click the check box to clear the check mark.
6. Click **OK** to apply your change. You might need to scroll up or down to see this button.

To re-enable the account, follow the same procedure, reselecting the **Account enabled** check box.

Managing the Associates List

Associates are people who are outside of your immediate organization, but who need to receive information from your employees. For example, associates might be suppliers, customers, and consultants. If you add these people to the Associates list, they can then be included in mailing lists and other distributions.

You must have Personnel Administrator privileges to make someone an associate. You should know the person's e-mail address; it is also helpful to know the person's title, company name, telephone, and fax number.

Adding a New Associate

To add a new associate to the Associates list:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 9-7.

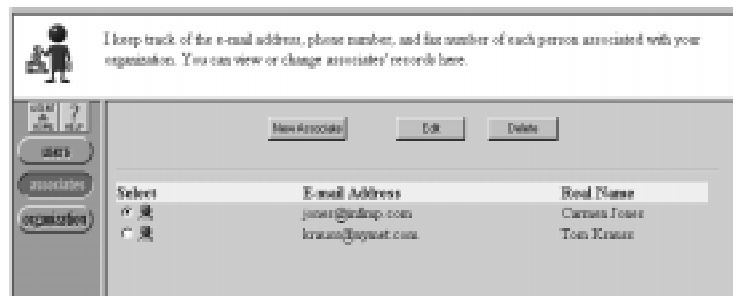


Figure 9-7 The Personnel Associates page

4. Click **New Associate**. The New Associate page appears, as shown in Figure 9-8.



Figure 9-8 The New Associate page

5. Type the information that you have about the new associate in the text boxes. You must type in the associate's name. The e-mail address is optional, but if it is not provided, the associate does not appear as a candidate for mailing lists. (See the section "Managing Mailing Lists" on page 10-9.) Other boxes can be left blank.
6. Click **OK** to apply your changes.

Editing Associate Information

To change the information for an associate who is already on the list:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 9-7 on page 9-15.
4. Select an associate to be edited by clicking the button by that associate's name.

5. Click **Edit**. The Edit Associate page appears. This page is the same as the New Associate page shown in Figure 9-8 on page 9-16, except that the current information is shown.
6. Type new information into any text box. You must include a value for the associate's name. Other boxes can be left blank.
7. Click **OK** to apply your changes.

Deleting an Associate

To remove an associate from the Associates list:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 9-7 on page 9-15.
4. Select the associate to be deleted by clicking the button by that associate's name.
5. Click **Delete**. A confirmation page appears.
6. Click **OK** to confirm the deletion.

Viewing Organization Information

The Personnel Agent's Organization page, shown in Figure 9-9, displays the organization information, such as the main telephone number and mailing address, with which your domain was registered. This information is publicly available over the Internet. You cannot edit the information on this page; if the information becomes out of date, contact your ISP.



Figure 9-9 The Personnel Organization page

A different set of organizational information is maintained by the Webmaster and used to generate your Web pages. See the section "Maintaining Contact Information" on page 11-10.



Using the Mail Agent

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Using the Mail Agent

You can use the Mail Agent for the everyday tasks of a mail user, and, if you have Postmaster privileges, for the administrative tasks needed to manage e-mail services.

All e-mail users can use the Mail Agent to:

- Handle e-mail while away from the office. For information on how to do this, refer to the section "Handling E-mail During Absences" on page 7-10.
- View and use mailing lists. For information on how to do this, refer to the section "Using Mailing and Associates Lists" on page 7-13.
- View the status of their own e-mail accounts. See the section "Checking Your Mail Quota Usage" on page 7-9.

If you have Postmaster privileges, you can use the Mail Agent to:

- Set mail storage quotas for all users. See the section "Setting Mail Storage Quotas for Accounts" on page 10-7.
- View information about the status of e-mail processing. See the section "Managing E-mail Processing and Accounts" on page 10-4.
- Examine and manage the mail queues. See the section "Processing Mail Queues" on page 10-6.
- Manage mailing lists. See the section "Managing Mailing Lists" on page 10-9.
- Manage the e-mail system by specifying e-mail processing intervals and other options. See the section "Setting E-mail Processing Options" on page 10-14.
- View diagnostic logs to help solve problems with e-mail processing. See the section "Viewing E-mail Logs" on page 10-18.

To reach the Mail Agent's pages, click the **Mail Agent** icon on the Main Agent page, as shown in Figure 10-1.

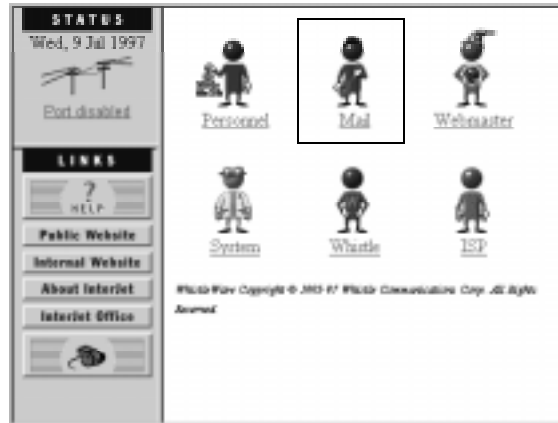


Figure 10-1 The Mail Agent on the Main Agent page

Managing E-mail Processing and Accounts

You can use the Mail Agent to view the general status of the e-mail system, process mail queues, and set the disk storage quotas for e-mail accounts.

Viewing E-mail Status

Using the Mail Agent, any user can see how many messages were sent and received and how many pending messages all users have. If you have Postmaster privileges, you can also see the status of the mail queues.

To view the e-mail status:

1. Go to the Main Agent page.
2. Click the **Mail Agent**. The Mail Maintenance page appears, as shown in Figure 10-2.

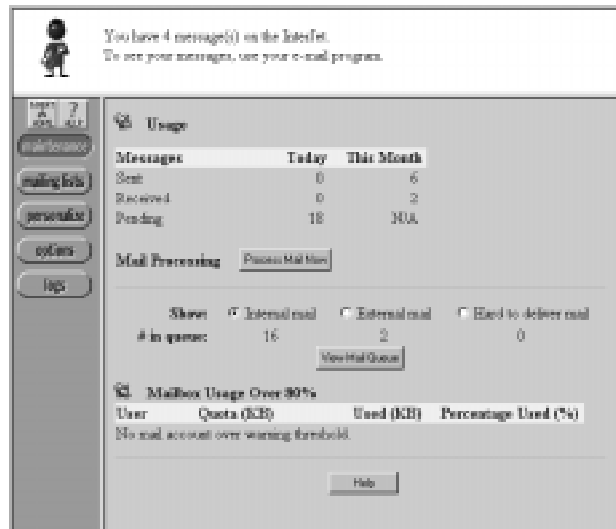


Figure 10-2 The Mail Maintenance page

At the top of the page, the Agent's tip informs you of the number of current mail messages pending for the account with which you logged in (admin, for example). The rest of the page applies to the state of mail processing for all InterJet accounts.

- The **Usage** section shows the total number of messages that have been sent or received and the number of pending messages—that is, messages waiting to be sent or received. You can initiate mail processing at any time by clicking the **Process Mail Now** button.
- The **Mail Processing** section shows you the number of messages in each queue and allows you to select and view one of the mail queues, as described below.
- The bottom part of the page lists any user accounts for which InterJet disk usage is over 80% of the quota. For more information on disk quotas, refer to the section "Setting Mail Storage Quotas for Accounts" on page 10-7.

Processing Mail Queues

The **Mail Processing** section of the Mail Maintenance page shows you how many messages are waiting in each mail queue. (To access this page, see the section "Viewing E-mail Status" on page 10-4.) There are three mail queues:

- **Internal mail**

This queue contains mail messages whose destination is an address on your local network. These messages can be those sent from one InterJet account to another on your network, or messages sent from an external address to an address on your network. The InterJet does not need to connect to your ISP to deliver the messages in this queue.

- **External mail**

This queue contains mail messages whose destination is an address outside the organization. These messages are sent through the ISP for delivery.

- **Hard-to-deliver mail**

This queue contains any mail messages that the InterJet has tried and failed to deliver for any reason. You can specify how long the InterJet should keep these messages. For more information, refer to the section "Handling Problem Mail" on page 10-16.

To initiate mail processing, click **Process Mail Now**. This causes the InterJet to attempt delivery of all messages that are waiting in each of the mail queues. Processing occurs even if a blackout period is in effect. For more information about blackout periods, see the section "Setting Connection Blackout Periods" on page 12-7. Note that if messages cannot be delivered for any reason, they can remain in the original queue for some hours before being transferred to the hard-to-deliver queue.



Important: The InterJet attempts to initiate mail processing every time you click the **Process Mail Now** button. To avoid interrupting a session that is already in progress, do not click the button multiple times.

To view the mail queues, select the queue you want to view in the **Show** section, and click **View Mail Queue**. The Mail Queue page appears, as shown in Figure 10-3.



Figure 10-3 The Mail Queue page

Use the buttons at the bottom of the Mail Queue page to process (attempt delivery) or *bounce* (return) one or more selected messages in the queue. Note that messages that are bounced from the queues are returned to the sender and deleted from the queue.

Setting Mail Storage Quotas for Accounts

Each user can choose whether to store incoming mail on their local disk or on the InterJet's file space. Mail storage is controlled by a mail preference in the mail program, not by the InterJet account; if a user selects the option "leave mail on server" in the mail program, mail is stored for that user on the InterJet's file space.

If you have Postmaster privileges, you can set the amount of disk space available to each user for storing e-mail on the InterJet; this space is known as the *quota*. The default quota for accounts is 10 MB. When 80% of the quota has been reached, the system generates a warning e-mail message to the user, and the user's account is listed on the Mail Maintenance page, in the area labeled **Mailbox usage over 80%**. (To access this page, see the section "Viewing E-mail Status" on page 10-4.) Any user can view the quota for his or her own account on the Mail Agent's Personalize page, as described in the section "Checking Your Mail Quota Usage" on page 7-9.

If you have Postmaster privileges, you can change the disk quota for mail accounts by using the Personnel Agent's Edit Account page. Note, however, that you cannot change any other features of user accounts unless you also have Personnel Administrator privileges.

To set the disk space quota for an account:

1. Go to the Main Agent page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to edit by clicking the button next to the person's name.
4. Click **Edit**. The Edit User page appears, as shown in Figure 10-4.

Figure 10-4 The Edit User page

5. Click the blue button labeled **Advanced**. The Personalize Mail page appears for the selected user, as shown in Figure 10-5.

Figure 10-5 The Personalize Mail page

6. In the box labeled **Quota**, type in the amount of disk space you want to assign to the user's mailbox.
7. Click **OK** to register the change.

Managing Mailing Lists

The InterJet allows you to set up mailing lists so that e-mail users can easily send a message to all of the people who are interested in it. You can create mailing lists for particular groups of users. For example, you can set up a mailing list for each department, for each project, or for special-interest groups.

Every time you add a new user to your InterJet account list, the new user's name goes on a mailing list called **a l l**. You cannot delete the **a l l** mailing list. It is possible to delete a user name from this list, but the purpose of the list is to make it easy to send mail of general interest to every user on the InterJet; therefore, it is recommended that you do not delete any of the users on it. Note that, although associates are listed, they are not included on the **a l l** list by default. You can add an associate to the **a l l** list (or any other mailing list) by editing that list.

Using the Mail Agent, any user can view a list of all of the mailing lists on the InterJet and see who is on a selected mailing list. If you have Postmaster privileges, you can also add new mailing lists, edit existing mailing lists, and delete mailing lists.

Viewing Mailing Lists

To view the mailing lists:

1. Go to the Main Agent page.
2. Click the **Mail Agent**.
3. Click **mailing lists**. The Mailing Lists page appears, as shown in Figure 10-6.

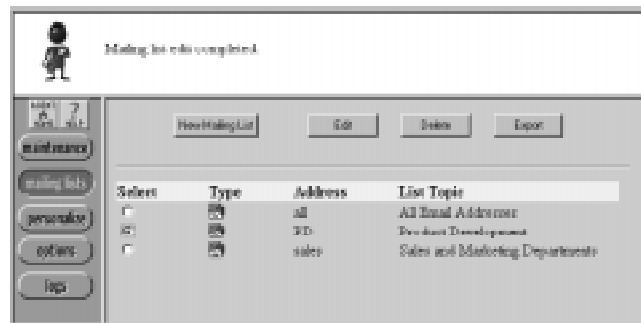


Figure 10-6 The Mailing Lists page

Use the Mailing Lists page to:

- Create new mailing lists. See the section "Creating a New Mailing List" on page 10-10.
- Edit mailing lists. See the section "Editing a Mailing List" on page 10-12.
- Delete mailing lists. See the section "Deleting a Mailing List" on page 10-13.
- Export your addresses to a text file, suitable for incorporation into a Netscape address book. See the section "Exporting a Mailing List" on page 7-15.

Creating a New Mailing List

To create a new mailing list:

1. Go to the Mailing Lists page, as described in the section "Viewing Mailing Lists" on page 10-9.
2. On the Mailing Lists page, click **New**. The New Mailing List page appears, as shown in Figure 10-7.

You have 4 message(s) on the Internet
To see your messages, use your e-mail program.

New Mailing List

Name:

Topic:

Select participants for this mailing list

Select	Type	Address	Real Name
☐		abode	Adam Bode
☐		admin	Administrator
☐		ccoding	Charles Rodriguez
☐		jeaston	Jane Easton
☐		jsmith	John Smith
☐		rwagner	Richard Wagner
☐		sls	Susan Lee
☐		jones@afmp.com	Carmen Jones
☐		kramer@inet.net	Tom Kramer

OK Cancel Help

Figure 10-7 The New Mailing List page

3. Enter the name of the new mailing list in the **Name** box. The name cannot contain any spaces or punctuation, except hyphens, underscores, and periods.
4. Enter a description of the new mailing list in the **Topic** box.
5. From the list of existing e-mail accounts, select the users whom you want to include on the new mailing list. Select a user by selecting the check box in the **Select** column for that user's account name. A check mark indicates that the user is included on the mailing list. To remove a user from the list, clear the check box.
6. When you have finished selecting users, click **OK** to create the mailing list and return to the Mailing Lists page. You might have to scroll down to see this button.

 **Note:** The list of users that can be included in the mailing list includes any associates you have added to your Associates list. (See the section "Managing the Associates List" on page 9-15.) Associates are distinguished from local users by the icon in the **Type** column, and by the fact that the complete e-mail address is listed, rather than just the login name.

Editing a Mailing List

You can edit a mailing list to change the description of the list or to add or delete members.

Note: If you want to add the e-mail addresses of people outside of the company to a mailing list, you must first add them to the Associates list. For more information on how to do this, refer to the section "Managing the Associates List" on page 9-15.

To edit a mailing list:

1. Go to the Mailing Lists page, as described in the section "Viewing Mailing Lists" on page 10-9.
2. On the Mailing Lists page, select the mailing list you want to edit by clicking the button in the **Select** column next to its name.
3. Click **Edit**. The Edit Mailing List page appears, as shown in Figure 10-8.

Mailing list edit completed.

Edit Mailing List

Name: ED

Topic: Product Development

Select participants for this mailing list:

Select	Type	Address	Real Name
☐	Admin	admin	Admin
☐	Admin	admin	Administrator
☐	Admin	admin	Carlos Rodriguez
☒	Admin	admin	Jane Austin
☒	Admin	admin	John Smith
☒	Admin	admin	Richard Wagner
☒	Admin	admin	Susan Lee
☐	Admin	john@redhat.com	Charles Jones
☐	Admin	john@redhat.com	Tom Brown

OK Cancel Help

Figure 10-8 The Edit Mailing List page

This page is very similar to the New Mailing List page, except that you cannot change the name of the list.

4. To change the description of the mailing list, enter a new description in the **Topic** box.
5. To add or delete a member, select or clear the check box in the **Select** column next to the user name. A check mark indicates that the user is included on the mailing list.
6. When the membership of the list is correct, click **OK** to apply your changes and return to the Mailing Lists page. You might have to scroll down to see this button.

Deleting a Mailing List

To delete a mailing list:

1. Go to the Mailing Lists page, as described in the section "Viewing Mailing Lists" on page 10-9.
2. On the Mailing Lists page, select the mailing list you want to delete by selecting the button in the **Select** column next to its name.
3. Click **Delete**. The Delete Mailing List page appears, as shown in Figure 10-9. This page is very similar to the New Mailing List page, except that you cannot make any changes or selections.

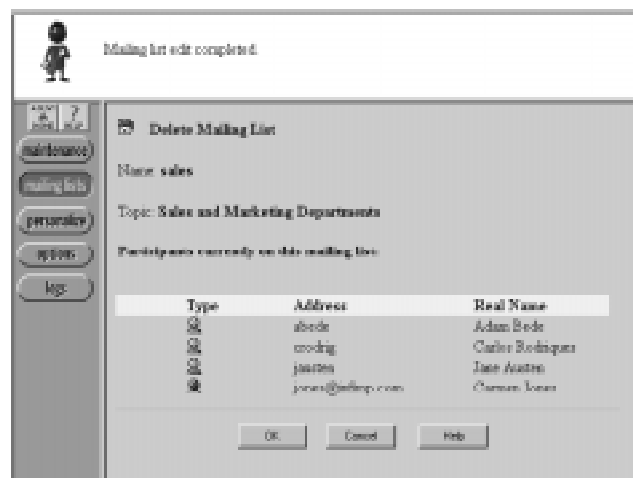


Figure 10-9 The Delete Mailing List page

4. To confirm the deletion and return to the Mailing Lists page, click **OK**. You might have to scroll down to see this button.

Setting E-mail Processing Options

If you have Postmaster privileges, you can use the Mail Agent to manage the e-mail system options for your site. The Mail Agent's Options page allows you to specify the following options:

- How often to deliver e-mail messages inside your organization. See the section "Changing the Frequency of Internal E-mail Processing" on page 10-14.
- How often and in what way to check for new e-mail from outside your organization. See the section "Processing External Mail" on page 10-15.
- How long to hold messages when there is a problem with delivery and how often to attempt redelivery. See the section "Handling Problem Mail" on page 10-16.
- Where to forward all mail if you want to designate a machine other than the InterJet as an SMTP mail server. See the section "Forwarding Mail to a Different Mail Server" on page 10-17.

Changing the Frequency of Internal E-mail Processing

You can specify how often the InterJet should deliver mail that has been sent by internal users to other internal users.



Note: Internal mail processing does not require a connection to your ISP, since the mail is received from and sent to addresses that are on your intranet. Internal mail is delivered regardless of connection settings and blackout periods.

To specify the frequency of internal e-mail processing:

1. Go to the Main Agent page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 10-10.

Figure 10-10 The Mail Options page

- In the **Internal Mail** section of the Mail Options page, use the drop-down list labeled **Process internal mail every...** to select a number of minutes. This sets the amount of time between internal mail-processing sessions.



Tip: If your site has more than ten users, you should select an interval longer than the default value of three minutes. However, you might still want to keep the interval fairly short, since mail delivery can be delayed for this amount of time.

- Click **Apply** to apply your changes. You might need to scroll down to see this button.

Processing External Mail

You can specify how often you want your InterJet to connect to your ISP to send and receive external e-mail. To do this:

- Go to the Main Agent page.
- Click the **Mail Agent**.
- Click **options**. The Mail Options page appears, as shown in Figure 10-10 on page 10-15.

4. In the **External Mail** section, use the drop-down lists to select how often you want to send and receive external mail. You might need to scroll down to see this section.

Outgoing mail is batched and sent at the specified interval. The delivery of external mail can be delayed for a period up to this interval.

Note: If your InterJet is configured for dial-on-demand, it initiates a connection to the ISP for each external mail-processing session. More frequent processing can mean higher connection charges, although it allows mail to be delivered in a timely fashion. You can use blackout periods to help control costs by disallowing mail processing during slow periods (at night, for example).

5. *Optional:* Select the check box labeled **Allow mail processing during system blackout periods**. If you choose this option, the InterJet is able to connect to the ISP during specified blackout periods to transfer new mail to and from the ISP. Otherwise, connections for mail processing are not made during blackout periods. For more information, see the section "Setting Connection Blackout Periods" on page 12-7.
6. *Optional:* If your ISP requires a minimum connection time or a specific address from which to transfer mail, select the minimum connection time or type in the ISP address and password, as instructed by your ISP. If you type in a password (which is not displayed on the screen), you must confirm it by typing it again in the box labeled **Confirmation**. Note that these requirements are normally set during the auto-configuration process.
7. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Tip: If you set a minimum connection time, check the System Agent's Connection page to make sure that the minimum connection time is shorter than the specified timeout period. For more information, see the section "Configuring the ISP Connection" on page 12-5.

Handling Problem Mail

Sometimes, e-mail messages cannot be delivered, usually because the mail server at the destination site is busy or down. You can specify how long to hold and retry delivery of mail when there is a problem with the initial delivery.

To specify how to handle problem mail:

1. Go to the Main Agent page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 10-10 on page 10-15.
4. In the **General Options** section of the Mail Options page, use the drop-down lists to select the number of days that the InterJet should hold undeliverable messages before returning them to the sender.
5. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Forwarding Mail to a Different Mail Server

Normally, the InterJet itself is the mail server for your organization. However, you can designate any computer at your site to be the SMTP mail server. To do this:

1. Go to the Main Agent page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 10-10 on page 10-15.
4. In the **General Options** section of the Mail Options page, select the check box labeled **Forward all mail to**.
5. Type in the name of the designated mail server machine. You must choose a machine with a DNS entry, as listed on the System Agent's Network View page. Use the fully-qualified domain name—for example, `mail.companyname.com`. (See the section "Configuring Network and Machine Status" on page 12-9.)
6. Click **Apply** to apply your changes. You might need to scroll down to see this button.

If you assign a computer on the internal network (the Office Ethernet) to be the mail server, your users cannot access their mail remotely through the Internet, as described in the section "Accessing Your Mail Remotely" on page 7-16, unless you equip this computer with a separate modem and provide your users with a dial-up number for remote access. Note that if you do this, there is a security risk, since anyone with the dial-up number can access your internal network.

As a Postmaster, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

1. Go to the Main Agent page.
2. Click the **Mail Agent**.
3. Click **logs**. The Mail Logs page appears, as shown in Figure 10-11.



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- 10-18



Using the Webmaster Agent

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Using the Webmaster Agent

The Webmaster Agent controls all aspects of publishing on the World Wide Web. Anyone with an account that has Internal Web Publishing service can use this agent to create or add information to a personal Web page. (See the section "Creating a Personal Web Page" on page 11-16.)

If you have Webmaster privileges you can use this agent to:

- Specify the InterJet, another computer on the Perimeter Ethernet of your InterJet 200, or your ISP to host your public Web services. See the section "Hosting Your External Web Pages" on page 11-5.
- Enable file transfer services and host them on your InterJet, another computer on the Perimeter Ethernet of your InterJet 200, or your ISP. See the section "Enabling and Hosting File Transfer Services" on page 11-7.
- When your ISP is your Web server, tell the InterJet when to make a copy of your Web site and public files and transfer them to your ISP for safekeeping and publishing. See the section "Enabling and Hosting File Transfer Services" on page 11-7.
- Set up other Web-mirroring configuration options, according to your ISP's requirements. See the section "Customizing Web Mirroring" on page 11-9.
- Maintain basic contact information for your organization in a central location where all employees have access to it. This information is used in generating your internal and public home pages. See the section "Maintaining Contact Information" on page 11-10.
- Create or add information to your organization's public Web pages. See the section "Creating Public Web Pages" on page 11-11.
- Create or add information to your organization's internal Web pages. See the section "Creating and Maintaining Internal Web Pages" on page 11-13.
- View diagnostic logs to help solve problems with Web processing. See the section "Viewing Web Service Logs" on page 11-17.

To reach the Webmaster Agent's pages, click the **Webmaster Agent** icon on the Main Agent page, as shown in Figure 11-1.

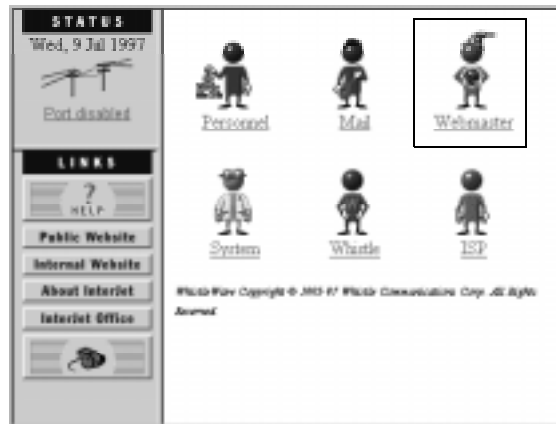


Figure 11-1 The Webmaster Agent on the Main Agent page

Whistle recommends that you allow most, if not all, of the people in your organization to publish their own Web pages internally, so that they can be seen within the organization's internal network, or *intranet*. For this reason, Internal Web Publishing is considered a basic service—all user accounts created with the default template have this service.

You might also want a number of people in your organization to publish information on the public Web site, so that it is available outside the organization. Users with the External Web Publishing service can create public Web pages that are accessible to anyone on the Internet who knows the URL. You can give this ability to everyone in your organization by editing the account template to include the External Web Publishing service before creating user accounts. You can choose to assign this privilege to just a few people by editing their accounts individually.

In addition, some of the people in your organization require Webmaster privileges in order to maintain your internal and external Web sites. A Webmaster can put Web pages in anyone's publishing directory, delete any files in the `/public` and `/internal` directories, create and maintain the public home page, create and maintain the internal home page, and maintain some aspects of Web administration. By default, only the `admin` account has Webmaster privileges.

Hosting Your External Web Pages

A Web site requires a Web server; that is, the Web page files should be on a computer that is running 24 hours a day, so that anyone can look at your pages at any time. Since the Web is accessible from anywhere in the world, it would be a serious limitation if your site were only available during your organization's working hours.

If you have Webmaster privileges, you can use the Webmaster Agent to set up one of three kinds of Web servers to host your external Web pages:

- You can choose for the InterJet itself to be your Web server.
- If you have an InterJet 200, you can designate a computer connected to the Perimeter Ethernet of the InterJet to be your Web server. In this case, you must tell the InterJet the name of that computer. When you do this, the name `www` becomes one of the names or aliases of that computer; you should not give that name to any other computer.
- You can use the InterJet's Web-mirroring feature to host your Web pages at your ISP. In this case, you must provide the InterJet with information about the ISP's server and specify when to copy your local Web page files to the server to keep them up to date.

To configure your external Web services:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 11-2.

Note: FTP service is not enabled. The InterJet is assigned as the FTP server.

Public Web/FTP Setup and Configuration

☒ Enable Web service on the InterJet ☐ Enable FTP service on the InterJet

Host my public Web site (www.whistle.com) on:

- ☒ My InterJet (this option automatically generates information, request forms and counters for your site)
- ☐ A computer on my perimeter network:
- ☐ My service provider's computer:

Host my public FTP site (ftp.whistle.com) on:

- ☐ My InterJet
- ☐ A computer on my perimeter network:
- ☐ My service provider's computer:

Web mirroring setup

☐ Mirror (copy) daily at :

☐ Allow Web mirroring during system blackout periods

My service provider's computer:

Path:

Login:

Password: Confirm password:

Figure 11-2 The Webmaster Setup page

3. Select one of the buttons to choose where you want to host Web services.
 - If you choose **My InterJet**, the Web services are hosted from the InterJet's /public directory. The check box labeled **Enable web service on the InterJet** is automatically selected; you can disable Web service temporarily by clearing this check box.
 - If you choose **A computer on my perimeter network**, select the computer from the drop-down list of connected computers.
 - If you choose **My service provider's computer**, enter the name or IP address of the server computer, as provided by your ISP.

If you select this option and enter a name, a machine entry with that name and the alias **www** is automatically added to the System Agent's Network View page. If you wish to enter an IP address, you must first add a machine with that IP address to your network. See the section "Adding a Machine or Network" on page 12-12.

Your Web page files are kept in the `/public` directory. If you choose to use your ISP as your Web host, you must periodically send the files to the ISP using Web mirroring. Use the **Web mirroring setup** section of this page to provide login information, as instructed by your ISP. For further information, see the section "Publishing Public Web Pages and Files" on page 11-9.

The selected computer is automatically assigned the reserved name `www` as one of its aliases. Note that the selected computer must have a DNS entry available for the reserved name. If all DNS aliases are already assigned, you must use the System Agent to remove one of the aliases before you can use this computer as your Web host.

If another computer already has `www` as an alias when you use the Webmaster Agent to specify a server, the name is removed from that computer and assigned to the specified server. However, if the reserved name is the only name assigned to that computer, it cannot be removed. An error message appears, and the server cannot be successfully specified until you provide another name for the computer currently using the reserved name.

For more information on specifying machine names and aliases, see the section "Changing Machine Information" on page 12-14.

Enabling and Hosting File Transfer Services

If you want people out on the Internet to be able to use FTP (File Transfer Protocol) to send you files or receive files from you, you must enable FTP service and designate an FTP server. You use the Webmaster Agent's Setup page to do this.

To configure your FTP services:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 11-2 on page 11-6.
3. Select one of the buttons to choose where you want to host your public FTP site.
 - If you choose **My InterJet**, public FTP services are hosted from the InterJet's `/public` directory. The check box labeled **Enable ftp service on the InterJet** is automatically selected; you can disable FTP service temporarily by clearing this check box.

- If you choose **A computer on my perimeter network**, select the computer from the drop-down list of connected computers.
- If you choose **My service provider's computer**, provide the name or IP address of the server computer, as provided by your ISP.

If you select this option and enter a name, a machine entry with that name and the alias `ftp` is automatically added to the System Agent's Network View page. If you wish to enter an IP address, you must first add a machine with that IP address to your network. See the section "Adding a Machine or Network" on page 12-12.

Files to be transferred are kept in the `/public` directory. If you choose to use your ISP as your FTP host, you must periodically send the files to the ISP using Web mirroring. Use the **Web mirroring setup** section of this page to provide login information, as instructed by your ISP. For further information, see the section "Using Web Mirroring" on page 11-8.

The selected computer is automatically assigned the reserved name `ftp` as one of its aliases. Note that the selected computer must have a DNS entry available for the reserved name. If all DNS aliases are already assigned, you must use the System Agent to remove one before you can use this computer as your FTP host.

If another computer already has `ftp` as an alias when you use the Webmaster Agent to specify a server, the name is removed from that computer and assigned to the specified server. However, if the reserved name is the only name assigned to that computer, it cannot be removed. An error message appears, and the server cannot be successfully specified until you provide another name for the computer currently using the reserved name.

For more information on specifying machine names and aliases, see the section "Changing Machine Information" on page 12-14.

Using Web Mirroring

If your ISP is hosting your public Web site or FTP services, any changes that you make to your public Web pages or files must be sent to the ISP in order to update them. In order for your latest pages to be published to the world, your InterJet must periodically transmit a copy of your site's files to your ISP. This is known as *mirroring*. You can transmit the current version of your public files at any time. You can also specify regular intervals for your public files to be copied automatically.

Publishing Public Web Pages and Files

To publish changes to your public Web site or downloadable files at any time:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 11-2 on page 11-6.
3. Click **Mirror Now** to initiate the transfer of your public Web pages and files to the ISP. Note that mirroring occurs even if a blackout period is in effect. For more information about blackout periods, see the section "Setting Connection Blackout Periods" on page 12-7.



Caution: Mirroring copies everything in your /public directory and its subdirectories, placing them in the ISP's specified location. Files on the mirror site are deleted if they do not exist in the updated /public directory structure. Also, if there are files in the /public directory that are not linked to your Web site, anyone who knows the URL of those files can see them.

Customizing Web Mirroring

Transmitting a copy of an entire Web site can add considerably to network traffic. For this reason, many companies choose to transmit the copy during times when there are few, if any, users on the system. Others wait until telecommunications tolls are low—late at night or very early in the morning—to perform this maintenance function.

To customize Web-mirroring services:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 11-2 on page 11-6.
3. Check that the button labeled **My ISP's computer** is selected to ensure that ISP Web-site mirroring is enabled
4. To specify a particular time for mirroring to begin, select the check box labeled **Mirror (copy) daily to my ISP at**, then select the time from the drop-down lists for hours and minutes.
5. *Optional:* Select the check box labeled **Allow Web mirroring during system blackout periods**. If you choose this option, the InterJet is able to connect to the ISP even during specified blackout periods to update the Web files,

but will still refuse the connection during those periods for other services, such as Web browsing. For more information, see the section "Setting Connection Blackout Periods" on page 12-7.

6. Make any changes to the Web server information, as instructed by your ISP. Normally, this information is set automatically during the auto-configuration of the InterJet.
7. Click **Apply** to make the changes. You might need to scroll down to see this button.

Maintaining Contact Information

The Webmaster Agent's Contact Information page acts as a central repository for basic information about your organization, such as the official name, address, and contact information. When you maintain this page, all users can quickly access the current organization information. This information is also used for automatic Web page generation—the InterJet uses your organization name and address, which it learns from this page, to generate Web pages for your organization.

To enter or change organization information in this central location:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**.
3. Click **contact info**. The Webmaster Contact Information page appears, as shown in Figure 11-3.

I keep track of information about your organization that appears in your public and internal Web sites.

Organization Contact Information

The following information will be automatically deployed when you generate public and internal Web pages.

Organization: Interjet Supply Design

Street address: 1100 South Oaks

City, state, & ZIP: Folsom, CA 95644

Country: USA

Tel: 916/517-7000

Fax: 916/517-7005

E-mail: support@interjet.com

Apply Reset Help

Figure 11-3 The Webmaster Contact Information page

4. Add or change information in the text boxes. The information that appears by default is the information that was sent to your ISP when you originally configured the InterJet.
5. Click **Apply** to apply the changes you have made. You might need to scroll down to see this button.

Creating Public Web Pages

If you have Webmaster privileges, you can maintain your organization's public Web pages, which can be seen by anyone who visits your site. A default home page is created for your public Web site when you first set up the InterJet. Use the Webmaster Agent to replace the default home page with a more customized page (and other linked pages) created from a template that uses the organization information you have entered on the Contact Information page.



Important: Before you create the public home page with the Webmaster Agent, note where you have chosen to host your Web services (as described in the section "Hosting Your External Web Pages" on page 11-5.) This choice determines the options that are available on the Webmaster Public page.

To replace the default public home page with a custom page (and other linked pages) created from the template:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**.
3. Click **public**. The Webmaster Public page appears, as shown in Figure 11-4



Figure 11-4 The Webmaster Public page

Note: The bottom sections of this page appear only if your Web services are hosted on the InterJet.

4. To include a message on the new external home page, type your message into the large text box labeled **Add the following message to the Web page**.
5. Scroll down if necessary to see the lower sections and command buttons.
6. *Optional:* If you want the home page to show the number of visits to your site, select the check box labeled **Include a counter**. If this check box is selected, a count is kept of how often your Web site is accessed. The counter appears on your home page. (This option is available only if your Web services are hosted on the InterJet.)
If you select this option, specify one of the three display styles for the counter by clicking the button labeled **A**, **B**, or **C**. Optionally, type an initial value for the counter.
7. *Optional:* Select the check box labeled **Include a mail information request page**. If this check box is selected, your public home page automatically includes a mail information request page. Visitors can use this page to send an e-mail request for more information about your organization. (This option is available only if your Web services are hosted on the InterJet.)

If you select this option, type in the address to which requests for information should be directed and, optionally, a default subject line for the information request messages.

8. Click **Replace Current Home Page**. You might need to scroll down to see this button.

Your new public home page is automatically created from the template with the message you have specified and the organization information from the Contact Information page. The new page automatically appears in a new browser window. You can click the blue, underlined URL at any time to see the home page. If you have viewed the home page before modifying it, you might need to click **Reload** in the browser to see the updated page.



Note: The home page (`index.htm`) is stored in the `/public` directory. All other public Web pages are stored in the `/public/organization` directory.

The Webmaster Public page creates a very basic Web page and modifies it in a limited way. You can customize this page using Claris Home Page, which is an HTML editor included with the InterJet. This tool allows you to put text, pictures, graphics, audio, or video on the public home page, or to use a more sophisticated layout or design. Refer to the Claris Home Page online documentation for more information on how to use the tool.



Caution: Once you have customized your Web page, you might not want use the Webmaster Public page to replace it. When you click **Replace Current Home Page**, the page is overwritten with the template; any customizations you have made must be recreated.

If you are using your ISP to host your public Web site, you must publish your new or edited Web page to make it available to the world. You use the Webmaster Setup page to do this. Refer to the section "Publishing Public Web Pages and Files" on page 11-9.

Creating and Maintaining Internal Web Pages

A default home page is created for your internal Web site when you first set up the InterJet. The internal organization home page can be read by anyone within the organization, but is not accessible from outside the organization. If you have Webmaster privileges, you can use the Webmaster Agent to replace the default home page with a more customized page (and other linked pages) created from a template.

When you customize it using the Webmaster Agent, the internal home page includes a link to an Employees page, which is also created automatically. The Employees page contains a list of the current InterJet users. You can maintain this list using the Webmaster Agent so that it remains up-to-date as you add or remove InterJet accounts.

Creating Customized Internal Web Pages

To replace the default internal home page with a custom page (and other linked pages) created from a template:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**.
3. Click **internal**. The Webmaster Internal page appears, as shown in Figure 11-5.

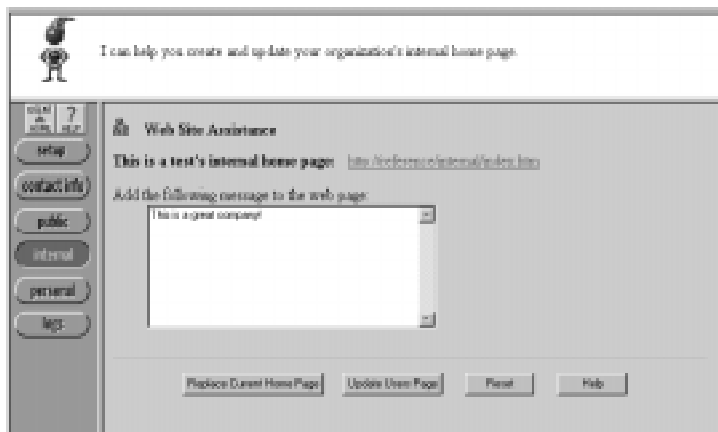


Figure 11-5 The Webmaster Internal page

4. To include a message on the new internal home page, type your message in the text box under the label **Add the following message to the Web page**.
5. Click **Replace Current Home Page**. You might need to scroll down to see this button.

Your new internal home page is automatically created from the template with the message you have specified. The new page automatically appears in a new browser window. You can click the blue, underlined URL at any time to see the new page. If

you have viewed the home page before modifying it, you might need to click **Reload** in the browser to see the updated page.



Note: The internal home page file (`index.htm`) is kept in the `/internal` directory. All other internal Web page files (the Employees page, for example) are stored in the `/internal/organization` directory.

The Webmaster Internal page creates a very basic Web page that you can use as a basis for your internal home page. You can customize this page using Claris Home Page, which is an HTML editor included with the InterJet. This tool allows you to put text, pictures, graphics, audio, or video on the internal home page, or to use a more sophisticated layout or design. Refer to the Claris Home Page online documentation for more information on how to use the tool.



Caution: Once you have customized your Web page, you might not want to use the Webmaster Internal page to replace it. When you click **Replace Current Home Page**, the page is overwritten with the template; any customizations you have made must be recreated. Use the Webmaster Internal page only to update the user list, as described in below.

Maintaining the Internal Home Page

When you use the Webmaster Agent to customize the internal home page, it automatically includes a list of all InterJet users on the Employees page, which you reach by clicking the Employees icon on the home page. For each current InterJet account, the Real Name and Login Name are listed. The Real Name is a link to the user's personal Web page, if there is one. You can click the Login Name to send mail to that user.

When user accounts are created or deleted, you can use the Webmaster Internal page to automatically update the user list. To update the list:

1. Go to the Webmaster Internal page, as described in the section "Creating Customized Internal Web Pages" on page 11-14.
2. Click **Update Users Page**. The Employees page automatically appears in a new browser window.

To create a personal home page:

-
- I can help you create and update your personal home page.
- Personal Web Service for 'alen'**
- My internal home page: <http://localhost:8080/internal/alen/localhost.htm>
- Add the following message to the web page:
-
- Create Current Home Page Reset Help

4. To include a personalized message on your Web page, type your message in the text box under the label **Add the following message to the Web page.**
5. Click **Create Current Home Page**. You might need to scroll down to see this button. If you have already created a home page, this button is labeled **Replace Current Home Page**.

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The Webmaster Personal page creates a very basic Web page and modifies it in a limited way. You can customize this page using Claris Home Page, which is an HTML editor included with the InterJet. This tool allows you to put text, pictures, graphics, audio, or video on your home page, or to use a more sophisticated layout or design. Refer to the Claris Home Page online documentation for more information on how to use the tool.



Caution: Once you have customized your Web page with an authoring tool, you might not want to use the Webmaster Personal page to edit it again. When you click **Replace Current Home Page**, the page is overwritten with the template; any customizations you have made must be recreated. The Webmaster is generally used as a convenient way to create a page for the first time and for beginning users to add the most basic information.

Viewing Web Service Logs

As a Webmaster, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

To look at the Web service logs:

1. Go to the Main Agent page.
2. Click the **Webmaster Agent**.
3. Click **logs**. The Webmaster Logs page appears, as shown in Figure 11-7.



Figure 11-7 The Webmaster Logs page

4. From the drop-down list under **Diagnostic Logs**, select the type of log you want to view. There are five types of logs available:
 - External WWW access
 - External WWW error
 - Internal WWW access
 - Internal WWW error
 - Web mirroring
5. Use the **Show** drop-down list to specify how many lines to include in the log. You can show all lines or the last 50, 100, or 500 lines.
6. Use the **Level** drop-down list to specify the level of severity of the events you want to view. These options range from the least severe (**Debug**, which often shows you logs that indicate no problem at all) to the most severe (**Emergency**). This filtering strategy allows you to view more or less detailed logs.
7. Click **View Log**.



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Using the System Agent

The System Agent provides you with information about many aspects of your computers and your network, and it lets you control important aspects of your network and the InterJet. Using the System Agent, you can:

- View information about the InterJet system resources. See the section "Viewing Information about the System" on page 12-4.
- Configure when and how often your InterJet connects to your ISP. See the section "Configuring the ISP Connection" on page 12-5.
- View information about the networks and machines connected to your InterJet, and add new networks or machines. See the section "Configuring Network and Machine Status" on page 12-9.
- Monitor the network to see which users are using which shared directories at a given time. See the section "Monitoring System Users" on page 12-18.
- Monitor activity on the ports and configure the connection information for each port. See the section "Monitoring and Configuring the Ports" on page 12-19.
- Set system parameters such as the internal time clock. See the section "Setting Network Parameters" on page 12-28.
- Back up the InterJet files. See the section "Backing up the InterJet" on page 12-32.
- Restart the operating system if necessary. See the section "Restarting the System" on page 12-36.
- Upgrade the operating system or other related software. See the section "Upgrading the System" on page 12-37.
- Troubleshoot. See the section "Diagnosing Network Problems" on page 12-30, and the section "Viewing System Logs" on page 12-38.

You must have System Administrator privileges to enter and edit information using the System Agent. See the section "Assigning Account Services and Privileges" on page 9-7 for more information on privileges.

To reach the System Agent's pages, click the **System Agent** icon on the Main Agent page, as shown in Figure 12-1.

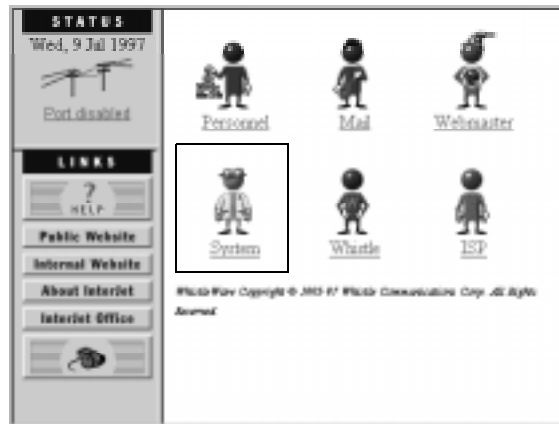


Figure 12-1 The System Agent on the Main Agent page

Viewing Information about the System

To view information about the system:

1. Go to the Main Agent page.
2. Click the **System Agent**. The default System Information page appears, as shown in Figure 12-2.

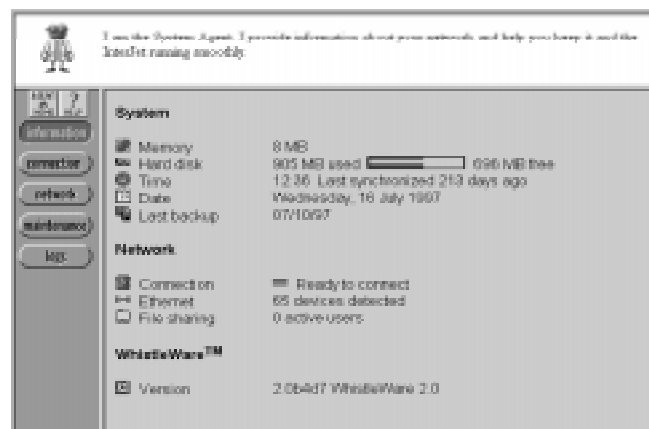


Figure 12-2 The System Information page

This page allows you to examine the current state of your InterJet system. It shows both system information and network information. System information includes:

- How much RAM is installed on the InterJet and how much hard disk space is being used.
- The current time and date according to the system clock. For information on setting the system clock, refer to the section "Setting Network Parameters" on page 12-28.
- The time and date of the most recent backup. For information on backing up the system, refer to the section "Backing up the InterJet" on page 12-32.

Network information includes:

- The status of the current connection—whether it is up and how long it has been maintained. For information on examining the connection history, refer to the section "Viewing System Logs" on page 12-38.
- How many devices are connected to the Ethernet network. For information on adding new machines to the system, refer to the section "Adding a Machine or Network" on page 12-12.
- How many users are currently sharing files on the system. For information on viewing the state of file sharing, refer to the section "Monitoring System Users" on page 12-18.

In addition, the WhistleWare section shows you what version of the InterJet system software you are currently running. For information on how to upgrade the system software, refer to the section "Upgrading the System" on page 12-37.

Configuring the ISP Connection

If you use the modem or ISDN external serial port to connect your InterJet to the ISP, it is usually connected only at certain times. These types of ports are not usually set up to maintain a full-time connection. You can specify when and how often the connection should be initiated and how long the connection should be maintained. You do this using the System Agent's Connection page.

Choosing a Connection Option

You can choose a connection option only for the modem or external serial (ISDN) port; the synchronous serial port of the InterJet 200 maintains a full-time connection.

To choose a connection option for a modem or external serial (ISDN) port:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **connection**. The System Connection page appears, as shown in Figure 12-5.

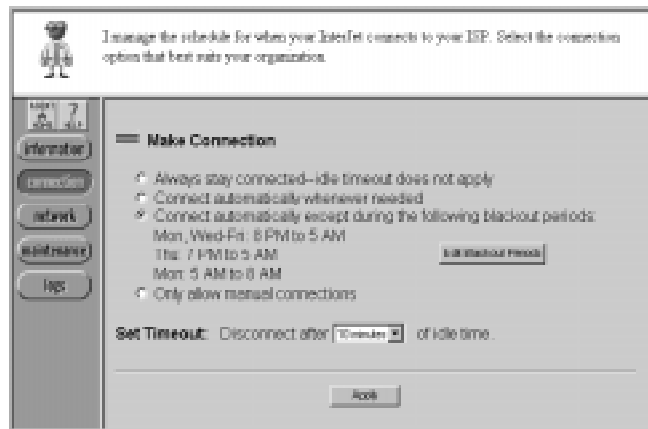


Figure 12-3 The System Connection page

4. Select one of the following connection configurations:
 - **Always stay connected--idle timeout does not apply**

The system maintains a connection until you manually disconnect it, either from the front panel of the InterJet or by disabling the port, as described in the section "Enabling and Disabling a Port" on page 12-21.
 - **Connect automatically whenever needed**

This is the dial-on-demand option. A connection is initiated whenever there is a request for a remote domain in network traffic. A request occurs, for example, when someone tries to use FTP to download files from a remote site, or tries to access an off-site Web page.

Once the connection is made, it stays in effect until the timeout period is up, if no other traffic occurs. If any traffic occurs before the timeout period is up, the timeout period is reset from the new traffic.

- **Connect automatically except during the following blackout periods...**

The option is the same as the dial-on-demand described above, except that the InterJet does not attempt to make a connection during the specified times. To set or change the blackout periods, click **Edit Blackout Periods**. (See the section "Setting Connection Blackout Periods" on page 12-7.)

If a connection is active when a blackout period begins, the connection is immediately terminated.

- **Only allow manual connections**

Connections are not initiated automatically, but only when you specifically request them, either from the front panel of the InterJet or by changing the status of a port, as described in the section "Changing the Connection Status of a Port" on page 12-22.

Once the connection is made, it stays in effect until the timeout period is up, or until it is manually terminated.

5. If you select any of the automatic or manual options, select a timeout period from the drop-down list. The timeout period can be from two minutes to six hours. After a connection to your ISP is established, the timeout period begins counting down. If there is no network traffic before the timeout period expires, the connection is terminated. If there is network traffic, the timeout counter is reset.



Tip: If you set a minimum connection time for processing external mail, make sure that the minimum connection time is shorter than the specified timeout period. For more information, see the section "Processing External Mail" on page 10-15.

Setting Connection Blackout Periods

If you choose the connection option **Connect automatically except during the following blackout periods**, you can specify up to three blackout periods. Blackout periods help control your connection costs by ensuring that connections are not made when they are not needed—for example, in the evenings, or on weekends.

During any time specified as a blackout period, the system does not attempt to make any automatic dial-up connection to the ISP. If a connection is active when a blackout period begins, the connection is terminated. Note that you can still establish a con-

nection manually during a blackout period, either from the front panel of the Inter-Jet or by changing the status of a port, as described in the section "Changing the Connection Status of a Port" on page 12-22.

You can choose to allow external mail processing during a blackout period. (See the section "Processing External Mail" on page 10-15.) You can also choose to allow Web mirroring to occur during blackout periods. (See the section "Customizing Web Mirroring" on page 11-9.) When you allow these exceptions, other connection requests, such as those for FTP or access to remote Web pages, are still refused during the blackout period.

To specify a blackout period:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **connection**. The System Connection page appears, as shown in Figure 12-5 on page 12-10.
4. On the Connection page, select **Connect automatically except during the following blackout periods...**
5. Click **Edit Blackout Periods**. The Connection Blackouts page appears, as shown in Figure 12-4. .

Manage the schedule for when your InterJet connects to your ISP. Select the connection options that best suit your organization.

Specify up to 3 blackout periods when automatic dialing will be prohibited:

Blackout period 1:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

From: [time] to: [time]

Note: Blackouts continue into the next day if the time interval goes past midnight.

Blackout period 2:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

From: [time] to: [time]

Note: Blackouts continue into the next day if the time interval goes past midnight.

Blackout period 3:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

From: [time] to: [time]

Note: Blackouts continue into the next day if the time interval goes past midnight.

OK Cancel

Figure 12-4 The Connection Blackouts page

- 
6. In the section labeled **Blackout period 1**, select the check boxes for the days this blackout period applies, then select one of the following:
 - **All day.** This is the default option.
 - **From...to.** If you choose this option, specify the hours of the blackout period from the drop-down lists labeled **From**.

Note: If you specify a time range that extends beyond 12 A.M., the blackout period continues into the next day. For example, Tuesday from 6 P.M. to 7 A.M. means Tuesday from 6 P.M. to midnight and Wednesday from midnight to 7 A.M.

7. *Optional:* Specify a second and third blackout period.
8. Click **OK**.

Configuring Network and Machine Status

If you have System Administrator privileges, you can use the System Agent's Network View page to see a list of all the networks and machines connected to your InterJet, add or delete networks or machines, and modify the configurations of networks and machines.

Viewing Network and Machine Information

To see a report on the networks available to your InterJet system and on the machines connected to each network:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **network**. The **view** tab is selected by default. An example of the Network View page is shown in Figure 12-5.

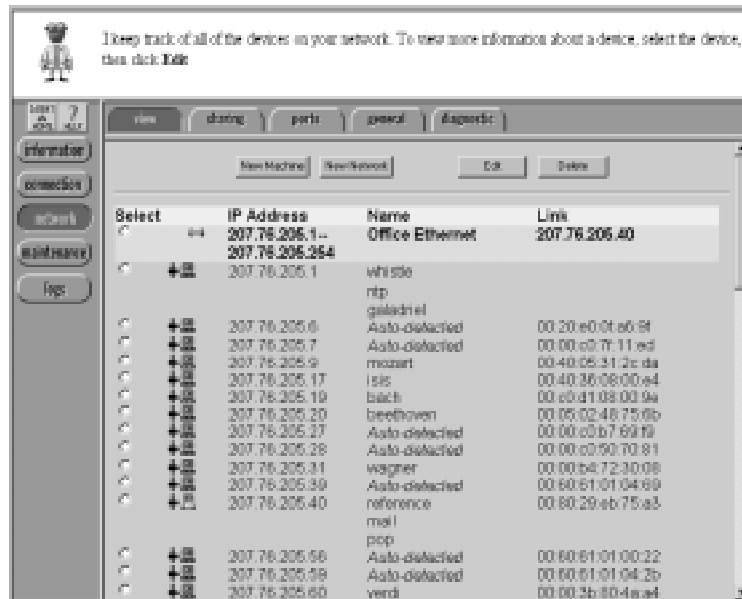


Figure 12-5 The Network View page

This display shows you all of the networks in your system. A network is indicated by a line in bold type with a cable icon, displaying the IP address range and name of the network. Beneath each network are listed the machines that are currently connected to that network or that have recently been connected to it. Machines are indicated by a computer icon, except for the InterJet itself, which is indicated by an InterJet icon.

The current values for the IP address, machine name, and link address are shown for each machine where they are applicable. The link address is the gateway for a network, and the hardware (Ethernet card) address for a machine. IP addresses are shown in italics to indicate that they are in the dynamic range; those in regular type are in the static range. Dynamic addresses are marked with a pound sign (#) if their leases have expired. A question mark (?) next to the icon indicates that the InterJet recognizes that machine's hardware address but not its IP address.

This list of networks and machines can be very long; scroll down to see additional machines and networks.

You can use this page to manually add new machines or new networks to the system, as described in the section "Adding a Machine or Network" on page 12-12, or delete existing machines and networks, as described in the section "Deleting a Machine or

Network" on page 12-14. You can select an existing network or machine and click **Edit** to change the name or address information, as described in the section "Changing Machine Information" on page 12-14.

The InterJet 200 and the Perimeter Ethernet

The InterJet 200 has an Office Ethernet network and an optional, externally accessible network called the Perimeter Ethernet. Each of these is listed as a separate network on the Network View page.

If you select the InterJet machine itself on the Network View page and click **Edit**, the InterJet Edit Machine page appears, as shown in Figure 12-6. Notice that the InterJet machine has two IP addresses, one for the Office Ethernet and one for the Perimeter Ethernet.



Figure 12-6 The InterJet 200 Edit Machine page

The machines on the Office Ethernet are protected by the firewall; this means that they are not directly accessible by the outside world. Machines that are connected to the Perimeter Ethernet are not protected by the firewall—anyone that has the address of one of these machines can access it. Any machine that you want to be accessible from outside the organization, or that you want to use as a Web server, an

FTP server, or an Internet-accessible SMTP mail server must be connected to the Perimeter Ethernet. Note that if your mail server is on the Perimeter Ethernet, your mail is not protected by the firewall.

If you have an InterJet 200 and have not yet configured the Perimeter Ethernet, the Perimeter Ethernet is marked **Unconfigured** on the Network View page. For more information, see the section "Configuring the Perimeter Ethernet for the InterJet 200" on page 12-18.

Adding a Machine or Network

You can use the Network View page to manually add a new machine to a network or to add a new network to the system.

All machines connected to the network are automatically detected, whether or not you explicitly add them. Machines that have not been explicitly added are labeled **auto-detected** on the Network View page. You can add a machine explicitly to give it a name. You must also add a machine if it is on a network other than the Ethernet networks that are directly connected to the InterJet.

To add a new machine:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Click **New Machine** at the top of the Network View page. The New Machine page appears, as shown in Figure 12-7.



Figure 12-7 The New Machine page

3. Fill in the description, DNS names, and IP address information. For more information on these items, refer to the section “Changing Machine Information” on page 12-14.

Note that the IP address determines the network to which the new machine is added; it is added to the network whose range includes the specified address.

4. Click **OK** to add the new machine with the new information and return to the Network View page.

To add a new network to the system:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Click **New Network** at the top of the Network View page. The New Network page appears, as shown in Figure 12-8.

Figure 12-8 The New Network page

3. Fill in the description, the network portion of the IP address, the net-mask information, and the gateway information if required. In addition, fill in or select values for the Dynamic Host Configuration Protocol. For more information on these items, refer to the section “Changing Network Information” on page 12-16.

Note that some fields apply only to certain systems or networks, and might not appear, or might not need to be specified.

4. Click **OK** to add the new network and return to the Network View page.

Deleting a Machine or Network

To delete an existing machine or network:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Select a machine or network by clicking its button in the **Select** column.
3. Click **Delete**. You might need to scroll back up to the top of the page to see this button.

Changing Machine Information

You can edit a selected machine to change the address information or description. To edit a machine:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Select a machine by clicking its button in the **Select** column.
3. Click **Edit**. You might need to scroll back up to the top of the page to see this button.

The Edit Machine page appears as shown in Figure 12-9. (If you select the InterJet as the machine to edit, the page displays additional information, as shown in Figure 12-6 on page 12-11.)

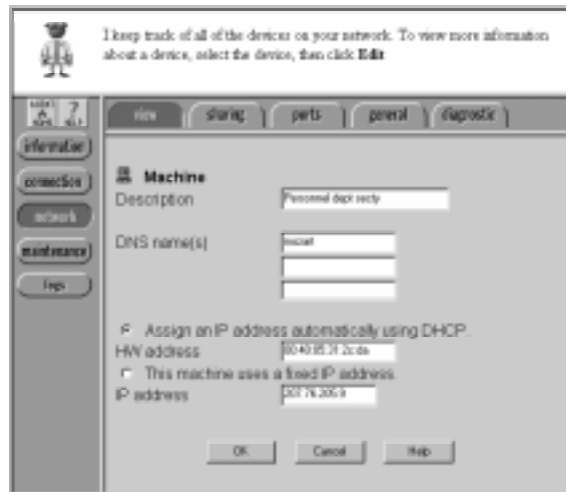


Figure 12-9 The Edit Machine page

4. Fill in or select the new information about the machine:
 - The description is a text description of the machine. This information does not appear in the Network View page, but can help you identify a machine when the DNS name is not sufficient.
 - The DNS (Domain Name Service) name is the name by which the machine is known on the network. The two alternate names can be used as aliases for the first name, so that you can refer to a machine by a nickname. All names must be unique.
- Important:** The names `www` and `ftp` are reserved for the Web server and FTP server. When you (or another user with Webmaster privileges) assign a Web or FTP server using the Webmaster Agent's Setup page, the specified machine is automatically assigned `www` or `ftp` as one of its names. Since names are unique, you must not assign these reserved names to any other machine.
- You can type in a permanent (or *static*) IP address for the machine, or choose to have a temporary (or *dynamic*) IP address assigned automatically by the Dynamic Host Configuration Protocol (DHCP), which is part of your InterJet system.
 - If you choose to use a static address, you must also assign at least one DNS name to the machine.

- If you choose to use DHCP, the address of the machine's Ethernet card must be specified in the **HW address** box. If the machine is already connected to the network, the address is automatically detected.
- 5. Click **OK** to apply the new information and return to the Network View page.

Changing Network Information

You can edit a selected network to change the address information or description. To edit a network:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Select a network by clicking its button in the **Select** column.
3. Click **Edit**. You might need to scroll back up to the top of the page to see this button.

The Edit Network page appears, as shown in Figure 12-10.

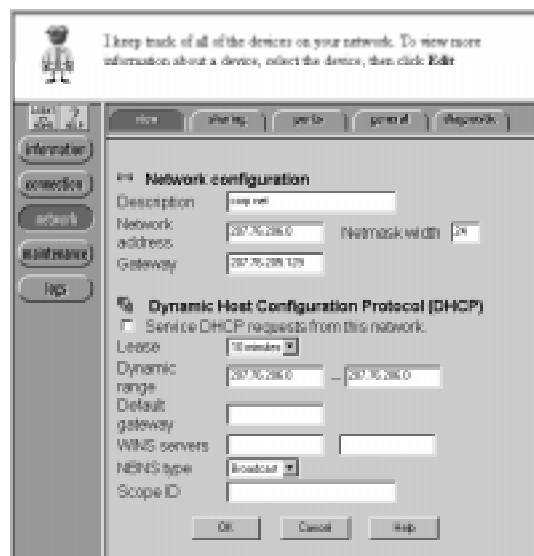


Figure 12-10 The Edit Network page

4. Fill in or select the new information about the Network Configuration:
 - The **Description** information appears in the **Name** column in the Network View page.
 - The **Network address** and **Netmask width** determine the range of IP addresses that are available for machines on this network. If the netmask width is 24, for example, the top 24 bits of the 32-bit IP address identify the network, and the remaining 8 bits are used to identify individual machines in the network. To specify this, you would enter something like 192 . 168 . 1 . 0 in the **Network address** field and 24 in the **Netmask width** field. Click the **Help** button to see a table of width numbers with their corresponding netmasks.
 - **Gateway** tells the InterJet where to send data for delivery to machines on a network that is not directly connected to the InterJet's Office Ethernet or Perimeter Ethernet port. Specify the IP address of the gateway computer.
5. *Optional:* Select the check box labeled **Service DHCP requests from this network** and fill in or select the DHCP information. If you select this option, the system can automatically assign dynamic IP addresses for machines on demand.
 - The temporary addresses assigned by the DHCP are said to be *leased*. They can be recycled when they have been idle for some period—that is, when the lease runs out. Specify the amount of time for the lease by selecting from the **Lease** drop-down list.
 - The dynamic addresses are selected from a subset of the addresses available to this network. Select the range for this subset by entering the first and last addresses in the range in the **Dynamic range** box. Refer to your InterJet Setup Sheet for the range of dynamic addresses assigned to you by your ISP. All addresses outside the dynamic range are available for static, or permanent, assignment.
 - For a network that is not directly connected to the InterJet's Office Ethernet or Perimeter Ethernet port, the **Default Gateway** tells the computers on this network where to send data for delivery outside this network. Specify the IP address of the default gateway computer.
 - For Microsoft Windows NT or Windows 95 systems, you might need to specify one or more of the **WINS server** numbers, the **NBNS type**, or the **Scope ID**. These values are only passed to machines on the network by DHCP; they cannot be changed or assigned here.

6. Click **OK** to apply the new information and return to the Network View page.

Configuring the Perimeter Ethernet for the InterJet 200

When you first install an InterJet 200, the Perimeter Ethernet must be configured before you can add any machines to that network. This is normally done during the auto-configuration process. You can use the System Agent to configure the Perimeter Ethernet manually, if necessary.

To configure the Perimeter Ethernet manually:

1. Go to the System Agent's Network View page, as described in the section "Viewing Network and Machine Information" on page 12-9.
2. Select the Perimeter Ethernet by clicking its button in the **Select** column.
3. Click **Edit**. You might need to scroll back up to the top of the page to see this button. The Edit Network page appears, as shown in Figure 12-10 on page 12-16.
4. Type in the IP address of the Perimeter Ethernet, as provided by your ISP.
5. Type in any other configuration information for the Perimeter Ethernet, if instructed to do so by your ISP.
6. Click **OK** to apply the new information and return to the Network View page.

Monitoring System Users

You can use the System Agent to see a list of users who are currently accessing one of the InterJet's directories (/public, /internal, /software, or /dropbox.)

To view current users who are accessing files through the network:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **sharing** tab. The Network Sharing page appears, as shown in Figure 12-11.

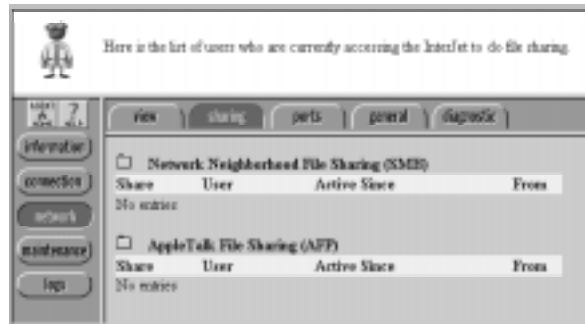


Figure 12-11 The Network Sharing page

This page shows you the login name of users who are currently accessing files in each network, the directory each user is accessing, and the computer from which each user is accessing the directory.

Monitoring and Configuring the Ports

As the system administrator for your InterJet, you can use the Network Ports page of the System Agent to view and change the status of the various ports. Depending on which model of the InterJet you have, these can include the Office Ethernet, the Perimeter Ethernet, the internal modem, the external serial port (for the ISDN line), and the synchronous serial port. You can use this page to enable or disable a port and to establish or terminate a connection through an enabled port.

The configuration of the ports is normally set during the auto-configuration process; however, if you have System Administrator privileges you can use this page to change the configuration manually, if instructed to do so by your ISP.

Monitoring Ports

To see a report on the status of the ports on your InterJet system:

1. Go to the Main Agent page.
2. Click on the **System Agent**.
3. Click **network**.
4. Select the **ports** tab. The Network Ports page appears, as shown in Figure 12-12.

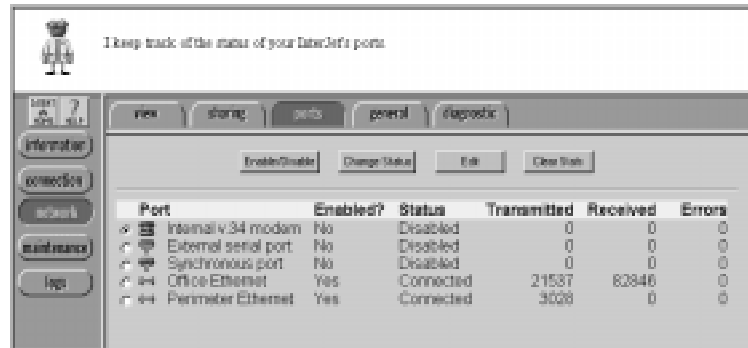


Figure 12-12 The Network Ports page



Tip: Use the telephone-pole icon on the Main Agent page as a shortcut to the Network Ports page.

This display shows you:

- A description of each port and network. The ports and networks that appear depend on which model of the InterJet you have.
 - The internal v.34 modem is the InterJet's internal modem.
 - The external serial port is typically used for the ISDN connection.
 - The synchronous port is the used for a dedicated leased-line connections, such as a fractional or full T1 connection. This port is available only for the InterJet 200.
 - The Office Ethernet is the internal network that is protected by the firewall.
 - The Perimeter Ethernet is the internal network that is *not* protected by the firewall and is accessible to the outside world. This network is available only for the InterJet 200.
- Whether the port is currently enabled.
- The current connection status of the port. The status can be one of the following:
 - Connected
 - Idle
 - Disabled
 - Restarting

- Blackout
- Problem
- The number of packets transmitted and received on the port since the last time the system was restarted or the statistics were reset using the **Clear Stats** button.
- The number of errors associated with transmission since the last time the statistics were reset.

You can select a port by clicking the button next to its icon. Only one port can be selected at a time.

Enabling and Disabling a Port

All of the ports that are available for your model of the InterJet are shown on the Network Ports page, but you should only enable a port if it has been installed and configured, either during auto-configuration as described in the Installation and Configuration section of this manual, or manually using the System Agent.

To enable or disable a port:

1. Go to the Network Ports page, as described in the section "Monitoring Ports" on page 12-19.
2. Select the port by clicking the button next to its icon.
The **Enabled?** column of the Network Ports page shows whether a particular port is currently enabled. **Yes** means the port is enabled; **No** means the port is disabled. A disabled port also has a **Status** of **Disabled**.
3. Click **Enable/Disable** at the top of the page. If the port was enabled, it is disabled. If the port was disabled, it is enabled.

The **Enabled?** column is automatically updated to show the new status.



Note: Only one of the WAN ports (modem, external serial, or synchronous) can be enabled at a time. When you enable the modem, for example, the serial and synchronous ports are automatically disabled. However, both the Office Ethernet and Perimeter Ethernet networks can be enabled at the same time.

Changing the Connection Status of a Port

To change the connection status of a port:

1. Go to the Network Ports page, as described in the section "Monitoring Ports" on page 12-19.

2. Select the port by clicking the button next to its icon.

The **Status** column of the Network Ports page shows the connection status of a particular port. The connection status of an enabled port can be **Connected** or **Idle**. When a port is disabled, it cannot have a connection status; in this case, the **Status** column has the value **Disabled**.

When a connection cannot be established because a blackout period is in effect, the **Status** column has the value **Blackout**.

A status of **Problem** indicates that the port is enabled, but an attempt to make a connection failed. See the section "Diagnosing Network Problems" on page 12-30.

3. Click **Change Status** at the top of the page to switch the connection status from **Idle** to **Connected**, or from **Connected** to **Idle**.

If the status of the selected port is **Disabled** or **Problem**, clicking **Change Status** causes an error message to appear. Click **OK** to continue.

Editing Ports

Configuration parameters for ports are normally set during the auto-configuration process. Changing these parameters without instructions from your ISP can disrupt your ability to connect. However, if your ISP requests that you make a manual change to the port configuration, select the port in the System Agent's Network Ports page and edit it.



Note: If you have System Administrator privileges but find that you cannot edit a specific item, it can be because your ISP has "locked down" that information; that is, the correct information is provided by the ISP during the auto-configuration process and cannot be modified. This kind of information remains constant for the duration of your service contract with your ISP. If you have questions regarding a locked-down item, contact your ISP.

To edit a port:

1. Go to the Network Ports page, as described in the section "Monitoring Ports" on page 12-19.
2. Select the port you want to configure by clicking the button next to its icon.
3. Click **Edit**. The details page for the selected port appears. The appearance of this page differs, depending on which port you are editing. You might need to scroll or enlarge the window to see all of the page.
4. Make any changes you need to the configuration. The configuration options for the different kinds of ports are described below.



Tip: You cannot configure an Ethernet network on this page. If you select the Office or Perimeter Ethernet and click **Edit**, you can examine the Ethernet address, but you cannot change it. Refer to the section "Changing Network Information" on page 12-16 for information on configuring networks.

5. Click **OK** at the bottom of the page to apply your changes and return to the Network Ports page.

Configuration Options for the Modem Port

If you select the internal v.34 modem port and click **Edit**, the Details page appears as shown in Figure 12-13.

Figure 12-13 The Details page for the internal modem port

The Details page allows you to view and change various aspects of the configuration. For the internal v.34 modem port, you can examine or change the following information:

- **Speaker on while dialing**
If you select this option, the InterJet speaker transmits the sounds of dialing. This can be useful for troubleshooting the connection process.
- **Connect to**
Specify the dial-up number given to you by your ISP, along with any special dialing prefixes required by your telephone system, such as 9 for an outside line. Use a comma to indicate a pause.
- **Connection parameters**
The box labeled **Request IP address** shows you the IP address that the InterJet requested the last time it made a connection. The **Current IP address** box shows the IP address actually used for the current or most recent connection. You can type in a different request address if instructed to do so by your ISP.
- **Login as**
Specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.

Configuration Options for the External Serial Port

If you select the external serial port (used for the ISDN line) and click **Edit**, the Details page appears, as shown in Figure 12-14. You might need to scroll or enlarge the window in order to see all of the page.

Figure 12-14 The Details page for an external serial port

You can examine or change the following information on this page:

- **Speaker on while dialing**
If you select this option, the InterJet speaker transmits the sounds of dialing. This can be useful for troubleshooting the connection process.
- **Connect to**
Specify the dial-in number given to you by your ISP, along with any special dialing prefixes required by your telephone system, such as 9 for an outside line. Use a comma to indicate a pause.

➤ **Connection parameters**

The box labeled **Request IP address** shows you the IP address that the InterJet requested the last time it made a connection. The **Current IP address** box shows the IP address actually used for the current or most recent connection. You can type in a different request address if instructed to do so by your ISP.

➤ **Login as**

Specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.

In the section labeled **ISDN Configuration**, you can examine or modify the following information:

- The **Switch type** box shows you the current switch type. You can select another switch type from the drop-down list of all supported switch types.
- View or type in the telephone numbers and SPIDs for line 1 and line 2, if required for the selected switch type.

Three check boxes show you whether certain transmission options are selected. The options you select are used to configure the terminal adapter the next time it is accessed.

- When **Connect using both B channels** is selected, your connection uses both lines (128 KB/second). This results in the fastest ISDN connection, with an actual transmission speed of 115 KB/second. When the box is not selected, your connection uses only one of the lines (64 KB/second).
- When **Limit B channels to 56K** is selected, your connection transmits 56 KB/second rather than the maximum 64 KB/second. Your ISP might require this limitation, or you might want to limit the transmission speed for purposes of error checking. When the box is not selected, the transmission speed is 64 KB/second.
- When **Use CHAP style authentication** is selected, CHAP style authentication is used. When the box is not selected, PAP style authentication is used. CHAP style is more common, but your ISP might ask you to change this setting.

Configuration Options for the Synchronous Port

If you select the synchronous port and click **Edit**, the Details page appears as shown in Figure 12-15.

Figure 12-15 The Details page for a synchronous port

Three sections on this page that enable you to view and change various aspects of the configuration. The sections are as follows:

- **Connection parameters**
Specify whether to use PPP by selecting the **Use PPP** check box.
Type in the **DLCI**, **Remote IP address**, and **Request IP address** as instructed by your ISP.
- **Login as**
Specify the login and password information for your PPP connection.
Type the password again in the box labeled **Confirm password** to guard against typing errors.
- **Synchronous Configuration**
Select which protocol to use for your synchronous connection by selecting one of the buttons, as instructed by your ISP.

Setting Network Parameters

You can set several general network parameters, such as TCP/IP information and the system time, using the Network General page.

To set network parameters:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **general** tab. The Network General page appears, as shown in Figure 12-16.

Tell me about your TCP/IP configuration and your Microsoft networking workgroup. You can also tell me how you want to set the clock on your NTP time server.

view sharing ports **general** diagnostic

information connection network maintenance logs

TCP/IP Router Configuration

- ☒ Default gateway via WAN connection (internal v.34 modem)
- ☐ Default gateway via IP address:
- ☐ Enable address translation
- ☐ Allow active mode FTP
- Multi cast tunnel router:

Domain Name Server Configuration

Domain name:

Forwarding same servers:

Secondary same servers:

Backup mail routers:

Delegated subdomains: to server:

Microsoft Networking

Workgroup:

Time Setting

NTP server:

Time zone:

☐ Set time manually (mm/dd/yyyy h24:mm)

Apply Reset Help

Figure 12-16 The Network General page

Any changes that you make using this page take effect when you click **Apply** at the bottom of the page. You might need to scroll down to see this button. To cancel changes you have made and return the settings to their previous values, click **Reset**.

The Network General page allows you to specify various kinds of network parameters:

➤ **TCP/IP Router Configuration**

- Choose the default gateway, which can be the InterJet port or a router on the LAN.
If the default gateway is the port, select the button labeled **Default gateway via WAN connection**. The currently enabled port is used as the gateway.
If the default gateway is a router on the LAN, select the button labeled **Default gateway via IP address...**, and type in the IP address of the router. Note that selecting this option disables all WAN ports.
- Select **Enable address translation** to allow the InterJet translate all of the IP addresses used on the Office Ethernet to a single valid IP address that is used by the InterJet itself. Your ISP will tell you if you must disable address translation.
- Select **Allow active mode FTP** to allow LAN machines to use the active mode for file transfer, if necessary. Note that you should not use this as your default file transfer mode because it can introduce a security risk.
- Type an IP address in the box labeled **Multicast tunnel router**, if instructed to do so by your ISP.

➤ **Domain Name Server Configuration**

The DNS information is normally set up during the auto-configuration process. If your ISP informs you of a change, you can enter the changes here as an alternative to running the configuration process again.

You can specify up to two forwarding name servers. These are machines designated by your ISP that your InterJet uses as an initial look-up point for domain names outside its domain. If your ISP instructs you to do so, type the IP address or name of the designated machine in one of the boxes labeled **Forwarding name servers**.

You can specify up to two backup name servers. These are machines designated by your ISP as DNS backups if your InterJet is unavailable. If your ISP instructs you to do so, type the IP address or name of the designated machine in one of the boxes labeled **Secondary name servers**.

You can specify up to two backup mail routers. These are machines designated by your ISP to store your mail when your InterJet is unavailable. If your ISP instructs you to do so, type the IP address or name of the designated machine in one of the boxes labeled **Backup mail routers**.

You can specify up to three subdomains and delegate other machines to be the name servers for those subdomains. To do so, type the name of the subdomain in one of the boxes labeled **Delegated subdomains**, and type the IP address or name of the name server for that subdomain in the corresponding box labeled **to server**. Machines used as name servers must run DNS name server software.

➤ **Microsoft Networking**

Type in the name of the Microsoft workgroup that should contain the InterJet.

➤ **Time Setting**

An NTP server on the Internet can automatically set the system time and date for your InterJet. The InterJet also has its own NTP server, and sets the time and date for participating client machines on the LAN. You can specify one or two NTP servers, using values provided by your ISP.

To specify the time zone, use the **Time zone same as** drop-down list to select the specific time zone or a city that you know to be in your time zone.

The time and date can be incorrect if the InterJet is unable to communicate with the NTP server. The information page (described in the section “Viewing Information about the System” on page 12-4) shows how long it has been since the time and date were last synchronized.

If the time and date appear incorrect, you can set them explicitly for the InterJet’s NTP server. Select the check box labeled **Set time manually**. If you select this option, it overrides the NTP server setting. Enter the date and time.

Diagnosing Network Problems

There are troubleshooting tools available to help you trace problems on your network. As a network manager, you can use these yourself to understand what is going on in the network or to supply information for technical support.

To reach the diagnostic tools:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **diagnostic** tab. The Network Diagnostic page appears, as shown in Figure 12-17.



Figure 12-17 The Network Diagnostic page

The Network Diagnostic page allows you to initiate one of three tests.

- To test whether a particular device is reachable from the InterJet, enter the IP address or DNS name of the device and click **Ping**.
- To trace the path that traffic takes from your InterJet to another device, enter the IP address or DNS name and click **Traceroute**.
- To display the current contents of the InterJet IP routing table, click **Show Routes**.

For each of these tests, you can choose to display the DNS names of machines whenever the system can determine what they are. Note that this causes the report to take more time. To enable this option, select the check box labeled **Show names when possible**.

The tests can take some time. When the test you have chosen is completed, the results are displayed on the page in place of the Network Diagnostic page. To return to the Network Diagnostic page, click **OK**. You might need to scroll to the bottom of the test results page to see this button.

Maintaining the System Software

The System Agent allows you to maintain the system software for your InterJet. You can:

- Back up the InterJet's network, system, and user account information at regular intervals. See the section "Backing up the InterJet" on page 12-32.
- Restore the system from the backup copy. See the section "Restoring your InterJet from a Backup Copy" on page 12-34.
- Restart the system software. See the section "Restarting the System" on page 12-36.
- Upgrade the system software and other bundled software when new releases become available. See the section "Upgrading the System" on page 12-37 and the section "Upgrading Other Software" on page 12-38.

Backing up the InterJet

The System Agent allows you to back up your InterJet's network and system configuration. (The System Agent does not back up shared files). The backup process creates a backup file, which is stored on the InterJet in the directory `/internal/users/admin/backups`.



Tip: Save a copy of the backup file on another computer in case the backup file stored on the InterJet is lost.

The System Agent backs up the following information:

- All network configuration data
- All system configuration data
- All user accounts data

The System Agent does *not* back up the following information:

- Any e-mail messages stored on the InterJet's hard disk
- Any files in the InterJet's /public, /internal, and /dropbox directories
- Software in the InterJet's /software directory
- Any files on any computers connected to the InterJet

To back up the files stored in the InterJet's /public, /internal, /dropbox, and /software directories, you need to use a third-party backup program.



Note: It is best to back up the InterJet frequently. Because the InterJet creates a single backup file, you cannot restore individual configuration files. Therefore, if you need to restore the InterJet from a backup file, you will lose any changes made to network and system settings and user accounts since the last time you backed up the InterJet.

During the backup process, all InterJet services are unavailable. Therefore, you might want to create backups during times when users are not using the InterJet, such as in the early morning or late evening.

To back up your InterJet:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **maintenance**. The **backup** tab is selected by default. The Maintenance Backup page appears, as shown in Figure 12-18.



Figure 12-18 The Maintenance Backup page

4. Read the **Notes** section, scrolling down if necessary.
5. When you are ready, click **Backup Configuration**. The name of the backup file is indicated on the page.

Allow the process to complete without interruption. If the process is terminated for any reason (such as a power outage or disconnection), try again until you complete the process. Otherwise, the InterJet cannot be restored using that backup.

Restoring your InterJet from a Backup Copy

The restore process resets your InterJet's network, system, and user accounts configuration to the state it was in when the backup copy of the system was made. To restore your InterJet, you must have a backup file in the `/internal/users/admin/backups` directory.

Before you start the restore process, note the following:

- The restore process takes a few minutes. Do not interrupt the process. If the restore process is interrupted, the InterJet might revert to its factory default settings. If this happens, run the auto-configuration process again, as described in the Installation and Configuration section of this manual.

- If your local machine is unable to communicate with the InterJet after an interruption, restart the local machine.
- During the restore process, all InterJet services are unavailable. Therefore, you might want to perform the process during times when users are not using the InterJet, such as in the early morning or late evening.
- If you added new accounts since the last time you backed up the InterJet, the restore process creates a folder called Unknown Users in the /dropbox directory; the Unknown Users folder contains the new users' personal folders that were in the /internal/users and /public/users directories before the restore process was run. To restore these users' files to the regular directories, new accounts must be created for these users. Then the new users can copy their files from the Unknown Users folder to their new folders.

To restore the InterJet from your backup copy:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **maintenance**.
4. Select the **restore** tab. The Maintenance Restore page appears, as shown in Figure 12-19.

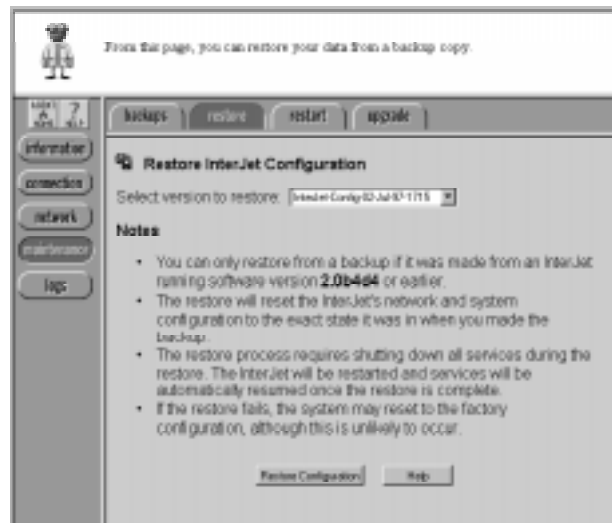


Figure 12-19 The Maintenance Restore page

5. Read the **Notes** section, scrolling down if necessary.
6. When you are ready, select the backup file from the drop-down list labeled **Select version to restore**.
7. Click **Restore Configuration**. You might need to scroll down or enlarge the window to see this button.

When the process is complete, the InterJet reboots.

Restarting the System

If you need to restart the InterJet system, use the Maintenance Restart page.

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **maintenance**.
4. Select the **restart** tab. The Maintenance Restart page appears, as shown in Figure 12-20.

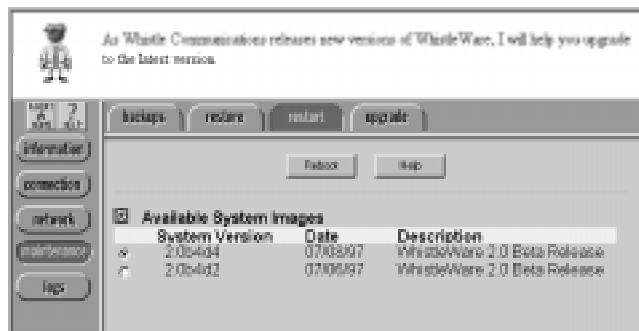


Figure 12-20 The Maintenance Restart page

5. Select the version of the operating system you want to start by clicking the button next to it.
6. Click **Reboot**. Your system restarts, running the version of the operating system you selected.

The Maintenance Restart page keeps both the current version and the most recent previous version of the operating system.

Upgrading the System

From time to time, Whistle issues updates of WhistleWare (the InterJet system software) directly over the Internet. Whenever the organization or your Internet service provider releases an upgrade, you receive e-mail or regular mail telling you the URL, or Internet address, that you need to get the software, as well as the secret code, or key, that you need to download it. Check this mail message for any additions to the general instructions given here.

To install an upgrade to the system software:

1. Go to the Main Agent page.
2. Click on the **System Agent**.
3. Click **maintenance**.
4. Select the **upgrade** tab. The Maintenance Upgrade page appears, as shown in Figure 12-21.

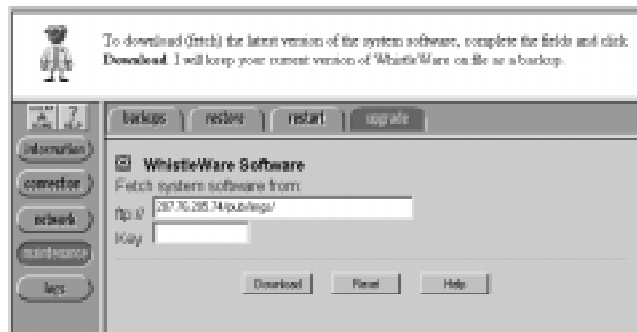


Figure 12-21 The Maintenance Upgrade page

5. In the box labeled **ftp://**, enter the URL specified in your upgrade message.
6. In the box labeled **Key**, enter the key code specified in your upgrade message, if any.
7. Click **Download**.
8. When the download is complete, select the **restart** tab. The new version of the software that you just downloaded appears as the second item in the list.

9. Select the new version by clicking the button next to it.
10. Click **Reboot**. Your system restarts, running the newly installed upgrade to the operating system.

Upgrading Other Software

From time to time, Whistle might offer updates of the third-party software that it bundles with the InterJet. This is software that is maintained and released by other companies. Whistle evaluates new releases of bundled software and sometimes buys the rights to offer upgrades to its customers. Whenever the organization or your Internet service provider decides to offer an upgrade, you will receive e-mail or regular mail telling you the URL (Internet address) and key (code) that you need to download it.

Viewing System Logs

As a System Administrator, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

To look at the system logs:

1. Go to the Main Agent page.
2. Click the **System Agent**.
3. Click **logs**. The System Logs page appears, as shown in Figure 12-22.

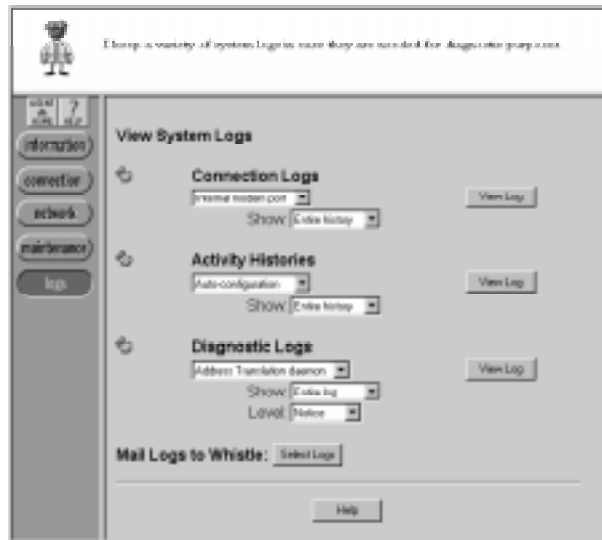


Figure 12-22 The System Logs page

The System Logs page allows you to specify what kind of information about your InterJet you would like to examine. There are three basic categories of logs, each collecting different kinds of information. In each category, there are a number of log types that show a specific type of information in that category.

- The connection logs show the duration of each connection and the reasons for connection and disconnection events. You can look at this log to understand when and why connections are established in dial-on-demand mode, and to determine if disconnections are being caused by errors. You can examine those errors more closely by clicking the underlined links in the log.

Select one of the ports to show a connection log for that port.

- The activity histories allow you to track certain kinds of activities. The activities you can track are:
 - Auto-configuration
 - Backup and restore
 - Boot and upgrade

- External serial port (ISDN)
- Internal modem port

The history shows events of the kind you have selected.

- The diagnostic logs show various detailed records of internal activity. You will not normally use these for your own troubleshooting, but when you call Technical Support, you might be asked to supply information from one or more of these logs.

To specify what kind of information and how much of it to view, follow these steps:

1. For the **Connection Logs** category, select the port for which you want to see a connection history.

For the **Activity Histories** and **Diagnostic Logs**, use the **For** drop-down list to select the log or report type you want to view.
2. In the chosen category, select how much of the log to display from the **Show** drop-down list. You can choose to view the entire log or a recent portion of it.
3. If you have chosen a diagnostic log, use the **Level** drop-down list to select a level of severity. These range from the least severe, **Debug** (which often shows you entries that indicate no problem at all) to the most severe, **Emergency**. The higher the level of severity you choose, the fewer problems are shown.
4. Click the **View Log** button of the category you have chosen. The report, history, or log that you have specified appears.
5. To return to the log selection page from the report, click **logs**.

Sending Logs to Whistle

When you call your ISP or Whistle for support, they might request that you send certain logs directly to Whistle's Technical Support department. They will give you a reference code, which you use when you choose a set of logs that you have created and automatically mail them to Whistle.

To send logs to Whistle:

1. Go to the System Logs page, as described in the section "Viewing System Logs" on page 12-38.
2. Scroll down if necessary to see the bottom of the page, and click **Select Logs**. The Select Logs page appears, as shown in Figure 12-23.

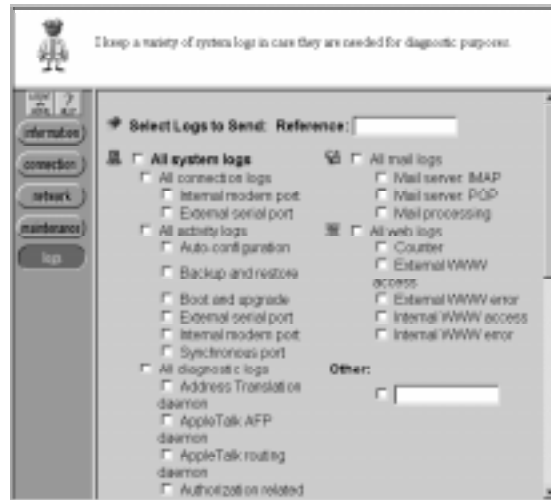


Figure 12-23 The Select Logs page

3. In the **Reference** text box, type in the reference code provided by Whistle. You must include this code so that your report can be identified. You should make a note of the code and use it in your communications with Whistle Technical Support.
4. Select a type of log or set of logs by selecting the check box for that type of log. Scroll to see more log choices.
5. *Optional:* If directed to do so by Whistle Technical Support, select the check box labeled **Other**, and enter the file name for a particular log file.
6. Scroll down if necessary and click **Send Now**. Any logs that you have created of the selected type or types are automatically mailed to the Whistle Technical Support department.



Using the Whistle Agent

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Viewing a Description of the InterJet's Features	13-5
Viewing a Description of the Whistle Agents	13-5
Viewing Release Notes	13-6

Using the Whistle Agent

Use the Whistle Agent to find your way around in the InterJet software. Use this agent to perform the following tasks:

- View general information about Whistle Communications Corporation and how to contact the company. See the section "Contacting Whistle" on page 13-4.
- View information about InterJet features. See the section "Viewing a Description of the InterJet's Features" on page 13-5.
- View summaries of what the Whistle agents do. See the section "Viewing a Description of the Whistle Agents" on page 13-5.
- View recent release notes. See the section "Viewing Release Notes" on page 13-6.

To reach the Whistle Agent's pages, click on the **Whistle Agent** icon on the Main Agent page, as shown in Figure 13-1.

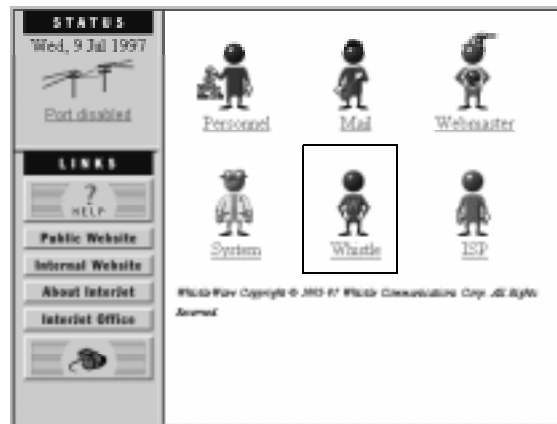


Figure 13-1 The Whistle Agent on the Main Agent page

Contacting Whistle

To obtain contact information for Whistle Communications:

1. Go to the Main Agent page.
2. Click the **Whistle Agent**. The Whistle contact information page appears as shown in Figure 13-2.



Figure 13-2 The Whistle page

This page displays Whistle's address, phone number, and fax number. Whistle's Web site and e-mail address are also included.

- If you click on Whistle's e-mail address, you are automatically taken to a pre-addressed e-mail message. Enter your message, then send it to contact Whistle this way.
- If you click on Whistle's Web page address (<http://www.whistle.com/>), you are automatically taken to Whistle's corporate Web site, which displays more information about Whistle's history and product line.

Viewing a Description of the InterJet's Features

To view a description of the InterJet's features:

1. Go to the Main Agent page.
2. Click the **Whistle Agent**.
3. Click **features**. The Features page appears, as shown in Figure 13-3.

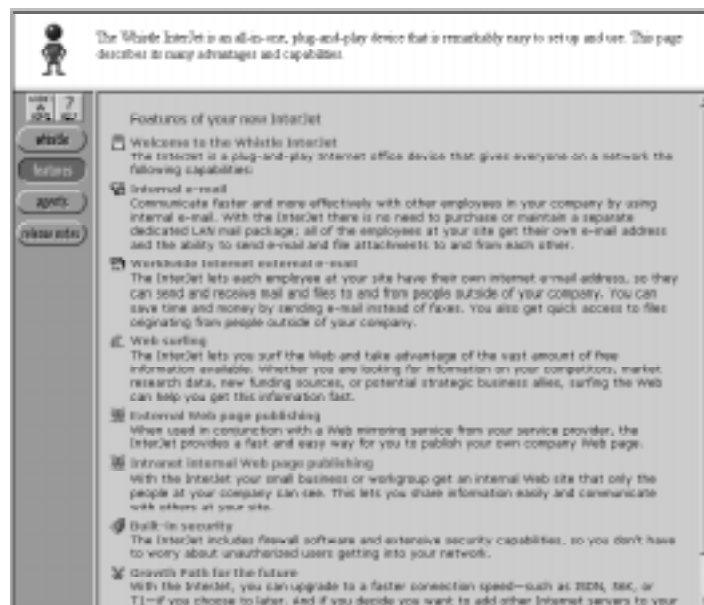


Figure 13-3 The Features page

The Features page gives a general description of what you can do with your InterJet. For more information on the basic use of the InterJet, refer to Chapter 7.

Viewing a Description of the Whistle Agents

To view an online description of the Whistle Agents:

1. Go to the Main Agent page.
2. Click the **Whistle Agent**.
3. Click **agents**. The Agents page appears, as shown in Figure 13-4.

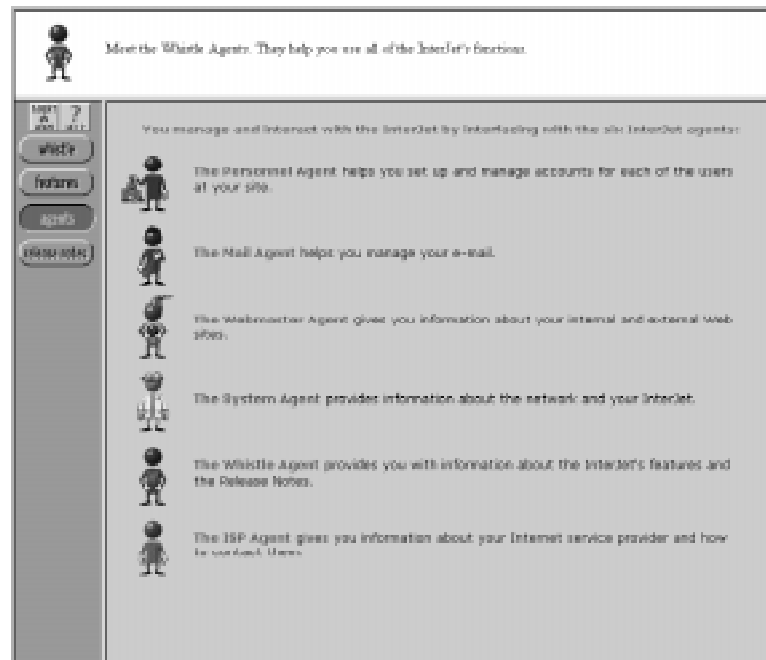


Figure 13-4 The Agents page

For more information about the Whistle agents, refer to Chapter 8.

Viewing Release Notes

To view the release notes for the current release of WhistleWare:

1. Go to the Main Agent page.
2. Click the **Whistle Agent**.
3. Click **release notes** The Release Notes page appears, as shown in Figure 13-5.

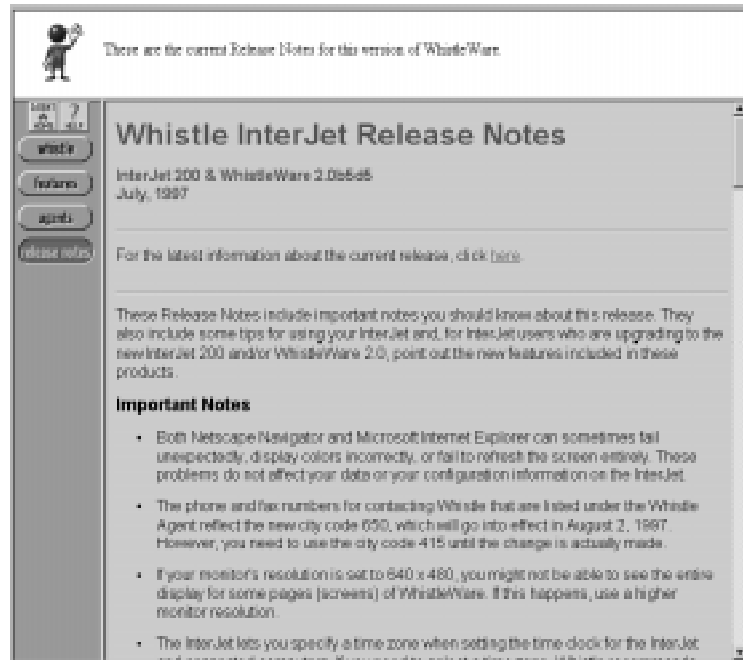


Figure 13-5 The Release Notes page

The Release Notes page displays the online release notes for the latest version of WhistleWare. The release notes give you up-to-date information on changes to documentation, known problems, and work-arounds; they often contain late-breaking information not found in other documentation.



Using the ISP Agent

Accessing Information About Your ISP	14-3
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Using the ISP Agent

Use the ISP Agent to find information about your Internet service provider. Use this agent to:

- Find out how to contact your ISP to receive technical support.
- Find information about your account with your ISP.
- Reach any Web pages that your ISP offers for account, support, or general information.

Accessing Information About Your ISP

To access ISP information:

1. Go to the Main Agent page.
2. Click the **ISP Agent**, as shown in Figure 14-1.

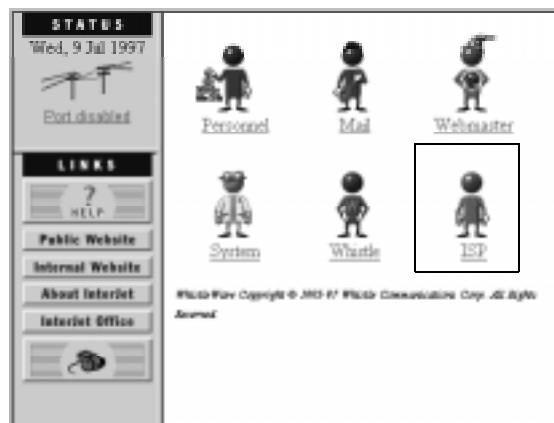


Figure 14-1 The ISP Agent on the Main Agent page

The ISP Information page appears, as shown in Figure 14-2.

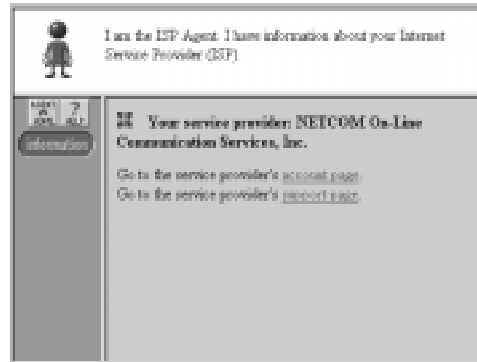


Figure 14-2 The ISP Information page

The appearance of the ISP Information page differs for each ISP. Click the blue, underlined links to go to any Web pages that are provided by your ISP.



Troubleshooting Your InterJet

Some common problems you might encounter during installation and while using your InterJet and network are listed in the section “Troubleshooting Common Problems,” along with basic troubleshooting techniques you can use to isolate and correct the problems.

You can verify that all of the functions of your InterJet are working properly by performing the tests described in the section “Testing Your InterJet’s Functions” on page A-3. Before you call your ISP or Whistle for support, you should perform any tests that relate to the problem area, and report the results to the ISP or Whistle.

Troubleshooting Common Problems

The following table provides some helpful tips on what to do if you encounter some common error messages or problem situations.

Condition	Recommended Action
The InterJet's power light is red.	1. Disconnect all power, then reconnect the power firmly. 2. Check the outlet, or try another outlet. 3. Call your ISP.
The InterJet's connection light is red.	1. Check cable connections. 2. Check the connection settings using the System Agent. 3. Turn the InterJet off and back on, and retry the connection. 4. Test the analog or ISDN telephone line using an ordinary telephone. 5. Call your ISP.

Condition	Recommended Action
The LAN light is blinking or red.	1. Check the connection between the InterJet and the client or hub. On the InterJet 200, the light by the InterJet's port should be green. 2. Temporarily remove all client devices and add them back one at a time. 3. Check the connection settings using the System Agent.
Connection times are longer than expected.	1. Use the System Agent to change the idle timeout to the minimum setting. 2. Check client computers for any automatic Internet access, such as PointCast or automatic external e-mail retrieval. 3. Check the external mail-processing settings using the Mail Agent. 4. Set up blackout periods using the System Agent.
Your Web pages are not updated on the host at your ISP.	1. Check the Webmaster Agent's Web mirroring logs for connections that match the Web mirroring settings. 2. Call your ISP to verify the address and mirroring information.

Condition	Recommended Action
Cannot find InterJet or its folders in the Windows 95 Network Neighborhood.	1. Make sure TCP/IP is installed on the client computer. 2. Search for the InterJet using the Windows Explorer Find Computer option. 3. Verify that the client login name and password are the same for the InterJet and for Network Neighborhood.
Typing <code>interjet</code> at the Location or Address prompt in the browser does not bring up the Main Agent page.	1. Try typing the complete domain name, for example, <code>interjet.com-company.com</code>. If this works, check that the client computer's domain is set correctly. 2. Try typing the InterJet's IP address. If this does not work, check the client computer's TCP/IP settings. 3. Turn off the InterJet and the client computer. Turn the InterJet back on, then reboot the client computer.

Testing Your InterJet's Functions

You can determine if your InterJet is working properly by conducting the following simple tests. Each test checks a particular InterJet function or component; successful completion of a test assures you that a particular function or component is working properly. If you cannot complete any of these tests successfully, report your test results to your ISP or to Whistle Communications for further troubleshooting assistance.

If you want to check whether a specific computer is properly configured to work with the InterJet, conduct the Ethernet connectivity, e-mail, and Internet access tests.



Note: If you need assistance integrating or modifying other servers, e-mail systems, or special application installations to work with the InterJet, consult the products' vendors or your networking consultant.

Function/Component	Test
InterJet hardware	Shut down the InterJet, then turn it back on. The InterJet should complete a self-check, then sound a chime and display the Whistle logo.
Ethernet connectivity (InterJet 100/20)	Connect a single client computer to each Ethernet hub port, one at a time, using the blue Ethernet cable. Each time you connect the computer, you should be able to use Netscape Navigator or Internet Explorer to access the InterJet software (WhistleWare) and view the Main Agent page.
Ethernet connectivity (InterJet 200)	Connect a single client computer to each Ethernet Port, one at a time, using the orange crossover cable. When you connect the computer, the LNK light for the InterJet's Ethernet port should turn green. Also, you should be able to use Netscape Navigator or Internet Explorer to access the InterJet software (WhistleWare) and view the Main Agent page.
WAN connectivity	Run the auto-configuration process using a regular analog phone line. The InterJet should connect to your ISP, as indicated on the LCD screen.
Netscape Navigator browser software	Install Netscape Navigator on a client computer using one of the setup diskettes, or install it from the InterJet's /software directory. You should be able to start the software on the client computer.
Eudora Light e-mail software	Install Eudora Light from the InterJet's /software directory. You should be able to start the software on the client computer.
Internal e-mail	Use Netscape Navigator to send an e-mail message to another InterJet user in your organization. The message should be received by the user.

Function/Component	Test
External e-mail	1. Use Netscape Navigator to send an e-mail message to an address outside your internal network, such as <code>support@whistle.com</code>. The message should be received at the external address. 2. Have someone outside your internal network send an e-mail message to an address inside your internal network. The message should be received at the internal address.
Internet access	Use Netscape Navigator or Internet Explorer on a client computer to access a known URL, such as <code>www.whistle.com</code> or <code>www.yahoo.com</code> . The home page for the URL should be displayed in the browser.
Internal Web publishing	Create an internal home page, and ensure that it is named <code>index.htm</code> and that it resides in the InterJet's <code>/internal</code> directory. You should be able to view the page from a client computer by selecting the Internal Website button on the InterJet's Main Agent page.
Public Web publishing	Create a public Web page, and ensure that it is named <code>index.htm</code> and that it resides in the InterJet's <code>/public</code> directory. Host the Web site on your ISP's computer through Web mirroring, on the InterJet, or on a computer on your perimeter network (InterJet 200 only). An Internet-connected computer outside your internal network should be able to use a browser to view your home page.
File sharing	From a client computer, use the Windows 95 Network Neighborhood or the Mac OS Chooser to access the InterJet's hard disk. You should be able to see the <code>/public</code> , <code>/internal</code> , <code>/dropbox</code> , and <code>/software</code> directories.

Glossary

A

active mode FTP

An older form of FTP in which the client connects to the FTP server to request the file transfer, and the server responds by initiating its own connection with the client to transfer the file. For this form of FTP, the InterJet's firewall must open partially to let the FTP server initiate the connection.
Compare: passive mode FTP

address translation

The process by which all IP addresses for the computers on your LAN are mapped to a single IP address—the InterJet's IP address. That is, when an internal computer sends data to a computer outside your LAN, the IP address that accompanies the data (source address) is changed to the InterJet's IP address. When the external computer sends data back to the InterJet's address, that address (the destination address) is mapped to the appropriate address on your LAN. This process adds security to your LAN and helps to conserve IP addresses.

alias

One of two or more DNS names that each refer to the same host.

analog

The representation of information in a continuous wave or signal, such that the wave or signal captures the pattern of the original information. For example, an analog telephone line converts the sounds of the human voice into electrical signals of varying intensities. *Compare:* digital

APOP

An e-mail security mechanism whereby a user's password is encrypted before it goes out over the Internet for checking e-mail remotely. Note, however, that APOP does not encrypt the body of an e-mail message that is sent over the Internet.

auto-configuration

The process by which the InterJet automatically downloads account information from your ISP. Auto-configuration sets up the InterJet so that it can access and work with your ISP in the most efficient manner.

B

bandwidth

The maximum rate that data can be sent through a network line. Therefore, “faster” lines are said to have greater bandwidth. For example, ISDN lines have greater bandwidth than regular telephone lines.

browser

A client application that uses TCP/IP protocols to allow you to view and retrieve information from different services provided by a TCP/IP network, such as the Internet. For example, a browser can use HTTP to retrieve information from a Web server, then interpret the HTML code and display the Web page to you. Examples of browsers are Netscape Navigator and Microsoft Internet Explorer.

C

cache

An area of a computer's memory that is allocated to store incoming data.

caching server

A server that stores in memory the data it retrieves from other servers. Some proxy servers are caching servers. These servers store previously accessed files. When a user requests a file from a particular Internet service, the caching proxy server checks its cache to see if that file has already been accessed; if so, it presents the file to the user, without retrieving the file from the Internet. *See also:* proxy server

CHAP (Challenge Handshake Authentication Protocol)

One of two methods (PAP is the other) for authenticating a PPP connection. CHAP encrypts the password used to establish the PPP connection.
Compare: PAP

Cisco HDLC

A protocol developed by Cisco Systems that is used to transfer data through point-to-point network lines, usually high-speed lines. *See also:* PPP; SLIP

client

A program that requests files or services from a server program. *See also:* client/server

client/server

A style of computing that distributes work (data processing) among hosts (computers) on a network. Clients (application programs) request information or services from a server program running on another computer. TCP/IP networks, such as the Internet, work with the client/server computing style.

configuration

A general computer term that refers to the way you have a computer set up. *See also:* auto-configuration

crossover cable

A type of 10BaseT cabling that is used to connect two Ethernet hub ports together or two Ethernet ports together (*not* an Ethernet port or uplink port to a hub port).

CSU/DSU (Channel Service Unit/Data Service Unit)

A device that connects a computer to a high-speed synchronous serial line. A CSU/DSU also indicates the status of the connection. A CSU/DSU is analogous to a modem used for a connection through a regular telephone line.

D

daemon

Refers to a server that runs continuously as part of a TCP/IP service. For example, the daemon for the FTP service is the server that provides that service.

data transfer rate

The speed at which data can travel through a network line, measured in bits per second (bps). Data transfer rates are often expressed with the abbreviations Kbps (thousands of bits per second) and Mbps (millions of bits per second).

DHCP (Dynamic Host Configuration Protocol)

A protocol that provides IP addresses and other configuration information when they are needed to computers on a TCP/IP network.

dial-on-demand

Describes the type of Internet connection whereby the InterJet connects to your ISP only when it is processing incoming or outgoing e-mail or when a user requests access to the Internet (for example, to view a Web page).

dial-up

A temporary connection between two computers through a telephone link.

digital

The representation of information as a sequence of discrete digits, normally 0 and 1, that do not vary during transmission. *Compare:* analog

directory

The location of a file or a group of files on a computer. Directories are sometimes called “folders.”

DLCI (Data Link Connection Identifier)

A number that specifies the digital virtual channel used for a point-to-point connection over a Frame Relay line. Frame Relay supports multiple virtual channels over a single wire.

DNS (Domain Name Service/System)

A service for resolving (converting) host (computer) names into numeric IP addresses. Using DNS, a client application, such as FTP or Telnet, asks a domain name server to translate a computer name into its numeric address. DNS is the name/address resolution service used by the Internet. *See also:* name resolution

DNS name

The name of a computer (host name) that can be resolved (converted) into an IP address by a DNS server. Computers on a TCP/IP network can have more than one DNS name that all resolve to the same IP address. *See also:* alias

domain

A division of the Internet DNS names that includes a group of computers organized into a unit. Internet domains are organized hierarchically: The top-level domains are indicated by the last three-letter abbreviation in a domain name. For example, the top-level domain `.com` represents all the computers on the Internet that are part of a commercial enterprise; the domain `.edu` specifies the computers related to an educational institution. Domains can be divided into subdomains, which can specify particular organizations, departments within organizations, and so on. For example, `support.whistle.com` specifies the subdomain `support` within the subdomain `whistle`, which is within the domain `.com`. *See also:* domain name; FQDN

domain name

A word or abbreviation that identifies an Internet domain or subdomain. The term “domain name,” however, often refers to the name given to a group of computers that are the responsibility of the same domain name server. Under this definition, a domain name often identifies a group of computers in an organization. For example, `whistle.com` is the domain name for the computers within Whistle Communications Corporation. *See also:* domain; FQDN

domain name server (DNS server)

A program running on a computer that translates a domain name into an IP address. Primary domain name servers are responsible for translating addresses for a particular group of computers, such as those in one or more domains. Secondary name servers duplicate the name/address information from the primary name server, in case the primary name server is down. The term domain name server is also used to refer to the computer running the server program. *See also:* name resolution

download

To transfer a file or other form of data from a remote computer to your own computer.

E

electronic mail

See e-mail

e-mail (electronic mail)

A means of sending electronic messages to one or more recipients over a computer network. This network can be a private network or the Internet. To send and receive e-mail, you use an e-mail client program. *See also:* e-mail client

e-mail address

A sequence of text characters that uniquely identifies the mailbox of a person who can send and receive e-mail. An example of an e-mail address is `jsmith@whistle.com`. The address begins with the person's mailbox name (same as the login name), followed by an @ ("at") symbol, and ends with the domain name. Note that for e-mail exchanged among users in a private network, only the mailbox name is required for the e-mail address.

e-mail client

A program that issues requests to an e-mail server. You use an e-mail client to send and receive e-mail to other people with the same or different e-mail clients. Netscape Navigator, which is included with the InterJet, has a built-in e-mail client. E-mail clients typically use POP or IMAP to retrieve messages from e-mail servers.

e-mail program/reader

See e-mail client

e-mail server

A program running on a network computer that receives e-mail messages and routes them to the appropriate recipients on the network. The InterJet has a built-in e-mail server.

Ethernet

A widely used standard for connecting computers together to form a network. It specifies the types of cables that are used, how they should be connected together, how the computers transmit data to each other, and so on.

Ethernet hub

A device with multiple 10BaseT ports that connects computers in a network. With a hub, cables run from the computers to the hub, so that no two computers are directly connected together with the cable. *See also:* Ethernet hub port

Ethernet hub port

A port on an Ethernet hub that transfers data from one Ethernet port to another. *See also:* Ethernet hub

Ethernet port

A port that serves as the endpoint of data transmission in an Ethernet network; for example, every computer on an Ethernet network has an Ethernet port.

F

file server

A program running on a network computer that stores files and provides access to them. *See also:* client/server

file sharing

The ability for two or more network users to access the same files stored on a file server. Also refers to the process of accessing the files.

firewall

Software that protects a network from unwanted access by others outside the network. A firewall examines all the incoming data and, based on pre-defined rules, decides whether or not to let it pass through to the network or whether or not to service requests.

folder

Part of a URL or directory that identifies a storage area for files. For example, in the directory `/internal/users/msmith/test.htm`, `msmith` is a folder.

FQDN (Fully Qualified Domain Name)

The complete name of a computer on a network. The FQDN includes the computer's local host name as well as the domain name and all subdomain names under which it falls, separated by dots. For example, `gilligan.whistle.com` is the FQDN for the computer named `gilligan`, which is located in the subdomain `.whistle`, which is within the top-level domain `.com`. *See also:* host name

fractional T1

A service provided by ISPs in which a full T1 link is installed at the customer site, but only part of the T1 bandwidth is used for the ISP-to-customer connection. *See also:* T1

Frame Relay

A protocol for transferring data over synchronous serial lines, such as 56 K, fractional T1, and full T1 lines.

FTP (File Transfer Protocol)

A TCP/IP protocol, service, and application that allow a user on one computer to access and download files from another computer that provides FTP service via an FTP server. FTP provides the means to copy a single file or multiple files, as well as to view the directory structure of the files. *See also:* active mode FTP; passive mode FTP

G

gateway

A general term for a networking device that routes and translates data between two or more different types of networks. Gateways can translate data from one protocol to another or from one application to another. For example a gateway can connect a network that runs TCP/IP with a network

that does not run TCP/IP; a mail gateway can translate e-mail in the STMP format to the format of another e-mail system. *See also:* router

H

home page

A Web page that serves as the starting point for a Web site. Home pages contain links to the other pages in the Web site.

host

A computer connected to a TCP/IP network. The term “host” refers to the fact that the computer is “hosting” the protocols that allow users to communicate with other host computers by using programs such as e-mail and FTP. In addition, the term sometimes refers to the fact that the computer is also “hosting” a service, such as a Web site.

host address

See IP address

host name

A word or abbreviation that identifies a computer on a TCP/IP network. *See also:* FQDN

.htm/.html

The file extension of a document created with the HTML (HyperText Markup Language). Files with this extension are meant to be viewed with a browser, such as Netscape Navigator or Microsoft Internet Explorer.

HTML (HyperText Markup Language)

The standard markup language (code) used to create Web documents (pages). HTML is used to specify the formatting of the document and the hyperlinks to other documents.

HTML editor

A program used to create HTML documents, which can be displayed in a browser. Some HTML editors, such the Claris Home Page application included with the InterJet, allow you to create HTML documents without having to write HTML code.

HTTP (HyperText Transport Protocol)

A TCP/IP protocol that provides the method for accessing and publishing data on a Web server; that is, HTTP allows your browser program to retrieve Web pages from Web servers.

HTTP server

See Web server

hub

See Ethernet hub

hub port

See Ethernet hub port

hyperlink

In a Web page, highlighted text (usually underlined and/or colored) or graphics that, when clicked with a mouse, cause a “jump” to another Web page or to another part of a page. Because hyperlinks can take you to other pages on the same or different servers, they provide a means for “surfing” the Web.

hypertext

Text that contains links to other information. Hypertext links are often called “hyperlinks.” *See also:* hyperlink

I

IMAP (Internet Mail Access Protocol)

A protocol that allows you to access e-mail kept on a mail server as if your mailbox were on your own computer. With IMAP, you can access and manipulate e-mail stored on the server from several different computers—such as a desktop computer at the office and a laptop computer away from the office—without the need to transfer the messages back and forth between the computers. IMAP differs from POP in that, with IMAP, you manipulate e-mail directly in your mailbox on the server, instead of first having all your mail downloaded to your personal computer. The versions of IMAP are indicated by a number, for example, IMAP4. *See also:* POP

Internet

The global collection of thousands of individual networks that are connected by means of TCP/IP. The Internet provides worldwide communications to homes, schools, businesses, and governments. On the Internet, a variety of services are provided, such as e-mail, FTP, and the World Wide Web.

intranet

A private network that uses the same technologies and protocols as the Internet (TCP/IP and Web technology) to transmit and display information. Intranets are protected from the outside Internet by firewalls.

IP (Internet Protocol)

The protocol that specifies the rules for formatting and routing data over TCP/IP networks, such as the Internet. IP specifies how data packets are formatted for delivery over the network, how computers are identified with IP addresses, and how data is delivered across networks.

IP address

A unique numeric address in dotted decimal notation (such as 192.9.200.15) that uniquely identifies a computer (host) on a network running the TCP/IP protocols. IP addresses have two primary parts: one that identifies the network and one that identifies the specific host on the network. IP addresses correspond to a computer's FQDN (Fully Qualified Domain Name).

IP router

A router used in a TCP/IP network. *See also:* router

ISDN (Integrated Services Digital Network)

A set of standards that define high-speed communications over digital telephone lines. ISDN lines have two channels that can each deliver data at speeds up to 64 Kbps. One channel can be used for Internet services and the other can be used for regular (voice) telephone services.

ISP (Internet service provider)

An organization that provides subscribers with access to the Internet. An ISP maintains a full-time, high-speed connection to the Internet through

special leased lines. Subscribers can access the ISP's connection through a variety of methods and at a variety of speeds.

L

LAN (local area network)

A network that connects computers that are separated by a short distance (usually in the same building). A LAN can be configured as an intranet and connected to the Internet by a router.

leased line

A synchronous serial line reserved for the exclusive use of a telephone company's customer. Leased lines are often used exclusively for data transmission.

local

A general term that refers to a computer or network that is inside your organization. Also used to mean something on your own computer (such as a file or hard disk) as opposed to something accessed over a network. *Compare:* remote

login name

The unique account name given to an InterJet user. Users must supply their login names (and passwords) to access the InterJet software.

M

MacTCP

Software from Apple Computer, Inc., that allows Macintosh computers to talk with other computers via TCP/IP.

mailbox

The directory where a user's incoming e-mail messages are stored on the InterJet.

mailing list

A list of e-mail addresses for a group of people interested in a particular topic. Mailing lists have one e-mail address that incorporates the e-mail addresses of all the participants on the list.

mail program

See e-mail client

mail server

See e-mail server

modem

Short for modulator/demodulator. A device that allows your computer to communicate with another computer by using regular (analog) sound transmission through the telephone system. A modem modulates (modifies) the outgoing data so that it can be sent through the telephone line and demodulates incoming data.

multicast

A transmission of network traffic to a particular subset of hosts (computers) connected to a network. The traffic is sent to only those hosts on the network that are willing to receive the multicast transmission. *See also:* multicast tunnel router

multicast tunnel router

A special router that your ISP uses to transmit and receive multicast data from the Internet.

N

name resolution

The conversion of a computer's host name or FQDN name (for example, `wilbur.support.whistle.com`) to its corresponding numeric IP address.

netmask

A number in dotted decimal form (such as 255.255.255.0) that TCP/IP uses to identify which part of an IP address specifies the network and which part

specifies the particular host (computer) on the network. A netmask is sometimes expressed as a “netmask width.” *See also:* netmask width; subnet mask

netmask width

A number between 4 and 32 that represents a netmask. The width specifies the number of bits that are masked in the network portion of an IP address. For example, a width of 24 masks the first 24 bits in a 32-bit IP address. The remaining 8 bits can be used for the IP addresses of individual machines. *See also:* netmask

network

Two or more computers connected together to share data and resources.

NTP (Network Time Protocol)

A protocol used by NTP servers to provide accurate time keeping to NTP client computers. To provide precision time keeping, NTP servers refer to radio and atomic clocks on the Internet. The InterJet can serve both as an NTP client that receives the time from an NTP server on the Internet, and as an NTP server that provides accurate time to computers on your LAN.

P

packet

A general term used to refer to the units of data that are transmitted through a TCP/IP network.

page

See Web page

PAP (Password Authentication Protocol)

One of two methods (CHAP is the other) for authenticating a PPP connection. PAP ensures the PPP connection is valid, but does not encrypt the password used for the authentication. *Compare:* CHAP

passive mode FTP

A form of FTP in which the client initiates two separate connections with an FTP server: one to request the file transfer and the other to receive the file.

For passive mode FTP, the FTP server does not initiate its own connection with the client and therefore does not require the InterJet's firewall to open.
Compare: active mode FTP

password

A string of characters known only to a user and the InterJet. The user must supply this string (along with a login name) to access the InterJet software.

perimeter network

A part of an organization's network that is outside the organization's firewall. Because perimeter networks are accessible to the Internet community, they are used to host public Internet services, such as a Web site or FTP.

Ping

An Internet utility that tests the connection between two computers on a TCP/IP network. The Ping utility sends a signal to the other computer, and if the computer is reached, it sends a reply back to the first computer. "Ping" is also used as a verb to describe the use of the utility; for example, "pinging a host."

point-to-point

A term used to describe a network of two (and only two) computers or other devices; these two computers or devices share a direct connection, without any intervening devices.

POP (Post Office Protocol)

A protocol for transferring e-mail from an e-mail server to personal computers. POP allows e-mail messages to be stored on the mail server until the user logs on. Then, POP downloads the messages to the user's computer. The user can then read the messages with any e-mail program that supports POP. The versions of POP are indicated by a number, for example, POP3.

port

1) A hardware device through which information goes into or out of a computer. For example, an Ethernet port on the InterJet is where a hub or computer would be connected; data goes into and out of the InterJet through this port. 2) A number that TCP/IP uses to identify which application is sending or receiving data. For example, if a user wants to download a file from a remote FTP server, TCP/IP determines the port number for the user's client application and for the FTP server application on the remote computer.

With the port numbers, TCP/IP can identify these FTP client/server applications to make a two-way connection.

PPP (Point-to-Point Protocol)

A protocol used for establishing a serial connection between computers. With PPP, the two computers or networks can exchange data as if they were directly connected in the same network. Unlike SLIP, another popular protocol for serial connections, PPP offers data compression and error correction, and can carry multiple protocols simultaneously, such as AppleTalk and TCP/IP, through the same serial connection. *Compare:* SLIP

protocol

A description of the message formats and rules that two computers must follow in order to exchange information. A protocol specifies how different types of computers can “talk” to one another. The name of a protocol is often used for the application that implements it. For example, FTP refers to both a protocol and an application.

protocol stack

A layered set of protocols that work together to provide a set of network functions.

proxy server

The mechanism whereby one server acts for another server in responding to requests for a specific TCP/IP service. That is, if a user wants to use a service from a remote server (for example, to view a Web page), that user first connects with the proxy server, which then handles the user's request. Some proxy servers cache files. *See also:* cache; caching server

Q

queue

An ordered list of items waiting to be processed. For example, the InterJet's mail queues contain e-mail messages that are waiting to be sent to a user inside or outside your network.

R

remote

A general term that refers to a computer or network that is outside your organization. Also used to mean something accessed over a network, as opposed to something on your own computer. *Compare:* local.

remote login

Using one computer to log in (connect) to another computer over a network. To log in to a computer remotely, you need to use a protocol that defines how that connection is established and maintained. *See also:* Telnet

RFC (Request for Comments)

A series of documents that describe the Internet suite of protocols. All RFCs are created under the direction of the Internet Engineering Task Force (IETF), which oversees the development of Internet protocols.

router

A device that connects two networks together, for example, a LAN to a WAN. A router handles the transfer of data between the two networks. Routers can understand IP addresses, and use special routing protocols and routing tables to determine where to send data that is being transmitted via the TCP/IP protocols. Typically, routers send the data to another router, which sends it to yet another router, and so on until the data reaches its destination. *See also:* routing table; gateway

routing table

A list stored in a router that indicates the possible destinations for data being sent to another computer either inside or outside the local network. For example, the InterJet's routing table specifies that all outgoing messages are sent to your ISP, who maintains other routers that send your messages off to their destinations.

S

serial transmission

The transmission of data between computers, whereby the bits (units of data) are sent in a stream, one after the other, instead of in parallel (side by side).

server

A program running on a network computer that provides services to other (client) computers on a network. *See also:* client

SLIP (Serial Line Internet Protocol)

A TCP/IP protocol used for establishing a direct serial connection between computers or networks. With SLIP, the two computers or networks can exchange data as if they were directly connected within the same network. Unlike PPP, another popular protocol for serial connections, SLIP does not offer data compression, error correction, or support for multiple networking protocols. *See also:* PPP; serial transmission

SMTP (Simple Mail Transport Protocol)

A TCP/IP protocol that governs that transfer of e-mail messages. This protocol allows e-mail to be exchanged between two e-mail servers running on different hosts. SMTP is a “simple” protocol because it describes all e-mail messages as plain text. SMTP only defines how e-mail is transferred between servers; the POP protocol defines how e-mail is accessed from PCs. *See also:* POP

subdomain

See: domain

subnet

A portion or segment of a TCP/IP network. Subnets divide one network into multiple smaller networks. Subnets are connected by routers. Each subnet is identified by its distinct IP address structure, called a subnet mask. *See also:* subnet mask; router

subnet mask

A netmask that further divides an masked IP address. A subnet mask splits the host portion of an IP address into a subnet portion and a host portion. *See also:* netmask

synchronous transmission

A method of transmitting data across a connection at a fixed rate. In a synchronous transmission, the sending and receiving devices are synchronized, such that the data is sent in equal-sized blocks at regular intervals.

T**T1 line**

A digital, high-speed serial transmission line used to connect computers to the Internet. T1 lines can transfer data up to 1.544 Mbps. T1 lines are most often used with the Frame Relay, Cisco HDLC, and PPP protocols.

TCP (Transmission Control Protocol)

A protocol that provides a reliable connection, or “dialog,” between computers. TCP divides data into manageable packets, then hands them off to IP for final formatting and delivery. Once the data packets arrive at their destination, TCP reassembles them, checks for transmission errors, and if necessary, tells the sender to resend lost data. *See also:* IP

TCP/IP (Transmission Control Protocol/Internet Protocol)

A set, or “suite,” of protocols that allows different types of networks to communicate with each other. TCP/IP defines most of the significant aspects of how the Internet works. *See also:* TCP and IP.

Telnet

A TCP/IP protocol, as well as the software that implements it, that is used for connecting to a remote host. Telnet defines the standards for remote connections, such that any remote host can appear to display information the same way and operate with the same commands. *See also:* remote login

10BaseT

Twisted-pair cabling used to connect Ethernet networks. Twisted-pair cabling, which is similar to the two-wire line used for telephone wiring, consists of two pairs of insulated copper cables twisted together. A 10BaseT cable can connect an Ethernet port to an Ethernet hub port. *See also:* cross-over cable

terminal adapter (TA)

A device that connects a computer to an ISDN telephone line. For example, a terminal adapter can be used to connect the InterJet to an ISDN line. Sometimes called an ISDN modem.

Traceroute

An TCP/IP utility that traces the route that data follows between two computers. Traceroute uses error messages to identify the routers that forward data from one computer to the other.

traffic

A general term used to describe any data transmitted over network lines.

Trumpet Winsock

A version of WinSock that can be used with Windows 3.x (not Windows 95). *See also:* WinSock

U

UNIX

A computer operating system that allows a computer to be used by many people at the same time and that has the TCP/IP protocols built in. UNIX is the most common operating system for servers on the Internet.

uplink port

A port on a hub that is used to connect that hub to another hub.

upload

To transfer a file or other form of data from your computer to another computer. *See also:* download

URL (Universal Resource Locator)

An “Internet address.” A URL is the standard notation, which you type in your browser's Location or Address box, for specifying the location of a resource (file) on the Internet and the protocol by which the resource is accessed. For example, in the URL `http://www.whistle.com`, the part before the colon specifies the protocol for accessing the information, and the rest specifies the location of the information.

user name

See login name

V

V.34

A modem protocol that describes how a computer's digital signals are changed into tones and how these tones are carried over telephone lines at speeds up to 33,600 bits per second (bps). *See also:* modem

W

WAN (wide area network)

A network that spans beyond the geographical area of a LAN, capable of reaching outside a single metropolitan area. To send data between the computers, a WAN uses the telecommunications infrastructure. The term “WAN” often refers to a point-to-point link between two computers that are not within the same LAN. *See also:* WAN port

WAN port

A port on the InterJet that connects the InterJet to your ISP through a WAN link. These ports are the regular modem port, the external serial port (for ISDN lines), and the synchronous serial port (for point-to-point leased lines on the InterJet 200).

Web

Abbreviation of World Wide Web.

Web mirroring

A service offered by ISPs that lets you send, or upload, your organization's public Web pages and files to your ISP. Your ISP “mirrors” a copy of your public Web pages and files on its server, where they can be accessed by anyone on the Internet.

Web page

An electronic document that is delivered by a Web server to a browser program (client). All Web pages are HTML documents; browsers interpret the HTML code and display formatted Web pages to the user.

Web server

On a network, a program that uses HTTP to provide Web pages upon request to a browser program (client).

Web site

A collection of Web pages, usually related to a particular topic or topics. For example, an organization can have a Web site that describes its products or services. The pages in a Web site are connected by hyperlinks. *See also:* Web page; hyperlink

WinSock (Windows Sockets)

Software that allows Microsoft Windows programs to work with TCP/IP; that is, WinSock handles the flow of TCP/IP-formatted data to and from a Windows computer. *See also:* Trumpet Winsock

World Wide Web (WWW)

An Internet service that uses HTTP to retrieve Web pages and other data from Web servers and display them in a graphical interface. This interface, which is viewed with a Web browser, can combine graphics, text, sound, and animation. The pages on the Web are interconnected by hyperlinks. *See also:* Web page; hyperlink.

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