

User Manual

VisualTools for RemoteAccess Monitor/RA v1.80

**Multi-node information & control program
for RemoteAccess BBS's.**

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Introduction

Introduction to Monitor/RA

Monitor/RA is an Explorer style monitoring program for Windows 95/NT which gives you control over your DOS RemoteAccess based BBS system. It allows you to view information about online users, today's callers, new users, view the system logs, log off users, send notes and more!

Licence agreement

The Monitor/RA package consists of all files contained within the official distribution archive. Before running Monitor/RA, you must read and agree to the following conditions. If you do not or can not agree to and accept the following conditions, you are prohibited from using this package.

- Monitor/RA is copyrighted Damien Guard/Envy Technologies and may only be used in accordance with the conditions set forth in this license agreement.
- Monitor/RA is shareware. You are given a period of 21 days to evaluate this software. At the end of this time you must either purchase a full licence for this product or discontinue using it. An order form can be found included in this archive with the filename ORDER.TXT.
- This licensing agreement does not apply to any future releases which may be packaged with an alternative licensing agreement.
- Permission is granted to any individual or institution to use, copy, or redistribute the unregistered evaluation Monitor/RA free of charge as long as the distribution package is not modified, nor sold for profit. Registered copies/key-files MAY NOT be distributed without written permission of Envy Technologies.
- Monitor/RA may not be licenced nor sub-licenced to any third party without written permission of Envy Technologies.
- This licence agreement may not be modified nor supplemented without written permission of Envy Technologies.
- Neither Damien Guard, nor Envy Technologies are obligated to provide new versions or support for existing versions of Monitor/RA even if a previous version of this package is unusable.
- Although care has been taken to write and test a package that does what this document states, the package is provided as is, without warranty or guarantee of any kind, either expressed or implied, as to the quality or performance of this package, except that Monitor/RA will occupy disk space.
- Neither the author of Monitor/RA, Damien Guard, nor the publisher, Envy Technologies are responsible for any (direct or indirect) damage or costs, including, but not limited to, lost savings, lost profits and loss of data, which may result from the use or the inability to use Monitor/RA.
- The Monitor/RA package may not be distributed in a modified form with the exception of other archive formats. This applies to adverts which may not be included as either a file, nor as a modification to an existing .DIZ informational file.
- Any BBS/distribution adverts of any kind may only be included in the archive banner.
- The unregistered evaluation version of Monitor/RA may be included on shareware CD's and floppy disks providing that any charge levied is for the compilation and not expressly for Monitor/RA.
- If you use this program, you will constitute your agreement to this disclaimer/license.
- All rights reserved worldwide.

Revision overview

- | | | |
|------|--------------|---|
| 1.00 | 23-June-96 | First public release! |
| 1.10 | 10-July-96 | Improved mailer support & CompuServe registrations.
Much more relaxed file sharing & optional toolbar. |
| 1.20 | 10-August-96 | New last-message information. |

1.30	15-August-96	ListView's now sort numeric columns. New intelligent status refreshing. Internal release.
1.40	20-Sep-96	User viewer, log off and note cancelling.
1.50	2-December-96	Corrected for NT4, many minor enhancements.
1.60	27-January-97	New dockable toolbar, active only & save on exit.
1.70	28-April-97	Saves to registry, F5 force refresh, user viewer fix. Register by credit or debit card!
1.80	11-May-97	New hot-tracking tabs & full row-select and IE/Office97 style buttons on systems with IE3 installed. New Tip Of The Day function.

For more detailed version changes refer to the enclosed MONITOR.TXT file.

Requirements

To use Monitor/RA you require:

- A Windows 95 or Windows NT v3.51+ system capable of accessing your RemoteAccess files either locally or across a network.
- A copy of RemoteAccess 2.01, 2.02 or 2.50 Shareware, Hobby or Professional configured & working.
- A mouse operating correctly is highly recommended.

Installation

To install Monitor/RA, simply run the self-extracting archive under Windows. An easy to use setup wizard will guide you through the installation. Advanced users may like to know that files can be extracted from this archive using any ZIP2 compatible archiver.

The automated installation program will prompt you for a directory into which to install Monitor/RA (the default is 'C:\RA\MONITOR') and also ask you for a Program Manager/Start Menu group to put the icons into.

Once Monitor/RA has loaded for the first time, an options screen will display. This asks for some information such as where your RemoteAccess files are stored, how often the screen should refresh and additional options. All options default to suggested values but you should ensure that Monitor/RA can access your RemoteAccess BBS files to work correctly.

For more information, see the section on Configuration in this document.

Uninstalling Monitor/RA

Windows 95 and NT4 users may use the Control Panel > Add/Remove Programs applet to remove the Monitor/RA package.

Windows NT 3.51 users will receive an additional 'Uninstall Monitor/RA' icon in their selected Program Manager when Monitor/RA is installed. This icon will remove this package from your system.

Using Monitor/RA

Launching Monitor/RA

Simply double-click on the Monitor/RA application icon from Program Manager (Windows NT v3.51) or Explorer/Start Menu (Windows 95)!

Main window

Once this is done, Monitor/RA will start and you will be presented with an Explorer style view of your BBS. As default, each line will show a small icon representing what is currently happening on that node, who is logged in, where from, connection speed and status. This view is changable as per Explorer and you can view simply a list of nodes, large icons only, small icons or the default full details (as detailed above).

The status icons are:

Green traffic light	Node is waiting for a call
Yellow traffic light	User is logging in
Red traffic light	Node is down (may be restarting)
Eyes	User is browsing
Mail	User is using mail features
File	User is using file features
Door	User is in a door program
Speech bubble	User is in sysop chat
Two people talking	User is in a conference (RA/Pro only)
Person under a light	User completing in new user registration
Pen on paper	User completing a questionnaire
Question mark	User is in a door with custom status info

Note that a '!' will be appended to a node number if they have paged you during this online session.

This screen refreshes based on the setting in the View > Options screen or whenever the F5 key is pressed. Users monitoring RemoteAccess systems across a WAN or ISDN link are advised to set the refresh rate to 0 and manually refresh as required or to a value much higher than your ISDN idle timeout. Failure to do so could result in your ISDN line being held open.

You can select a node simply by clicking on it. The standard Windows control and shift keys can be held down to allow multiple and block selections respectively.

The main options you can use from here are Log Off, Send Note and Properties. Either right-click on the object, select from the menu or via the toolbar. If you are unsure as to the purpose of an icon on the toolbar, position the mouse pointer over the icon for a few seconds and a tooltip will appear with a textual description of it's function.

Log off

The Log Off option will attempt to log the selected users off the BBS. If you have selected the BBS object then all users will be logged off. Please note that users currently in doors will not be logged off until they return to RemoteAccess - the same is true of notes sent either by Monitor/RA or other RemoteAccess nodes.

Send note

The Send Note option allows you to write a message to all selected users, or all users if the BBS object is selected. This note is similar to the one posted by other RemoteAccess nodes and will display the header and footer details from the standard RemoteAccess language files. You can also choose to import a text file to be sent to the users by clicking on the Import button and

selecting a valid ASCII text file. Further editing can be performed once installed, but existing text in this window will be wiped as the new text is imported.

System tray

Monitor/RA has the ability to show a usage gauge on your Windows 95 system tray. You can set this option on or off from the View > Options window. When active, Monitor/RA shows the letters 'RA' over a coloured background. This background starts green but will display red as more people are online to your BBS - as a percentage. ie. If the bottom half of the RA indicator displays red this means that half of your nodes are in use.

BBS properties

General

The General tab shows total number of calls, name of BBS, name of the last caller and if there is any outbound mail waiting to be processed (if there is, position the mouse pointer over the checkbox to see more information in a tooltip).

Calls

The Calls tab shows a list and count of today's users across all nodes - see the Node properties explanation of this tab for more details.

New Users

This tab shows a list of today's new users, their location and which node they used for their first call. Double-clicking on an entry will show this new user's account if Monitor/RA is registered.

Mailer (Optional)

If you have your mailer options not set to multi-node, a Mailer tab will appear on this property window. For more details, see the explanation of this tab in the Node properties section which follows.

Node properties

The properties window for the node objects shows five tabs. These tabs are detailed below:

General

The General tab displays detailed information about the status of the selected node. This includes the name and other details of any user currently logged in, as well as the time since this node was last used, how long the current user has been logged and status flags to show if the user has paged the sysop, whether outstanding log-off requests or notes are outstanding.

Calls

The Calls tab shows a list of today's callers to this node. This tab is also shown on the BBS object which shows all today's callers across all nodes. For each caller, their name, logon and logoff times are shown along with BPS rate, call number and caller's location. Above this list is additional caller statistics showing number of callers to this node, average connect time and total node usage. Double-clicking on a caller in this list will show their account if Monitor/RA has been registered.

Log (Registered only)

The Log tab allows you to view this node's log file as well as cutting, pasting and clearing the log file from the menu shown with the right mouse button or keyboard hotkeys when you are within the actual log view area. The options and keys are:

Print (CTRL-P)	Print the entire current log file
Delete (DEL)	Delete the entire log file
Copy (CTRL-C)	Copy the current selection

Select All (CTRL-A) Select the entire log file for copying

Please note this tab is only available to users with a valid KEYFILE (See the registration section for more details).

Info

The Info tab shows you any currently unread notes for this node/user and allows you to both delete it and export it to an ASCII text file using the buttons provided. Below this area shows the last-posted-message information for the last message posted from this node.

Usage

The Usage tab shows the nodes usage spread across a 24-hour sample. These details are scale adjusted per node so that one node's information is not comparable to another, but is instead intended to show the nodes own usage spread during the day. You can clear these usage statistics by selecting Reset from the menu displayed from the right mouse button or by pressing CTRL-R.

Mailer

The final tab shows inbound and outbound mail calls for systems using FrontDoor 2.02, 2.20, InterMail and McMail mailer. Each call is shown along with destination, sent and recieved KB figures, time and date. If you have set the Monitor/RA configuration option for multi-node mailer, this tab will appear for each node and represent that node only. For single node mailer systems this will appear on the BBS object for node 1 only.

User viewer

The online user viewer allows you to see details for people currently online. The information is spread across four categories.

Personal

This tab contains all the user's personal details such as name, address, telephone numbers and date of birth.

Account

This tab shows the user's current account details on your BBS. This includes security level, flags, credits, first call date, billing flag, guest status etc.

Settings

Displayed here are the user's chosen settings for using your BBS. This includes language, date format, screen settings, use of full screen message editor, a forwarding address etc.

Info

Shown here are the details your BBS has recorded about this user's activity. This shows the last date/time called, the last file and message areas used, the number of messages posted, number of times called and also the number of files and kb transferred in total.

Configuration

Configuring Monitor/RA is achieved by selecting the View > Options item from the menu. This gives you a number of options you can choose. Also note that the current Monitor/RA main window size and position are saved along with these settings as well as the current view type and status bar visibility. The options are as follows:

General Tab

Node template

This tells Monitor/RA the format of the directories where your individual nodes are run

from.

The *N translates into the required node number in the same way as RemoteAccess does.

e.g. a template of \NODE*N when the RA system path is set to C:\RA would result in Monitor/RA looking for C:\RA\NODE1\, C:\RA\NODE255 etc for node information.

Refresh interval

This specified, in seconds, how often Monitor/RA's main status window will scan RA for status information.

Use the system-tray

Selecting this option will put an icon onto the system tray which shows how much your BBS is being used visually.

Auto size columns

This will automatically adjust the columns to the best fit width for each column. This is useful if you want to keep Monitor/RA in a reasonable amount of space while still being able to see long user name and locations although the column headers may sometimes be truncated.

Save on exit

This will ensure that every time you exit Monitor/RA the current window position, toolbar position & docking status will be saved for the next time Monitor/RA is loaded.

Active nodes only

Choose this option to prevent Monitor/RA from showing nodes that are offline.

RemoteAccess tab

Use RA variable

This will attempt to use the current DOS-style 'RA' variable which has been SET to find your copy of RemoteAccess.

Manual set

Use this option if the RA variable may not be set or if you want to make sure Monitor/RA is using the copy of RemoteAccess you expect it to. You can browse for the CONFIG.RA file using the button marked '...' to the right of the text field or you can type it in directly.

RA normal error-level

This is the error-level RemoteAccess is set to exit with normally on your system. You can find this out by checking your batch file that RA is run from. If on the line where RA is run you have -E followed by a number, it is this value, otherwise it is 0.

RA shut down error-level

This is the error-level RemoteAccess should exit with to shut down a node on your BBS. For this to work correctly you must ensure that your batch file used to run RemoteAccess contains a line after the call to RA to check for this error level and to abort the batch file.

e.g. IF ERRORLEVEL 97 GOTO EXIT
 ...
 :EXIT

Mailer tab

Mailer type

You can choose from the available mailer's supported here or turn off mailer support by choosing '(None)'. The currently supported mailers are FrontDoor 2.12, FrontDoor

2.20mL,

InterMail 2.29 and McMail 1.00. Newer and older versions of these mailers MAY also work.

Mailer path

This directory specifies the path to the mailer's configuration files. From here Monitor/RA will determine the location of the mailer history and other information required.

Multi-node

Some systems run multi-node mailers, while others run just a mailer on one node. With this option selected, a tab is shown on each nodes property sheet displaying mailer history information. When unselected, the same information is shown just once under the System Properties sheet.

Reverse order

It is often desirable to have the most recent mail transactions at the top of the list and so checking this box will read the mail history in this order.

RAStatus

RAStatus is an additional DOS based tool included in this package which allows you to modify the RemoteAccess status information which is shown both on Monitor/RA and the "Who's Online" function in RemoteAccess.

The syntax for this tool is:

`RASTATUS /N<node> [options]`

Where <node> is the node number you wish to modify.

The options are:

<code>/U<user name></code>	Change 'user name' to this text.
<code>/H<handle></code>	Change 'user handle' to this text.
<code>/B<bps></code>	Change 'BPS rate' to this speed. (Use 0 for local, no commas!)
<code>/L<location></code>	Change 'users location' to this text.
<code>/S<status></code>	Change 'currently doing' to this text. (RemoteAccess limitation of 10 letters)
<code>/C<call></code>	Change 'times-called' to this value.
<code>/D<text></code>	Write this text to this nodes userdoes.
<code>/X</code>	Clear this node's information.

Due to the way DOS works, if you require a name/location etc to have a space in it, please use the underscore character '_' - RASatus will convert this to spaces as it updates the status information.

Please note that changing these options only affects the online status lists and does not modify the users record (for example specifying `RASTATUS /N1 /LNot_here` will only adjust the online list - the user's own Location will remain whatever it is set to in RemoteAccess' user database).

Appendixes

Registration

Please do consider registering this package. By registering you get access to more nodes, no nagging, an extra 'Log View' option and the online user viewer which shows all the users details instantly - something which comes in very handy indeed. This is our first shareware release, our other two packages are - and will most likely continue to be - freeware but it became obvious while developing this program that it required significantly more time and effort which is why we are asking for a small payment.

When you register you will receive a small KEYFILE which when placed in the same directory as Monitor/RA will unlock the extra features and give you access to more than 3 nodes if your system supports it. We have come up with two different registration types: Non-commercial for non-profit making systems with 10 nodes or less and Commercial for those systems where either the BBS is run on a profit making basis -or- the system has more than 10 nodes (up to 250 are supported in the Commercial KEYFILE's). This KEYFILE will allow future versions of Monitor/RA to also be used in registered mode although we reserve the right to change the KEYFILE system in a future release and to reissue you a new KEYFILE should the need arise. It is also possible that major changes to the Monitor/RA package may require an upgrade fee (this has not been the case to-date).

To register simply fill out the enclosed ORDER.TXT file and send it to us. We currently take UK cheques/cash, Visa, Mastercard, Delta, Switch or JCB or alternatively you can use CompuServe's SWREG service if you are a member. Credit cards are billed in GBP (UK pounds sterling) and are converted to your local currency by your credit card company (normally with excellent rates). There is no surcharge for credit card registrations.

Frequently asked questions

- Q: The log-off option causes the node to log off and do something strange.
A: Check your batch file from which you launch RemoteAccess and look for a line with RA.EXE. If there is a -E parameter on this line, make a note of the value that follows it and enter this value into the View > Options settings in Monitor/RA, in the Exit Level option and save the configuration. If there is no -E parameter then enter the RemoteAccess default of 20 into this field.
- Q: Monitor/RA is showing more nodes than I have.
A: Delete the USERON.BBS file from your main RemoteAccess directory and then log in with "RA -N<node> -L" where <node> is your highest node number. This will reset RemoteAccess's node information correctly.
- Q: Notes and log-off requests take quite some time to affect the online users.
A: RemoteAccess only periodically checks these 'Semaphore' files and as a result can often take a while to realise it should be processing them. This is not a fault of Monitor/RA.
- Q: Monitor/RA is not showing all of my nodes.
A: The unregistered version of Monitor/RA only supports 2 nodes. See the Registration section for more information.
- Q: Monitor/RA is not using my date & time formats on Windows NT 4.
A: This is a known problem with Borland Delphi - the development system used for this package. We will hopefully have a resolution for this issue in the next release.

File summary

This package consists of the following 8 files:

Main files

MONITOR.EXE	Monitor/RA application
MONITOR.WRI	Windows Write format documentation

README.1ST	Important release notes & what's new
RASTATUS.EXE	DOS tool to update RA status information

Administration

ORDER.TXT	VisualTools/RA order form
ENVYTECH.PGP	Envy Technologies PGP public key
FILE_ID.DIZ	Archive description
DESCRIPT.ION	4-DOS extended file descriptions

Contacting Envy Technologies

There are several ways of contacting Envy Technologies. They are:

Internet:	envy@guernsey.net
CompuServe:	100331,640
FidoNet:	2:255/78 (Damien Guard)

Prefix the following numbers with +44 if outside the UK, or 0 if within.

BBS & fax:	1481-37156	(v.34b 33k6 / 14k4 fax)
	1481-37256	(v.34b 33k6 / 14k4 fax)

To receive the latest versions of Envy Technologies releases:

FidoNet:	FREQ from 2:255/78 or 2:255/119
	MONRA for latest version of Monitor/RA
	ENVY for list of releases to dates + future release info
BBS:	Log onto our BBS (numbers listed above) as user GUEST.
	Go into the file menu, select group "Ice" then file area
	Envy Technologies.
Internet WWW:	http://www.guernsey.net/~envy

Future enhancements

Monitor/RA has been in development for quite some time, we hope you will find that it does what you require. If you have an idea for a new feature or improvement, drop us a line and we'll see what we can do. We are especially interested in adding support for other mailers - email us if you use an unsupported mailer with details/contacts for the mailer in question.

Credits & acknowledgements

My first and foremost thanks to my beta testers, Ted Pugh, Ian Pattison and Ian Merkel, to Mike Ehlert at PC Micro (www.pcmicro.com), and to Kris Fowler for his support with the file sharing and McMail testing. My additional thanks to Jean-Martin Thibault for his excellent XToolbar component.

Development tools:	Borland Delphi v2.01
	Borland C++ v4.5
	SysTray v0.3
	Envy Delphi Component Pack v0.9
	XToolbar
	WISE Installer v5.0
Documentation:	Windows Write/32

Thank-you for using Monitor/RA,

/Damien

Damien Guard - Envy Technologies - 11th May, 1997.