



ReachOut[®] for Windows NT

Read Me File

Contents

1. Before Installing ReachOut
2. Installation Issues
3. Password Compatibility With Previous Versions
4. Multiple Connection Support
5. Dial-Up Networking
6. Speeding Up Internet (TCP/IP) Connections
7. *ReachOut* Button in User Manager
8. Automatically Starting ReachOut
9. Public Installations and Supervisor Security
10. User Accounts and Callbacks on Windows NT Domains
11. ReachOut and Your Modem
12. Video Drivers
13. Special Windows Key Combinations
14. Print Redirection
15. Virus Checking
16. Connecting From a DOS Computer
17. Uninstalling ReachOut

=====

1. Before Installing ReachOut

If you have any other remote control software on your computer, remove it before installing ReachOut.

2. Installation Issues

To install ReachOut for Windows NT, you must be a member of the "Administrators" user group or have Administrator rights on the Windows NT computer. "User" rights do not allow starting and stopping services, so if you want members of the "Users" group to be able to log on and use ReachOut, you must set up the ReachOut service to run automatically as soon as Windows NT starts. Here's how:

1. From the ReachOut *Configure* menu, choose *Options*.
2. Make sure the *Wait for calls* box is checked. (You can turn this option off later if you want.)
3. Under *Start waiting for calls*, choose *When computer starts*.
4. If desired, clear the *Wait for calls* check box to prevent incoming connections.

5. Choose *OK*.

When the computer is restarted, the ReachOut service will be running. Users should then be able to log on and use ReachOut.

Error During Setup

On some systems, the Setup program might display the following error message during the install process:

"d:\temp\prompt.dll is not a valid Windows NT image"

You can safely ignore this message. Choose *OK* and Setup will continue normally.

3. Password Compatibility With Previous Versions

If you plan to make ReachOut connections to Windows NT computers from Windows 95 or Windows 3.1x, you should update the previous copies of ReachOut to version 7 of ReachOut for Windows 95 or ReachOut for Windows & DOS. These are both included on the CD-ROM. Be sure you only update ReachOut for the same version of Windows, in accordance with your license agreement. (For example, if a computer has a previous version of ReachOut for Windows & DOS already installed, you may install version 7 of ReachOut for Windows & DOS on that computer, but you may not install ReachOut for Windows 95 or ReachOut for Windows NT without purchasing an upgrade.)

If you don't update the previous versions, then you must define one or more Windows NT user accounts with passwords entirely in uppercase letters (numbers are also allowed). Previous versions of ReachOut cannot connect with passwords that contain lowercase letters.

4. Multiple Connection Support

ReachOut for Windows NT supports multiple connections to or from a single computer:

- A single calling computer can connect to multiple waiting computers and use remote control or ReachOut Explorer on any or all of them at the same time.
- Multiple calling computers can connect to a single waiting computer and use ReachOut Explorer all at the same time. However, only one caller can remotely control the waiting computer at any one time.
- A single computer can both make and receive calls at the same time.

5. Dial-Up Networking

Windows NT Dial-Up Networking does not work correctly with Service Pack 2.

If you have Service Pack 2 installed and you can't make a Dial-Up Networking connection in Windows NT, you may need the additional update package that is available from Microsoft.

Dial-Up Networking Using NetBEUI

To make a ReachOut Dial-Up Networking connection on a NetBEUI network, you must configure the Remote Access Server to forward NetBEUI broadcasts. On the RAS server, choose *Run* from the Windows *Start* menu and enter REGEDIT to run the Windows Registry Editor. Browse to the

following location:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RemoteAccess\Parameters\
NetbiosGateway

and change the "EnableBroadcast" value to 1.

6. Speeding Up Internet (TCP/IP) Connections

This information applies if you make ReachOut remote control connections over the Internet or any other TCP/IP network, either directly or through Dial-Up Networking.

You may be able to speed up your connections by adding an entry to the Windows Registry as follows:

1. From the Windows *Start* menu, choose *Run*.
2. Type REGEDIT and choose *OK*.
3. Browse to the following location: "HKEY_LOCAL_MACHINE\SOFTWARE\Stac\
ReachOut\Transports\TCP".
4. From the Registry Editor's *Edit* menu, choose *New*, then choose *DWORD Value* from the list.
5. Enter "NoDelay" as the name of the new value.
Its value data should be 0. If the value already existed and its value data is not 0, double-click the value to edit it and change the *Value data* field to 0.

7. ReachOut Button in User Manager

If you access User Manager by choosing *Users* from the ReachOut *Configure* menu, a ReachOut button should display in the User Properties dialog box for each user account. This button displays only if you open User Manager through ReachOut; you will not see the *ReachOut* button if you run User Manager from the Windows *Start* menu.

Occasionally you may notice that the *ReachOut* button is missing even if you open User Manager from within ReachOut. This is known to happen when you are running either Windows NT Task Manager or Netscape Navigator. If you see this behavior, choose *Cancel* in the User Properties dialog box, then exit the other program (Task Manager or Netscape Navigator). Once the other program has completely closed down and all related processes have ended, you should be able to return to the User Manager window and access the ReachOut properties for each user account.

8. Automatically Starting ReachOut

The ReachOut computer you want to connect to must be up and running before you can connect to it. To maintain logon security, you can have ReachOut start waiting for calls before you have to enter a password. The ReachOut service will start as soon as Windows NT starts. When you remotely control the other computer, you'll see the Logon Information dialog box.

To have ReachOut wait for calls whenever your computer starts, open ReachOut and choose *Options* from the *Configure* menu. On the *Waiting* tab, under *Start waiting for calls*, choose *when computer starts*. You should then restart the computer. ReachOut will be waiting on all the connection types you have chosen.

9. Public Installations and Supervisor Security

For information about setting up a shared copy of ReachOut, see ReachOut Help, or Chapter 7 of the ReachOut for Windows NT User's Guide. Make sure you have a site license before doing a shared installation.

Note: Each computer running a public installation of ReachOut must be in the same workgroup as the shared computer.

Running SETUPNT PUBLIC

After a shared setup, users must run SETUPNT from the shared ReachOut folder to install ReachOut. SETUPNT obeys all Setup command-line parameters and installation script commands.

When you set up a shared copy of ReachOut, ReachOut automatically creates a default installation script (ROINST) with the PUBLIC command. As long as the ROINST file is present, ReachOut automatically runs this script and does a public installation whenever a user runs SETUPNT.

Supervisor Security

If the ReachOut supervisor makes changes to Supervisor Security settings after users have already installed ReachOut from the shared folder, each user should restart the computer to make sure the changes take effect.

10. User Accounts and Callbacks on Windows NT Domains

ReachOut callbacks are defined through Windows NT user accounts. From the ReachOut *Configure* menu, choose *Users*. In the properties of a user account, choose the *ReachOut* button to set ReachOut-specific security, including callbacks.

Callbacks only work on *local* Windows user accounts. If the waiting computer is on a Windows NT domain, you cannot set a ReachOut callback for a user account that is defined on the domain.

If a shared copy of ReachOut is set up, the supervisor can decide to have ReachOut authenticate users defined only on local computers, or only on an NT domain. Set this option on the *Connect* page of Supervisor Security.

11. ReachOut and Your Modem

You can connect to another ReachOut computer via modem, network, or direct cable; and you can wait for calls on more than one of these connection types at a time.

Receiving a FAX on a Modem Line

If you have other communication applications running on your computer (such as a FAX application) along with ReachOut, and you want to receive calls with the other communication application (for instance, you want to receive a FAX on your computer), you'll need to make sure ReachOut is not waiting for modem calls (either close ReachOut or turn off the waiting on that modem). You can, however, use the other application to dial out over the modem line even while ReachOut is waiting for modem calls.

Modem Status Display

In Windows NT, the modem status icon does not always appear in the taskbar, even if you check *Display modem status* on the *Options* tab of the modem Properties dialog box.

12. Video Drivers

If you are having video problems while using ReachOut and are using a third party video driver, switch to standard Windows VGA or SVGA and try using ReachOut again. If it works correctly, check with the manufacturer of your video card to see if there's an updated driver. If not, use the SVGA Windows video driver with ReachOut.

You should have no problems using ReachOut when both computers are running 256 colors. To use more than 256 colors, both computers must be set to the same color resolution, and both computers must have the same video driver and card.

A color scaling option lets you reduce the number of colors displayed in the ReachOut viewing window to 256, even if the video on the remotely controlled computer is set to display a higher number of colors. To set this option, choose *Options* from ReachOut's *Configure* menu and go to the *Hosting* tab.

Clear remote computer's display setting

The option to "clear the remote computer's display" is not supported by all video cards. If the remote computer has a video card such as an **ATI mach 32** or an **ATI mach 64**, you cannot remotely blank that computer's display.

13. Special Windows Key Combinations

During remote control, pressing certain key combinations while the viewing window is active produces different results depending upon the version of Windows the calling computer is running.

Here is how these key combinations behave in Windows NT:

- ALT+TAB cycles through the applications on the **remote** computer.
- CTRL+ESC activates the **local** computer's taskbar. To activate the remote computer's taskbar (or task list in Windows 3.1x), use ALT+UP ARROW.

14. Print Redirection

At this time, ReachOut for Windows NT does not support Host-side print redirection.

You can, however, redirect printouts from Windows 95 and Windows 3.1x computers that you are remotely controlling. The procedure is different for each platform; look up "printing" in the ReachOut Help Index for complete details.

If you have trouble redirecting printouts from a Windows 3.1x computer, you may need to update ReachOut on that computer. For the print redirection feature, some earlier versions of ReachOut for Windows & DOS are not compatible with ReachOut for Windows NT.

15. Virus Checking

During file transfers via ReachOut Explorer, you can check transferred files for viruses. To find out how, look up "virus checking" in ReachOut Help.

To download the latest virus pattern file, go to the Trend Micro Devices home page on the Internet at http://www.antivirus.com/pattern_update.html.

16. Connecting From a DOS Computer

At this time, ReachOut for Windows NT does not support connections from DOS Viewers; for this reason, you cannot connect to a Windows NT computer through a DOS gateway. However, you can use ReachOut for Windows NT to connect to a DOS Host.

17. Uninstalling ReachOut

Uninstall removes all ReachOut files, including:

- All program files that aren't in use
- The ReachOut shortcut icon
- All ReachOut files placed in your WINNT\SYSTEM32\DRIVERS folder

Uninstall also removes ReachOut entries from the Windows Registry.

Uninstall does not remove files that ReachOut Setup did not create. Such files include connection icons, folders, and shortcuts you created after installing ReachOut.

To uninstall ReachOut:

1. Click the Windows *Start* button on the taskbar.
2. Choose *ReachOut* from the *Programs* menu.
3. Choose *Uninstall*.
4. Follow the instructions in the Uninstall wizard.
5. Restart Windows when done.

If the ReachOut folder remains, you can delete it and all its contents.

If you uninstall ReachOut and then reinstall (without having deleted any additional files), you can still use your former connection icons to make connections.

Uninstalling If You Have Only User Rights

If you are a member only of the Windows NT "Users" user group, an Administrator of the computer might have specified that ReachOut should start waiting for calls as soon as the computer starts. Under these circumstances, the Administrator should log on and run the Uninstall program. If a member of the "Users" group runs Uninstall instead, not all components of ReachOut will be removed. The ReachOut service, the ReachOut shortcut icons, and additional files in the ReachOut folder must be manually deleted.

If You're the ReachOut Supervisor

When you installed ReachOut on a network drive for public installation, Setup also asked for a folder on your local computer in which to install ReachOut. If you run ReachOut's Uninstall from that local computer, it will remove files on the network drive as well as the files on your local computer.

=====

© 1996 Stac, Inc. All rights reserved. Includes one or more U.S. patents 4701745, 5016009, 5126739, 5146221, 5414425, 5463390, 5506580, and 5532694. Other patents pending.

Stac® and ReachOut® are registered trademarks of Stac, Inc.

All Stac product names are trademarks or registered trademarks of Stac, Inc. Other product names are trademarks of their respective holders.