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Farallon Computing, Inc.

Release Notes

Look@Me - A family of Timbuktu Pro spin-offs
Version 1.0 for Windows
April, 1996
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The release notes include the following sections:

*   Installation and compatibility information

*   Windows support

*   Windows NT information

*   TCP/IP information

*   Cross-platform information

*   Netware information

*   Troubleshooting

*   Memory configuration issues


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Installation and compatibility information
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Please review the following topics before installing Look@Me.

NOTE: Look@Me comes in two flavors: a free-standing "applet" and
a Netscape plugin. Since the applet and the plugin differ only in
their system requirements and installation procedures (which are
identified in the next two sections), the applet and the plugin
will both be referred to as "Look@Me" unless otherwise specified.

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The Look@Me applet and the various versions of Windows
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The Look@Me applet currently supports only Windows 3.1, Windows for
Workgroups (WFW) 3.1.1, and Windows 95. This version does not fully
support Windows NT. See "Look@Me and Windows NT" below for details.


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The Look@Me Netscape plugin, Netscape, and the various versions
of Windows
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The Look@Me Netscape plugin currently supports only 32-bit versions of
Netscape Navigator running on Windows 95. The Look@Me plugin does not
support Windows 3.1, WFW 3.1.1, and only partially supports Windows NT.

See "Look@Me and Windows NT" below for details.

If you have installed the Look@Me plugin and Netscape still doesn't
recognize it as legitimate, make sure that the file "Nptb2_32.dll"
is located in the Netscape/Program/plugins folder and restart Netscape.

Look@Me and Windows NT

Look@Me does not work in both directions when running on a Windows NT
system. This means that a remote user cannot observe the desktop of a
Windows NT computer using Look@Me or Timbuktu Pro for Windows.
However, a Windows 3.1, Windows for Workgroups 3.11, Windows 95, or
Macintosh computer can be observed from a Windows NT computer.

Look@Me and America Online (AOL)

Look@Me will not work over an AOL connection. During an AOL session,
AOL replaces the standard WINSOCK.DLL with a special AOL WINSOCK.DLL.
Unfortunately, AOL's DLL is not compatible with Look@Me. Once the AOL
session comes to an end, AOL returns the original WINSOCK.DLL to its
rightful place, allowing you to use Look@Me with other services.

Look@Me and Timbuktu Pro for Networks, Windows Edition

You'll need to close Timbuktu Pro for Networks (Windows Edition) before
installing Look@Me. The two products cannot run @ the same time. After
installation Look@Me opens automatically. If Timbuktu Pro is running
when Look@Me is trying to open, there will be a conflict.

As long as you don't try to run both Look@Me and Timbuktu Pro at the
same time, they will be able to co-exist peacefully on one computer.

Look@Me and Lotus SmartCenter

You'll need to close Lotus SmartCenter before installing Look@Me.

Look@Me and Corel applications

If you are observing a computer that is running a Corel application, you
may encounter an assortment of color, drawing, text, and fill problems.

Look@Me and the S3 chip set

If you are Observing a computer that is using a video card with an S3
chip set, you may encounter an assortment of color, drawing, text, and
fill problems.

Look@Me and Lotus 1-2-3 release 5.0

If you are Observing a computer that is running Lotus 1-2-3 release 5.0
under Windows 95, you may notice that the background color is not
displayed properly in the Observe window. This behavior will not
interfere with the Look@Me session.

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TCP/IP information
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TCP/IP stack options

Farallon maintains three categories of TCP/IP stacks: Certified,
Verified, and Unsupported.

Certified stacks have been subjected to significant stress testing by
Farallon's Quality Assurance department and have been found to function
correctly with Look@Me and Timbuktu Pro for Networks.

Look@Me fully supports the following TCP/IP stacks:
*   Microsoft MS/TCP 3.11 and 3.11a
*   Microsoft MS/TCP for Windows 95
*   NetManage Chameleon V4.01 and V4.5
*   Novell LAN Workplace V4.2 and V5.0

Verified stacks have been tested to a lesser degree than Certified
stacks. Most, if not all, of the Look@Me features operate correctly with
them. A Verified stack will typically work with Look@Me without
difficulty. Review this document for specific comments on these stacks.
Please contact Farallon immediately if you detect a problem with one of
these IP stacks.
*   Beame & Whiteside V3.2.0.1.
*   Distinct V3.32 - Requires a new WINSOCK.DLL dated: 7/21/95, size:
          33110 bytes. Contact Distinct technical support.
*   Frontier Super TCP Pro 1.1
*   InterCon TCP/Connect II for Windows V4.00 R3 - Requires Winsock
          patch. Contact InterCon technical support.
*   Microsoft MS/TCP for Windows NT
*   Network TeleSystems TCP Pro V1.03/2.0
*   Spry Internet Office -- Requires a new WINSOCK.DLL. Contact Spry
          technical support.
*   Trumpet V2.0 -- When observing a Macintosh computer, the screen
          redraws very slowly and the computer may hang.
*   TGV MultiNet for Windows V1.1
*   Wollongong Pathway Runtime V4.0 with patches.
*   WRQ (Walker, Richer, & Quinn) Reflection V4.5 and V5.01
*   ftp Software OnNet V1.0, PC/TCP V2.3, and PC/TCP V3.0 -- You will
          need to take the following steps:
          1. Find the directory in which PCTCP was installed.
          2. Open the PCTCP.INI document with a text editor.
          3. Make the following changes in the [pctcp kernel] section:
            tcp-connections=10
            udp-connections=10
            window=4096

4. Restart your computer. Look@Me should now work with PCTCP.

Unsupported stacks do not work with Look@Me due to compatibility
problems with their WinSock libraries:

*   Sunsoft PC-NFS 5.1 -- Cannot be observed.
*   NCD Marathon -- Screen-sharing as a host does not work.
*   Microsoft LanMan for DOS 2.2 TCP/IP -- A local computer cannot
        copy files to the remote computer using the Exchange service. All
        other services function properly.

Loss of IP address

If you use the Windows 95 Dial-Up Networking client to connect to a PPP
server, you won't be able to determine your IP address by viewing the,
"Your Internet Address Is:" message in Look@Me. This means that no one
can connect to your computer across the dial-up link.

To learn your IP address in this situation:

*   In Window 3.X, Refer to your IP Stack Vendor's Users guide.

*   In Windows 95:
        1. Open the Network Control Panel
        2. Select TCP/IP-> Dial-up Adapter and click Properties.
        3. Select the IP Address Tab.

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Look@Me and firewalls

You won't be able to Observe a user who is behind a firewall. For more
information, see the "TCP/IP - Look@Me connections appear to be blocked"
section under Troubleshooting (later in this document).

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Cross-platform information
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Macintosh software requirements

Make sure the Macintosh user is running Timbuktu Pro for Macintosh 1.0.5
or later and MacTCP 2.0.6 or later.

Color mismatch

When a PC user is observing a Macintosh computer, the colors in the
Look@Me window of the PC may not exactly match the colors on the
Macintosh.

If the Macintosh Monitors control panel is set to millions of colors and
the PC that is observing it is using standard VGA, performance may be

unacceptable. Ask the remote Macintosh user to switch to 256 or even 16
colors.

RAM Doubler

A Timbuktu Pro for Macintosh user cannot connect to a Timbuktu Pro for
Windows computer that is using RAM Doubler.

Bypassing QuickDraw - FrameMaker

When the Macintosh is running FrameMaker 4.0, the text in the FrameMaker
menus may not be visible to the PC observer. Make sure the Macintosh
user has switched on Support Bypassing QuickDraw in the Preferences
dialog box.

Invisible buttons

Buttons in a Macintosh application may sometimes not be visible to the
PC observer.

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NetWare information
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Look@Me does not support the Novell IPX protocol.

Upgrade to Timbuktu Pro for Networks (Windows edition) for full
IPX functionality.

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Troubleshooting
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Installing Look@Me - Cannot find MFCOLEUI.DLL

Did you see the following message during the Look@Me installation?

  To finish installation, you need to copy the file:
  MFCOLEUI.DLX
  into your Windows system directory and rename it MFCOLEUI.DLL.

If so, look in the directory where you installed Look@Me (by default,
C:\farallon) and copy the file MFCOLEUI.DLX into your Windows
system directory. Don't forget to rename it MFCOLEUI.DLL

Starting Look@Me - Cannot find MFCOLEUI.DLL

Did you see the following message during the Look@Me installation?

Cannot find MFCOLEUI.DLL. Windows needs this file to run
C:\FARALLON\LOOK@ME.EXE.

If so, refer to the preceding note regarding installation of
MFCOLEUI.DLL.

Starting Look@Me - Lotus Notes

Look@Me should be started before Lotus Notes.

TCP/IP - Attempting to observe your own computer

Please do not attempt to observe your own computer; it may crash
your system.

TCP/IP - No TCP/IP Address or Functionality

If the Internet Address does not appear in your Look@Me window,
make sure that your TCP/IP software is compatible with Look@Me, as
explained in the "TCP/IP stack options" section above.

If you are using a Certified or Verified stack, make sure that your IP
network software is working properly outside of Look@Me. Try other
WinSock IP applications, such as Ping, Netscape, Telnet, or FTP. If
these aren't working either, the problem is more likely to be with your
IP stack rather than with Look@Me.

If you are using a TCP/IP stack that has not been either Certified or
Verified, you must be able to answer Yes to the following questions:

*   Does your TCP/IP stack have a WINSOCK.DLL? The documentation
        should state this clearly.

*   Do you have the most recent update of the TCP/IP stack? To find
        out, contact the vendor of the stack.

*   Is there only one WINSOCK.DLL in your path? If you find any
        others, rename them or remove them from your path.

*   Does the WINSOCK.DLL in your path--normally in the Windows or WFW
        directory--match the one provided by your stack? To find out, see
        if the dates and sizes of the two WINSOCK.DLL's are identical. If
        you answered "yes" to all of these questions and Look@Me
        still does not work, visit the Farallon Web server
        (www.farallon.com) to find the latest list of supported IP stacks.

TCP/IP - Some types of Look@Me TCP/IP connections appear to be blocked
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Situation: For security reasons, network managers on TCP/IP networks
usually want to restrict external access to their networks. Most of the
time they will open the ports required by common services (Telnet, FTP)
and set their IP routers (or gateways) to block the other ports.

An IP router that is set to block (or filter out) TCP/IP ports is called a "firewall." By blocking the ports that Look@Me and Timbuktu Pro require, a firewall can prevent Look@Me or Timbuktu Pro from making a connection. In order for Look@Me or Timbuktu Pro to access a computer on a firewalled network, the network manager must open the TCP ports that Look@Me requires.

Background: Look@Me and Timbuktu Pro both use UDP port 407 to establish contact with a remote computer. Once a Look@Me or Timbuktu Pro-equipped computer receives a request for a connection, information about the remote computer (including the port number to use for exchanging data) is returned through contact port 407.

The Internet Society has granted "well-known" status to Look@Me's and Timbuktu Pro's use of UDP port 407. This means that it is very unlikely that other network services will be using port 407. Because port 407 is a "well-known" port assignment, we did not provide the ability to change it. That means that if UDP port 407 is blocked, Look@Me and Timbuktu Pro will not work.

Once the connection has been established through UDP port 407, the computer that received the request for a connection switches to TCP port 1418 to transfer data. A computer that initiates a connection uses dynamically-assigned port numbers (one for screen data and one for mouse-movement data) that are negotiated by the two computers involved. This normally results in the selection of TCP port numbers that fall between 1024 and 32767. Most Internet providers follow the convention of allowing ports greater than 1023 to be assigned to TCP/IP applications dynamically. If these ports are firewalled, Look@Me will not be able to complete a TCP/IP connection.

Here is a "graphic" summary of how Look@Me uses TCP/IP ports:

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Guest   Port #        Port type        Port #  Host
Contact Dynamic <---------UDP---------> 407     Contact
Observe Dynamic <---------TCP---------> 1418    Observe
Mouse   Dynamic <---------UDP---------- Dynamic Mouse
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Solution: The network manager will need to reconfigure the firewall permissions to permit dynamic TCP port assignments. Refer to your firewall or router documentation for details.

Observing - Observe window sometimes freezes

If you are observing a remote computer and the other computer appears to freeze up, check the video driver on the remote computer. Ask the remote user to switch his or her video mode to standard VGA or to one of the standard Super VGA drivers that ship with Windows 3.1.1. The problem may also occur if you are using a non-standard video driver.

Observing - Some colors not visible in Observe window

If incorrect colors appear during an observe session between two

computers, check for differing color capabilities. For example, if the
remote computer you are observing has 256 colors with a text highlight
of light blue and your computer has only 16 colors, the light blue may
be mapped to white in your Observe window. You won't be able to see
any highlighted text. Ask the other user to switch to the same color
depth you are using.

Observing - Screen savers

If you expect to have remote users observing your computer, it's best to
avoid using a screen saver. Since you are not controlling the other
computer you cannot turn off the screen saver. In this case, the only
thing that Look@Me will allow you to do is to enjoy watching a remote
computer's screen saver.

Observing - Observing DOS sessions

While Observing another PC, you can observe a DOS session in a window.
But if the remote user switches the DOS session to full-screen mode,
your window will display "funny" things and you won't be able to see what
is happening at the remote computer's DOS prompt.

Hint: you can usually assume you have connected to a computer in a
full-screen DOS session if the your picture of the remote desktop
contains partially-drawn windows or text segments.

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Memory configuration issues
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The following symptoms may indicate that you are experiencing a low DOS
memory problem:

*   Look@Me won't run.

*   You can't run other Windows applications when Look@Me is running.

*   After a observe connection is interrupted, nobody can connect to
         your PC or to the one you were connected to.

*   You can't maximize the Observe window.

*   Buttons are not completely drawn.

*   Error messages are only partially displayed.

Because Windows sits on top of DOS, Windows applications and the Windows
operating system need a certain amount of low memory (memory below 1 MB).
This problem usually appears on portable computers that use PCMCIA
socket service drivers; however, desktop systems can also exhibit
the problem. Try one or more of the following suggestions to free up
memory.

*   Review the list of DOS drivers and TSRs you are using and stop loading the less important ones.

*   Maximize low DOS memory by using a Memory Manager such as EMM386 or QEMM to load DOS drivers and DOS TSRs into upper memory. If you are using DOS 6.x, you can also run MemMaker. Refer to your memory manager documentation for specific instructions.

*   If you are running Windows for Workgroups with a third-party video driver and you do not need advanced video functionality, try using the standard Windows VGA or Super VGA driver. Run the Windows setup program to switch video drivers.

*   If you are running TCP/IP only under Windows for Workgroups, consider using the Microsoft VxD-based TCP/IP stack with NDIS 3.x drivers. This will greatly reduce your low memory usage.

*   Limit the number of Windows applications you have open at one time.

You may also experience difficulties if your computer or the computer you are observing is low on Windows memory. You can free Windows memory by closing unneeded applications. The following problems may indicate low Windows memory:

*   Your screen partially redraws and then stops for 100 seconds.

*   A Observe window closes if you maximize it.

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Testing Look@Me
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You can connect to the following IP addresses of computers running Timbuktu Pro at Farallon Computing, Inc.:

    tb2prowin.farallon.com (a PC running the Windows version)

    timbuktu.farallon.com (a Macintosh running the Macintosh version)

You can use these IP addresses to confirm that Look@Me, is working correctly.