'About Turnpike' display

This display gives brief details about the version of the Turnpike program you are using - in particular, the version number, the date of issue and whether your copy has been registered.

It is called up by taking the **About Turnpike** option from the **Help** menu.

'Access Provider' dialog

The Access Provider dialog records which Access provider you are currently using and the details of your access to the Internet using that Access provider, for example:

a **login/host name** (or similar)

the **password** used when contacting your Access provider

the **Domain Name Servers (DNS)** you will be using

You can call it up by taking the **Service Access** option from the **Configure** menu (assuming you have Connect Admin permission).

The number and meaning of the entries in this dialog depend entirely on your Access provider. The current information will have been filled in either from the standard script for your Access provider or from the additional information that's been given about your contact with this Access provider.

The **Alter** button calls up a dialog through which you can switch to an alternative Access provider you have installed on your disk. (Just pick the Access provider you want to switch to from the drop-down list associated with the Access provider slot in this second dialog.)

The **New** button calls up a further dialog through which you can either install a new Access provider or re-install your existing Access provider eg. because the details of your account with this Access provider have changed.

To install a new Access provider, click the **More** button, select your new Access provider from the list shown, click **Continue**, then click **OK** - and work through the sequence of questions about your account.

To re-install your existing Access provider, check that this provider is selected in the **Select access provider** slot, click **OK -** and work through the sequence of questions about your account in order to record the new information (though do read the section on Updating Access provider information first in case there are other steps you need to take).

'Configure Email' dialog

This dialog records whether you want your mail to be sent directly or via your Access provider's mail gateway, the places mail for you needs to be picked up from and whether mail should be sent and/or received automatically or just when you prompt for this to happen.

You can call it up by taking the **Email transfer** option from the **Configure** menu (assuming you have <u>Connect Admin permission</u>).

The information shown is mainly set from the 'script' installed for your Access provider and from the answers you gave when your Access provider was first recorded. You just need to check the information shown and perhaps switch some of the selections, if you so require. If you are in any doubt about any of these items, you should contact your Access provider.

<u>Upper part of the dialog</u>

Covers the sending of email.

Mail gateway: Your current Access provider's Mail gateway - ie. the domain name used for sending mail (changes automatically when you select a different Access provider).

Only use this gateway: (Disabled in the current version) When this check box is selected (checked), your messages will be sent first to your Access provider's mail gateway, then on from there. When it isn't selected, Turnpike will send your messages direct. Sending mail via your Access provider's gateway is normally more efficient, so we recommend keeping this box checked.

Send automatically: When this check box is selected, any mail that is waiting in an out tray will be automatically sent whenever you go on-line. (Clear this box if you want mail to be sent only when you prompt for this.)

<u>Lower part of the dialog</u>

Covers the receipt of email messages.

Depending on the Access provider you use, you may receive all your mail by SMTP or you may have one or more 'POP' mailboxes from which you want mail to be collected. Your Access provider will be able to advise you on whether to receive mail by SMTP or to use POP mailboxes.

Next, Prev, Add, Remove: Allow you to see, add and remove the details of any additional POP mailboxes you may have. (Note: Collection of mail from more than one mail service not available in this version.)

SMTP, POP3, POP2: Select the type of mail service. Note: The selection made here radically affects the range of information shown.

Server name, Username etc (POP mailboxes only): Record the details of your mailbox. This information will be advised by your Access provider. <u>Click here</u> for information on configuring POP3 mail collection from Demon Internet.

Use 'APOP' authentication (POP3 only): This box should be checked if your Access provider offers APOP authentication - avoids broadcasting your password. If you are unsure, consult your Access provider.

Fetch all, Mirror (POP only): Let you choose between having the mail downloaded to your machine (ie. fetched) or left in your POP mailbox so that it can be seen from another site (eg. home as well as work). If you choose Fetch all then when mail is received by your machine it is deleted from your POP mailbox. If you choose Mirror then the state of your mailbox on your Access provider's server will match that of your Turnpike mailbox.*i.e.* If you leave email in a Turnpike mailbox, a copy will also remain on the server. If you file or delete the email in Turnpike, it will be deleted from the server next time you connect.

Retry every (POP only): Sets how often Turnpike looks to see if new mail has arrived while you are on-line. The default of 5 minutes represents a reasonable compromise between spending a lot of time looking and not missing messages that arrive while you are on-line.

Receive automatically: When this box is checked, any mail that is waiting for you will be automatically collected whenever you go on-line. (Clear this box if you want mail to be collected only when you prompt for this.)

Enable POP3 server: Check this box to enable the POP3 server. This will allow users of your system to access their mailboxes from outside Turnpike. *Note:* This option should not be selected lightly as it opens a route whereby people from outside could access your users' mail. (For further information, see POP3 Server option.)

Produce debug information: Check this box if prompted to do so by your Access provider's technical support department.

'Configure Usenet News' dialog

This dialog records where you will get Usenet news articles from, and other such details about how news will be handled.

You can call it up by taking the **News collection** option from the **Configure** menu (assuming you have Connect Admin permission).

The information shown is mainly set from the 'script' installed for your Access provider and from the answers you gave when your Access provider was first recorded. You just need to check the information shown and perhaps switch some of the selections, if you so require.

News collection section:

Server name: The address of the News Server from which you will be taking your news feed. (Note: Will change automatically when you select a different Access provider.)

Mail moderators @: The address to which contributions to moderated newsgroups will be sent.

Automatic collection: Check this box if you want any new articles to be automatically copied to your disk whenever you go on-line.

Automatic expiry: Check this box if you want Turnpike to automatically expire any old news articles whenever you run Turnpike Connect.

Lower section:

Update newsgroup list at next connection: Select this check box if you want Turnpike to collect a fresh list of available newsgroups the next time you connect to your Access provider. If the box is left unchecked, Turnpike will simply amend your current list to add any new newsgroups.

| Note |

This option will be automatically cleared after the new list has been successfully collected. You don't need to remember to clear it again yourself.

Produce debug information: Check this box if prompted to do so by your Access provider's technical support department.

'Errors'

If you use the Winsock supplied with Turnpike then, when you are on line, a status bar near the bottom of the screen shows the speed at which information is being collected (in characters per second) and whether any 'errors' occur in this data transmission (unless you have chosen to use the comm.drv option for your modem).

Each error represents a character lost because your PC is not able to transfer it to memory before the next character turns up. Such errors are known as *overruns* and they have a bad effect on the speed at which you collect data because, whenever an error occurs, a whole packet of some 500 characters has to be re-fetched. Moreover, the packet can't necessarily be re-sent immediately, so a single lost character can cause a great deal of delay.

There are three basic ways of getting rid of overruns. You can give your PC longer to react by reducing the serial link speed; you can arrange that your PC reacts faster; or you can fit a serial chip with more buffering than a humble 8250.

The serial link speed can be changed through the **Speed** section of the Dial Settings dialog. If your PC (and your Access provider) can cope, this speed should be set to four times the modem speed. If not, then setting a lower speed will make the characters turn up at longer intervals: for example, changing from 115200 to 38400 would give your PC three times as long to deal with arriving characters. Indeed, there is only a marginal advantage in running 14400 modems above 38400 or 28800 modems above 57600, so it is worth trying these speeds.

However, running at less than twice the modem speed is not an ideal solution because this takes it below the rate at which the modem is trying to transfer data. Because modems compress the data stream across the phone lines, even a 14400 modem will regularly give you 3000cps or more for text transfers, while running at 19200 will restrict performance to a mere 1920cps and create an unwanted bottleneck. So even if you find that dropping the serial link speed below twice the modem speed improves performance by getting rid of overruns, you need a longer term solution.

To improve the responsiveness of your PC you need to identify the software that is stopping it responding to interrupts as fast as it should. The usual suspects are the disk driver, the video driver (especially old S3 drivers) and software designed to improve disk performance (because some of this improvement may come at the expense of the performance of the rest of the system).

The first thing to do is to get the latest drivers for your hardware as the ability to work alongside high speed comms has only become a requirement relatively recently.

Other things which have been reported as improving the response include turning on 32bit disk access (and 32bit file access in WfWG), using SMARTDRV caching, turning off the IDE Block Mode Transfer option in the BIOS and removing special disk controller cards - though for some people such actions make things worse.

But if your PC uses an 8250 serial chip, the best and simplest advice is to replace this by a 16550A or equivalent "high-speed" serial chip. The 16550A contains a 16 byte buffer, so your PC has many times longer to respond to incoming characters. If you still get overruns after upgrading this chip, you need to turn your attention to your disk and your video driver as described above.

The Newsgroup Subscriptions dialog is the dialog that allows you to set such information as:

*   How long the articles should remain on your disk (ie. their <u>Expiry time</u>)

*   Whether the articles should be copied to your disk in full or, for example, just '<u>browsed</u>' (assuming you have permission to do this).

It is called up from <u>the main Turnpike program</u> by calling up the **File** menu, taking the **Configure** option and selecting **Newsgroups** from the sub-menu that appears.

For detailed information about the dialog, press F1 to call up Help from within this dialog.

'Please type Site ID' dialog

This dialog may appear when you first run the Connect program - for you to record the Site ID of the copy of Turnpike you are using (as proof that you have a legal copy of the program) and a 'Site Secret' with which to encrypt your mail messages so that these can't be read simply by opening the mail files.

The **Site ID** is to be found on the Registration Card.

The **Site Secret** you give is up to you. Any word or phrase will do. But keep a record of it in case you ever have to re-install your Turnpike system from scratch. If you don't use the same Site Secret again, you won't be able to read any of the mail messages that were received using the previous installation (though it is possible for someone with administrator permission to set a new Site Secret).

Note

The Site ID is given in upper case but if you type any lower case characters they will be automatically switched to upper case for you. You also don't need to worry whether **0** is a zero or the letter O, or **1** is the number one, a little l or a capital I: they're actually numbers but the letters will also be accepted.

Abandoning Telnet output

If you want to stop any further output being sent to your machine, try pressing F4. This sends the Telnet 'Abort output' command to the remote computer, which should have the desired effect - though some systems ignore this command.

See also: Telnet's keyboard layout.

Abandoning a Telnet command

If you've started an action at the remote computer by mistake and you don't know how to stop it, try pressing F3. This sends the Telnet 'Interrupt Process' command to the remote computer, which should have the desired effect - though some systems ignore this command.

See also: Telnet's keyboard layout.

Adding new users

Before someone can sign on and use Turnpike, they first need to be allocated their own 'seat' on the system (principally so that their mail is correctly delivered to them).

The person who installs Turnpike is automatically allocated seat number 001 and given the administrative power to allocate the other seats that are available on the system.

New users are allocated to seats from the main Turnpike program. Assuming you have suitable permission, call up the **File** menu in that program, select **Configure**, then pick **Users** from the submenu that appears. The details of the new users need to be recorded in the 'Configure Users' dialog that then appears.

Note

As well as giving each user their own sign-on name, check that the option to **Enable sign-on dialog** is selected so that each user can sign on individually and access their own range of mailboxes and newsstands.

───

For further information, either press F1 to call up Help from the Configure Users dialog or turn to the section on *Allocating users to seats* in the Set-Up book.

Address

The multipart name (such as **turnpike.com** or **demon.co.uk**) that gives the address of a computer on the Internet by identifying its position within the Internet's Domain structure.

If the carrier you use for your calls requires you to enter a selection code and a PIN, enter these in the Carrier section of the Dial Settings dialog by clicking the **New** button then filling in *both* a name for this service and additional numbers that need to be dialled in the Carrier Access Numbers dialog that appears.

Note

If you stop using this carrier, either select the **(no special codes needed)** option from the drop-down Carrier list or add New details as required. The old details can be removed by editing this entry then clicking the **Remove** button

Anonymous FTP

This is a system whereby you can copy files from the public areas of certain computers' disks.

To access a computer's public area, you need to FTP to that computer, log-in as 'Anonymous' and give your email address as the password.

Archie

Archie is a system that allows you to search through indexes of the files available through Anonymous FTP. (These indexes are amended month by month - sometimes more frequently than that - to keep them reasonably up to date.)

The basic principle is that you give Archie either the main name of the item you are searching for or a word that's likely to be in the file's description. Archie then responds with a list of entries containing this main name, from which you then note the details for the file you want.

The main way to access Archie from Turnpike is to:
* Telnet to a suitable (public) Archie client and log in as 'archie'.

The commands to give to find the information you want then depend on the Archie client you've selected. The initial 'Welcome' screen may contain instructions. If not, you may be able to see a list of the commands supported by this Archie client by typing **help [Return]**.

Note

If you have WS_Archie v0.5 (the version supplied with DISWIN), you will need to upgrade this to the latest version in order to run it alongside Turnpike. You can download the new version by FTP from:
ftp://ftp.demon.co.uk/pub/mirrors/simtel/win3/winsock/wsarch*xx*.zip

Arranging for receipt and delivery of mail

Before email can be received or delivered, information such as where your email messages will arrive from needs to be recorded - eg. the details of your POP mailbox(es) if you have any of these.

In general, all the information that's needed will either be available to Turnpike from the standard script for your Access provider or from answers given when this Access provider was first selected. Turnpike will also have arranged that mail will automatically be sent and received whenever you go on-line.

If you want to check any of the details that have been set, or you want mail to be sent or collected only when you prompt this to happen (and you have suitable administrative powers), take the **Email transfer** option from the **Configure** menu on the main Turnpike Connect screen.

You can then set the required information about how mail will be sent in the upper part of the dialog that is displayed - and about where mail is to be collected from in the lower part of this dialog.

Click here to see more about the dialog in which this information is set or press F1 to call up this Help file when this dialog is on your screen.

Asking 'Are you there?' (in Telnet)

To check that the remote computer you've logged into is responding, you can ask it the question 'Are you there?' by pressing your F2 key. However, the lack of a reply doesn't necessarily mean that the computer has 'died' as not all computers answer this question.

Backing up your Turnpike files

As in any program, it is a good idea for the person who has the role of system administrator to keep back-up copies of important files. In Turnpike, the files to back up are:

From the Turnpike directory:	**TURNPIKE.USR**
	CALLS.TPK
	The **.INI** files
	Any **.ACC** file that has been modified
	Any **.MDM** file that has been modified
From the Mail directory:	**MSPOOL**
	MAILBASE
	ADDRBOOK
From the News directory:	**NSPOOL**
	NEWSBASE

plus the whole of each user's directory (which have names of the form USERxxx).

Other files don't need to be backed-up because they can, if necessary, be recovered either by re-installing Turnpike or, in the case of the additional files in the News directory, by re-building the Newsbase.

Bind error, address in use

If Connect crashes whilst you are online, you may find that the next time you connect you see the message "Bind error. Winsock ERROR: address already in use" and no email is delivered to you.

This usually occurs because previously Connect did not shut down cleanly and was therefore unable to inform the Winsock that it was no longer 'listening' for email. When you next start Connect, the Winsock thinks that an email server is already running and declines to start up another. Of course, if you are actually running another Email server, you should shut it down, as only on such device can be used at a time.

The fix is simply to restart Windows. This launches the winsock afresh, with no memory of previous listeners, and everything will work fine.

Browsing

To browse a newsgroup is to download just the header of each article. This saves a considerable amount of disk space while still allowing you to see whether there is anything of interest to you.

If you want to browse a particular newsgroup, you need set the **Type** of this newsgroup to **Browse** in the Newsgroup Subscriptions dialog .

COM ports

Most PCs are supplied with two 'COM' or 'Serial' ports, though you may have more if you've added any plug-in cards to your PC. Typically one of of these ports will have your mouse attached to it, assuming you use a 'serial' mouse.

These ports are referred to internally as 'Com1', 'Com2' etc. and each is associated with an IRQ and an I/O Address both of which need to be specified. If you are running Turnpike under Windows 3.x, you can find out which COM ports you have and what their IRQs and Addresses are from an MSD report. If you are running Turnpike under Windows 95, you can get this information either from an MSD report or by calling up the Control Panel, double-clicking on **System**, selecting the **Device Manager** and then examining the properties of the COM ports that are listed. (Or you can try seeing whether this information is given in the books supplied with your PC and any plug-in cards you've added.)

In simple terms, you can plug your modem into any free serial port.

If you just have the standard two ports with your mouse fitted into one of them, simply plug your modem into the other port. You then just need to identify which port is 'Com1' and which is 'Com2'. If you are lucky, the connectors on your PC may be marked 'Com1' and 'Com2': if not, it's a matter of seeing whether you can access your modem or not!

If you have fitted a 16550 (or similar) serial card, you should plug your modem into the serial port supplied on that card. This port will typically have been configured as 'Com3'. However, you then need to ensure that your mouse is attached to 'Com2' rather than 'Com1' because 'Com1' and 'Com3' are both set by default to use IRQ 4. One way of avoiding the resulting conflict would be to change the IRQ associated with 'Com3' but in practice it's very much easier to move the mouse to 'Com2' which (along with 'Com4') is set by default to use IRQ 3.

Notes

1   If your PC has an internal modem, you probably already know which COM port this is associated with. Again, you need to ensure that there is no IRQ conflict with the mouse but this will probably have already been sorted out for you.

2   If your machine has a 'Com4', **don't** attach your modem to this unless you absolutely have to because you may then have problems as a result of the modem interfering with your video card.

   If you are still in doubt, consult your hardware supplier.

[Title]
ident=Friendly Phone Company

[Data]
ValidFrom=10/6/97
Days=1,2,3,4,5
ConCharge=200
MinCharge=455
Band=0;100
Band=28800;350;t * (((1 - min(1, s)) * 60) + (max(e, 60) - max(s, 60)))
Band=64800;100
CostFunction=t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

[Data]
ValidFrom=10/6/97
Days=6,7
Also=25/12,26/12
Moveable=GdFri,EMon,MayD,MBnk,ABnk
Band=0;90

Call costs

Turnpike automatically logs the time, duration, destination and cost of calls made by each user of Connect. You can then subtotal these records either on a regular basis, or at dates to correspond with your phone bill. You can keep detailed records for ever, or choose to discard old records or amalgamate them into summaries. You can also print records and export them, for example to a spreadsheet program.

To access your record of calls and the various configurations options, select Call costs from the **Function** menu. You can also add Call costs to the button bar, if it is not already there. The main log screen opens on a detailed view of the log, which can be sorted in a variety of ways. You can also highlight records in the log to get an instant analysis of time and cost for that particular group of calls.

Turnpike estimates the cost of calls by applying information about telephone tariffs. The available tariffs include those for a number of phone companies and include standard discount packages such as *Friends and Family* and *Premier Line*. It is not essential to set the correct tariff before logging begins, since it is possible to apply a different tariff to all or part of the log later, providing detailed records have not been deleted. It is also possible to try out *what if?* scenarios by changing the phone tariff and inspecting the new totals.

The logging system applies the correct rate for the time and day of the week, even if a call spans more than one charge band, and it takes account of any minimum charge for each call. It does **not** include the **V.A.T.** payable on telephone charges.

Important notes

Turnpike are not experts on telephone tariffs. You are advised not to rely upon this information as more than a general guide as to what your telephone bill may turn out to be. You must satisfy yourself that the calculations are accurate enough for your own needs. Also, be aware that the precise moments at which calls are connected and terminated are not reported by modems, so Turnpike's records can differ slightly from the times logged by your telephone company.

The information in the tariff files has been compiled from public sources. However, they may not be complete, errors may have been made in transcription, or the original data may have been incorrect or may now have been superseded, or for some reason these tariffs may not be applicable to your circumstances. Click here if you need information on the format of Turnpike's tariff files.

Only users who have **Connect admin** permission can view the entire log and make changes to it. Other users see a record of just their own calls and, although they can make changes to this on screen, will find that any alterations (including importing a modified log) do not get permanently recorded.

More detail on configuring and using Call costs.

```
| State     | Date & time            | Phone number  | Duration | Cost | User   | Carrier        |
|-----------|------------------------|---------------|----------|------|--------|----------------|
| completed | Tue  10 Jun  97  9:06  | 01234 123456  | 1:23:10  | 2.79 | wombat | BT - Basic Rate |
```

day   **10**
month   **6**
year   **1997**
hour   **9**
minute   **6**
second   **0**
phone   **01234 123456**
duration   1 hour 23 minutes 10 seconds - **4990**
cost   **279.44** pence
carrier   **BT - Basic Rate**
user   seat number of wombat - **3**
state   **completed**
summary?   No - so blank

Since it is not a summary record all other fields after state are blank and can be left out.

The record (with actual carriage returns marked CRLF) looks like this:

10, 6, 1997, 9, 6, 0, 01234 123456, 4990, 279, BT - Basic Rate, 3, completedCRLF

Answering yes will make a permanent change to your records. However, providing you haven't closed the Call costs window, you could still abandon this action later by selecting **Revert** from the Edit menu.

Call costs: Carriers

The dialog displays the telephone carrier associated with each connection nickname you have set up. This association determines the information Turnpike will use to cost your calls.

To change an association, select the nickname and click **Alter Carrier** (or click **Alter All** to change all connections to the same carrier). You can then choose your new carrier from the list. If the one you want is not there, click the **More** button to see a complete list of tariffs available for various carriers.

> If you choose to associate a connection with the **(free)** option, only time on-line will be logged, and not costs.

The **_carrier_** refers to the telephone service you use for calling the Internet Access Provider concerned.

Enables you to select a different <u>carrier</u> to associate with the existing selected record(s). You might wish to use this option if you had previously made an error in configuring your Call costs. However, if you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

File menu: Close

Exits from Call costs.

Call costs: Configure menu

[Carriers...](#)
[Subtotals...](#)
[Expiry...](#)
[Delay...](#)

Copies the currently selected record(s) to the clipboard.

Options menu: Date format

In this dialog you can select your preferences for the ways dates and times are shown in the Call record log. Click the buttons for the Display order and Date order you prefer, and click the check boxes for whichever other functions you prefer, such as using a 24-hour clock or showing months as text. The example slot at the bottom of the dialog will show the effect of any changes you make.

Call costs: Delay

Allows you to set the time in seconds between the start of dialling and the point at which the remote machine answers the call. This may help to avoid logging a cost for calls that do not connect (e.g. number engaged).

This setting is ignored if you connect through a third-party dialler and winsock. In this case, though, there is likely to be a period between the call being connected and the point at which you click the **Connect now** button (which is when logging will begin). You can account for this delay by adding an appropriate number of seconds in the box in the lower part of the dialog. Note that the phone number(s) you dial will be recorded as 'other dialler' if you do not dial in through Connect.

Delete the selected record(s). If you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Note

Once deleted, the records will be lost. However, providing you haven't closed the Call costs window, you can change your mind by selecting **Revert** from the Edit menu.

Deletes all call records before the selected date and time. If you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Note

Once deleted, the records will be lost. However, providing you haven't closed the Call costs window, you can change your mind by selecting **Revert** from the Edit menu.

Call costs: Edit menu

Revert

Copy

Select all
Invert selection

Summarize before...
Delete
Delete before...
Change carrier...

Call costs: Expiry

In order to avoid keeping more detail than you need, Turnpike can expire Call cost records. When it does this, details of individual calls will no longer be available, although Turnpike will maintain a summary of calls by Date, User, Carrier and Telephone number. The choices for expiry are:

Manually created summaries only (*i.e.* no expiry of detailed records)
Automatically summarise records

If you choose automatic summaries, you will be able to specify how many individual records, days or months Turnpike should keep in full. After this number has been reached, full details will no longer be available and will automatically be replaced by summaries.

Notes

1. Turnpike only expires records when you open the Call costs window.

2. If you choose 'Automatically summarise records', Turnpike will immediately replace detailed records with summaries for all records that have expired according to the criteria you have set. If you do this by mistake, you can abandon the process by selecting **Revert** from the Edit menu at any time until you close the Call costs window.

3. If you wish to compare detailed Call cost records with your telephone bill, you should make sure that you set any expiry long enough to ensure the records remain available to you.

File menu: Export

Enables you to export your complete log of call costs as a CSV (comma separated value) datafile, perhaps to use in a spreadsheet. An entry may be either an ordinary record representing a single call, or a summary record representing a number of calls made over a period of time. Entries are arranged one to a line, with the different pieces of information given in the following order and separated by commas:

Date of start of call (in an ordinary record) or the end of the range of dates covered (in a summary record), consisting of

1 ... **31**
month **1** ... **12**
year   **1970** ... **2099**

Time of start of call (in an ordinary record), consisting of

hour   **0** ... **23**
minute **0** ... **59**
second **0** ... **59**

Phone number - as given in the Phone number column
Duration of call - in seconds
Cost of call - in pence (left blank if unknown)
Carrier - as given in the Carrier column
User - the Turnpike seat number of the user who made the call
Last recorded state of the call, one of **OK** ,**dialled**, **incomplete**, or **no charge** (in an ordinary record only, left blank for summary records)
Whether this record is a summary record (written **summary**) or not (left blank)
Start of range dates for a summary record (left blank for ordinary records), consisting of

1 ... **31**
month **1** ... **12**
year   **1970** ... **2099**

Whether the recorded cost is an exact total (written **exact)** or a minimum (written **minimum**) (for summary records only, left blank for ordinary records)

Any further fields on a line are ignored and space before or after any entry is ignored.

Where any of these items is blank, the comma that separates it from the next piece of information must still appear so that the remaining pieces of information are associated with the correct parts of the Call record. But if the remaining entries are themselves all blank, the record can simply be finished with a carriage return: Turnpike will then automatically make the remaining items of the record blank.

Call costs: File menu

Save changes

Print...
Print Preview
Print Setup...
Print Font...

Import...
Export...

Close

Call costs: File format

The pricing information for a carrier is held in a tariff file (with a .CST extension) in the \turnpike directory. This is a text file in the format described below. (Tariff files are packed together in the tariff.tpk file and are extracted as needed using the Alter carrier dialogue.)

Turnpike provides tariff files for a range of telephone services, so you should not normally need to write your own .CST file. If, however, you do need to do so, take a look at the existing tariff files first, as these will provide a handy template to use in conjunction with the information below.

A tariff file consists of a **[Title]** section followed by one or more **[Data]** sections.

The **[Title]** section contains an entry giving the name of the carrier and charging scheme
> **Ident=BT Friends & Family**

Each **[Data]** section contains the information for determining the cost of any part of a call which falls after a given date and on given days of the week.

A **[Data]** section must contain an entry giving the date on which the section becomes valid
> **ValidFrom=10/6/1997**

and an entry giving the days of the week on which the section applies
> **Days=1,2,3,4,5**

where 1 = Monday, 2 = Tuesday, etc.

A **[Data]** section may also contain an entry giving additional dates (such as fixed public holidays) on which the section applies regardless of the day of the week. For instance the following line indicates that a section is valid on Christmas day and boxing day.
> **Also=25/12,26/12**

There may also be an entry to specify any moveable public holidays on which the section applies.
> **Moveable=GdFri,EMon,MayD**

The recognized holidays are:

GdFri	Good Friday
EMon	Easter Monday
Ascn	Ascension
WtMon	Whit Monday
MayD	May Day
MBnk	May bank holiday (UK)
ABnk	August bank holiday (UK, except Scotland)
SABnk	August bank holiday (Scotland)

There may be entries giving a minimum call charge and a per-call connection charge, in **1/100ths** of a penny.
> **MinCharge=300**
> **ConCharge=150**

Each day for which the **[Data]** section is valid is partitioned into time bands during which different tariffs apply. For each time band there should be an entry in the **[Data]** section giving the start time of the band in seconds since 00:00 and the tariff for the band in **1/100ths** of a penny per minute.
> **Band=26600;100**

A time band is assumed to end when the next band begins, or at the end of the day in the case of the final band.

Calculations

Usually the basic cost of a call is calculated by partitioning the call into sections each of which falls in a single time band, multiplying the duration of each section by the tariff for the appropriate band and then summing the costs for all sections. Then the cost will be adjusted according to minimum and connection

charges.

Sometimes this will be inadequate to express a pricing scheme. For instance when the minimum charge is expressed as a minimum call length. In order to handle unusual pricing schemes an arithmetic expression, called a cost function, can be specified for calculating the cost of part of a call.

A cost function can be any arithmetic expression using
> unsigned integer numbers,
> the operators +, -, *, /,
> the tokens s, e and t, where
>> s = seconds elapsed since start of call of start of section to cost,
>> e = seconds elapsed since start of call of end of section to cost,
>> t = tariff for this band in **pence per second**,
> the functions max(x,y) and min(x,y),
> the functions floor(x) and ceil(x),
> and brackets (,).

The order of precendence is the usual one:
1. (,)
2. *, /
3. +, -

A cost function can be specified for individual bands by adding the expression to the end of the Band entry.
> Band=0;150;t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

or once for all bands in the [Data] section in a separate entry
> CostFunction=t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

If no cost function is specified for a band then the cost function specified in the CostFunction entry will be used. If there is no CostFunction entry then the default function t*(e-s) will be used.

Note: the function is applied once for each section a of a call which falls in a single time band. Hence t * max(e - s, 30) does **not** enforce a minimum call length of 30 seconds. If a call spans two time bands it will be applied twice, once to calculate the cost of the section of the call falling in one time band and once to calculate the cost of the section of the call falling in the other time band, giving a minimum total call length of 60 seconds for that particular call. To enforce a minimum total call length of 30 seconds the cost function should be t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30))).

The grammar for a cost function expression:

expression = [term] | [[expression], ["**+**" | "**-**"], [term]]
term = [atom] | [[term], ["*****" | "**/**"], [atom]]
atom = [variable] | [digit-string] | [function] | ["**(**", [expression], "**)**"]

variable = "**s**" | "**e**" | "**t**"
digitString = <non-negative decimal integer>
function = unary-function | binary-function

unary-function = ["**floor**" | "**ceil**"], "**(**", [expression], "**)**"
binary-function = ["**max**" | "**min**"], "**(**", [expression], "**,**", [expression], "**)**"

File menu: Import

Enables you to import suitably formatted data into your call cost log. See <u>export</u>. for details of the CSV format used.

> If you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Deselects the current selection of records and instead selects those that were not previously highlighted.

Log screen: (1) Detail view

The log consists of individual call records, with separate columns for:

State   **Date + time**   **Phone number**   **Duration**   **Cost**   **User**   **Carrier**

You can change the order in which the log is sorted by clicking on any of these headings (including **time** *or* **date** as separate commands). A second click on the same heading will <u>reverse the sort order</u>. When records are sorted by any category other than Date + time, the Date + time field will be used as a secondary key. So, if you sort by User, each user's records will appear in correct chronological order. Note that the phone number will be recorded as 'other dialler' if you do not dial in through Connect.

The width of the columns can be changed by dragging the vertical bars between each of the column headings. In addition to using the mouse to scroll through the log, you can use **PgUp** and **PgDn** to move a screenful at a time, **End** to locate the last entry and **Home** to locate the first.

A button on the status bar shows whether you are viewing the log in Detail or in <u>Summary</u>. Click this button to change the view.

A group of records from the log can be chosen for instant analysis by shift-clicking the selection you require. For example, you could sort by User and then highlight the records of one particular User over a two-week period. When this is done, the status bar shows the total time and cost of calls for the selection you make.   If you wish to select non-contiguous records, press the Control key as you click each one.

Tip

Changing the sort order of the log may make it easier to highlight the selection you want. For example, to analyse the cost of just your longest calls, click on the Duration heading before making a selection.

Subtotals

If you have chosen to display <u>automatic subtotals</u>, these will be displayed at intervals in the log, highlighted by a coloured bar, when you are viewing the log in Detail mode.

Summary view

<u>Click here</u> for information on viewing the log in Summary mode.

Call costs: Menus

When you launch Call costs, you will see the

Log screen

and the following items on the menu bar:

File
Edit
Configure
Ordering
Options
Window
Help

| Tip |

Clicking the right mouse button while in the Call costs window will call up a selection of some of the most useful menu options.

Configuring Call costs

Your time on-line will be logged automatically without the need for you to take any special action. However, you should check the options in the Configure menu to ensure that the settings are correct for your system. Only users who have **Connect admin** permission can make permanent changes to these settings or to the actual Call cost records.

The main thing is to ensure that the correct carrier is associated with each connection nickname you use. To do this, choose the Carriers option from the Configure menu. The carrier is set to BT basic rate (local) by default. If you need to change carrier, click one of the **Alter** buttons: if the carrier you want is not shown, click the **More** button to see the full list of tariffs. Click here if you need information on the format of the tariff files.

If you want to set automatic dates for subtotalling (e.g. to match the dates of your telephone bills), choose the Subtotals option.

The Expiry option enables you to set if and when detailed records should be deleted and replaced by summary information.

You may also wish to improve the accuracy of your records by recording the Delay that occurs on your system between the start of dialling and the point at which the remote machine answers the call.

A **nickname** identifies each set of connection details you use (Access provider, telephone number, modem, etc.), as specified in the Dial Settings dialog.

Call costs: Options menu

The Options menu lets you set some aspects of how your PC displays information and responds to your commands. The options are:

Font...
Colour...
Date format...

Call costs: Ordering

This menu allows you to sort the Call costs log by date, time, user, phone number, cost, carrier, duration of call or state. A further option enables you to reverse the sort order.

You can also change the sort order by clicking on the relevant column heading in the log itself. A second click on the same heading will reverse the primary sort order.

If the current order is low to high (0...9 or A...Z) the list will be re-ordered as high to low, and vice-versa.

Abandons any changes you have made in the current session, and any expiry done at the start of the session.

File menu: Save changes

Saves any changes you make to your Call costs.configuration.

Selects all call records.

The **state** of a call may be recorded as:

OK The call was successfully dialled, connected and terminated.

no charge No call charged for (e.g. the number was engaged or unobtainable).

dialled The call was initiated, but not it was not known if any connection was successfully made.

incomplete The call was connected, but Turnpike was unable to recognise a normal termination of the call.

Call costs: Subtotals

The settings in this dialog determine how subtotals are displayed in the Call costs log. The choices are:

No automatic subtotals
Monthly subtotals
Subtotal at billing dates

If you choose to 'subtotal at billing dates', you should add these dates (which should be found on your telephone bill) in the slot provided. If you get dates wrong, they can be deleted and re-entered in order to generate new subtotals at any time until you 'freeze' your records by converting them to summaries. Once this has been done, subtotal dates prior to the summary date cannot be deleted or added. However, if you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Converts call records up to (and including) the selected date from detailed to summary form. If you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Note

Once converted, the detailed records will be lost. However, providing you haven't closed the Call costs window, you can abandon the conversion by selecting **Revert** from the Edit menu.

Log screen: (2) Summary view

The summary view condenses the database of individual call records into totals for each user, <u>carrier</u> and telephone number. In addition, if <u>automatic subtotalling</u> has been chosen, separate summaries will be displayed for the periods you have defined.

The button on the status bar shows whether you are viewing the log in <u>Detail</u> or in Summary. Click this button to change the view.

Select a tariff from the list.

You cannot enter a date which is already in the list or which is before the date at which your detailed call records currently begin.

Calling up information by Telnet

If an information resource you want to use is accessed by Telnet, then:

Having first connected to your Access provider:

Click the **Telnet** button.
Enter the address for the computer / service you want in the 'Telnet to' slot of the dialog that's displayed.
Set any special port that's required in the Port box of this dialog - or, if no port is specified, leave this set to 'Telnet'.
Then click the **Connect** button.

Turnpike then contacts the computer / service you have selected, and negotiates which terminal emulation needs to be used. (Note: If one of the DEC emulations is selected (VT52, VT100 etc.), Turnpike will also set the numeric keypad area of your keyboard to mimic the keypad on a DEC keyboard: see DEC / PC layouts.)

The remote computer / service will then ask for a login name and, if appropriate, a password. (The details to give here should be clear either from the information displayed by the service itself or from the listing of Internet services from which you found out about this service.)

You are now in the hands of the application you are running at the remote computer. Read its sign-on message to find out how to call up instructions on how to use the service you've logged onto. (If any of this information has already scrolled off the screen, press F9 to switch the screen into 'Session review' mode: then you can scroll back over everything that has been displayed - but note that you will need to press F9 again before you can continue.) If no such instructions are given, try typing **? [Return]**.

To finish the session, do whatever the application tells you to 'quit' the service you've called up and then take the **Close** option from the File menu.

| Tip |

Telnetting to a site that you've accessed before is easy because Turnpike remembers previous addresses that you have used. When you want to telnet to a site you have visited before, simply pull down the list of addresses from the 'Telnet to' slot of the dialog and select the address you want.

See also:

Telnet keyboard options
Logging the Telnet session
Taking a snapshot of the screen

Changing Access provider

If you have just taken out an account with a new Access provider:

You first need to <u>install the appropriate 'script' (.ACC file)</u>. for this Access provider.

> **Note**: *Everyone needs to do this, regardless of whether you use Turnpike to dial up this Access provider or not.*

Then if you use Turnpike to dial, you need to <u>record the set of Dial Settings</u> needed to dial up this Access provider at the PoP (Point of Presence) you want to use and <u>ensure that this set of Dial Settings is selected</u> when you come to dial up this Access provider. (If you use other software to dial, it is up to that software what other steps you need to take in order to select your new Access provider.)

If you have already recorded details of this Access provider:

You simply need to <u>ensure that this set of Dial Settings is selected</u> when you come to dial up this Access provider (assuming that you are using Turnpike to dial).

For details, simply click on the appropriate heading above.

Note

The range of news articles held at any time differs from news server to news server. So as well as changing the Access provider you use, you should also set the **Last NewNews** date in the <u>Newsgroup Subscriptions dialog</u> back a day or so - at least for those newsgroups you're most interested in - so that you can be sure you don't miss any articles.

Changing PoP (Point of Presence)

The details of which PoP you use are recorded in the Dial Settings dialog, which you can call up by clicking the **Dialling** button within the main Connect dialog (assuming you have the appropriate Dialling Admin permission).

What you set within this dialog depends on whether you wish to change which PoP you access your Access provider through permanently, or simply have it as an alternative to the PoP you have been using.

Where a permanent change is required, simply select the PoP you now want to use from the drop-down list of Points of Presence offered within the Dial Settings dialog, then click the **Save** button to record this new setting.

Where the new PoP is to be used as an alternative to the current PoP, you need to select the new PoP as above but before clicking the **Save** button, you need to set a separate 'nickname' for this service. Then the new PoP can be picked out under this new nickname, leaving the previous PoP to be picked out under the old nickname when required.

Note

If the PoP you want is new or has changed its phone number, the number you require may not be included in the list of Points of Presence. Ideally, you should pick up the latest SCRIP*xxx*.ZIP file by FTP (ftp: //ftp.demon.co.uk/pub/mirrors/turnpike/scrip*xxx*.zip) and update the Access provider script you are using. (Unzip this file and study the Readme.txt file it contains to find out how to install a new script.) In the meantime, however, you can simply type the new number over the one currently shown in the **Phone number** slot - but you must then be careful not to 'touch' the Point of Presence or the number you have typed will be lost.

Changing subscription information

When a newsgroup is first subscribed, Turnpike is initially set to:

>   Download articles from this newsgroup to your disk in full
>   Expire these articles from your disk after 3 days.

Either of these details can be changed by someone with <u>News Admin permission</u>. In particular, you can opt to download just the article headers to start with. You can also opt to have the articles from the newsgroup automatically marked 'to be kept', so that these articles are only removed from your disk after you have explicitly cancelled the 'Keep' marker on the article.

These changes need to made through the 'Newsgroup Subscriptions' dialog which is called up from <u>the main Turnpike program</u> by calling up the **File** menu in that program, taking the **Configure** option then selecting **Newsgroups** from the sub-menu that appears.

For further details, either turn to the section on *Subscription details* in the Mail&News book or call up the Help file when you have the Newsgroup Subscriptions dialog on the screen.

Changing your current connection

If you want to change any aspect of your connection to the Internet -

> the modem used
> the port it is attached to
> the speed at which the serial link is set to operate
> which PoP you use
> or even, which Access provider you use

you need to make these changes in the <u>Dial Settings dialog</u>.

The Dial Settings dialog is called up by clicking the **Dialling** button within the main Connection dialog ie. the one that is automatically displayed when you load the Connect program. (To display this Connection dialog, click the **Connect** button on the Connect program toolbar as if you were about to dial up.)

Simply work round the dialog making the adjustments you need, then click the **Save** button.

Notes

1   Before you can select either a new modem or a new Access provider, you need to install the appropriate 'script'. See <u>Changing your modem</u> / <u>Changing your Access provider</u>.

2   If you want to keep the option of dialling up using the 'old' details, be sure to set a different *Nickname* at the top of the Dial Settings dialog. Then you will be able to use the different dial-up details by picking the appropriate nickname from the list of Connections offered in the main Connection dialog. Otherwise, the new details will simply replace the old ones when you click the **Save** button.

Changing your modem

If you change the modem that you use and you use Turnpike to dial, you need:

>   First to install the appropriate 'driver script' (.MDM file) for this modem
>   And then to record this modem among the Dial Settings used when you dial up your Access provider.

(What you need to do if you use some other software to dial depends on that software.)

Both of these actions are carried out from the Dial Settings dialog, which you can call up by clicking the **Dialling** button within the main Connect dialog (assuming you have the appropriate Dialling Admin permission).

To install the appropriate driver script, click the **New** button alongside the **Modem** slot in this dialog, select your modem in the list that's displayed then click the **Continue** button to return to the Dial Settings dialog. *(Click here to find out more about the dialog that's displayed.)*

When you return to the Dial Settings dialog, you will find that the new modem has been selected in the **Modem** slot.

If you are making a permanent change to this modem, simply make the appropriate Serial port and Speed settings, then click the **Save** button.

If, however, you want to carry on using your old modem, you need to make the appropriate Serial port and Speed settings as above but before clicking the **Save** button, you need to set a separate 'nickname' for this service. Then you will be able to switch between the different modems simply by selecting the appropriate nickname when you connect to your Access provider.

Tip

If you are unsure which driver script to use for your modem, try the Universal script.

Click here for further information about the Dial Settings dialog

The time and date should be set correctly by going to the Windows **Control Panel** and selecting the Date/Time option.

Collecting News

When you go on-line, you will probably want to have any new articles that have been submitted to the newsgroups you subscribe to copied to your system.

Assuming you have suitable administrative powers, you can arrange for this to happen automatically whenever you go on-line. Any articles waiting in the Out-tray will be posted at the same time.

To have new articles downloaded automatically, select **News collection** from the **Configure** menu on the main Turnpike Connect screen and check the '**Automatic collection**' box in the Configure Usenet News dialog that appears.

To keep this action under your control, leave the **Automatic collection** option clear and use the **Collect News** option in the **Services** menu to select this action when you need it.

While news is being transferred, messages in a status bar at the bottom of the screen show how many items to expect, how many have been collected, and how many have been filed. You can see in detail what's being received by selecting the News window from the Window menu *(but if you open this window, be sure to **minimise** it - not close it - because closing it will stop the download)*.

If you use the NTS Winsock supplied with Turnpike, there will also be a status bar showing information about the rate at which data is currently being transferred (in cps) and reporting any 'errors' in this transmission. If you get a lot of errors, disconnect, read the section of this Help file on Errors, then re-connect - but only after you've set a lower speed in the Dial Settings dialog, because you are currently trying to pick up data faster than your PC's serial port is able to handle it.

You can disconnect from your Access provider when all the items have been collected (signalled by the message 'News collection closed - filing continues') - but don't leave Turnpike Connect until they have all be filed (signalled by a separate 'News completed' message).

Note

The number of articles to be downloaded won't necessarily match the number of new articles that appear to be read in your newsgroups. For a start, the counts in the newsgroups don't include articles in threads that have been marked 'Not interesting'. They also don't include articles killed by kill rules, but these articles are included in the count of articles downloaded because the headers have been downloaded and these are included the count. Moreover, the articles that pass the kill criteria are counted twice because the headers and the bodies are downloaded separately. However, another possible reason for having more articles downloaded than you are offered to read is that you've got rid of a newsgroup you require from a newsstand but not from the overall subscription list. If this could be the case, call up the main Turnpike program, call up the **File** menu, take the **Configure** option, select **Newsgroups** from the sub-menu that appears - and check the list of newsgroups shown in the dialog that's displayed.

Collecting the list of newsgroups

Before you can subscribe to any of the Usenet newsgroups, you need to collect a list of the newsgroups available from your Access provider's news server.

Turnpike is automatically set up to collect this list the first time you use Turnpike to connect to your Access provider. After that, any new newsgroups that become available at the news server are automatically added to your original list - but though the amended list will work, it is a good idea to collect a fresh copy of the list every so often.

You can arrange for a fresh list to be downloaded the next time you collect news by calling up the **Configure** menu, taking the **News collection** option and selecting (ie. 'checking') the **Update newsgroup list at next connection** option in the 'Configure News' dialog that is displayed.

The list of newsgroups is quite long as there are over 20000 newsgroups, but it should be possible to collect the complete list in around 5 minutes (assuming that you aren't trying to do this at a particularly busy time). If it takes much longer than this, you probably need to make some adjustments to the way in which your machine is set up - because whatever is making the collection of this list slow is likely to affect every transfer of information you make in the future.

The possible causes of the problem are described in the section on 'Enhancing the speed of collection', but for now *let Turnpike finish collecting the list* - because otherwise it will try pick up a full list every time it connects to collect news until it is successful.

Note

In order for the complete list to be collected, you need to stay connected to your Access provider until the 'News collection closed - filing continues' message appears - after which you can click the **Disconnect** button on the toolbar. But you must then stay in the Connect program until the separate 'News completed, xxxx articles fetched and filed' message appears, otherwise the list won't be filed correctly and will have to be collected again the next time you connect to your Access provider.

Colour Selection dialog

This dialog lets you select the colour used either for text or as a background. (The type of text or background for which the colour is to be used is itself part of the dialog.)

It is called up by taking the **Colour** option from an **Options** menu.

The dialog offers both a 'palette' of 'Basic' colours from which to pick and, on the right, a complete colour spectrum from which to select a 'custom' colour if you wish. If you want, you can add the colours you pick out from the colour spectrum to an additional palette of 'Custom' colours.

To use a colour from a palette, you simply need to click on the colour in the palette.

To pick a custom colour from the spectrum, you click on the colour you want in the spectrum, then set its 'luminosity' (the amount of white/black you want in the colour) by clicking on the sample bar to the right of the spectrum.

You can then add this custom colour to the Custom palette by clicking the **Add to Custom Colors** button.

(If you want the new colour to replace an existing colour in the Custom palette, select the entry in the Custom palette before setting up the new colour. The 'old' colour will be replaced by the new one when you click the **Add to Custom Colors** button.)

IMPORTANT: Text is only ever displayed using the 'Solid' part of the colour you select. So when setting the colour for text, be sure to check the '**Solid**' part of the sample shown in the dialog because this is what will be used.

Commands menu (in Telnet)

This lets you issue commands for some standard facilities. Note that some of these commands are actually transmitted to the remote computer and so whether any action is taken will depend on the remote computer.

    [Are you there?](#)
    [Interrupt Process](#)
    [Abort Output](#)
    [Erase Line](#)

Commands menu: Abort Output

Sends the Telnet command for abandoning any further output from the current action. (Note: Whether there is any response to this command depends on the remote computer you are connected to.)

Quick keystroke: F4

Commands menu: Are you there?

Allows you to check whether the remote computer you are logged into is still responding. However, the lack of a reply won't necessarily mean that the computer has 'died' as not all computers answer this question.

Quick keystroke: F2

Commands menu: Erase Line

Deletes the current command line (where commands are being sent line-by-line).

Quick keystroke: Ctrl + ¬

Commands menu: Interrupt Process

Sends the Telnet command for halting the current action. (Note: It depends on the remote computer whether there is any response to this command.)

Quick keystroke: F3

Configure menu

This allows you to configure the various aspects of how Turnpike is installed on your system. The menu options are:

Host
Timezone
Email transfer
News collection

Service access
Winsock used
Site Key

Telnet Emulation
Telnet Keyboard

Toolbar buttons

Note

The majority of these options are only available to you if you have Connect Admin permission.

Configure menu: Email transfer

Lets you see (and if appropriate set) the details of how mail is sent and received. In particular, it also lets you control whether your mail is automatically sent and received whenever you go on-line or just when you prompt for this to happen (assuming you have <u>Connect Admin permission</u>).

<u>Click here</u> for information about the dialog that is displayed or press F1 to call up this Help file when this dialog is on the screen.

Configure menu: Host

Calls up the dialog which records:

     your local <u>domain</u>
     the domain name of the machine you use (your host machine)
     the domain(s) for which your machine will accept mail

(assuming you have <u>Connect Admin permission</u>)

<u>Click here</u> for further information about the dialog displayed or press F1 to call up this Help file when the dialog is displayed on the screen.

Configure menu: News collection

Lets you set where you obtain Usenet news from, and lets you opt for new news articles to be automatically copied to your disk whenever you go on-line (assuming you have Connect Admin permission).

Click here for information about the dialog that is displayed or press F1 to call up this Help file when this dialog is on the screen

Configure menu: Service Access

Calls up a dialog which records such information as your <u>Login name</u> , your <u>IP address</u> and the <u>Domain Name server(s)</u> you use (assuming you have <u>Connect Admin permission</u>).

This dialog can also be used to install a new Access provider or to record fresh details about your account with your existing Access provider.

<u>Click here</u> for further information about this dialog or <u>Here</u> for information about changing your Access provider.

Configure menu: Site Key

Lets you inspect, and if necessary change, the basic registration information about your system - Site ID, Site Key etc.

For information about the dialog that is displayed, either click here or press F1 to call up this Help file when you have this dialog on your screen.

Configure menu: Timezone

Lets you record the timezone in which you are working - ie. the number of hours ahead or behind GMT you are (assuming you have <u>Connect Admin permission</u>).

For further information, either <u>click here</u> or press F1 to call up this Help file when the dialog in which you set the timezone is displayed on your screen.

Configure menu: Toolbar buttons

Lets you add, remove or re-assign the buttons on the toolbar (assuming you have Connect Admin permission).

For further information, see User-definable buttons.

Configure menu: Winsock used

Lets you select which Winsock you wish to use out of the ones available on your system (assuming you have Connect Admin permission).

For information about the dialog that is displayed, either click here or press F1 to call up this Help file when you have this dialog on your screen.

Configuring Turnpike to collect mail from a Demon account by POP3

Call up the **Configure** menu and select **Email Transfer**.

The settings for **Sending electronic mail** should not be changed.

In the section **Receiving electronic mail**, click the radio button marked **POP3** and complete the remaining sections as follows:

POP3 Server	pop3.demon.co.uk
Username	Enter your hostname (i.e. if your domain is *sample.demon.co.uk*, enter *sample*). If you wish to collect mail for just one user on your system, enter user+hostname (e.g. *fred+sample*)
Password	Normally enter your password for Demon (*not* your Turnpike password). However, if you have set a special POP3 password (e.g. to access your mail when away from home) then enter this instead.

If you select **Fetch all**, then email will be deleted from Demon's server once it arrives on your machine. If you choose **Mirror**, then a copy of your email will be left on Demon's server until you have either filed or deleted the copy on your own machine - once you have done that, the copy at Demon will get deleted next time you log on.

Check **Receive automatically** to ensure that any waiting mail is collected automatically whenever you go on line. The setting for **Retry every** *n* **minutes** determines how often Turnpike looks to see if new mail has arrived while you are on-line.

Click "OK" to confirm the settings.

If you wish to revert to mail collection by SMTP, just click the SMTP radio button.

Configuring Turnpike

There are several areas of Turnpike which you can configure to suit your needs. Some of these are set from <u>the main Turnpike program</u>; others from this Connect program. Some are principally for use on systems with several users such as you might find in a company, but often they can also be valuable on a 'home' system - particularly where you have different members of the same family all using the same system.

The aspects that are set from the main Turnpike program are:

> The range of people who can log-on and use the system, and the passwords they use
> The grouping of users into <u>workgroups</u>
> The range of <u>email names</u> recognised by your system
> How these can be used to set up <u>Group Mail</u>
> And where mail messages that use these names are routed

The aspects that can be set from the Connect program are:

> <u>The details of the actual connection itself</u> - such as which access provider you use, which number you dial them on, the type of modem you have, etc.
> <u>Where you obtain your news from</u>
> <u>Where you get your mail from</u>
> <u>Where the news and mail files are stored</u>

| Note |

On a multi-user system, you won't necessarily be allowed to set all these different options yourself. What each user can and can't set is a matter of what <u>permissions</u> that user has been given by whoever has the job of system administrator for Turnpike.

Configuring your system

Connecting to your Access provider

Note

The following describes connecting to your Access provider where Turnpike is used to dial. The procedure where you use other software to dial depends on that software.

Normally all you need to do is load the Connect program, check that the correct Access provider is displayed in the **Connect to Internet** dialog, check that a suitable Idle Timeout has been set and then click the **Connect** button in this dialog. (If the Connect program is already loaded, click the **Connect** button on the toolbar to call up the Connect to Internet dialog.)

Turnpike then initialises your modem and dials up your Access provider. The progress of the connection is shown by messages in the window of the Connect dialog, such as:

    Phoning <your Access provider>
    Ready to dial...
    Tone...

(If the modem reports 'No dial tone', or that the number is 'Busy' (ie. engaged) or it fails to pick up a carrier from your Access provider's modem ('No carrier'), Turnpike will try dialling again up to the number of Redials shown in the dialog. If the 'No dial tone' or 'No carrier' messages persist, see 'If you have difficulty connecting'. If the number remains engaged, either try again (by clicking the **Redial now** button) or leave dialling until a time when the number is less busy.)

Once a successful connection is established, you will probably see some messages from your Access provider (such as a message of the day concerning their service) then the Connect to Internet dialog will disappear, leaving the main Connect screen. From this select the actions your require, either by clicking on the buttons on the Toolbar or selecting the action from the Services menu.

If mail and news are transferred or old news expired, status bars at the bottom of the display will show how many items are expected, how many have been collected and how many have been filed. There will also be a status bar showing information about the rate at which data is currently being transferred (in cps) and reporting errors (overruns) in this transmission. If you get a lot of errors, disconnect then re-connect but only after you've set a lower speed in the Dial Settings dialog. You are currently trying to pick up data faster than your PC's serial port is able to handle it.

When all the mail and news has been collected and you have finished everything that you need to be on-line to your Access provider for, click on the **Disconnect** button.

Tip

There's no need to wait for all the news to be filed before you disconnect, but DON'T exit from Turnpike Connect before filing is complete.

Turnpike Connect Help

[Introduction to Turnpike Connect](#)   [Using Turnpike Help](#)
[Signing on](#)   [Menus and Buttons](#)
[Configuring your system](#)   [Going on-line](#)
[Sending and Receiving Email](#)   [Collecting News articles](#)
[Call Costs](#)   [Expiring News](#)
[Leaving Turnpike](#)   [Troubleshooting](#)

[WWW](#)
[Telnet](#)
[FTP](#)
[Finger](#)
[Ping](#)
[Traceroute](#)
[Other Information services that the Internet provides](#)

Click on a topic or use the **Search** button to view the index.

If you want to find out which version of Turnpike you are using, take the **About Turnpike** option from the Help menu.

DEC/PC layouts (in Telnet)

If your PC is set to emulate a DEC terminal when you telnet to a remote computer, its keyboard is automatically set up to mimic the keyboard used on a DEC terminal.

The important difference between the keyboard used on a PC and that used on a DEC terminal is in the numeric keypad, which on a DEC keyboard is like this:
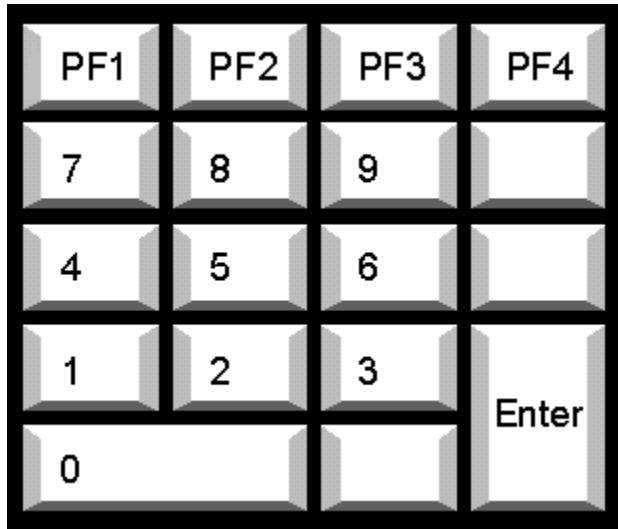
The effect of setting the PC keyboard to mimic the DEC keyboard is that:

    The four keys at the top of the PC keypad (Num Lock, /, * and -) act as the DEC PF1 - PF4 keys
    (Note: the Num Lock key continues to switch the Num Lock light but it doesn't have any effect on the
    keypad keys.)
    The 'number' keys of the keypad either generate the numbers shown or the appropriate escape
    sequences, depending on the mode selected by the remote computer.
    The grey '+' key on its own acts as the DEC '-' key, or with Ctrl, as the DEC ',' key.

If you prefer, you can set the keyboard to have its usual PC layout by taking the **Keyboard** option from the **Options** menu and selecting **PC layout** in the **VT100 keyboard layout** area of the dialog that is displayed. The effect of this is as follows:

If the PC layout is selected and Num Lock is set:

    The 'number' keys and the grey '/', '*' and '-' keys either generate ascii characters or the appropriate
    escape sequences.
    The grey '+' key acts as the DEC ',' key.
    Function keys F5 - F8 act as the DEC PF1 - PF4 keys. (Note these keys <u>only</u> work as PF1 - PF4
    when Num Lock is set.)

If the PC layout is selected and Num Lock is <u>not </u>set:

    The grey '/', '*', '+' and '-' keys generate ascii characters
    The Up, Down, Left and Right keys act as alternative cursor keys
    Home, End, PgUp, PgDn, Ins and Del don't have any effect.

We generally recommend using the NTS Winsock supplied with Turnpike because this allows you to run Turnpike Connect and go on-line in one smooth action. However, if you are running Win95 you can instead choose to connect through Dial-Up Networking (DUN), which is part of the Windows 95 software. Before you can do this, DUN must be installed and configured, and you must change to the Microsoft winsocks by taking the **Configure** menu in Connect, and then choosing **Winsock Used**. If you choose this way to dial in, Connect will recognise that it doesn't have to do any dialling - but note also that it will not be able to supply statistics on your connection, such as CPS sent and received, or the number of any overrun errors.

If you need instructions to set-up Windows 95 DUN <u>click here</u> or take a print-out of the version at **http://www.turnpike.com/win95bk** - this includes pictures of all the main menu settings that you will need to complete.

Defining function keys (in Telnet)

Some of the function keys are pre-set to issue some of the more common commands you may require when using Telnet. To set up other function keys to give standard commands for you, take the **Keyboard** option from the **Options** menu and then type the command strings you wish these keys to give in the boxes in this dialog.

Note

The function keys give different commands in combination with the shift keys Shift, Ctrl and Alt. Use the options to the right of the list of funtion key meanings to select the shift state (Normal, Shift, Ctrl and Alt) in which you are setting this meaning.

Click here *for more information about the Telnet Keyboard dialog.*

Dial Settings dialog

This dialog is displayed by clicking the **Dialling** button within the main Connect dialog (assuming you have Dialling Admin permission). Its job is to record how the connection to your Access provider is to be made.

Nickname: Slot for the name by which you will identify this set of dial settings - the default is the name of the Access provider that you use. (Settable because you can have several sets of dial settings, saved under different nicknames.)

Access Provider: The Access provider you will be using. To switch to a different Access provider, either pick from the drop-down list of installed Access providers or click the **New** button alongside to install (or re-install) a different Access provider: see Changing Access provider.

Modem: The modem you will be using. To switch to a different modem, either pick from the drop-down list of installed modems or click the **New** button alongside to install a different modem: see Changing your modem.

Dialling: Details of the phone link used.

Select **Tone** or **Pulse** according to which form of dialling your phone uses. (Note: Most modern phones use tone dialling.)

Specify any special PABX line access codes.

Specify any alternative carrier details.

Point of Presence: The Point of Presence (PoP) is where you dial to connect to your Access provider. Some Access providers have just one, others have many. Select by name from the list installed when you installed your Access provider - the phone number will be filled in automatically. To see the list, click on the arrow at the right of the slot. See also Changing PoP.

Serial port: In most cases, you simply need to select the COM port to which the modem is connected - though you should check that this will not interfere with any other equipment you are using, such as a serial mouse. (If you are not sure, consult your hardware supplier.) But if your serial port/modem is non standard, you will need to select **other** and fill in the Address and the IRQ (Interrupt request) number it uses - these details should be in your hardware manual or available from your hardware supplier.

The additional **Use comm.drv** option selects your COMM.DRV in place of the VxD drivers of the supplied stack. You may need this option if your modem doesn't include a serial chip (or equivalent) or if software error correction / data compression is used (WINRPI). If you choose this option, Connect will not be able to report any overrun errors.

Speed: The baud rate at which the serial link is to transfer information to your Access provider. This is not simply the quoted speed of the modem as data compression is used which increases the effective transmission speed. For example a 14.4K modem can probably transfer at 38400 and a V34 28.8K modem at 115200 (though not all Access providers support speeds that fast). But if you find 'errors' are reported when you connect to your Access provider, you should study the section on Errors, then reduce this speed step by step until these errors go away.

Save: Click this button to record the new settings you make and to set up Turnpike to dial using this set of Dial Settings.

Note

Don't worry if you're not sure about any settings. If you get something wrong, you can easily get back to this dialog by taking the **Dialling** option included in the main Connect dialog.

Domain Name Servers (DNS)

Domain Name Servers convert the domain names used to specify where a message needs to be sent into the IP addresses that are actually used to direct messages etc. across the Internet. They are identified in the Access Provider dialog by quoting the IP addresses of the computers on which they run.

Domain name

The multipart name that gives the address of a computer on the Internet by identifying its position within the Internet's Domain structure.

If you are using **Windows 3.1 or similar**, the System ini file may be changed as follows: **Note:** *If you have any problems following these instructions, call Turnpike Support on 0181-371 1010*.*

1. Close this program and any other applications that you are currently running on your PC.

2. Display the Windows File Manager.

3. Double-click on **C:** drive, then double-click the **Windows** directory on this drive to open it.

4. Scroll down the contents of this folder until you find **System.ini**, then use the **Copy** command in the **File** menu to make a back-up copy of this file, called for example **SYSTEM.OLD**, for use in case of accident.

5. Double-click on the **System.ini** file to open it. (It will probably open automatically, but if you see a message telling you that no application is associated with this file, follow the instructions given to associate **Text file (notepad.exe)** with the file, then try again.)

6. When the System.ini has been opened, scroll down it until you find the section headed **[386Enh]** and look for the lines in this section that start **device=c:\turnpike\........** You should have four (and only four) of these lines as follows:

>   **device=c:\turnpike\ntstim.386**
>   **device=c:\turnpike\ntsakr.386**
>   **device=c:\turnpike\vtcprac.386**
>   **device=c:\turnpike\ntspsd.386**

Note: These **device=** lines assume you installed Turnpike in the root of your C: drive. If you installed it somewhere else, you will need modify these lines accordingly.

7. Make whatever changes you need to give you these three lines in your [386Enh] section, then **exit** from the program that you're using to edit this file. When the message appears, accept the option to **save** the changes you've made.

8. Restart Windows, and double-click on the **Connect** icon in the Turnpike program group to run Turnpike Connect.

Assuming all is now well, you can delete the back-up copy of your old System.ini file that you made at Step 3.

---

*   Calls to this number may be monitored for training purposes. This information may be used for marketing purposes.

If you are using *Windows 95*, the System ini file may be changed as follows: ***Note:*** *If you have any problems following these instructions, call Turnpike Support on 0181-371 1010*.*

1. Close this program and any other applications that you are currently running on your PC.

2. Call up the Windows 95 Explorer.

3. Double-click on the **C:** drive in the **All folders** list.

4. Double-click on the **Windows** folder within the C: drive.

5. Scroll down the contents of this folder until you find **System.ini**, then use the **Copy** and **Paste** commands in the **Edit** menu to make a back-up copy of this file for use in case of accident.

6. Double-click on the **System.ini** file to open it. (It will probably open automatically, but if you see a dialog asking which program to use, pick NOTEPAD.)

7. When the System.ini has been opened, scroll down it until you find the section headed **[386Enh]** and look for the lines in this section that start **device=c:\turnpike\........** You should have four (and only four) of these lines as follows:

> **device=c:\turnpike\ntstim.vxd**
> **device=c:\turnpike\ntsakr.vxd**
> **device=c:\turnpike\vtcprac.386**
> **device=c:\turnpike\ntspsd.386**

and definitely no **device=c:\turnpike\vntstimd.exe** line.

Note: These **device=** lines assume you installed Turnpike in the root of your C: drive. If you installed it somewhere else, you will need modify these lines accordingly.

8. Make whatever changes you need to give you these three lines in your [386Enh] section, then **exit** from the program that you're using to edit this file. When the message appears, accept the option to **save** the changes you've made.

9. Restart Windows, and double-click on the **Connect** icon in the Turnpike folder to run Turnpike Connect.

Assuming all is now well, you can delete the back-up copy of your old System.ini file that you made at Step 4.

---

*   Calls to this number may be monitored for training purposes. This information may be used for marketing purposes.

Edit menu

[Cut](#)
[Copy](#)
[Paste](#)

Edit menu: Copy

Copies the currently-selected section of the record of commands and responses.

Quick keystroke: Ctrl + C

See also: Cut and Paste

Edit menu: Cut

Removes the currently-selected section from the record of commands and responses.

Quick keystroke: Ctrl + X

See also: <u>Copy</u> and <u>Paste</u>

Edit menu: Paste

Inserts a copy of a selection of commands and responses previously either cut or copied from a different part of the session record. The effect will be as if you had typed this information at the keyboard.

Quick keystroke: Ctrl + V

See also: Cut and Copy

Email names

The email name (written before the **@** in the email address) identifies the user to which a particular piece of mail is being sent. This 'name' can include digits and some punctuation marks but not spaces or commas. It must be different from other email names used on your system.

Each user usually starts with just one email name, but it is often useful to add others - e.g. for dealing with friends, business colleagues, sales enquiries, Usenet postings ... and so on. (How this is organised is explained in the Turnpike Mail&News book.)

On a multi-user system, you can also arrange that some email names are private (ie. can only be used by one person), while others can be used by a whole range of people - for example allowing everyone in a Sales department to both send out and process messages from **sales@yourcompany.com**. Mail based on email names with multiple users is known as Group Mail and is a powerful feature of Turnpike.

One email name is set when you install Turnpike. Others are set up (and changed) from the main Turnpike program. Assuming you have the appropriate permission, you select **Configure** from the **File** menu of that program, then pick **Email names** from the submenu that appears. This calls up the 'Email names' dialog which gives a list of all the email names currently in use, together with a **Create** button through which new names can be set up and an **Edit** button to use to change any aspect of names which have already been set up. Selecting either of these options calls up a 'Usage of email name' dialog in which the details of the email name can be set.

———

For further information, turn to the section on *Email names* in either the Set-Up book or the Mail&News book.

Enabling the Sign-on dialog

If you are the sole user of Turnpike on your PC, there's no doubt about which actions are permitted and so no need for you to 'sign on'. If, however, your system is shared with other people, you need to be able to tell Turnpike which user is about to use the system so that the correct range of actions are permitted and the correct set of mailboxes and newsstands shown if you call up the main Turnpike program from within this Connect program.

The way this is done is by 'enabling the sign-on dialog' for each and every user of the system. If this dialog isn't enabled, anyone who runs Turnpike on your machine will effectively sign-on as you, have your permissions and use your files. This dialog also needs to be enabled if you want to stop unauthorised people dialling up using your account by requiring password-only access to this Connect program.

To enable the sign-on dialog, you need to call up the 'Edit sign-on details' dialog from within the main Turnpike program - by taking the **Configure** option from the **File** menu in that program, then taking the **Users** option from the sub-menu that appears. (The dialog you require either appears automatically or after selecting your entry from a list of users and taking the **Edit** option.)

You then just need to select the **Enable sign-on** option in this dialog.

For further information, either press [F1] to call up Help from within the Edit sign-on details dialog or turn to the section on *Giving yourself a different sign-on name or password* in the 'Set-Up' book.

Enhancing the speed of collection

If news seems to be taking a long time to collect, look at the status bars at the bottom of the screen.

Assuming you are using the Winsock supplied with Turnpike, one of these status bars will be showing the rate at which information is being collected in characters per second (cps), together with a figure for the number of errors (unless you have chosen to use the comm.drv option for your modem).

Ideally you should be getting between 1600 and 3000cps with a 14400 modem (depending on the amount of encoded or compressed information that's being transferred) or twice that with a 28800 modem.

If the rate of collection is lower than this, maybe even dropping to zero at times, the problem could simply be that you have dialled up at a very busy time. All you can do about that is pick a less busy time to dial up in future.

But if the figures on the status bar show that there have been errors in the transmission, news collection is taking a long time because your PC is failing to cope with the data that is arriving. What you do about this is described in the section on Errors.

Notes

If you aren't using the Winsock supplied with Turnpike, you will need to look elsewhere for performance information. One place to look is FTP transfers, while if you are using Windows 95's Dial-Up Networking (DUN) software you can get performance information from its 'System Monitor'.

If what is taking the time is not so much collecting news as filing the news that has been collected, then it may be worth 'defragging' your hard disk and/or turning on (a recent version of) SMARTDRV or some other disk cache and enabling write caching. If you are using a disk compression program such as Stacker or DoubleSpace, this will be making filing slower too. Indeed it would be better to arrange that your news and mail are stored on an uncompressed section of your hard disk: then articles would be filed much faster at a cost of very little extra disk space as the news and mail files are already compressed. (If terms like 'cache' and 'defragging' don't mean a lot to you, consult a computer expert!)

If filing still seems to take a long time, remember that Turnpike isn't simply writing the information to disk: it is also encrypting it for privacy, compressing it and indexing it ready to give you easy access when you come to read the articles.

Expiring News

Before downloading new news articles, you will probably want to erase from your disk any news articles that have passed their Expiry date.

You can arrange for this to happen automatically whenever you run the Connect program - or you can arrange that news is only expired when you prompt for this to happen.

If you have Connect Admin permission, you can arrange for news to be expired automatically by selecting **News collection** from the **Configure** menu on the main Turnpike Connect screen and checking the '**Automatic expiry**' box in the dialog that is displayed.

If you want news only to be expired when you prompt for this to happen, leave the **Automatic expiry** box clear. You can in any case use the **Expire News** option in the **Services** menu to prompt Turnpike to expire the news when you want this to happen.

(While the old news articles are being deleted, you will see messages at the bottom of the screen recording Turnpike's progress through this task.)
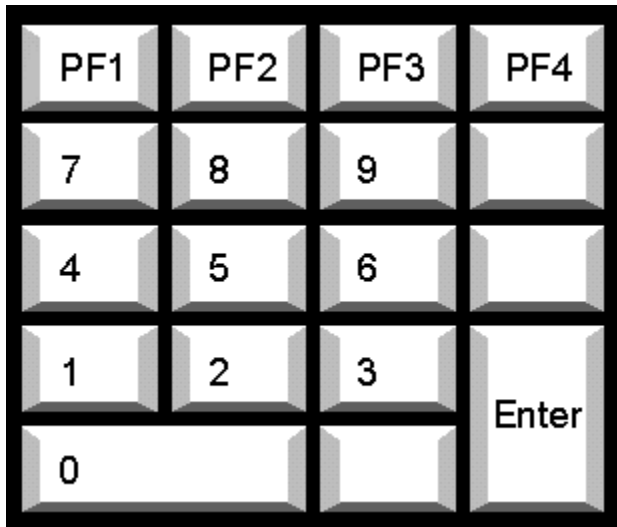
If you want to change the length of time the articles from a particular newsgroup stay on your disk, set a different Expiry time for the group in the Newsgroup Subscriptions dialog. If you want to keep particular articles past their Expiry date, you need to select them within the appropriate newsstand in the main Turnpike program and use the Keep option in the Article menu to mark them to be kept. (For further information, see either the Turnpike Mail&News book or call up the on-screen Help from within the main Turnpike program.)

Expiry

News articles are only kept for a limited amount of time, after which they are erased from the newsbase. The date on which a news article is due to be erased is known as its Expiry Date (worked out from the date the article was downloaded and the Expiry time currently set for the group in the Newsgroup Subscriptions dialog), while the process of erasing those articles which have past their Expiry Date is known as Expiring the news.

FTP

FTP stands for File Transfer Protocol and it is the facility that lets you 'download' files from a remote computer across the Internet (and to 'upload' your files to the remote computer, if you have permission to do this).

The program supplied with Turnpike to let you transfer files in this way is called WS-FTP Pro.

A wide range of files are available for you to copy over the Internet - public archives, pictures, maps, 'shareware' and 'public domain' programs, among others. Details of the files that are available may appear in articles in Usenet newsgroups, catalogues of Internet services or other on-line or printed information. There's also a system known as <u>Archie</u> that can be used to search for files available for free through a system known as <u>Anonymous FTP</u>.

Once you have the details of the file you want to transfer, the basic procedure is just to

Click the **WS-FTP** button on the Connect program toolbar.
Enter the computer's <u>address</u>, the appropriate log-in name, password, account etc. information in the dialog that's displayed - or pick from the drop-down list of predefined 'Session Profiles'.
Click **OK** to connect to the selected computer.
Open the directory containing the file (or files) you want to copy and the directory into which you want to copy them on the main FTP screen.
Drag and drop the files you want to transfer between the directory on the Remote system and the one on your Local system (or use the Arrow buttons between the two lists if you prefer)

For some <u>Hints and Tips on using FTP, click here</u>.

For further information about using FTP, press F1 after you have called up the main FTP screen to call up the WS-FTP software's own Help information. This information is held separately from this Help file.

FTP: Hints and Tips

Working out which file to copy may not be easy if there a number of very similar entries. The principal thing to check, particularly where you are looking for a copy of a program, is that the file is in a suitable format for use on your machine. A program that has been set up for a Macintosh is absolutely no use on a PC! You should also check that you will be getting the latest version and that the file is coming from a reputable source: the last thing you want is to copy a file that's been infected with a virus.

Also notice if the file is compressed. You can usually tell this from its filetype. For example, a file that has been compressed using the PKZIP program will have the filetype **.ZIP**, while a file with the suffix **.tar** was created using a tar command and contains a compilation of files. (There's more information on filetypes and file suffices in the FTP section of the Online Turnpike book.) To make use of these files, you need the appropriate tools available on your computer to 'decompress' and 'de-tar' the files once they have been transferred. Moreover, the program that did the compilation or the compression may be specific to one particular type of computer - but you should be able to find (by FTP!) programs for PCs that will de-compress and de-tar the files for you.

A further complication is that there are two forms of file transfer - 'ASCII' and 'Binary'. 'Binary' transfer gives you a simple bit-by-bit copy of the source file and is the type to use where you are copying a program. 'ASCII' transfer copies the file character-by-character, allowing for the difference in the codes used to represent different characters on the two machines. It is important to pick the correct sort of transfer for the type of file you are copying. If the file you want to transfer contains text, you will need to use 'ASCII' transfer so that the text is readable on your machine. You should also opt for ASCII transfer when you want to transfer a uuencoded file as this is a mixture of text and data encoded as text. But if a file has been compressed, as is usually the case with program files, you need to ensure that it is transferred as a binary file.

The final point to note about FTP is that it demands quite a lot of resources from the computer from which the file is copied. It is therefore a basic rule of FTP 'netiquette' that you transfer files at times when the remote computer isn't being used for real work ie. *outside working hours at the remote computer*. Indeed, some computer systems only allow Anonymous FTP between certain times at their site. The crucial thing to remember is that the computer you are accessing could be in a very different time zone to you. California, for example, is eight hours behind the UK so while midnight may seem plenty late enough to be sociable in the UK, it is only 4 o'clock in the afternoon in California and so well within working hours there.

File Paths dialog

This dialog lists the location of:

Your personal Turnpike files (the Server path)
The Mail received and sent from your machine (the Email path)
The Usenet News copied to your system (the News path)

It is displayed by clicking the **Paths** button within the Sign-on dialog.

To change any of these, click the adjacent **Browse** button, then use the File Selector that's shown to locate this directory.
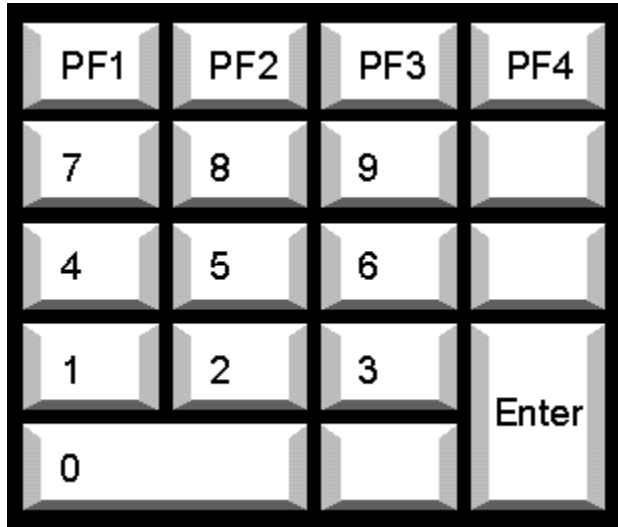
Start by selecting the Server path; the other two paths will then automatically change to match.

File Save dialogs

Several actions within Turnpike involve saving a file on disk.

Where appropriate, Turnpike offers a standard Windows File Save dialog for you to use to pick out where the file should be stored. This dialog will be automatically set up to show what is being saved in its title and, where appropriate, to set the required filetype extension.

Simply use the right-hand file selector to set the appropriate directory, then type the required filename in the File Name slot - in the usual way.

File Selectors

Several actions within Turnpike require you to pick out a file or a directory to work with.

In each case, Turnpike offers a standard Windows File Selector dialog for you to use to pick out the file or path that is required. This dialog will be automatically set up to show what is needed in its title and, where appropriate, to select files with the required filetype extension (though you also have the option of setting the list of files to **All files** if required).

Simply use the right-hand file selector to set the directory, then the left-hand file selector to select the specific file or path that's required - in the usual way.

File menu

[Log...](#)
[Rebuild database...](#)

[Print...](#)
[Print Preview](#)
[Print Setup...](#)
[Print Font...](#)

[Exit](#)/[Close](#)

File menu: Close

Closes the on-line function you're currently using (FTP, Telnet, Finger, Ping or Traceroute).

File menu: Exit

Exits from Turnpike Connect.

File menu: Log option

Selecting the Log option brings up a submenu from which you can opt to:

Log the entire session
Log from this point on
Stop logging

If you choose logging, you are then asked to specify the .log file in which the sequence of commands and responses shown on the screen are to be logged.

File menu: Print

Prints one or more copies of the current command/response sequence - using your current printer set-up.

When you take this option, a <u>dialog</u> appears through which you can set the number of copies and the range of pages to be printed. This dialog also includes a **Print setup** button through which you can change the printer and type of paper that's used - or you can set these things up in advance by taking the **Print setup** option from the File menu.

Quick keystroke: Ctrl + P

See also: <u>Print Font</u>,   <u>Print Preview</u> and <u>Print Setup</u>

File menu: Print Font

Calls up a dialog through which you can set the font to be used when printing.

Click here for information about the Font dialog (or press F1 to call up this Help file when you have this dialog on the screen)

File menu: Print Preview

Shows you (as closely as possible) on the screen how the current sequence of commands and responses would look it if you printed it on your current printer setup.

Within the Preview display you can show different pages and zoom in on parts of the display you are particularly interested in - in just the same way as you can zoom in mail messages or news articles that you preview using the main Turnpike program (see eg. the Mail&News book).

See also: Print Preview toolbar; Print and Print Setup

File menu: Print Setup

Lets you set the printer and paper used if you choose to print - or preview - the sequences of commands and responses you have worked through in a particular session.

When you take this option, a version of the standard Windows <u>Print setup dialog</u> is displayed, through which you can set the printer and type of paper that's to be used.

File menu: Rebuild database

Lets someone with the appropriate <u>permission</u> create a new version of the mailbase, newsbase or address book in which any wasted space is recovered. This can restore valuable disk space to you. It can also be used to recover these databases (or at least, as much as possible of these) should they become corrupted.

Just select **Mail** or **News** or **Address book** as appropriate from the message that is displayed.

Greyed out if you don't have Rebuild Files permission.

For further information, see <u>Rebuilding your mailbase etc</u>.

Fingering people or computers

The Finger feature lets you check whether a particular person accesses the Internet via a given host and to find out their login name on that system - assuming that there's a Finger server on their host. (If there isn't a Finger server, you won't get any reply.)

It can also be used to find out who is currently logged on at a particular host and to examine the contents of a user's 'Project' and/or 'Plan' file. (These files are principally intended to be used for a summary of what the user is working on but they are sometimes used for such things as weather reports and football scores.)

To find out who is currently logged on to a particular host:

Click on the **Finger** button.
Enter the Domain name for this host in the dialog that's displayed. (Note: This domain name needs to be given in full, even where you are fingering one of your Access provider's sites.)
Then click the **Connect** button.

To find out specific information:

Proceed as above but enter the appropriate email address in the dialog that is displayed.
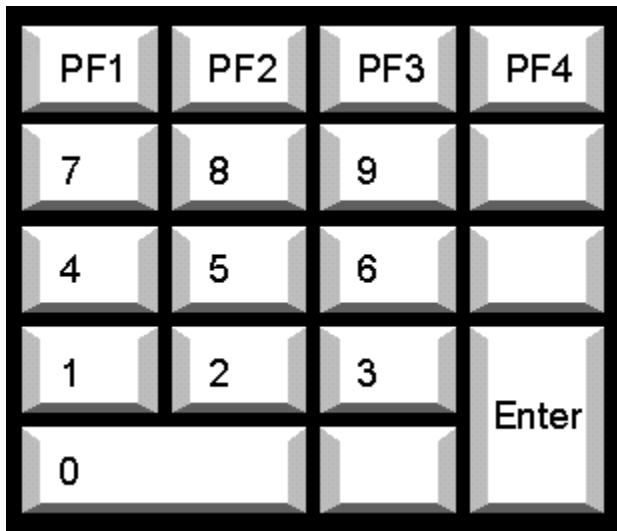
Turnpike remembers previous addresses that you have fingered. When you want to finger one of these again, simply pull down the list of addresses from the Finger slot of the dialog and select the address you want.

Font dialog

This dialog lets you select the combination of font, font size and font style used either when printing or when displaying text on the screen. It is called up either by taking the **Print Font** option from the File menu or by taking the **Font** option from an Options menu.

Simply select the Font, then the Style and Size of this font you require from the set of three lists in the dialog. The dialog also includes a sample piece of text so that you can see the effect of the selection you've made.

Full Name dialog

When you first run Connect, a message may be displayed asking for your full name so that this can be included in messages.

Simply fill in the name you want Turnpike to give.
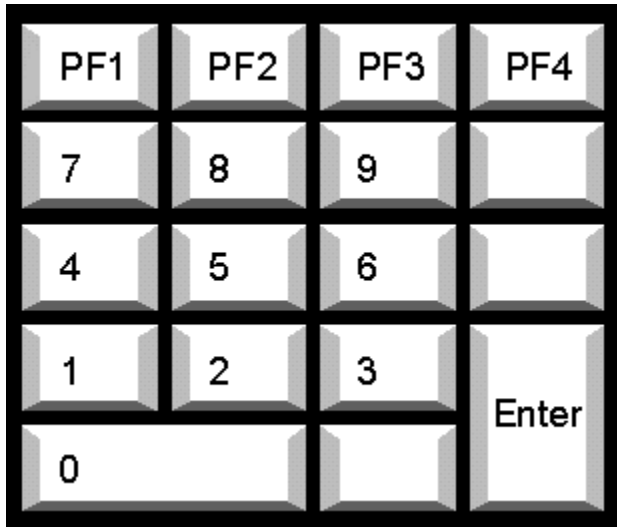
This name can be changed later by taking the **Configure** option from the **File** menu in the main Turnpike program, then taking **Users** from the sub-menu that appears.

For further information, either press [F1] to call up Help from the main Turnpike program and search for **Full name**, or turn to the section on *Giving yourself a different sign-on name or password* in the 'Set-Up' book.

Function menu

Mail/News
Connect/Disconnect

Telnet
Finger
Ping
Traceroute

Call costs

WWW
WS-FTP

Funtion Menu: Call costs

Opens a window to set up or view the <u>Call costs</u> records.

The Call costs logging system enables you to keep records of the time and money you spend on line. It provides detailed logs, summaries and subtotals.

Function menu: Connect/Disconnect

Lets you connect to / disconnect from your Access provider. <u>Click here</u> for more information.

Function menu: Finger

Opens a window through which you can 'finger' other sites to see details of users at that site and other information available to read.

Function menu: Mail/News

Calls up the main Turnpike program so that you can, for example, see what mail messages have arrived, prepare further messages to send etc.

Function menu: Ping

Opens a window through which you can <u>ping</u> other sites in order to see whether you can get a response from them.

Function menu: Telnet

Opens a window through which you can log in to a remote computer eg. to search a database held there.

<u>Click here</u> for more information on Telnet.

Function menu: Traceroute

Opens a dialog through which you can find out about the route currently being taken between your computer and a given Internet address.

Click here for more information on Traceroute.

Function menu: WS-FTP

Opens a window through which you can link to other sites in order to copy files from them.

Click here for more information on WS-FTP.

Function menu: WWW

Calls up the Microsoft Internet Explorer program for you to browse the World Wide Web.

<u>Click here</u> for further information.

Gateways

A gateway is a site on the Internet through which access is made to the Internet. Your Access provider will either advise you directly of the addresses of the gateways you will use or they will be provided through the standard script for this Access provider (in which case the information may be shown as 'Automatic').

Going on-line

Click on the topic you are interested in:

Group Mail

This topic applies only to multi-user systems

'Group mail' is based on 'group email names'. Mail that arrives addressed to one of these group email names appears in the mailbox of everyone in the group - but disappears again from everyone else's mailbox the moment someone processes it so there is no duplication of effort.

Group email names are simply <u>email names</u> with several users rather than just one. Within a company, you might well have names like **'sales'** and **'support'** set up as group email names with the members of your Sales team as users of the **sales** email name and the members of your Support department as users of the **support** email name.

For further information, see the section on *Special features for multiple users* in the Turnpike Mail&News book.

Help menu

Index
Using Help
Show Hints & Tips
About Turnpike

Help menu: About Turnpike

Displays brief details about the version of the Turnpike program you are using - in particular, its version number and its date of issue.

If you want to find out about using Turnpike or about using Turnpike's Help, click on the Contents button at the top of this screen, then click on the topic that interests you in the list of topics displayed.

Help menu: Index

Calls up the Contents page of this Help file, from where you can access information on any aspect of Turnpike Connect you like.

Help menu: Show Hints & Tips

Switching this option between unticked and ticked displays a sequence of (useful, we hope) tips about using Turnpike in general and the Connect program in particular.

If this option is left ticked when you leave Connect, then the next tip will be automatically displayed the next time Connect is loaded.

Help menu: Using Help

Calls up a special Help file which describes using Windows Help systems such as this one. You can get Help on using Help without leaving the Help file you are currently using - by clicking on the Contents button at the top of any display and then clicking on Using Turnpike Help.

A **hex number** is simply a number expressed in Base 16 (rather than the normal Base 10) with the digits 0...9 representing 0...9 and the letters A...F representing 10...15.

It is often written with an **h** after the number to indicate a hex number.

Host details

Information about your Internet connection is set and inspected through the Host Configuration dialog, which you can call up by selecting the **Host** option from the **Configure** menu (assuming you have Connect Admin permission).

This dialog is automatically filled in for you with information taken either from the standard script for your Access provider or from information given when the Access provider was first selected. *There shouldn't be any need to change any of the information given here*.

The entries in this dialog (all of which should be filled in) are:

Domain Name: the fully-quoted domain name for your system on the Internet (as written after the @ in your email address)

This machine: the address of your specific machine (which will be the same as the domain name except on a networked system)

Organization: the name of the organisation represented by users of the system. For example this might be a company name or trading name, an individual's name or possibly a nickname by which you want to be known.

Local email: the domain over which mail can be sent without connecting to your Access provider - normally simply the local domain represented by your domain name.

Accept email for: the domain(s) on the Internet for which mail will be accepted by this host. It is a requirement of the Internet that mail is rejected if not properly intended for a site. (This will normally just be the domain name shown above, but you may need to accept mail addressed to other domains for historical reasons.)

Allow mailbox/newsstands to use other domain names: clearing this check box will stop anyone personalising the domain name in messages sent from this system.

Allow mailbox/newsstands to use other organization text: clearing this check box will stop anyone personalising the organization details quoted in messages sent from this system.

A port (or other device)'s **Address** is its location within your computer's Input/Output address space, expressed as a hex number.

If you are running Turnpike under Windows 3.x, you can find out the addresses of the COM ports on your PC from an MSD report. If you are running Turnpike under Windows 95, you can get this information either from an MSD report or by calling up the Control Panel, double-clicking on **System**, selecting the **Device Manager** and then examining the properties of the COM ports that are listed. (Or you can try seeing whether this information is given in the books supplied with your PC and any plug-in cards you've added.)

When you select any of the standard Com1...Com4 options, the Address is automatically set to the default address for this port in Windows (displayed in the Address slot). If the port to which your modem is attached has a different address, you need to select the **Other** option then enter the required address in the **Address** slot alongside.

The form in which this address needs to be entered can be seen from the addresses shown in this slot when Com1... Com4 are selected.

If a range of addresses are given for a port eg. 02F8h-02FFh, just quote the one at the bottom of the range ie. 2F8

IP addresses

IP addresses take the form of four-part 'dotted quad' numbers. You will either have been given your own IP address when you registered on the Internet or had this set for you (in which case it may be shown as 'Automatic').

A port or other device's IRQ or 'Interrupt Request code' is a number between 0 and 15 which is used to label the data and instructions that are intended for that particular port or device.

The Com1 and Com2 serial ports conventionally use IRQs 4 and 3 respectively. Unfortunately, so do Com3 and Com4.

To avoid conflicts, each port or device that's in use has to have a different IRQ. So if you find yourself wanting to use Com1 and Com3 together, you either need to change one of their IRQ numbers or arrange to use (say) Com2 and Com3 instead.

Idle timeout

The Idle timeout shown on the 'Connect to the Internet' dialog records the length of time (in seconds) that Turnpike is to wait for a response before alerting you to the fact that the system you are trying to talk to over the Internet appears to have 'gone away'.

The default setting is 120 ie. two minutes, but feel free to change this if you find you typically have to wait longer than this for a response - though you may then find yourself being cut off because you've exceeded your Access provider's standard waiting time. Demon customers, however, should note that the waiting time they are allowed before disconnection is automatically set to two minutes (120 seconds) longer than the Idle timeout they set.

If no response is received in that time, Turnpike will display a message giving you the choice of timing out in 20 seconds or waiting for another two minutes (or whatever timeout time has been set). It is up to you whether to continue waiting or not.

Setting the timeout time to 0 disables the timeout message. In this case the Demon disconnection time is set to a default of 10 minutes (600 seconds).

If you have difficulty connecting

If you experience difficulty connecting, you will probably see one of these messages in the Progress area of the Connect dialog.

> ERROR means your modem hasn't responded to the initialisation sequence, perhaps because it isn't switched on or perhaps because it isn't plugged into the correct port on your PC.
> NO DIAL TONE means that the modem hasn't been able to get a dial tone.
> BUSY means the number is engaged (though you may also get this if it is set to dial an out-of-date number which is now unobtainable).
> NO CARRIER means that the modem hasn't had any response from the modems at your Access provider's PoP.

If it's not obvious what has gone wrong, *first*, turn up the volume on your modem to check that you hear the dialling and then the Access provider's equipment answering. If you don't, click on the **Dialling** button and check the settings in the Dial settings dialog. In particular, you need to check that:

> If your Access provider has a number of PoPs (**Points of Presence**), you've selected the appropriate one from the drop-down list associated with this slot.
> If you dial out through a PABX, that the requisite dial-out code is given in the **PABX** box. Similarly, that any special codes needed by the carrier you use are set in the **Carrier** slot.
> That the port to which you've attached your modem is selected in the **Serial port** area. (*Click here for more detail on this.*)

If you continue to have problems, contact your Access provider - who may ask you to try dialling again, this time with the **Debug script** option selected in the Connect dialog. The main window will then display the commands that Turnpike actually sends, from which your Access provider will be able to work out which (if any) of these commands need to be changed in order to dial up successfully. These changes need to be made to the **Dialler** section of your Access provider script (the **.acc** file in your Turnpike directory (a text file)) - or, possibly to your modem script (the **.mdm** file in your Turnpike directory (also a text file)).

Installing a new Access provider script

The first step in switching to a different Access provider - *whether you use Turnpike to dial up your Access provider or not* - is to install the appropriate Access provider script.

The way you do this depends on whether you use Turnpike to dial.

> The procedure that is available to all (or at least, to anyone with Connect Admin permission) is to take the **Service Access** option from the Connect program **Configure** menu, and click the **New** button in the dialog that's displayed.
> Alternatively, if you use Turnpike to dial (and you have Dialling Admin permission), you can call up the Dial Settings dialog (by clicking the **Dialling** button in the main Connect dialog) and click the **New** button shown alongside the **Access provider** slot in this dialog.

Either of these routes displays Turnpike's **Internet Access Provider dialog**. This provides a drop-down list of the Access providers for which there are already scripts on your disk - to use when you need to update the details of the account you have with your Access provider eg. because you've taken out mail forwarding.

To install the script for a new Access provider, click the **More** button, select your new Access provider in the list of Access providers that is displayed, then click the **Continue** button.

You are then returned to the Internet Access Provider dialog which will now show your new Access provider in the **Select access provider** slot. Simply click **OK** from this dialog, and then work through the sequence of questions about your account with this Access provider.

If you called up the Internet Access Provider dialog using the **Service Access** route, you are then returned to the initial **Access Provider dialog** - with everything set for your new Access provider both here and in the other dialogs called up from the Configure menu (though it's a good idea to quickly check the settings that have been made). If however you called up the dialog from the Dial Settings dialog, you are instead returned to that dialog - ready for you to record the set of Dial Settings needed to dial up this Access provider at the PoP (Point of Presence) you want to use.

Internet information services

The Internet offers a wide range of other information services, such as:

Gopher - which helps you to locate information through a series of menus.
WAIS - which lets you search for articles on different topics by keyword.
Archie - which can tell you where particular files are available by Anonymous FTP.

Turnpike does not support these services directly but you can access them through the Web Browser. It is also possible to run Winsock-compliant clients for them alongside Turnpike, using Turnpike's Winsock. Such software is freely available on the Internet.

The other way of accessing these services is to telnet to a host which offers an appropriate client program - but don't expect the response time to be quick.

Introduction to Turnpike Connect

Welcome to Turnpike Connect. From this part of the Turnpike program you can:

[Go on-line to send and receive mail messages](#)

[Download articles from the newsgroups you subscribe to](#)

[Use the various on-line services that the Internet offers](#)

[Browse the World Wide Web](#)

[Consult library catalogues and databases the world over](#)

[Pick up copies of software and other files available over the Internet](#)

[Configure Turnpike for the Access Provider, modem etc. that you use](#)

[Set where the mail and news files are stored](#)

For information on any of the above topics, simply click on the topic you are interested in.

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Whichever part of the program you are using, if you need instructions, simply press F1 to call up this Help file. Or if you want to know about a particular option, press Shift F1 then click on the item you're interested in. (Click here for more information about using this Help file.)

"A serious problem has occurred in the Connect program"

The Turnpike Connect program has encountered a situation where it was about to terminate with a *General Protection Fault*.

But instead of doing that it writes a report file in your Turnpike directory which contains diagnostic information. You are also encouraged to type in a description of the events leading up to the problem (the description box will scroll if you fill it up) - this is added to the report and may help us to pinpoint the problem.

The file: PROBLEM.TXT should later be sent by email (if possible) to **problems@turnpike.com** so that we can investigate.

In some circumstances you can choose to **Continue** the program. If this does not cause the problem dialog to reappear then it will be best to close down and restart anyway at the first convenient opportunity. This will give you the best chance of not losing any work or needing to rebuild your mail or news databases.

If it was not possible to continue, or the problem occurs again then you have to press **Terminate**. You may in this case need to rebuild the databases next time you run Connect, if prompted to do so.

Keyboard layout choice (in Telnet)

When your PC emulates a DEC terminal for the purpose of <u>telnetting</u> to a remote computer, it is generally easier to follow the instructions you receive from the remote computer if the numeric keypad on your keyboard is set to mimic the numeric keypad on a DEC keyboard - this has such things as the four programmable function keys PF1 - PF4 on the top row of this keypad.

So Turnpike automatically selects this 'DEC layout' for your numeric keypad whenever your PC emulates a DEC terminal, but you can opt for the keypad keys to have their normal 'PC layout' if you prefer. (Then function keys F5 - F8 take on the role of PF1 - PF4.)

Alternatively, you can take the **Keyboard** option from the **Options** menu, then set the layout you require in the VT keyboard layout area of the dialog that's shown. (The main purpose of this dialog is to allow you to set up the function keys (in their various shifts) to issue commands for you: see <u>Defining function keys</u>.)

<u>Click here</u> for details of what the two options offer.

<u>Click here</u> for details of the standard function key actions

Kill rules are specifications for types of articles that you don't wish to have downloaded in full.

The rules are set up through the **Kill** option offered in the main Turnpike program. Each rule just applies to the newsgroup in which it was created, giving rise to different sets of rules for each newsgroup.

When Turnpike is downloading articles from a newsgroup, it will only download the headers of those articles that are picked out by the corresponding set of kill rules.

For more information, call up the on-screen Help from within the main Turnpike program and search for **Kill rules**.

Leaving Turnpike Connect

To leave the Connect program, simply take the **Exit** option from the File menu.

Logging

If you want to record the commands and responses given while you are using any of the On-line services, take the **Log** option from the **File** menu, then select either **Log entire session** or **Log from here** as required.

The various commands and responses will then be saved in a .log file (which you pick out through a <u>File Selector</u>).

When you've logged as much as you want, take the same **Log** option but this time select **Stop logging**.

Logging Bucket

Login name / Host name

This is the name which you (or your site) is known by your Access provider, and will be used to identify your site when you connect to the Internet.

It is recorded in the Access Provider dialog (which is called up by taking the **Service Access** option from the **Configure** menu).

You should only need to change the name recorded in this dialog if your Access provider allocates you a new one.

Your login name is usually not regarded as confidential and so is shown in clear in this menu, but the password that's given alongside the login name is confidential and so is only shown as asterisks in this menu.

An **MSD report** is simply the report produced by the MSD (Microsoft Diagnostics) program supplied with Windows. (In Windows 95, it can be found in the **\Other\Msd** directory of the Windows 95 CD.)
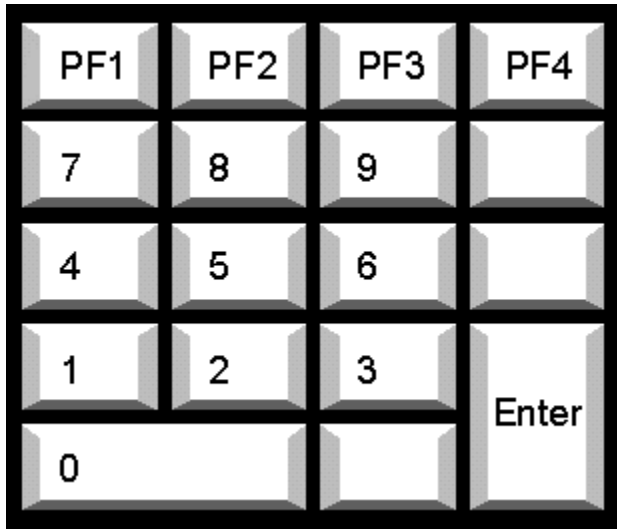
It's often best to exit from Windows before running MSD.

Mail Acceptance

Not implemented yet

The mailbase that you have asked to re-build needs to be re-encrypted in order to make its contents viewable from within the current Turnpike.

Before doing this, Turnpike wants to check that you are a proper person to be accessing the mail in this mailbase. Hence the request for either the Site Secret of the system from which the mailbase comes or for the password of the occupant of Seat 1 on that system (who will usually also be the system administrator on that system).

Without one or other of these, Turnpike won't re-encrypt and rebuild the mailbase for you (though it will allow you to try again if you get the Site Secret / password wrong at the first attempt).

Type either of these in the slot provided and click **OK**.

Mailing lists

Mailing lists do a similar job to newsgroups in that they provide people with special interests with a way of sending a message to everybody that shares that interest. Indeed, some Mailing lists double as newsgroups so that everything that's sent to the newsgroup is also sent to the Mailing list and vice versa.

The main difference from newsgroups is that Mailing lists contact people via the Internet Mail system, rather than via the News feed. Indeed, the reason for having Mailing lists as well as newsgroups is that not everyone on the Internet has access to the newsgroups. In particular, people who don't use the Internet directly but instead log on to a network which has a gateway to the Internet may not have access to the News feed.

To join (or to leave) a particular mailing list, you need to send a message to the list's administrator, telling him/her that you want to subscribe to (or 'unsubscribe' from) their list. The standard way of doing this is by sending the appropriate email message to the mailing list's administrator. The messages from the mailing list will then be delivered to you in among the other mail you receive.

But if you have List Subscribe permission, you can get Turnpike to prepare and send these messages for you. Turnpike also arranges that the mail you receive from the mailing lists you subscribe to is handled within a special 'newsgroup', rather than mixed in with other mail. Not only does this keep items of mail from the mailing list separate from your other mail, but it also arranges to thread items that follow on from each other and to expire old items after a set time.

The steps used are carried out from the main Turnpike program'. So for further information, either call up the on-screen Help from within that program and search for information on **Mailing lists** - or study the section on *Mailing lists* in the Set-Up book.

Menus and Buttons

Turnpike Connect offers the following menus and buttons:

[Toolbar](#)

[File menu](#)

[Edit menu](#)

[Configure menu](#)

[Function menu](#)

[Options menu](#)

[Snapshot](#)

[Services menu](#)

[Window menu](#)

[Help menu](#)

If you are downloading mail by POP3 you can choose to **mirror** your email. This means that the state of your mailbox on your Access provider's server will match that of your Turnpike mailbox. If you leave email in a Turnpike mailbox, a copy will also remain on the server. If you file or delete the email in Turnpike, it will be deleted from the server next time you connect.

This option is useful if you want to dial in and read your mail from more than one place. Remember, though, that the email will be deleted from the server next time you log in **if you delete or file it in Turnpike**. You can choose whether or not to mirror POP3 email by going to the Connect program, selecting the Configure menu and then choosing the Email Transfer option.

Moderated groups

A moderated newsgroup is one in which contributions aren't posted directly to the newsgroup but instead are initially mailed to a 'moderator' who decides whether the articles are appropriate for inclusion in the newsgroup. This procedure improves the quality of the contributions to the newsgroup and keeps the discussions on target, but at the cost of a slower response rate.

Moving Turnpike to another machine/system

If you want to move Turnpike to another PC or you upgrade your PC to a different operating system, don't try simply copying all the old files from your old system to the new one. Instead:

1. Use the Turnpike Setup program to re-install Turnpike on the new system.

2. Copy the TURNPIKE.USR file, the .INI files, the NEWS directory, the MAIL directory and the USER*xxx* directories (together with any special .ACC, .CST or .MDM files you use) from the old Turnpike directory to the new one (replacing any already there).

3. Run both the main Turnpike program and the Connect program and check that each of these are set up as you require (as described in the 'System Administration' section of the Turnpike Setup book).
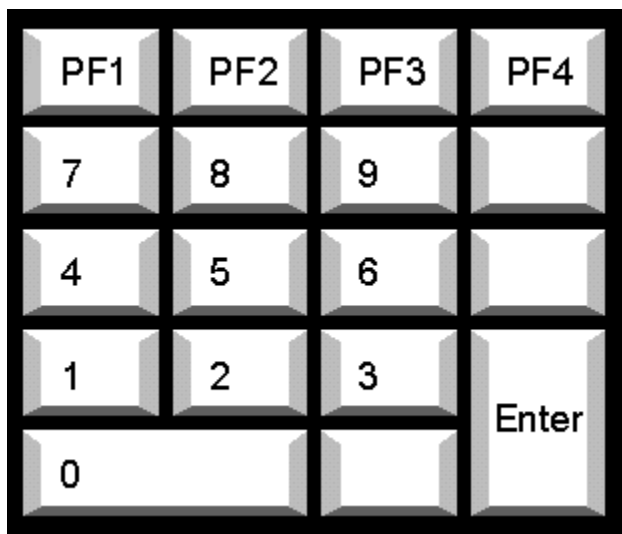
If you are asked for your Site ID and your Site Secret, be sure to give the same ones as were given when Turnpike was originally installed - otherwise you won't be able to read any of the mail you transfer from the old set-up.

Multiple Access

The standard Turnpike software can be used by up to 99 people, but it is a 'single user' version, which means that you can only have one copy of Connect and one copy of Turnpike running at the same time (although they do not necessarily have to be on the same machine).

If you wish to install Turnpike on a LAN (Local Area Network), with a copy of the offline software on each workstation, run the Turnpike Setup program on your central server, choose 'custom install' and then select **Turnpike Workstation Setup**. This will place a special setup program on your central server from which Turnpike can be installed onto each workstation.

LAN adminstrators should note that mail that has been collected by Turnpike can be accessed across the network by other mailreading software if you enable the POP3 Server option, although again only one person at a time can use the standard version of Turnpike.

If you require more than one person to be able to use Turnpike simultaneously, you will need a **Multiple Access** version of the program. This still uses just one copy of Connect, but allows you to have multiple copies of the Turnpike program running, up to the number of seats purchased. Email **info@turnpike.com** for further details.

NT dial-up script

If you dial up using the Windows NT RAS, you will need to set up a dial-up script similar to the following. (The example given here is the one you will need if you use Demon as your Access provider. The script needed if you use another Access provider will probably be similar to this.)

[Demon Internet]
    COMMAND=<cr>
    ERROR_NO_CARRIER=<match>"NO CARRIER"

    OK=<match>"ogin:"
    LOOP=<ignore><cr><lf>
    COMMAND=*insertyourhostnamehere***<cr>**
 or **COMMAND=olr<c>**   *(if about to sign up for Trial account)*

    OK=<match>"word:"
    COMMAND=*insertyourpasswordhere***<cr>**
 or **COMMAND=olr<c>**   *(if about to sign up for Trial account)*

    ERROR_NO_CARRIER=<match>"NO CARRIER"
    OK=<match>"otocol:"
    COMMAND=IDLE=600,PPP<cr>

    OK=<match>"PPP"
    CONNECT=<match>"HELLO"

Save this as a *text* file called **switch.inf** within your **RAS directory** (usually c:\winnt\system32\ras)
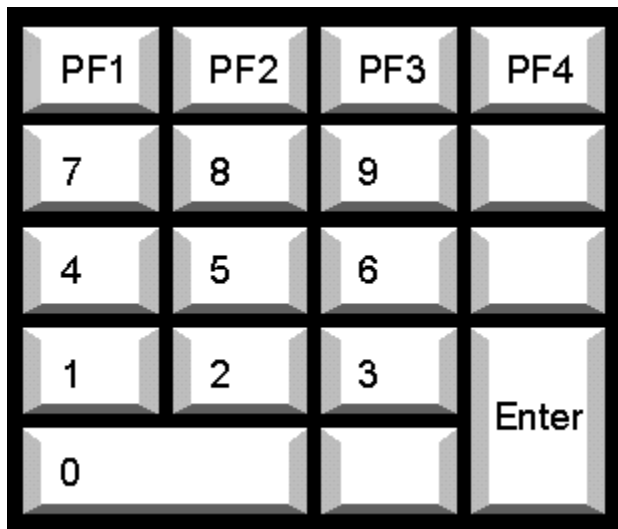
The idle=600 instruction sets the Idle timeout at your Access provider (ie. the time after which your Access provider will cut you off if there's no activity) to 600 seconds or 10 minutes. To set a different time, just replace the 600 by a required number of seconds.

NVT

NVT stands for Network Virtual Terminal. This is a very simple terminal type which any remote computer should be able to work with.

News service details

The News server you use (ie. the location from which you obtain Usenet news) is recorded in the 'Configure Usenet News' dialog.

Assuming you have Connect Admin permission, you can display this dialog by taking the **News collection** option from the **Configure** menu on the main Turnpike Connect screen.

As well as setting the details of your News server, you can also opt to have any new news automatically collected (and old news expired) whenever you go on-line.

For further details of the Configure Usenet News dialog, click here.
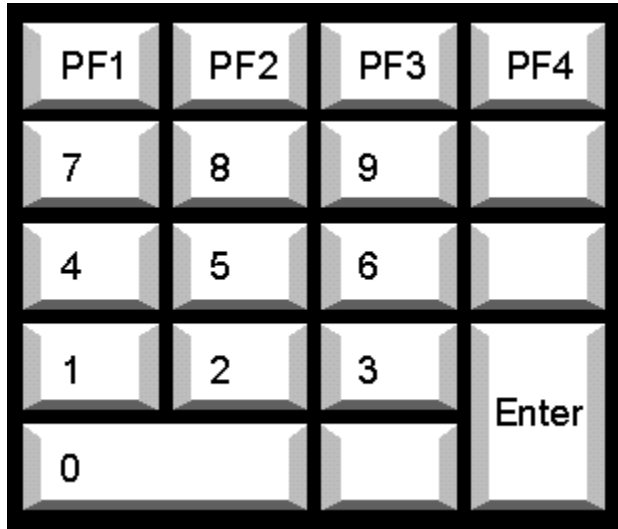
The range of news articles held at any time differs from news server to news server. So if you ever change the news server you use, you should also set the **Last NewNews** date in the Newsgroup Subscriptions dialog back a day or so - at least for those newsgroups you're most interested in - so that you can be sure you don't miss any articles.

Newsstands are simply collections of newsgroups that each Turnpike user sets up for themself in order to follow discussions on topics they are interested in. For more information, either see the Turnpike Mail&News book or call up the Help file from within the main Turnpike program.

The **nickname** provides the way of referring to a particular set of Dial Settings (as set in the Dial Settings dialog). If you want to record a separate set of values - in order to use Turnpike with a different Access provider, different modem, different speed, different carrier at certain times of day, etc. - *type in a new nickname*, change the details as required in the other slots and click on **Save**.

No help is available on this topic.

The program will not run because the file you have specified is either corrupt or is not an executable (.exe or .com) file.

You'll just be asked for simple information such as which Access Provider (Internet Service Provider) you want to use.

To start, click the **Next** button at the bottom of the display.
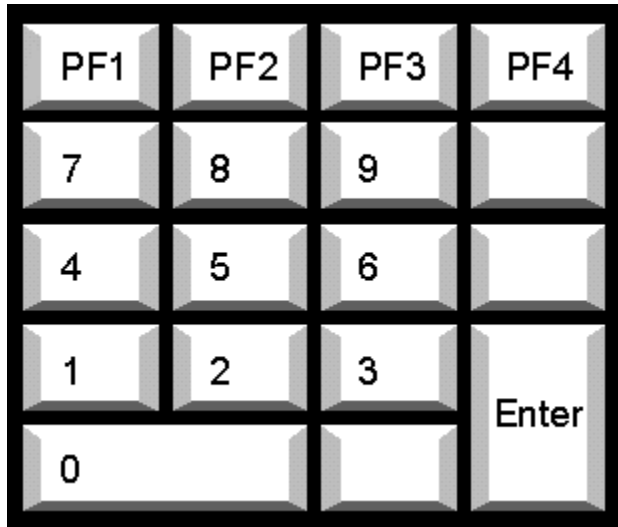
If at any stage you want to review or change the information you gave on an earlier screen, use the **Back** button to work back through the previous screens. Clicking **Cancel** to any screen is not advised as it will drop you out of the installation procedure and you will then have to start the whole installation procedure again.

Enter your Site ID in the top slot. (This can be found on the CD package.)

Then enter a suitable Site Secret in the second slot.

Only click the **Site Key** button if you have been told a Site Key to enter.
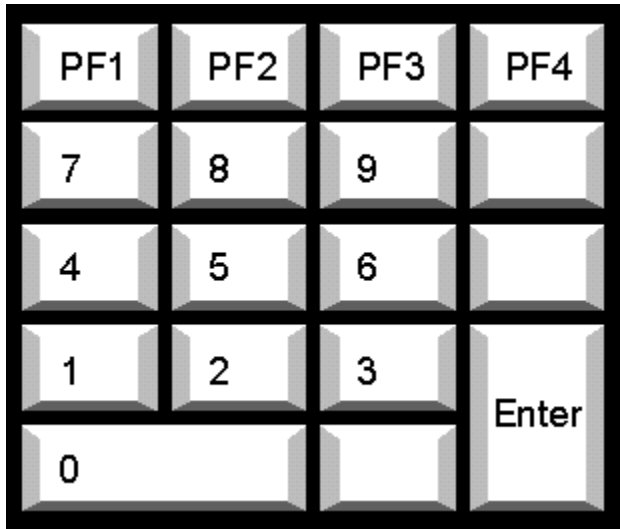
When typing the Site ID, you can use any combination of upper and lower case characters you like as any lower case characters will be automatically switched to upper case for you. You also don't need to worry whether **0** is a zero or the letter O, or **1** is the number one, a little l or a capital I: they're actually numbers but the letters will also be accepted.

If you need further help, click here for details of the number to ring.

Demon Internet is today's largest and fastest-growing Internet provider in Europe and the market leader in low-cost Internet access in the UK.

With the copy of Turnpike you're installing, you can also have a FREE trial of Demon Internet's service, which gives you:

Full access to the Internet direct from your own computer.
Local call access to Demon's network, which helps to cut the cost of staying on-line.
Unlimited Email, allowing you to send and receive as much email as you like.
Access to all the different news discussion groups (currently over 22,000) via Demon's local News server.
Unlimited access to the World Wide Web.
FREE 5M Web space
Access to information anywhere in the world, using Demon's high-speed international links and modems.
Free 24-hour, 7-days a week technical support.

So even if you have an Internet account with someone else, why not see what Demon Internet has to offer?

——

If you need any further infomation before making your selection, click here.

Full name: Turnpike asks for your full name purely so that this can be automatically included in any email messages or news articles you prepare. Simply fill in the name you want Turnpike to give. It can be changed later by going to the File menu in the main Turnpike program, and selecting **Configure... Users**.

Email name: Your email name will be the part of your email address before the **@**. So if you want your email address to be **fred@yourhost.demon.co.uk**, give **fred** as your email name. This can also be changed later - indeed, you can give yourself a range of email names to use. For information, see Email names.

If you need further help, click here for details of the number to ring.

Your host name is the part of your demon.co.uk address immediately before the **demon.co.uk**. For example, if your demon.co.uk address is **fred@anywhere.demon.co.uk** your host name would be **anywhere**

Your login password is the one you give when logging on to Demon.

If you need further help, <u>click here</u> for information on who to contact.

If your Access provider doesn't appear in this list, then in the first instance contact your Access provider and ask if they can provide a 'script' (or .ACC file) for using their service with Turnpike. If they can't, call Support on 0181-371 1010*.

In the meantime, however, if you won't be using Turnpike to dial, you can record the basic information Turnpike needs to know about your Access provider by taking the **Unknown access provider** option offered at the top of the list of Access providers.

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* Calls to this number are monitored for training purposes. This information may be used for marketing purposes.

To review the answers you've given on the previous pages, click **Back**.

To finish this part of the procedure and go on to the next, click **Finish**.

This part of the Set-up procedure sorts out how you intend to dial up. This typically involves asking which modem you will be using and which phone number you will be wanting to dial - though precisely which questions you will be asked will depend on the set-up you have.

Turnpike can be used with a range of different <u>Winsocks</u> (or Winsock pairs) but is easiest to use with the NTS Winsock (supplied with Turnpike) because it allows you to run the Connect program and go on-line in one smooth action. Indeed, the NTS Winsock (pair) will be selected by default if you have installed this, so if that's what you want to use, just click **Next**.

But if you particularly want to use a different Winsock you have on your system, simply pick this from the drop-down list - though you should note that you may not then be able to use Turnpike to dial. You should also make a note to click the **Help** button when you see a message telling you that you are 'Using a third-party WINSOCK' - for instructions on what to do.

Turnpike will automatically sort out any name conflicts that arise from your choice of Winsock (pair).

If you need further help, <u>click here</u> for details of the number to ring.

We generally recommend using the NTS Winsock supplied with Turnpike because this allows you to run Turnpike Connect and go on-line in one smooth action.

But if you have a Winsock from other software you use - such as the one provided as part of the Windows 95 Dial-Up Networking (DUN) software - it is quite OK to use that instead, though you won't then be able to use Turnpike to dial up. Indeed, if you have Windows NT on your machine, you will have to use eg. the Windows NT RAS to dial because the NTS Winsock provided with Turnpike cannot be used with Windows NT.

If you will be using something other than the NTS Winsock, you need to ensure that the software that you will be using to dial is configured to dial up your Access provider *NOW*. Do not go any further with the Turnpike set-up until you have done this.
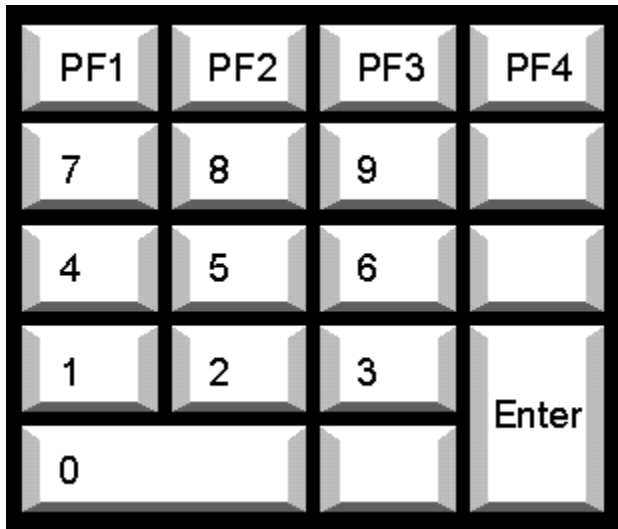
If you are in the process of signing up for a *Trial account* with Demon, you will need to do this configuration *twice* - first to connect to the Demon's On-line Registration facility, then again to dial in to Demon's standard service using your new account.)

Precisely what you need to do, of course, depends on the software you will be using but if you will be using the Windows 95 DUN, click here while if you will be running Turnpike under Windows NT, click here.

This page asks about the modem you will be using and the port it's connected to (which Turnpike does its best to detect for you).

Either select **Use 'universal' modem set-up** (this works well with most modems) or choose **Use specific modem set-up**. For the latter you will, of course, need to know the name and model of the modem you use.

Information about the port Turnpike has found for you is displayed at the bottom of the page. In general, there will no need to change these but if you need to change either the port or any of its settings, click the **COM port settings** button and make the changes you need in the dialog that's displayed.

Serial port: The serial port to which the modem is connected - though you should also check that this will not interfere with any other equipment you are using, such as a serial mouse. (If you are not sure how to go about this, click here.) But if your serial port/modem is non standard, you will need to select **Other** and fill in the address and the IRQ (Interrupt request) number it uses - these details should be in your hardware manual or available from your hardware supplier.

The additional **Use comm.drv** option selects your COMM.DRV in place of the VxD drivers of the supplied stack. You'll only need this option if your modem doesn't include a serial chip (or equivalent) or if software error correction / data compression is used (WINRPI). If you choose this option, Connect will not be able to report any overrun errors.

Serial port speed: This selects the baud rate at which the serial link will transfer information to your Access provider. This is not simply the speed of the modem because data compression is used which increases the effective transmission speed. A 14.4K modem, for example, can probably transfer at 38400 while a 28.8K modem at 115200 (though not all Access providers support speeds that fast).

But if you find that 'errors' are reported when you connect to your Access provider, press [F1] to call up the on-line Help and search for Help on Errors. Then use the Dial Settings dialog to set a lower speed.

PF1	PF2	PF3	PF4
7	8	9	
4	5	6	
1	2	3	Enter
0			
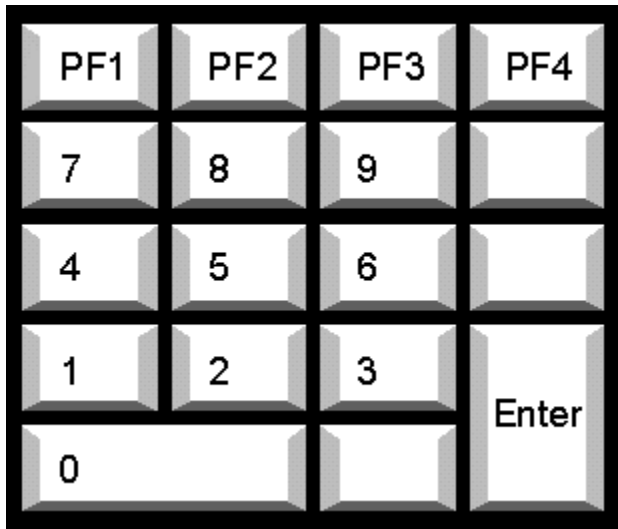
If your modem is described as V.34 or V.FC it will transmit data at 28.8K baud or faster. Similarly if it's described as V.32 *bis*, it will transmit at 14.4K baud. If your modem is described as just V.32 (ie. without the *bis*) it may also be set to transmit at 14.4K, though technically V.32 implies transmission at 9600 baud. (NB: The description V.42 or V.42 *bis* is no help in identifying the speed of your modem because this just refers to the level of error correction it does !)

If you need further help, click here for details of the number to ring.

In the main, you just need to pick the Point of Presence you need from the list offered in the **Point of Presence** slot, then set a 9 in the **PABX** slot if you are dialling out through a PABX.

Picking the Point of Presence automatically fills in the **Phone number** slot with the corresponding phone number. If, however, you have been given a special number to dial, you can set this by typing it over the number shown in the Phone number slot - but after that, you must be careful not to touch the **Point of Presence** slot again because if you do, the number you've typed will be lost.
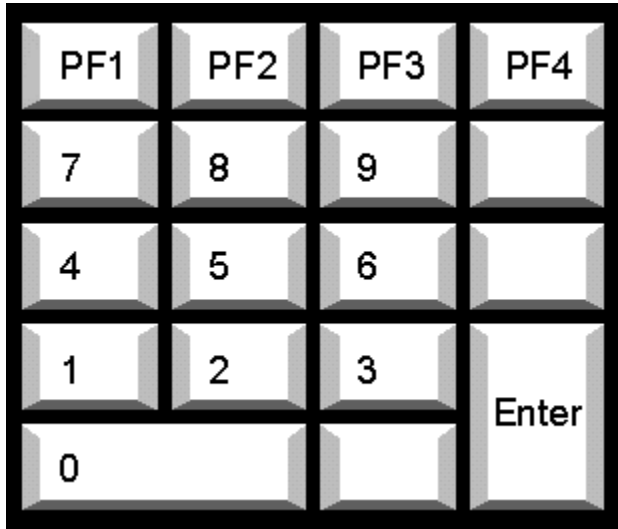
If your modem is connected to a PABX which requires a pause between the line access code and the actual number, put one or more comma characters after the line access code. Each comma typically causes the dialler to pause for about 2 seconds.

If you use a carrier like Mercury that requires an additional access code, then you will need to record this through the Turnpike Connect program's Dial Settings dialog before you dial up.

If you need further help, click here for details of the number to ring.

This Wizard takes you through a series of steps that:

Take your name and address
Sort out how you'll pay for your account at the end of the Trial period
Record your choice of 'host name', 'password' and 'security phrase' to be associated with your account
Then take you through a set of screens which get you to confirm the host name you will actually use.

The basic procedure at each stage of the Wizard is to fill in the required information or make the appropriate selections then click the **Next** button. You can also use the **Back** button to go back to a previous screen, while clicking the **Help** button will call up further information about the selections you are currently being asked to make. Clicking the **Cancel** button calls up a message which asks whether you really want to exit from this Online Registration procedure. If you say No, you will restart the Online Registration procedure from this screen but with all the information you typed before already in place so you can use this again.

The Wizard can only set up an account for you if you can quote the details of a valid Visa, Access or Mastercard credit card.

If you don't have one of these cards, you need to contact Demon's Sales Registration department directly.
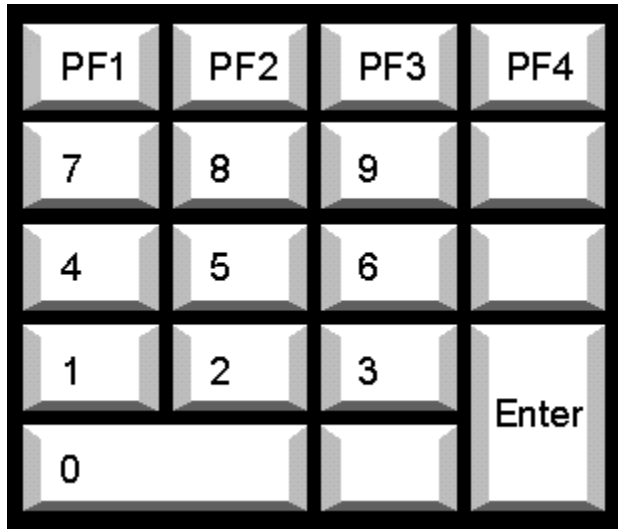
The request for credit card information doesn't mean that you will have use this credit card to pay at the end of your free period. If you would prefer to pay by cheque (annual subscriptions only) or by direct debit, again the people to contact are Demon's Sales Registration department.

It's worth reading these terms and conditions carefully.

They are also to be found in the TERMS&C.HTM file in your Turnpike directory, which can be displayed and printed by Microsoft Internet Explorer or another Web browser.

If you have any questions, click here.

Select the appropriate title (Mr, Mrs, Ms etc.) from the drop-down list (or type up to 7 characters in the Title slot), then fill in the appropriate information in the other slots.

You must fill in your Title, Surname, Address and Postcode but the other slots may be left blank. You are also advised to give these details in the same form as they are known to your credit card company (assuming that you will be using one of your own credit cards) as this will save you setting this information again later.

If you need further help, click here.

On this screen, you need to:

Pick whether you would prefer to pay monthly (£11.75 a month inc. VAT) or annually (£141 per annum inc. VAT). *Note:* VAT receipts can only be issued on annual accounts.

Enter the number and expiry date of a valid Visa, Access or Mastercard credit card - and specify whether it's a personal card or a company card.

If you want a particular reference number to be quoted on any invoices, you must quote it here.

If you have any questions or need further help, click here.

Check that the details shown are correct for the credit card you've opted to use.

If you are using someone else's credit card or you need to set different details for any other reason, tick the 'Different cardholder details' box, then make the appropriate changes to the details shown.

Then ensure that the 'Authorization' box is ticked.

PF1	PF2	PF3	PF4
7	8	9	
4	5	6	
1	2	3	Enter
0			
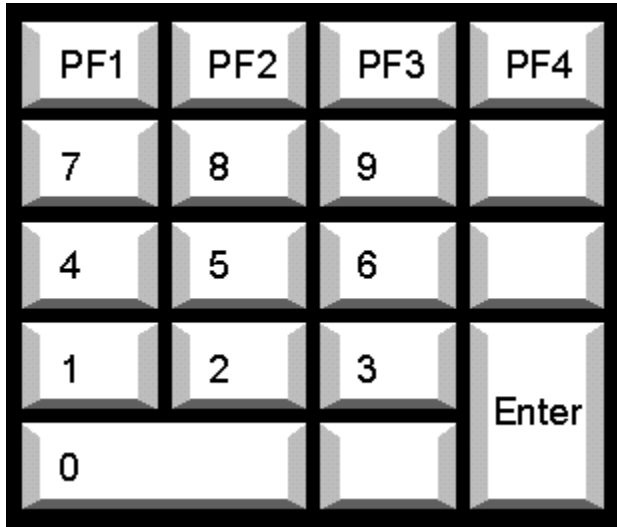
It's important to ensure that these details are correct. If the information you give doesn't check out, your free trial account will be cancelled.

If you need further help, click here.

What you need to do here is enter the Product Code supplied with the CD from which you are installing. You may not leave this slot empty.

These phone numbers and extension numbers need to be given as simple strings of digits, though you can have spaces in the main phone numbers. You can also give the International form of the number if you wish (+xx....).

The phrase you select as your security phrase needs to be short (no more than 30 characters long - including spaces) and memorable, but not easy for someone else to guess. It will be used to identify you so that Demon Internet can make changes to your account over the telephone, secure in the knowledge that we are speaking to the account holder.

DON'T tell other people your security phrase as it *will* be used as proof of identity.

If you need further help, click here.

Two things are under consideration here - the 'host name' for your computer and the password associated with your Demon account. (**Note:** This password is not the password you set earlier which for running Turnpike. Indeed, you are recommended to set a completely different password here because then knowing your Demon password doesn't automatically give access to your Turnpike files or vice versa.)

For specific advice on choosing your host name or choosing your Demon password, click the associated **Advice** button.

IMPORTANT: Make a note of the password you set.

If you need further help, <u>click here</u>.

Host names can be between 4 and 16 characters long.

You can use any mixture of lower-case letters, digits and hyphens except you must start with a letter and you mustn't end with a hyphen or have two hyphens together.

Ideally, you want a host name that clearly represents you but don't be surprised if your first name or your surname has already been taken.

It's worth taking care over choosing your host name because Demon will charge an administration fee for changing your host name later. (They also reserve the right to cancel your account if the name you choose is in any way offensive.)

Ultimately, you will get to pick your host name from a list of available host names that are at least similar to the ones you suggest, so it's a good idea to use the slots offered here for a range of possible names, rather than for 6 very similar ones.

_____

If you need further help, click here.

Your password can be any mixture of 6 or more upper-case letters, lower-case letters, digits and punctuation marks (but not including spaces).

It needs to be something you can remember but not something that's easy for someone else to guess like the name of someone in your family, your birthdate, or your national insurance or car number. You also need to avoid sequences of digits and letters that are easy to type, words picked out of even very obscure dictionaries or simple variations of the above - because such things would be easily found by a computer cracker program.

What we recommend for your password is 6 - 8 characters, fitting one or more of the following descriptions:

> Word with unusual capitalisation
> Word with unlikely misspelling
> The first letters of a phrase.
> A phrase stripped of both spaces and vowels
> Interleaved words
> Mixture of two or more short words and digits or punctuation marks

You should also note that while you can set passwords up to 16 characters long, only the first 8 characters will actually be checked and that these first 8 characters should contain a mixture of letters and digits.

If you need further help, <u>click here</u>.

We would appreciate it if you gave the details requested here, but you don't have to fill in this page if you don't want.

If you want to check over any details before going on, use the **Back** button to take you back over the previous screens of this Wizard.

This list shows the host names you suggested, perhaps together with some other possible names.

If a host name you suggested is available for you to use, it will be ticked. If it isn't available, it will be marked with a cross and followed by a list of similar names which are available (possibly together with some similar names that aren't available so that you know not to try these).

Simply select the host name you'd like to use - or click **Redo** to suggest further possible host names.

IMPORTANT: Make a note of the host name you choose.

Take care choosing your host name because Demon will charge an administration fee for changing it later. (They also reserve the right to cancel your account if the name you choose is in any way offensive.)

If you need further help, click here.

It will be assumed that you have read and accepted the new terms and conditions, whether or not you opted to read these.

If you need further advice or help on how to fill in this page of the Wizard, you can ring **0181-371 1234*** - any time of day, any day of the week.

If you have any questions that you wish to ask about opening an account with Demon Internet
Or you would rather not pay by credit card
Or if you can't use this Wizard to sign up for your Free Trial eg. because you don't have a credit card
or you don't have a UK address

Then contact our Sales Registration department directly on 0181 371 1234*.

* Calls to this number are monitored for training purposes. This information may be used for marketing purposes.

Click **OK**, then select from the displayed list by clicking on the appropriate entry.

If you don't know which entry to select, click the **Help** button shown below the list.

Correct what you typed, then try again.

You must supply at least one phone number on which you can be contacted.

You must give both the *number* and the *expiry date* of a credit card, and indicate whether it is a *personal* card or a *company* card.

This card must be either **Visa**, **Access** or **Mastercard** and it mustn't be due to expire before the end of your free period.

This card doesn't have to be yours and you won't necessarily have to pay your Demon subscription using this card. If you would prefer to pay by cheque (annual subscriptions only) or by direct debit, click here.

You must give at least the card holder's Title, Surname, Address and Postcode - all as known to the relevant credit card company.

Only expiry dates from the current date to 10 years hence are acceptable. Other dates are assumed to have been given in error.

A suitable host name is between 4 and 16 characters long and you need to suggest at least one.

You can use any mixture of lower-case letters, hyphens and digits but you must start with a letter and you mustn't end with a hyphen or have two hyphens together. You also can't include any spaces.

You must set a logon password, made up of at least 6 ASCII characters (no spaces).

Click here for advice on choosing a good password.

You must choose between paying monthly (£10+VAT a month) or paying annually (£120+VAT a year) and quote the details of a credit card that could be used to pay your Demon subscription, though you don't necessarily have to use this card to pay. If you would prefer to pay by cheque (annual subscriptions only) or by direct debit, click here.

You must also click the 'Authorization' box below the card holder's details to confirm that Demon can debit this card if no other payment details have been received by the time payment becomes due.

You must give at least a Title, a Surname, two lines of Address and a Postcode.

If the appropriate title isn't included in the drop down list, select **Other**, then fill in the required title (in no more than 7 characters) in the adjacent box. Don't simply select the **Other** option !

Phone numbers inside the UK should normally be given as a simple sequence of digits though you can include spaces, hyphens and parentheses (though not in extension numbers).

Numbers outside the UK should be given in the standard 'International' form of a + then the country code, followed by the appropriate number.

Check that you typed the number correctly.

Valid postcodes for the UK:

> Start with either one or two letters, followed by one or two digits
> Then have a space
> Followed by a single digit and two letters

Check the post code has this form - and that you typed the letters you meant.

If you don't know your postcode or you live abroad, <u>click here</u>.

You need a security phrase so that Demon Internet can identify you over the telephone and make changes to your account, secure in the knowledge that we are speaking to the account holder.

The phrase you select as your security phrase needs to be short (no more than 30 characters long - including spaces) and memorable, but not easy for someone else to guess.

Don't tell other people your security phrase as it *will* be used as proof of identity.

If you really want to abandon Online Registration, click **Yes**.

But if you simply want to review or change information you entered earlier, click **No**. You will then return to the very first screen of this Online Registration Wizard, but with the information you entered earlier all intact so you can simply work through making the changes you need.

Having your modem on the same port as your mouse will cause conflicts, so click **No** and select a different port - unless of course you are intending to move your mouse to a different port.
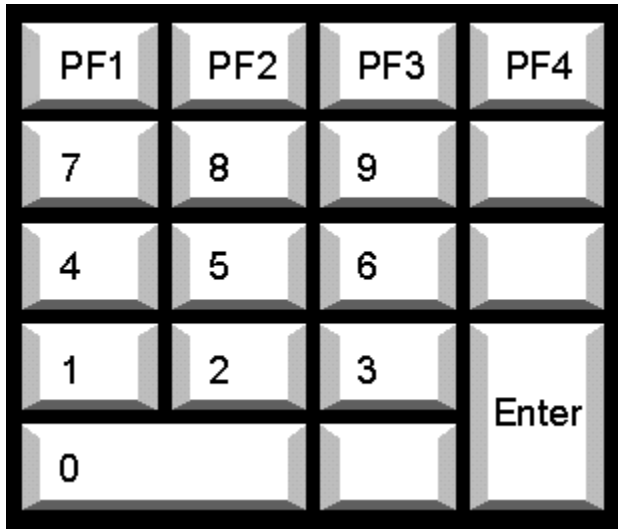
You also need to pick a port that uses a different IRQ to your mouse - again because this may cause conflicts.

For fast transfer speeds, you don't just need a fast modem: you also need a serial chip in the port that's able to support these speeds - which in general means the port needs to have a 16550A serial chip. Otherwise you get 'overrun errors' which seriously degrade the overall rate at which information can be collected.

If the port you are using doesn't have one of these chips, you will be better off selecting a lower speed.

Options menu

The Options menu lets you set some aspects of how your PC displays information and responds to your commands. The options are:

Font
Colour

Emulation (Telnet only)
Keyboard (Telnet only)

Options menu: Colour

Displays a Colour Selection dialog from which you can select some of the colours used to display text on your screen.

For information about the Colour Selection dialog, either <u>click here</u> or press F1 to call up this Help file when you have this dialog on the screen.

Options menu: Font

Displays a Font dialog from which you can select the typeface and typesize (and typestyle) used to display commands and responses on the screen.
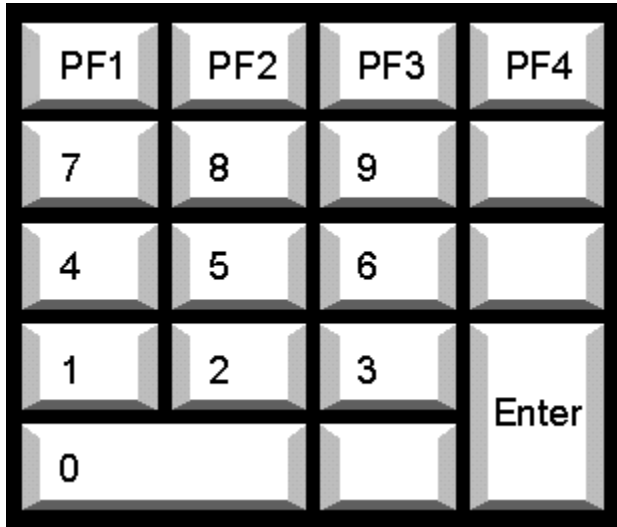
This option only sets the font used for display. The font used when printing is set through the Print font option in the File menu.

If you dial up via a PABX/switchboard and need to dial any special digits for an outside line, you need to enter these special digits in the **PABX (line access)** slot of the Dial Settings dialog.

If a delay is needed before sending the rest of the number, you will need to follow these digits by a further special character. The character to use depends on your modem, but most modems take a comma to mean a delay of about 2 seconds.

POP3 Server option

The POP3 Server options included in Turnpike allow users to access the mail in their Turnpike mailbox from outside their Turnpike system - either from a copy of Turnpike running on a machine that doesn't have direct access to your mailbase or from another mailreader.

This is a specialist facility intended for use in an office where mail for everyone in the company is collected using Turnpike but people don't necessarily always want to use Turnpike to read their mail.

It is not intended for use on a single-machine dial-up system. For a start, it requires the Connect program to be running whenever anyone wants to use this facility. Moreover, it requires a live TCP/IP connection between the machine on which Connect is running and the machine from which the mailbox is accessed.

You should also note that it opens a route whereby people from outside the company could potentially access users' mail. For this reason, the facility has to be specifically enabled (either through the Services menu **POP3 Server** option or through the '**Enable POP3 Server**' option in the Configure Email dialog). It also has to be specifically enabled for each individual user who is allowed to access their mailbox in this way (by giving them **Serve POP3** permission within the main Turnpike program's Configure Users dialog).

In addition, the system requires any user wishing to access their mail in this way to give their Turnpike sign-on password.

You are strongly advised to ensure that any users for whom this facility is turned on **don't** have a blank password, because that would make it just too easy for someone outside the company to impersonate them.

PF1	PF2	PF3	PF4
7	8	9	
4	5	6	
1	2	3	Enter
0			
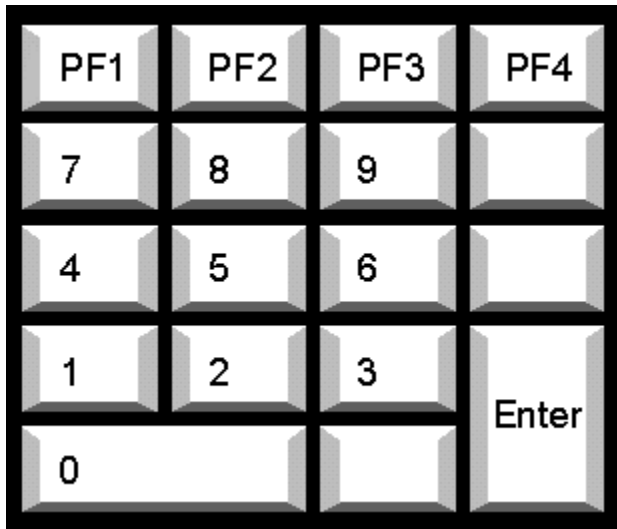
Calling up a Turnpike mailbox from outside counts as an access to the Turnpike system. So with the standard 'Single access' version of Turnpike, you can't call up your mailbox while anyone is using the main Turnpike program and vice versa. With the 'Multiple access' version, people can call up their mailboxes at the same time as others use the main Turnpike program but only up to the number of 'seats' on the system.

Passwords

A number of actions require you to give the appropriate password. Depending on the circumstances, you will either have had this password set for you (eg. by your system administrator), agreed it with your Access provider or set it yourself the first time you used the particular facility.

For security, whenever you type a password the screen simply shows * characters representing each actual character of the password, while dialogs which include passwords just show a block of asterisks the length of which bears no relation to the actual number of characters in the password.
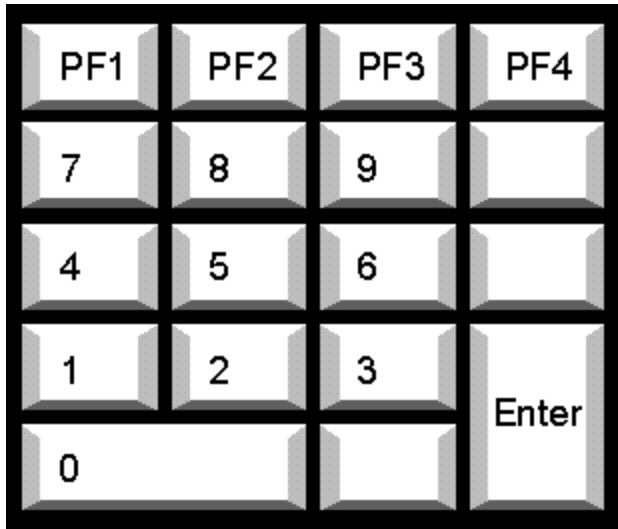
Most passwords can simply be changed within the dialog in which they are displayed. But when you want to change the password associated with the account you have at your Access provider, you need to change this both at your Access provider (using whatever steps they tell you to follow) and in the Access Provider dialog within Turnpike Connect.

Permission

The idea of 'permission' only really applies to systems shared by a number of users. On such a system, whoever takes the role of System Administrator can set a list of actions that individual users have 'permission' to do without reference to the System Administrator. Click here for details of both the permissions that can be given and the actions they control.

The permissions are set through the main Turnpike program, as part of the 'Configure Users' and 'Configure Workgroups' procedures. So for more information, either press F1 to call up Help from within the main Turnpike program or turn to the section on *Setting permissions* in the 'Set-Up' book.
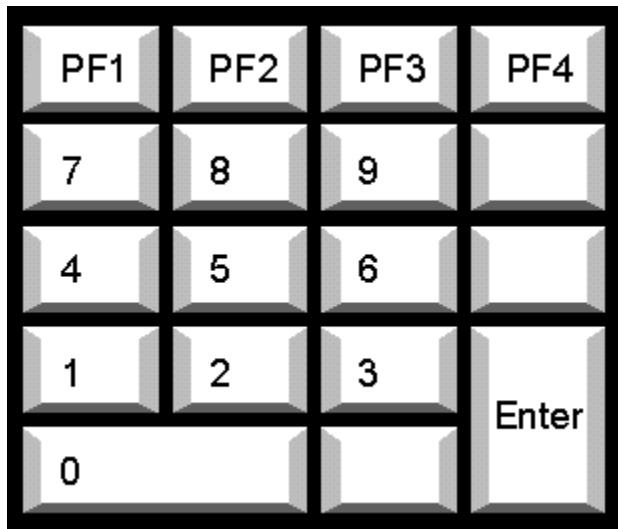
If you don't have permission to carry out a particular action, you'll find the corresponding options greyed out.

Pinging

The Ping feature allows you to test whether a particular computer on the Internet is up and running.

Almost all machines will respond to a ping, so if you don't get a response it means that either:

The remote computer is switched off
Something within either the Internet itself or your connection to the Internet (ie. your phone link or your Access provider) is broken
You're not giving the correct machine name.

Ping is therefore very useful in troubleshooting.

To ping a computer from Turnpike:

Click on the **Ping** button.
Enter the computer's <u>Domain name</u> in the dialog that is displayed. This needs to be given in full, even where you are pinging one of your Access provider's sites.
Click the **Ping!** button.
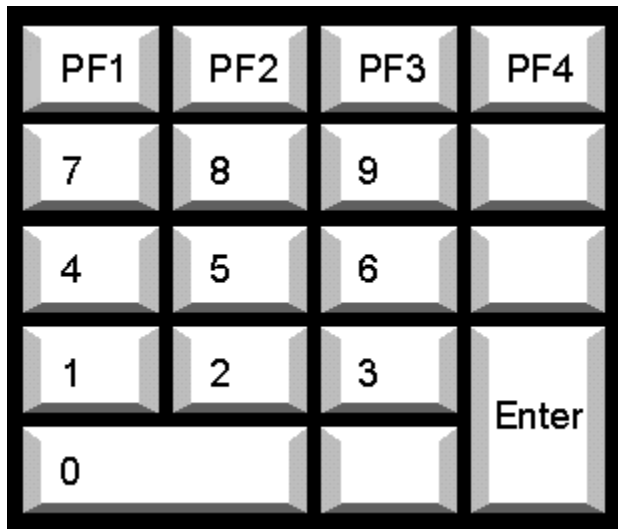
1. Turnpike remembers addresses of previous sites you have pinged. When you want to ping one of these again, simply select it from the pull down list in the dialog.

2. If you are using Ping to discover where a problem lies, use the computer's dotted-quad <u>IP address</u> if possible in place of its domain name. Then the test you make won't involve the Domain Name Server.

Your Access provider should be able to help you if you do not know the domain name or IP address for pinging.

Posting News

Any news articles that have been prepared are sent when you next collect News. So for further information, see Collecting News.

Print Preview toolbar

Print	Prints the display that you are currently previewing.
Next Page / Prev Page	Allow you to step page-by-page through the display you are previewing.
One Page / Two Page	Switches between a Single-page and a Two-page view. (Note: Only available at the lowest zoom level.)
Zoom In / Zoom Out	Allow you to see the display at different zoom levels.
Close	Closes the Preview display

Print Setup dialog

Taking the **Print Setup** option from the **File** menu displays a standard Windows Print Setup dialog through which you can set the printer and paper you use. The main features of the dialog are:

Printer   Select either your Default printer or a specific printer as you require.

Paper   Selected from a drop-down list.

Orientation   Select either Portrait (paper used lengthways) or Landscape (paper used widthways) as required.

Options   Click this button to call up a further dialog in which you can set more advanced features such as printing to a file and duplex printing (if your printer supports this).

Print dialog

Taking the **Print** option from the **File** menu in order to print a message or an article displays a standard Windows Print dialog through which you can set such things as the number of copies you want.

The main features of the dialog are:

Printer　　　　This entry shows your current printer. (If you want to use a different printer, click the **Setup** button.)

Print Range　Through which you can specify that you want to print either the whole message/article or a range of pages. (You can find out how a message or article divides into pages by previewing it.)

Setup　　　　Click this button to check or change the printer or paper you will use.

Copies　　　　Set the number of copies you want here.

Progress Dialog

A progress dialog is shown whenever Turnpike 'Connect' starts an operation which will take more than a few seconds to complete. To give you a rough idea of how long it will take the progress is shown in terms of a count or percentage.

You can **Cancel** the operation if you wish, but usually you would then have to start it again from the beginning.

You will need to re-run Turnpike Connect and complete this initial configuration before you can use any of the Connect program's facilities.

The action you are trying to take is contrary to the access that's allowed to the object you are trying to process. You may, for example, be trying to write to a read-only file or to open a directory as a file.

You probably need to select a different filename.

The Auto-wrap column number must be set to a value between 10 and 200.

Either you've tried to combine files from different versions or from different users, *or* this file has become corrupted.

Make <u>a back-up of the important files in your system</u> - separate from any previous back-up you've taken - then try to sort the problem out, for example by restoring files from a previous back-up or, if a datafile has been corrupted, by <u>rebuilding</u> the affected file.

Check the COM Port settings in the Dial Settings dialog (or Modem Setup Wizard) against the ones in the Windows Control Panel and the MSD report.

There's a mismatch somewhere.

You need to ensure that all copies of the Turnpike program are shut before you can re-build this datafile.

There is a problem with the application that you are trying to run.

Check that the path details are correct and that this application is correctly installed.

Either **email info@turnpike.com** or **phone Turnpike Support on 0181-371 1010*** with details of your Site ID (which you can find out by editing the CONNECT.INI file in your Turnpike directory).

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* Calls to 0181-371 1010 may be monitored for training purposes. This information may be used for marketing purposes.

Click the **Yes** button to cancel or the **No** button to continue without cancelling.

The mailbase is about to be re-encrypted and rebuilt.

Your Address book will also be rebuilt. If the ADDRBOOK file in your mail directory comes from the same system as the mailbase, the new Address book will naturally contain address etc. information taken from that mailbase. But the rebuild won't add these addresses to the Address Book from your current system.

If you want these addresses in an Address Book and you don't have the 'original' ADDRBOOK file, 'hide' your current Address book either by renaming it or by moving it to another directory. Turnpike will then build a fresh Address book from the information in the mailbase which you can subsequently combine with your current Address book by exporting the addresses from either this or your original Address book, then importing these addresses into the other Address book. For further information on this operation, call up the Help file within the main Turnpike program and look for information on Importing / Exporting addresses.

The datafile(s) needs to be rebuilt. To rebuild the files, either the System administrator or another user with <u>Rebuild files permission</u> needs to take the **Rebuild database** option from the **File** menu and follow the instructions on the screen.
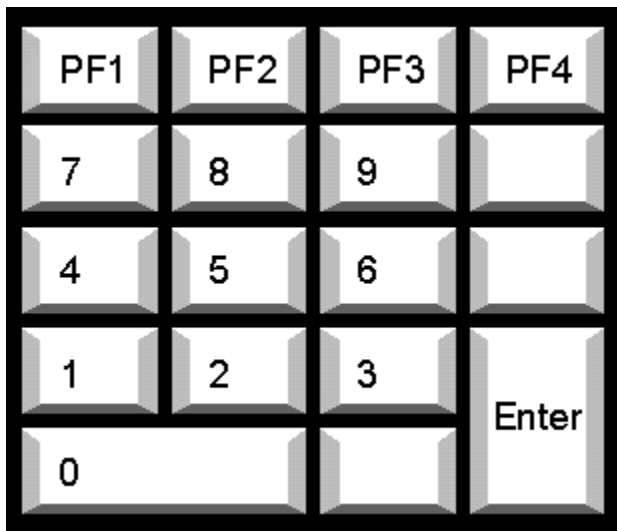
Rebuilding these files may take some time.

This file has either been deleted or it has become damaged in some way.

You probably need to re-install Turnpike.

This is a system-level problem.

For a detailed explanation, look up the error message in the information on 'DOS errors' or 'System errors' (or just 'Errors') in the documentation supplied with your machine or with the operating system you are using.

The chances are your mail/news files have been moved but this move hasn't been recorded in the File Paths dialog.

To sort this out, click **OK**: then back in the Sign-on dialog, click the **Paths** button to display the File Paths dialog and check that the correct directories are selected.

If necessary, use the Windows File Manager / Explorer to check the location of:

Your **TURNPIKE.USR** file (the Server path - probably a **TURNPIKE** directory)
Your **MAILBASE**, **MSPOOL** and **ADDRBOOK** files (the Email path - probably a **MAIL** directory)
Your **NEWSBASE** and **NSPOOL** files (the News path - probably a **NEWS** directory)

Turnpike has kept the previous version of this file (suitably renamed) in case you added any special features to it which you want to copy over into the new file.

If you didn't change the previous version or the change you made is no longer needed, click the **Delete original** button. There's no point keeping the earlier version of a file unless it contains special information you need to copy to the new file.

You have already set up a <u>Demon Internet</u> account.   It is probably a mistake to set up another. You should use the existing account.

The Trial version of Turnpike you are using can only be used in conjunction with a Demon account.

If you have a Demon account, take **Service Access** from the **Configure** menu and use the Access Provider dialog that is displayed to select your Demon account.

If you don't have a Demon account and you want to continue using Turnpike, you will need to buy a full copy of Turnpike. For further information, contact **Demon Sales** on **0181-371 1234***

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* Calls to 0181-371 1234 are monitored for training purposes. This information may be used for marketing purposes.

To correct this problem, you need to leave not just the current program but any other applications that you are currently running and edit your SYSTEM.INI file - which you will find in your C:\WINDOWS directory. *(If you are not at all sure how to go about this, click here if you are using Windows 95 - or here if you use Windows 3.1 or similar.)*

When this file is displayed, find the section headed **[386Enh]** and check that this contains four **device=** lines as follows:

If you are using Windows 3.x, you should have the lines:
>   **device=c:\turnpike\ntstim.386**
>   **device=c:\turnpike\ntsakr.386**
>   **device=c:\turnpike\vtcprac.386**
>   **device=c:\turnpike\ntspsd.386**

If you are using Windows 95, you should have the lines:
>   **device=c:\turnpike\ntstim.vxd**
>   **device=c:\turnpike\ntsakr.vxd**
>   **device=c:\turnpike\vtcprac.386**
>   **device=c:\turnpike\ntspsd.386**

Any duplicates or other variants of these lines should be deleted.

Save your changes, then restart Windows and run the Connect program included in the Turnpike folder/program group.
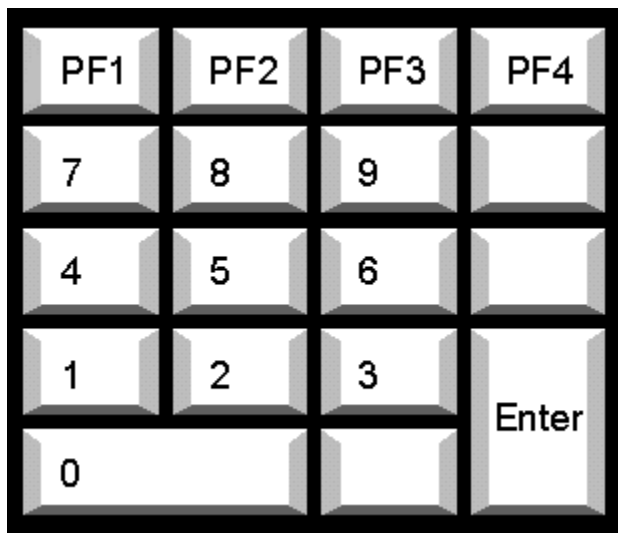
These instructions assume you installed Turnpike in the root of your C: drive. If you installed it somewhere else, you will need modify these **device=** lines accordingly.

You've left the slot for the specified information blank. This must be filled in.

Click here for further information about the Dial Settings dialog.

The mailbase you've picked out to use has come from an earlier version of Turnpike which either had a different Site ID or used a different Site Secret.

To use this mailbase within your current Turnpike system, you will first need to update the system the mailbase comes from to the current version and select the mailbase within that updated system. Once you have done that, the Turnpike you're currently using will still see it to start with as an invalid file but should then be able to re-encrypt and rebuild it.

You are strongly recommended to switch to the Windows File Manager / Explorer and make some space available on the drive named in the message. Having made space, you should then return to the message and click the **Retry** button.

Doing anything else is not recommended.

This is a disk/drive problem.

If it's obvious to you what you need to do to correct the problem, look up the error message in the information on 'DOS errors' or 'System errors' (or just 'Errors') in the documentation supplied with your machine or with the operating system you are using.

The Evaluation version gives access to the Internet for 30 days, with an optional 15-day extension for anyone ordering a full copy of Turnpike before the Connect program 'expires'. (*To order your full copy of Turnpike, ring* **Demon Sales** *on* **0181-371 1234***)

If the program expires before your full Turnpike package arrives, either **email info@turnpike.com** (if you can) or **phone Turnpike Support on 0181-371 1010*** with details of your Site ID (which you can find by editing the CONNECT.INI file in your TURNPIKE directory). They should then be able to provide you with a 'Site Key' to unlock your copy of Turnpike.

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* Calls to 0181-371 1010 and 0181-371 1234 may be monitored for training purposes. This information may be used for marketing purposes.

There is a serious problem with this database. You probably need to replace it with your back-up copy.

Important: Replace NEWSBASE and NSPOOL together; similarly replace ADDRBOOK, MAILBASE and MSPOOL together.

This file is either missing or corrupt. You may need to re-install Turnpike.

Check the file details you are giving. They are probably out of date.

If you are doing this deliberately, fair enough - but otherwise you are missing out on a couple of features quite unnecessarily.

You can pick up a full version by FTP from:
//ftp.demon.co.uk/pub/mirrors/turnpike/
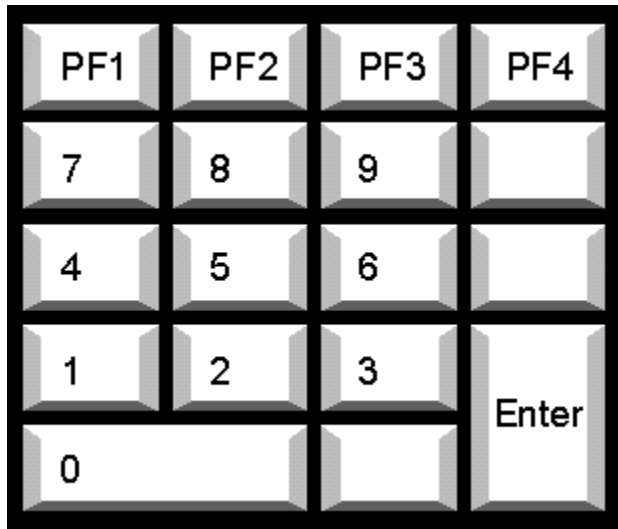
The files are quite big, so different 'flavours' are offered, covering the choice of 'Windows 3.*x*' version (for 16bit systems) or 'Windows 95' version (for 32bit systems), with or without Microsoft Internet Explorer. Study the **Readme** file in the directory for information on which file you need to copy.

You probably need to close some of the other applications you are currently running.

It may even be a good idea to restart Windows.

Call up the 'Configure Email' dialog and check that the address given for the Mail gateway is correct. If necessary, re-install your Access provider.

The script for your current Access provider (.ACC file) / your modem (.MDM file) has been modified in such a way that it no longer has the correct format.

If possible, replace it with a back-up copy of the unmodified file.

Restore the settings you changed in the Connect.ini file eg. by going back to your back-up copy of this file.

Turnpike is unable to handle this file.

Are you sure you picked the file you meant? Are you sure it is a text file?

To start with, the lost seat is assigned to **user***xxx* where *xxx* represents a number.

To access the files associated with this seat, the System Administrator or someone else with <u>Configure Users permission</u> needs to go into <u>the main Turnpike program</u>, call up the 'Configure Users' dialog and edit the user*xxx* entry to give it a suitable sign-on name and password.

The files can then be inspected by someone signing on using this sign-on name and password.

Simply pick the option you prefer.

First check that you are using the files you intend (ie. that the file shown in the dialog is one you intended to use). If it is, either take the option to rebuild this file (if this is offered) or rebuild it yourself.
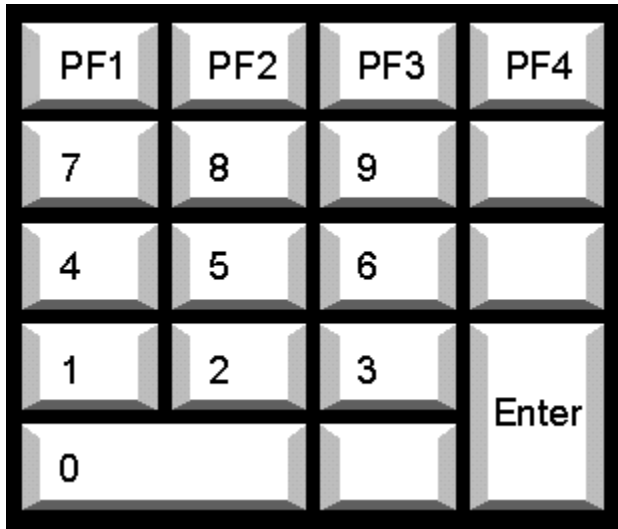
If you ever replace any of your datafiles from backup copies, be sure to replace the NEWSBASE and NSPOOL files together and the MAILBASE, MSPOOL and ADDRBOOK files together. Don't try to combine files from different back-up sets.

Consult your system administrator.

Turnpike needs to access an active copy of either SHARE or VSHARE.

The chances are that all you need to do to activate one of these programs is restart your machine: indeed, the option to re-start may be automatically offered when you click OK.

If restarting your machine doesn't make the problem go away, consult your System Administrator.

Turnpike cannot find the information it requires to calculate call costs. You may be able to correct the problem by re-selecting a Carrier from Call Costs' Configure menu.

On clicking OK, you'll exit from this program. You'll then need to run the Connect program and select a Winsock to use (when asked to do this), or to sort out a Winsock for yourself.

You won't be able to use Turnpike Connect until you have selected the Winsock to use.

This isn't a problem if you are only going to use 16bit applications like the built-in Ping, Finger and Telnet alongside the Connect program, but if you want to use Internet Explorer 3.0, WS-FTP or any other 32bit applications alongside Connect you need to install a pair of 16 and 32bit Winsocks, such as the NTS ones provided alongside Turnpike.

To install the NTS Winsocks, run the Turnpike Setup program, take the **Custom** option and arrange that just the Winsock is selected for installation.

This message has been displayed for your advice. There isn't necessarily any problem for you to sort out.

Either pick a different set of connection details in the Connection slot of the <u>Connect dialog</u> or click the **Dialling** button and set new details in the <u>Dial Settings dialog</u>.

If you get a message saying that the phone line has dropped and offering to redial, it usually means that the phone line has indeed dropped - because of an idle timeout at your Access provider, a noisy line, someone picking up an extension or through call notification breaking in. If you have an external modem, you will be able to confirm this by looking at the lights on the modem.

If you find that you are often losing your connection to your Access provider in this way, it is worth checking both the quality of your phone line with your telephone provider and that you haven't got call notification (or any such similar service) turned on.

Sometimes, however, the phone line has not dropped. This usually means that there is a fault in the cable which joins your machine and the modem. More rarely it will be a problem with the COM port on your machine or on the modem itself. The easiest way to locate such a problem is by replacing each component in turn by another of the same type until you find where the problem lies.

You cannot use Ping and Traceroute at the same time.   You must close one before you can run the other.

Click the **Yes** button to continue or the **No** button to cancel.

You must give an answer to this question.

To resolve this, you need to re-install Turnpike.

Re-install your Access provider.

The database files need to be underline:rebuilt to incorporate the new information, and wherever possible, Turnpike offers the chance of doing this now. But as this will take some time, Turnpike offers the option of leaving the database files as they are by clicking the **No** button. However you won't then get the changes.

Database files can also be rebuilt by taking the **Rebuild database** option from the **File** menu - assuming you have Rebuild files permission.

You can opt not to restart Windows when Turnpike advises you that this needs to be done (for example, because you have other applications running), **_but you must restart Windows before you next try to run the Turnpike Connect program_**. The Connect program will not be able to run until you have restarted Windows.

We recommend shutting down all applications and restarting Windows.

There is an error in this rule at the position indicated. This must be corrected.

To sort this problem out, the System Administrator or some other user with <u>Configure Users permission</u> needs to call up the **Configure Users dialog** within <u>the main Turnpike program</u>.

You need to choose at least one from the supplied list - but no more than five.

The file you are trying to access is being used by another application - possibly on another machine if your computer is on a network.

An error has occurred in the program.

Please email **helpdesk@demon.net** with details of the message seen and the circumstances under which this message appeared.

The text you have entered here is too long.

Sorry, this feature has not been implemented yet.

Click **OK** then click the **Disconnect** button at the left-hand end of the toolbar before trying to shut the Connect program again.

Exit from the program as 'gracefully' as you can, then restart.

It may also be a good idea to restart Windows.

Clicking **Yes** will tell Turnpike to close all the open clients then disconnect.

Clicking **No** will allow you to ensure that you've really finished with these clients before disconnecting.

The Winsock you are using is not one through which Turnpike can dial.

If you are not already connected to the Internet, leave this message on the screen for the moment and switch to whatever software you usually use to connect to your Access provider. Once you are connected, promptly switch back to Turnpike and allow it to continue by clicking the **Connect now** button.
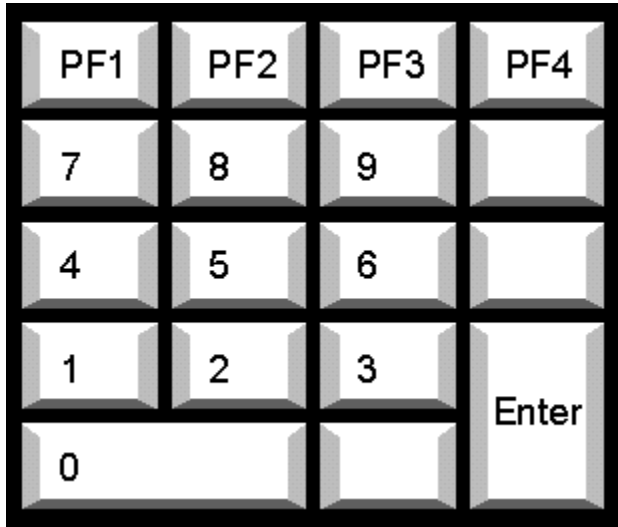
If you are planning to use the Windows 95 DUN to dial up, you must install and configure this first. See the READW95.DOC document which has been installed alongside the Turnpike files.

This is particularly important if you are in the process of dialling up to register for a Trial account with Demon Internet, because it tells you precisely what you need to do - down to the level of which login name and login password you need to use.

With the standard 'single-access' version of Turnpike, you can only have one copy of the Connect program and one copy of the Turnpike program running at any time - though not necessarily always from the same machine. With the 'multi-access' version, you still can only run one copy of Connect but you can have multiple copies of the Turnpike program running, up to the number of seats purchased.

Are you sure about what you are trying to insert ?

As you've triggered this message, the chances are that what you are trying to do won't work anyway.

Correct the details that you've entered, then try again.

There's something wrong with the way the button that calls up this program is configured. The chances are that the program has been moved but the Toolbar information hasn't been updated to match.

Take **Toolbar buttons** from the **Configure** menu and use the <u>Toolbar configuration dialog</u> that's displayed to ensure that the details recorded for this program are correct.

There is something unusual about this Winsock which has meant that Turnpike's 'Switch Winsock' mechanism couldn't give it a standard WINSOCK/WSOCK32 name. The name of the file itself may be enough to tell you what the problem is.

You will need to rename it yourself to something suitable.

Probably you're trying to use an old Winsock that doesn't support the full range of functions.

You need to arrange to run a more recent Winsock - for example, by installing the NTS Winsock supplied with Turnpike. (To do this, run the Turnpike Setup program, take the **Custom** option and arrange that just the Winsock is selected for installation.)

Windows will not close while you are still connected to the Internet.

Click **OK** then click the **Disconnect** button at the left-hand end of the Connect toolbar to continue.

To be used together, the 16bit Winsock WINSOCK.DLL and 32bit Winsock WSOCK32.DLL files on your machine need to be a pair eg. both NTS Winsocks or both Microsoft Winsocks. However, it doesn't matter if they don't match unless you want to run any 32bit applications alongside Turnpike such as Microsoft Internet Explorer 3.0, 32bit versions of Netscape or the WS-FTP supplied for use under Windows 95.

If you know you won't be running any 32bit applications you can opt to continue with the Winsocks you have. Otherwise, click the **Change Winsocks** button and use the dialog that's displayed to pick out a suitable pair of Winsocks to use.

If you are uncertain how to proceed, contact your Access provider for advice.
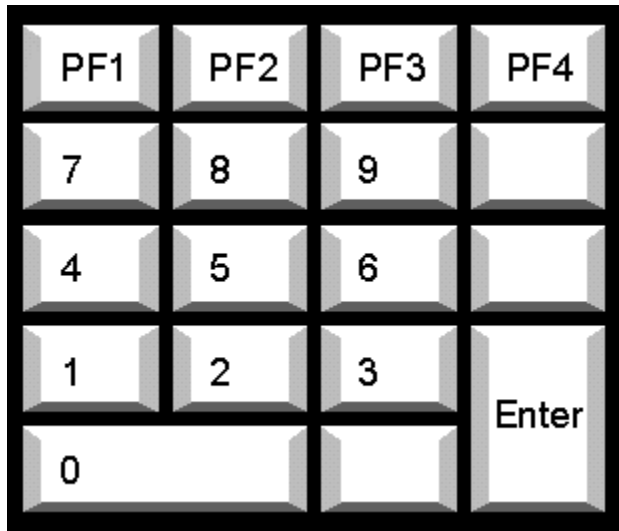
If connection is refused to something like your Access provider's news service, the service you are trying to use is probably off-line at present. There may be a way of getting status information on such services. For example, Demon customers can finger **status@gate.demon.co.uk**.

The characters that are being received suggest that you are probably using the wrong emulation eg. **ASCII** instead of **NVT** or **NVT** instead of one of the DEC terminal emulations - **VT100** or **VT52**.

You can either switch to this emulation now by clicking the appropriate button. Or you can continue using your current emulation if you know that what was received wasn't what it appeared to be.

Click **OK** to return to the Sign-on dialog and enter the correct information.

If you don't know or can't remember either your sign-on name or your password, consult your System Administrator or some other user who has Configure Users permission. They should be able to tell you what your sign-on name is and to set a new password for you. Once you've signed on using this password, you'll be able to set a new password for yourself by running the main Turnpike program, selecting **Configure... Users** from the **File** menu and setting this in the Edit sign-on details dialog that is displayed.

The file you are trying to use was created on an incompatible Turnpike system. At the time of writing, no such system existed but it is always possible that one could have subsequently been created.

If you have access to a newer version of Turnpike, try using that.

Reading/Preparing mail or news

If you want to read the mail and news that arrives - or to prepare new messages to send out - click the **Mail/News** button.

This calls up the main Turnpike program through which you can read messages, prepare new messages etc.

Turnpike Connect stays running (unless you prefer to Exit from it) so you can return to this program whenever you want eg. by using Alt Tab to switch between the applications currently open on your screen.

Rebuilding mailbase etc

The main purpose of Turnpike's Re-build option is to recover wasted disk space left in your newsbase, mailbase or address book after earlier entries have been erased. But it can also be used to recover these if they should become corrupted (or at least as much of possible of these).

Assuming you have Rebuild Files permission, you can re-build any of these files by taking the **Re-build database** option from the File menu and then picking **Mail**, **Address Book** or **News** as appropriate from the message that is displayed (or **Cancel** if you decide not to rebuild any files after all). Turnpike then builds a new version containing just the current information from the old version - recovering both wasted disk space and as much as possible of the information from the old files.
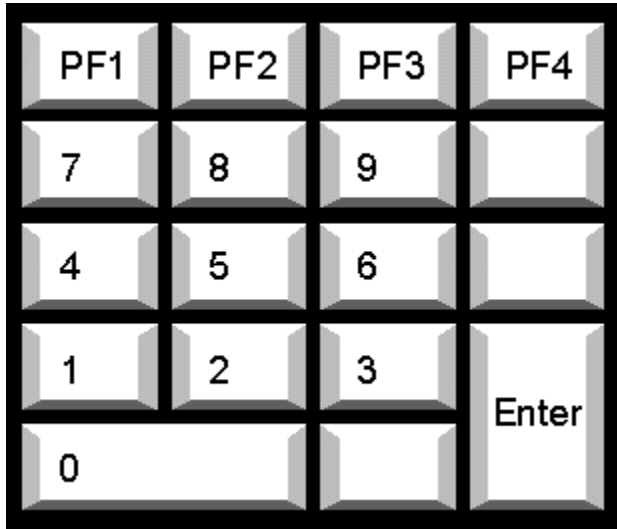
Although rebuilding a database will usually recover all your email messages or news articles, there is no guarantee that this will always be possible. You are strongly advised to keep up-to-date backups of all these databases: see Backing up your Turnpike files.

Recording how you dial up

Details of the phone number etc. that you will be using to dial up your Access provider are all recorded in the **Dial Settings dialog**, which you can call up by clicking the Dialling button within the main Connect dialog (assuming you have Dialling Admin permission).

This dialog gives a complete specification of how you will be dialling - which Access provider you will be using; what number needs to be dialled (and whether tone or pulse dialling is required); which modem; which port on the PC this modem is attached to; and what transfer speed is to be used.

You simply need to work round the dialog, setting the required information in each section - then save this set of 'Dial Settings' under a suitable nickname which is recorded at the top of the dialog. (This association of a nickname with a set of Dial Settings allows you to set up more than one set of Dial Settings which you can select at will, simply by picking the appropriate nickname from the drop-down list offered in the main Connect dialog.)

To record a new set of Dial Settings, set a new nickname at the top of the Dial Settings dialog then click the **Save** button. To replace an existing set of Dial Settings, select the appropriate nickname from the drop-drop list first, make your changes, *then* click the **Save** button.

Click here for further information about the Dial Settings dialog.

Running other Winsock applications

Other applications which use a Winsock can be run while Turnpike is on-line - for example alternative FTP programs or WWW browsers. Many of these are available as "shareware" applications and can be fetched from the Internet using FTP.

To use such an application, you will need to install the application as an icon on your Windows desktop in the usual way. If you have difficulty doing this, you will need to consult the supplier of the application.

To run the application, start Turnpike Connect and Connect to your Access provider in the usual way, then return to the Windows Program Manager and simply double click on the icon for the other Winsock application.

Running under Windows NT

Turnpike works fine under Windows NT but the NTS stack provided with Turnpike cannot be used with Windows NT. This means you will need some other Winsock and some other way of dialling up the Internet.

An outline of the steps you need to take to use Windows NT's Remote Access Service (RAS) for this are given below.

First install the RAS software and the TCP/IP protocol on your machine (if you've not already done this). Do this through the Control Panel, Networks 'Add software' option.

Make sure that the RAS is configured to have TCP/IP as a dial-out protocol.

You also need to select the TCP/IP protocol Configure option, pick DNS and set your host, domain and the DNS servers you will be using. If you are about to sign up for a Trial account with Demon, you need to give **olr** as the Host, **demon.co.uk** as the Domain, and **158.152.1.58** and **158.152.1.43** as the DNS Servers. In other cases, you can find out the addresses you need by running the Turnpike Connect program and taking the **Service access** option from the Configure menu.

Save the appropriate dial-up script for the service you intend to use. (Note: If you are signing up for a Trial account with Demon, you will need to edit this file after you've signed up to record the hostname and password you set up for your Trial account.)

Last but not least, you need to set up the **Edit Phonebook** dialog as follows:

On the 'Basic' page of this dialog, you need to set a name for the service you will be dialling (eg. Demon Internet), enter the phone number you will be dialling (0845 353 5666 if you are about to sign up for a Demon Trial account) and select the modem you will be using from the list of modems installed on your machine. For contacting Demon, you also need to check that this modem is configured to enable hardware flow control, plus modem error control and modem compression if your modem supports these.

On the Server page, select **PPP** as your dial-up server type and **TCP/IP** (suitably configured for your Access provider) as the network protocol. For contacting **Demon**, you should configure the TCP/IP to take a *server-assigned IP address* (nb. essential if you're about to sign up for a Trial account), set *158.152.1.58* and *158.152.1.43* as the DNS Servers (as above) and opt to use *VJ Header Compression* and the *Default gateway on the remote network*. You also need to take the **Enable PPP LCP extensions** option if you use Demon.

On the Script page, click Refresh list (to make your new script available), then pick out your script from the list of scripts offered to run.

On the Security page, select the option to **Accept any authentication including clear text**, and click the **Unsave password** option (if offered).

Select Access provider dialog

This dialog is displayed when you install a new Access provider.

Simply select the Access provider you want to install from the list offered in the dialog, then click the **Continue** button.
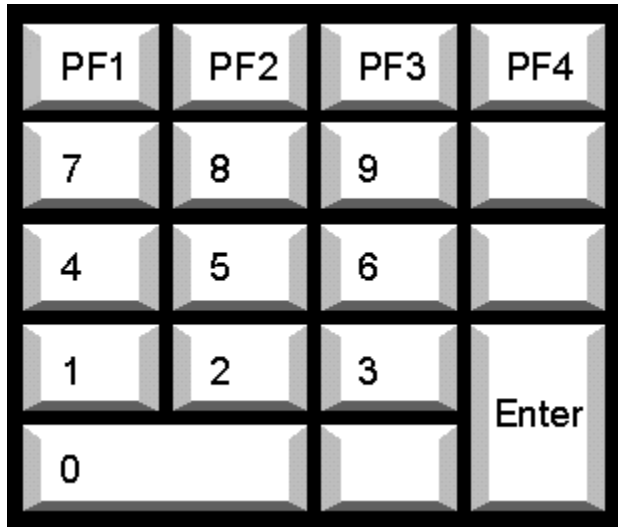
If this dialog doesn't cover the Access provider you require, replace the ACCESS.TPK file on your system by a copy of the latest ACCESS.TPK file, then try again. You can pick up a copy of this file by FTP from

ftp://ftp.demon.co.uk/pub/mirrors/turnpike/scripts/

Precisely what you need to do will be explained in the Readme file included in this directory.

If your Access provider isn't included here either, contact your Access provider. If they can't help you with a suitable script, call Turnpike Support. In the meantime, however, if you don't use Turnpike to dial, you can record the basic information Turnpike needs to know about your Access provider by taking the **Unknown access provider** option offered at the top of the list of Access providers.

Select Winsock dialog

This dialog shows which 16bit <u>Winsock</u> (and on Windows 95, which 32bit Winsock) is currently selected and allows you to pick a different Winsock (or pair of Winsocks) to use (if you have more than one).

It is displayed by taking the **Winsock used** option from the **Configure** menu (assuming you have <u>Connect Admin permission</u>).

The lower part of the dialog shows the Winsock(s) that your system is currently set up to use. To switch to a different Winsock/Winsock pair, select the one you want to use instead from the drop-down list offered at the top of the dialog. Turnpike then ensures that these Winsocks are named WINSOCK.DLL (16bit) and WSOCK32.DLL (32bit) while any conflicting Winsock files are suitably renamed.

Select modem dialog

This dialog is displayed by clicking the **New** button shown alongside the **Modem** slot within the Dial Settings dialog.

Simply pick out your modem from the list, then click the **Continue** button.
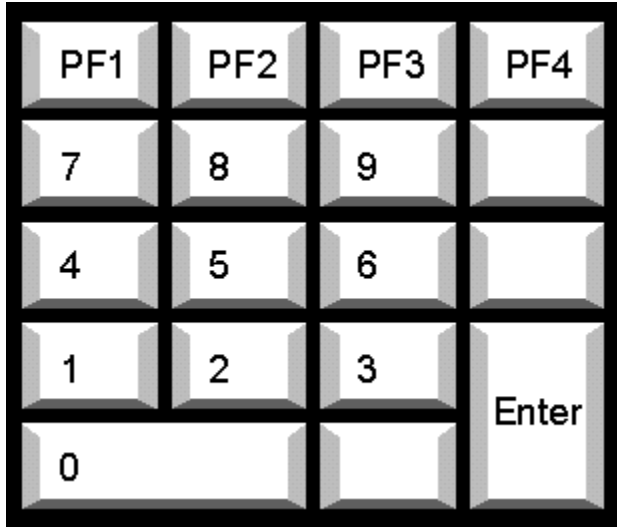
If your modem isn't listed or if you aren't sure which modem to pick, either click here or click the Help button shown alongside the list for further advice.

Sending / Receiving mail

When you go on-line, you will probably want both to send any mail messages or news articles that are sitting in an Out tray and to receive any mail that has been sent to you.

The default is for both of these actions to be carried out automatically whenever you go on-line but, if you want, you can arrange that either or both of these actions is only carried out when you prompt this (assuming that you have Connect Admin permission).

The way to do this is to select **Mail transfer** from the **Configure** menu on the main Turnpike Connect screen. If mail is being sent and received automatically, the 'Send automatically' and 'Receive automatically' boxes in this dialog will be checked. To keep either action under your control, clear the corresponding automatic option. You can then just use the **Send mail** /**Receive mail** options in the the **Services** menu to select these actions when you need them.

While the mail is being transferred, you will see messages in status bars at the bottom of the screen recording how many items are expected, how many have been sent etc. If you are using the NTS Winsock supplied with Turnpike, there will also be a status bar showing information about the rate at which data is currently being transferred (in cps) and reporting errors (overruns) in this transmission. If you get a lot of errors, disconnect then re-connect but only after you've read the section of this Help file on Errors and set a lower speed in the Dial Settings dialog. You are currently trying to pick up data faster than your PC's serial port is able to handle it.

Sending commands line by line (in Telnet)

When you <u>telnet</u> to a remote computer, the commands you issue will normally be sent character-by-character, but if your computer is emulating either an NVT or a simple ASCII terminal, these commands can also be sent line-by-line.

Line-by-line is often preferred to character-by-character because it allows you to edit your commands before they are sent. It also avoids the character-echoing effect you can get when commands are sent character-by-character.

To arrange that commands are sent line-by-line, take the **Emulation** option from the **Options** menu, then check the **Buffer lines** box in the dialog that's displayed.

Services menu

Selects services to be executed when you go on-line.

    Collect News
    Expire News
    Send Mail
    Receive Mail
    POP3 Server
    Set the PC Time

The purpose of the Services menu is to make **temporary** changes to your normal configuration. Selecting an option in this menu switches it between ticked and unticked and causes Turnpike to either start or stop the appropriate service immediately if you are currently connected to your Access provider. For example, switching on 'Send Mail' will cause any email waiting in an Out tray to be sent at once, while switching off this option will prevent email being sent out.
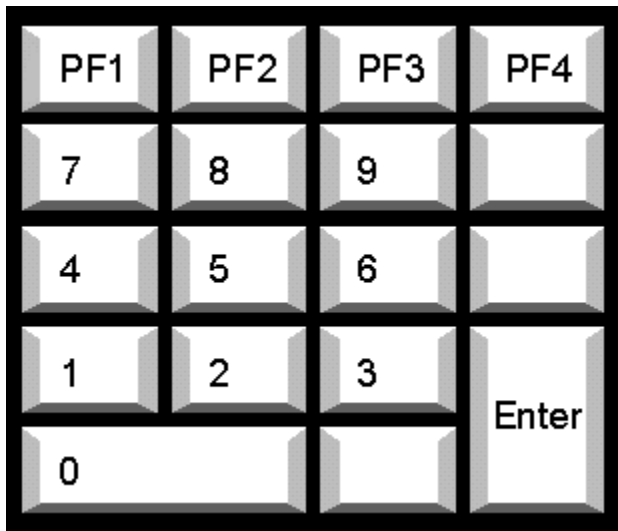
Any change you make in this menu will be forgotten once you exit from Connect. To make permanent changes to your configuration, use the various options in the Configure menu.

Services menu: Collect News

Enables you to make a *temporary* change to your default setting for news collection. When this option is ticked, new news articles will be downloaded from your news server when you go on-line. In addition, any articles you've written will be posted.
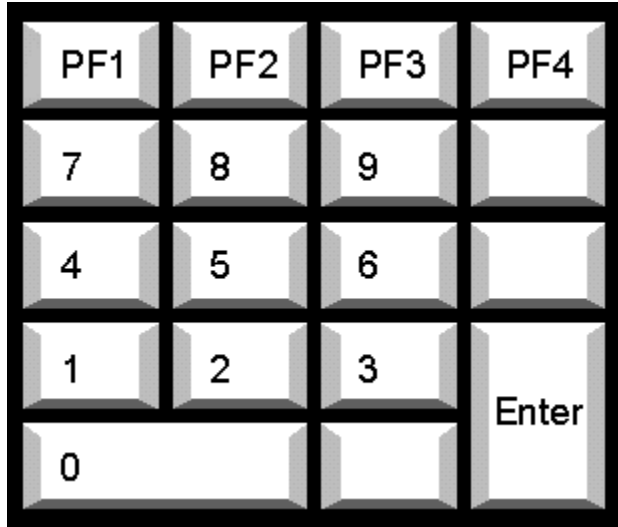
Permanent changes to the default setting for this option must be made in the **Automatic collection** section of the 'Configure Usenet News' dialog (which you can call up by selecting the **Configure** menu and then taking the **News collection** option - assuming you have Connect Admin permission).
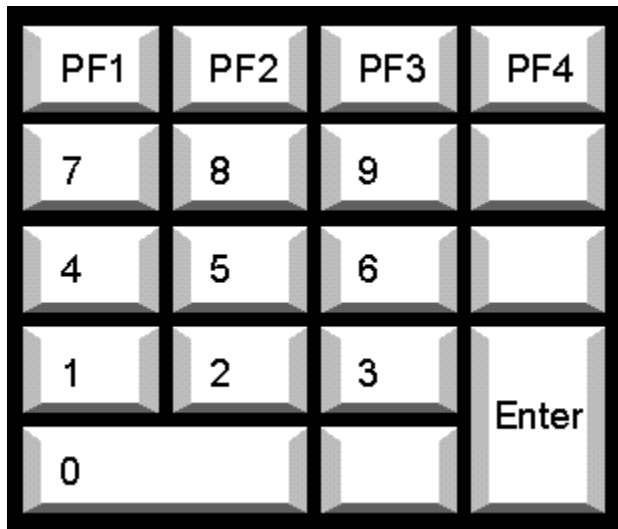
Selecting the **Collect News** option toggles its setting between ticked and unticked. Doing this while news is being collected will stop the current collection.

Services menu: Expire News

Enables you to make a *temporary* change to your default setting for news expiry. Selecting this item prompts Turnpike to erase from your disk those news articles which have passed their expiry date.

Permanent changes to the default setting for this option must be made in the **Automatic expiry** section of the 'Configure Usenet News' dialog (which you can call up by selecting the **Configure** menu and then taking the **News collection** option - assuming you have Connect Admin permission).
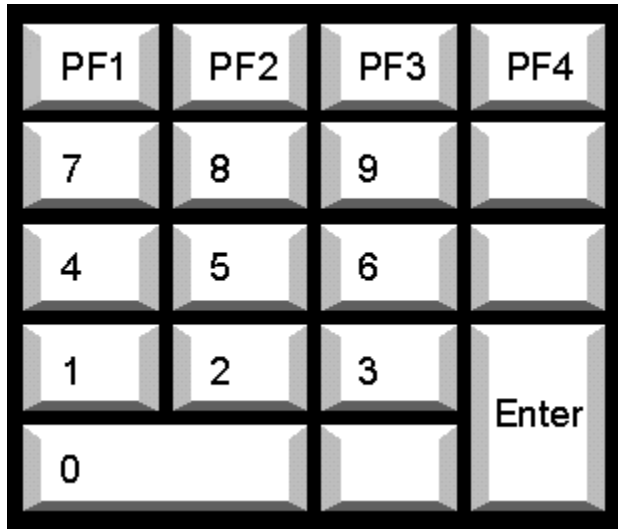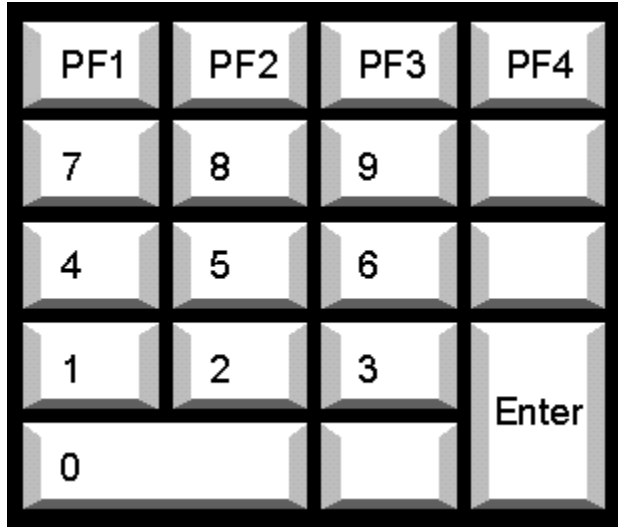

Selecting the **Expire News** option toggles its setting between ticked and unticked.

Services menu: POP3 Server

Temporarily enables or disables the facility whereby users of your system can access their mailboxes from outside Turnpike. If you wish to switch this facility on or off permanenty, do so from the Configure Email dialog (accessed by selecting the **Configure** menu and then taking the **Email Transfer** option).

This option should not be selected lightly as it opens a route whereby people from outside could access your users' mail. (For further information, see POP3 Server option.)

Selecting the **POP3 Server** option toggles its setting between ticked and unticked.

Services menu: Receive Mail

Enables you to make a *temporary* change to your default setting for receiving email. When this option is ticked, any mail waiting at your mail gateway will be delivered to you when you go on-line.

Permanent changes to the default setting for this option must be made in the **Receive automatically** section of the 'Configure Email' dialog (which you can call up by selecting the **Configure** menu and then taking the **Email transfer** option - assuming you have Connect Admin permission).
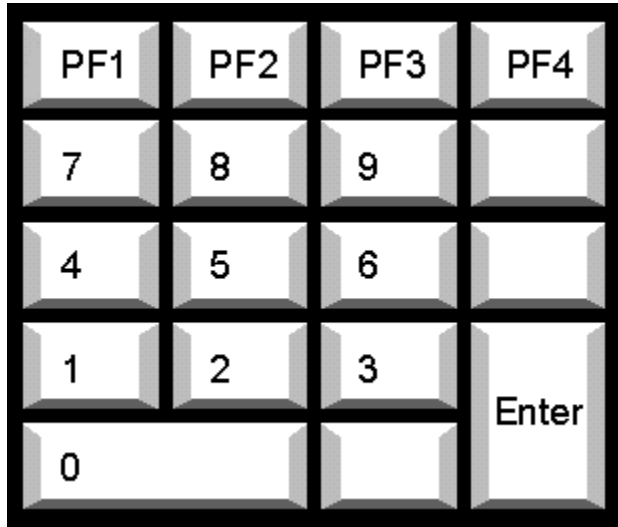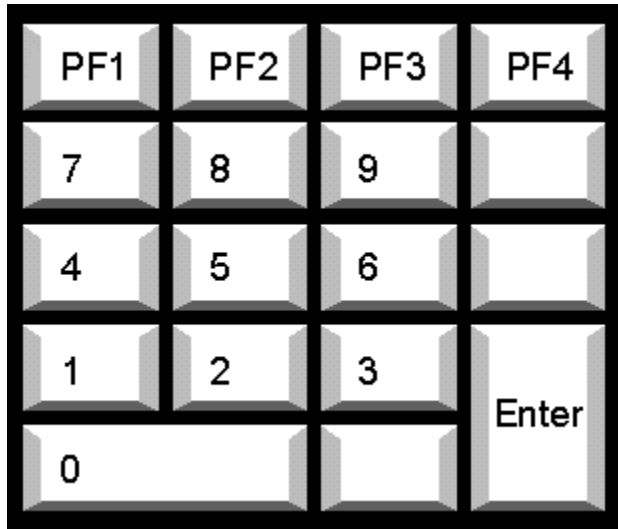

Selecting the **Receive Mail** option toggles its setting between ticked and unticked. Doing this while mail is being received will stop the current collection. If mail was being fetched from a POP mailbox, you may get a second copy of some of this mail the next time your mail is picked up.

Services menu: Send Mail

Enables you to make a *temporary* change to your default setting for sending email. When this option is ticked, any mail messages waiting in an Out tray will be sent when you go on-line.

Permanent changes to the default setting for this option must be made in the **Send automatically** section of the 'Configure Email' dialog (which you can call up by selecting the **Configure** menu and then taking the **Email transfer** option - assuming you have Connect Admin permission).

Selecting the **Send Mail** option toggles its setting between ticked and unticked. Doing this while mail is being sent will halt the transfer of mail.

Services menu: Set the PC Time

Enables you to make a *temporary* change to your default setting for this service. Ticking this option allows the clock on your PC to be adjusted automatically from one of the Time servers on the Internet.

Permanent changes to the default setting for this option must be made in the **Automatically set PC clock** section of the 'Timezone dialog (which you can display by selecting the **Configure** menu and then taking the **Email transfer** option - assuming you have Connect Admin permission).

Selecting the **Set PC Time** option toggles its setting between ticked and unticked.

Setting passwords

New passwords are set from <u>the main Turnpike program</u>. You need to select **Configure** from the **File** menu of that program, then pick **Users** from the submenu that appears.

System administrators go first to a list of users, from which you need to select the appropriate entry and then click the **Edit** button. You can then set a new password in the Edit Sign-on details dialog that appears.

Non-administrators go straight to their version of the Edit Sign-on details dialog in which you can set a new password for yourself.

For further information, either press F1 to call up Help from the Edit Sign-on details dialog or turn to the section on *Giving yourself a different sign-on name or password* in the 'Set-Up' book.

Setting permissions

Where a number of people share the same system, it is generally best to have just one user - or at most a handful of users - responsible for administrative tasks like allocating users to seats, editing call cost information, choosing which newsgroups are subscribed to and how long these stay on your disk etc.

The way this is handled in Turnpike is by associating a range of 'permissions' with each user.

The permissions that someone has can either be set directly for that person or they can come through the workgroup(s) of which they are a member.

In either case, the setting is made within the the main Turnpike program. Personal permissions are set by going to Configure Users and then to the 'Edit sign-on details' dialog. Workgroups permissions are set by going to Configure Workgroups and then to the 'Edit workgroup details' dialog. In each case, someone with the appropriate permission is able to select the actions that the user is to be allowed to do without reference to the system administrator.

For further information, either press F1 to call up Help from the main Turnpike program and search for 'Permissions' or turn to the section on *Setting permissions* in the 'Set-Up' book.

Setting the Timezone

Because different parts of the world are in different timezones, all times are converted to UTC in order to work out eg. when a mail message was sent.

The adjustment needed to convert your local times into UTC depends on the timezone in which you work.

You record what this is by taking the **Timezone** option from the **Configure** menu on the main Turnpike Connect screen.

When the dialog appears, you need to give your *winter* timezone - either by its standard abbreviation or the number of hours and minutes you are ahead or behind GMT in winter as a four-digit number hhmm, preceded by a + if you are ahead of GMT or a - if you are behind GMT. For example, if you are 5 hours behind GMT (eg. on the East coast of America) you would give your timezone as **-0500**, but if you are 10½ hrs ahead (eg. in South Australia), you would give it as **+1030**. The dialog also asks you to set your local 'Summertime' (or Daylight Saving) rules - typically by picking one of the standard options.

To help you ensure that you set the Timezone correctly, Turnpike responds to the setting you make with an indication of where you are probably located. If it is very wrong, you've probably got minus where you should have plus (or vice versa)

The Timezone dialog also allows you to set:

Synchronise with: the address of the time server which Turnpike will use as a time reference. Typically, this will be set automatically for you from the details of your Access provider.

Automatically set the PC clock: select this check box if Turnpike should set your host PC's clock to match your time server. (If you want your PC to remain synchronised to some other time standard, leave this box clear.)

Setting up workgroups

Workgroups are the Turnpike equivalent of an office or a department within a company.

By putting users together into a workgroup, you can arrange that:

They all have 'permission' to carry out a particular range of administrative actions - by giving these permissions to the group

Mail that arrives using particular 'group' email names can be picked out and processed by any member of the group - by giving the group access to these names (see Group Mail)

Mail on particular topics can be seen by any member of a workgroup - by tagging it with one of their 'group' topic tags (see the section on special features for multiple users in the Mail&News book)

Workgroups are set up within the main Turnpike program. Assuming you have Alter workgroups permission, you need to select **Configure** from the **File** menu of that program, then pick **Workgroups** from the submenu that appears. This displays the 'Administer Workgroups' dialog which lists the workgroups that have been set up so far.

It is then a matter of picking out the users you want in the workgroup and adding them to the Current members list, then selecting the actions that members of this workgroup are to be allowed to carry out by virtue of being a member of this group.

For further information, either press F1 to call up Help from the Administer Workgroups dialog or turn to the section on *Organising users into workgroups* in the 'Set-Up' book.

Setting where mail and news is stored

When Turnpike is installed, it automatically creates NEWS and MAIL directories alongside the Turnpike Connect program and sets up both Turnpike Connect and the main Turnpike program to use these directories.

If you run out of space on the current disk, and you have access to another disk, the answer may be to move either the NEWS directory or the MAIL directory (or perhaps both) to a different disk. *(If you need to move the whole of Turnpike to another machine or another system, click here.)*

The first step is simply to use standard File Manager actions to move the directories to their new location. But before you do this, you should ensure that the Turnpike programs both on the host machine and on any other machine on your system are closed - to avoid confusion.

You will then need to record the new File Path information within both Turnpike and Turnpike Connect - and, if these files are accessed from other machines across a network, to let your colleagues know the new location of these files so that they too can record the new details in the copies of Turnpike they use.

There are two ways of recording these details. If the Sign-on dialog is displayed when the program is run, you simply need to click the **Paths** button in this dialog and then set the new path information in the *File Paths dialog* that's displayed. If the Sign-on dialog isn't displayed, you will need to edit the TURNPIKE.INI and the CONNECT.INI files in your Turnpike directory and record the new Newspath and Mailpath in the [PATHS] section of these files.

Setting your PC's clock

To avoid confusion, it is useful for your PC's clock to be synchronised with clocks used elsewhere on the Internet - in particular, that used by your news server. (If your clock isn't properly synchronised, you may miss reading some articles simply because the time it appears you last picked up news is later than it really was.) Some mail-handlers - though not Turnpike - can also get confused if mail appears to arrive before it is sent.

To allow clocks to be synchronised, a number of 'Time servers' are provided around the Internet.

When you go on-line, Turnpike automatically arranges to get the current time from one of these Time servers. If you like, you can arrange to have your PC's clock synchronised to this time (after making appropriate allowance for the timezone in which you are located and for the summertime details that apply) by selecting **Set the PC time** from the **Services** menu on the main Turnpike Connect screen.

If you have some local time standard that you prefer to keep to, leave this option unticked.
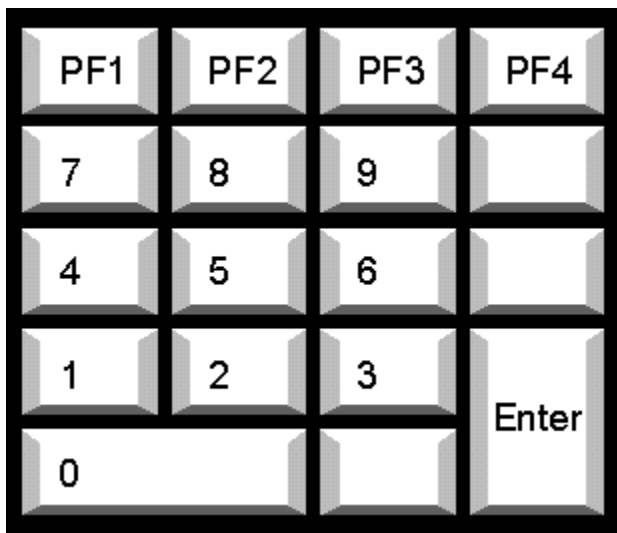
If there's a large difference between the current time and the time Turnpike is about to set, you will see a message because the chances are that the timezone hasn't been set correctly. For instructions on how to set this, see Setting the Timezone.

Sharing buffer overflow

This message usually means that the **SHARE** command in your config.sys or autoexec.bat is not setting enough buffer space and/or file locks.

If you need **SHARE** for DOS programs that you run prior to loading Windows, change the parameters of your share command to give more buffer space and more locks. If you are not sure how to do this, consult your DOS manual or type **share /?** at a DOS prompt.

However, if you do not need **SHARE** then remove references to it from your config.sys and/or autoexec.bat file. File sharing for Windows is normally handled by **VSHARE**. This is loaded by the command device=*vshare line in the [386Enh] section of \windows\system.ini. If you do not already have **VSHARE** on your system, reinstalling Turnpike will install it for you.
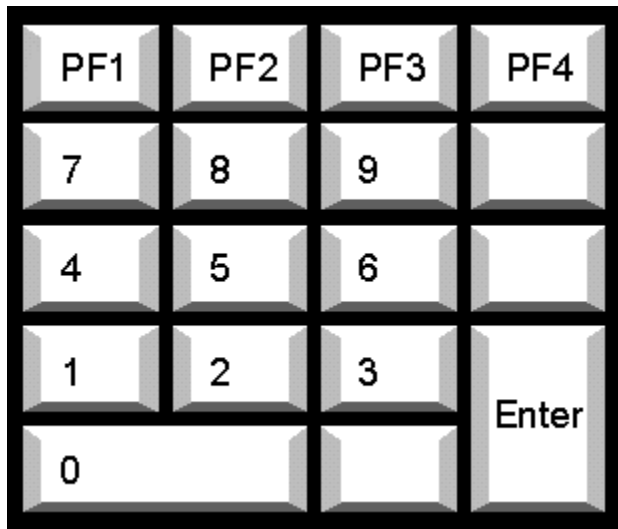
If Turnpike reports 'sharing buffer overflow' and you are *not* using **SHARE**, then you may be running an out-of-date version of **VSHARE**. Trying removing it, and the above-mentioned line in system.ini that loads it, and then re-install Turnpike.

Sign-on names are the names by which the different users of your system are known to Turnpike.

In broad terms, the same rules apply to sign-on names as <u>email names</u> because typically a user's sign-on name will also be their principal email name, though this does not have to be so.

The person who installed Turnpike has their sign-on name set from the email name they gave. Other users need to have a sign-on name set for them by an existing user with suitable administrative powers before they can run any part of the Turnpike program. This is done from the main Turnpike program - so for further information, either call up the on-screen Help from within that program and search for information on **Users**, or turn to the section on *Allocating users to seats* in the 'Set-Up' book.

Signing on

If you are the sole user of your copy of Turnpike, loading either the main Turnpike program or the associated Connect program will normally take you straight into that program.

But if you share your system with other users or you have opted to protect your mail files against unauthorised access with a password, you or your system administrator will have opted to enable Turnpike's Sign-on dialog so that you specify:

> Your sign-on name,
> Your password (if any); and
> (through a subsidiary directory) the Paths to your personal Turnpike directory, and to where the news and mail files are stored - should you ever need to change this.

If you are the person who installed Turnpike, your sign-on name will be the email name you gave when you installed Turnpike. Moreover, this name will probably either be already filled in for you or available from the drop-down list associated with the Sign-on slot in this dialog - so you will probably just need to select the right sign-on name, type any password you've set and click **OK**.

If you weren't the person who installed Turnpike, you will probably have been told the sign-on name and password to use - though you can set a different password after you've signed-on. (Click here for further information on this.)

Turnpike automatically remembers the last sign-on name and file paths to be used, so that if you were the last user, you just need to give any password that's required then click '**OK**'. If you weren't the last user, you will need to type your sign-on name over the one that's shown, though if you've signed on before, you should be able to select your sign-on name from the drop-down list associated with the Sign-on slot.

Very occasionally other actions will be required. In particular, if the mail and/or news files have been moved to a new location (or you simply want to find out where these are stored), you must click the **Paths** button and set the new paths for these files in the dialog that's displayed. *(For further information about this dialog, either click here or press F1 to call up this Help file when this dialog is on your screen.)*

The **Site Key** button included in the dialog calls up a further dialog in which the registration details of your copy of Turnpike can be checked and updated if necessary.

The Site ID is the 'serial number' of your copy of Turnpike.

The Site ID of any Evaluation copy of Turnpike is generated automatically. The Site ID for a full copy of Turnpike is to be found on the CD pack and you will have been asked to enter this the first time this full copy is run.

Anyone who has permission to run this Connect program can inspect the Site ID by taking the **Site Key** option from the **Configure** menu (or by clicking the **Site Key** button on the main Sign-on dialog), but only an Administrator or someone who knows the Site Secret can change it.

If you add extra features to your copy of Turnpike, for example extra 'seats' on a multi-user system, the change is recorded by entering a **'Site Key'**.

The Site Key you need use and other information about this feature of Turnpike is supplied when you purchase the appropriate upgrade.
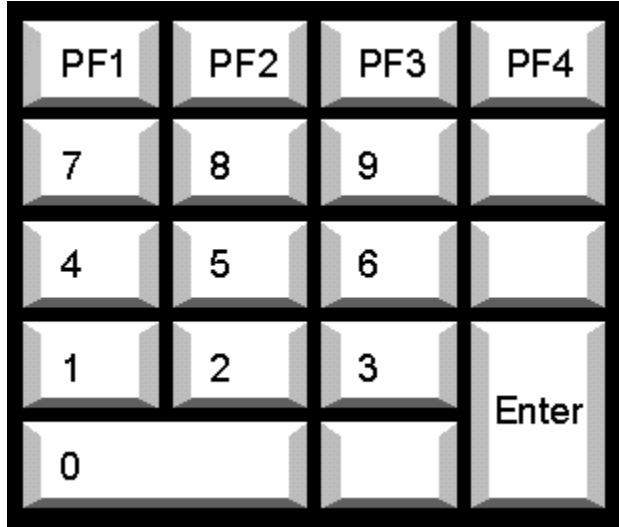

When entering this key, you can use any combination of upper and lower case as any lower case characters will be automatically switched to upper case for you. You also don't need to worry whether **0** is a zero or the letter O, or **1** is the number one, a little l or a capital I: they're actually numbers but the letters will also be accepted.

The Site Secret is a code word that is used (together with the Site ID) to encrypt mail messages so that they can't be read by simply opening the mail files.

The Site Secret may be blank (ie. no characters) if you want, but then your mail messages are only encrypted with the Site ID which someone else could find out. With a specific string as your Site Secret, someone trying to read your mail files would need to know both your Site ID and your Site Secret.

You will probably only need to enter your Site Secret once - but you should keep a record of it (and your Site ID) in case you ever have to re-install your Turnpike system from scratch. If you don't use the same Site Secret again, you won't be able to read any of the mail messages that were received using the previous installation.
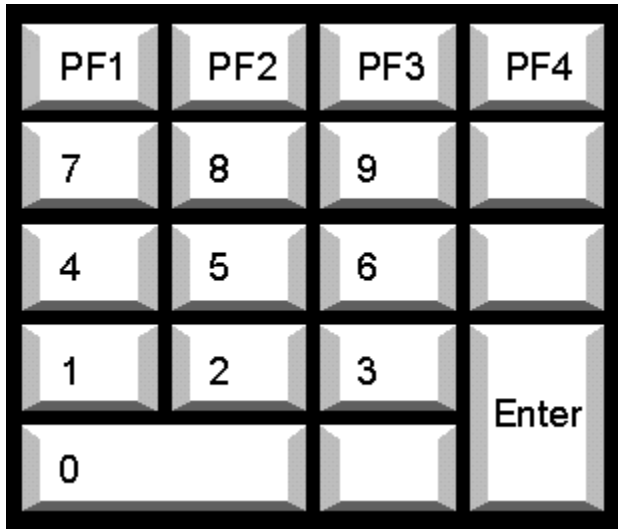
If you didn't keep a record of the original Site Secret, someone with administrator permission can set a new Site Secret by taking the **Site Key** option from the **Configure** menu (or by clicking the **Site Key** button on the Sign-on dialog) and typing a new Site Secret in the dialog that's displayed.

Site Specific Details

This dialog displays the basic registration information about your site: the Site ID and any Site Key that has been set.

It is displayed by taking the **Site Key** option from the **Configure** menu (or by clicking the **Site Key** button on the initial Sign-on dialog).

These details are principally displayed just for information, but occasionally new details may need to be set eg. to record the addition of extra seats.

The details can only be changed by someone with administrator permission - or by someone who can demonstrate that they know the Site Secret. Such a person can also use the dialog either to verify that they have the correct Site Secret (by typing this Site Secret, then clicking the **Check Secret** button) or to set a different Site Secret.

When entering either a Site Key or a new Site ID, you can use any combination of upper and lower case as any lower case characters will be automatically switched to upper case for you. You also don't need to worry whether **0** is a zero or the letter O, or **1** is the number one, a little l or a capital I: they're actually numbers but the letters will also be accepted.

Snapshot option

Takes a snapshot of the current screen contents and saves it to a file on disk.

Software error *nnn*

"Software Error" followed by a number means that one of Turnpike's internal consistency checks has failed. This can happen if a file has been damaged due to the power being cut, or some other program crashing, while Connect is saving data. However, if the error occurs frequently it could suggest the machine has a problem with the reliable storage of data, either related to hardware (faults with RAM or the hard disk; an over-clocked processor) or to software (malfunctioning disk or memory utilities; perhaps a virus).

These errors are usually associated with either the news database or the address book. Special precautions are taken to minimise the risk of problems affecting the mail database.

The cure is normally to rebuild the affected database (assuming you have Rebuild files permission), unless the error is reported to be in USERNEWS - in which case, see the Notes below. Rebuilding a database recreates all the indexes and other secondary information, and discards any damaged data.

But before rebuilding the database, it is a good idea to run the Windows utility SCANDISK. This will ensure your file and directory structure is valid.
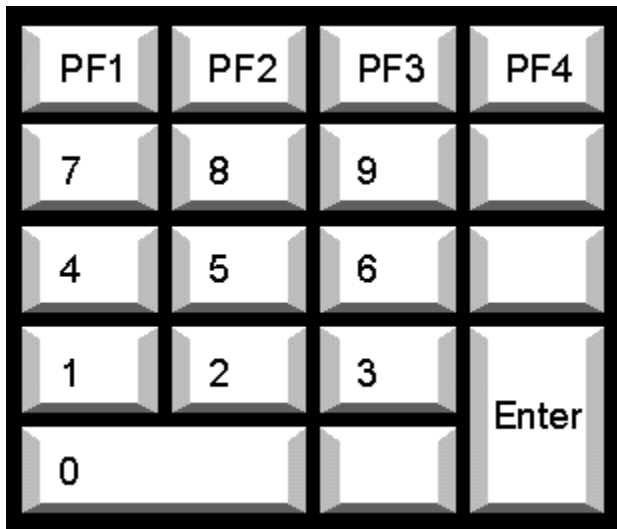
Sometimes it is clear that you have a problem with your mail or news databases, but Turnpike reports an error before it has run long enough to give you a chance to do a database rebuild. To correct this, rename the \turnpike\news\newsbase (or \turnpike\mail\mailbase) file to something else and then start Turnpike. The program will spot the missing file and offer to rebuild. *Before accepting the offer*, switch task (e.g. to File Manager or Windows Explorer) and rename the file back to its original name. Turnpike will then rebuild. If you don't rename the file back again, more information will be lost than necessary.

If the error is reported to be in the file **USERNEWS** then rebuilding the news database will not help. Instead, you need to delete the **USERNEWS** file. Note that this will lose information about which threads you have read and marked as interesting or uninteresting. Once again, use SCANDISK before running Turnpike again.

Subscribing to newsgroups

To follow the discussions in a particular newsgroup, you first need to 'subscribe' to it - ie. have the articles that are contributed to this newsgroup downloaded to your disk. Then to read the articles, the newsgroup needs to be included in a newsstand.

Newsgroups can be subscribed to by users with News Admin permission either picking out these newsgroups for inclusion in their newsstands or adding them to the master list of 'subscribed newsgroups' that Turnpike keeps. This master list is called up from by taking the **Configure** option from the **File** menu in the main Turnpike program then selecting **Newsgroups** from the sub-menu that appears. As well as adding further newsgroups through this dialog, you can also remove newsgroups from this list that are no longer required, set the length of time each article is held (the Expiry time), and specify whether the newsgroup is to be downloaded in full or just 'browsed'.

For further details, either turn to the Turnpike Mail&News book or call up the on-screen Help from within the main Turnpike program and search for **Subscribing to newsgroups**.
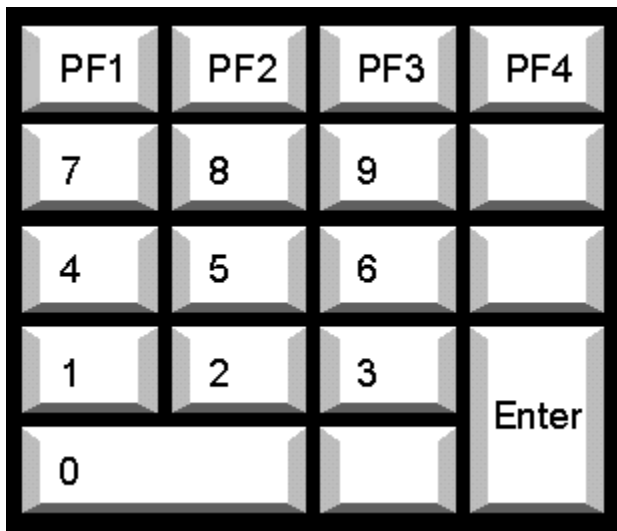
PF1	PF2	PF3	PF4
7	8	9	
4	5	6	
1	2	3	Enter
0			

New newsgroups appear and old newsgroups disappear almost daily so whenever Turnpike picks up articles it also picks up a list of amendments to make to the list of newsgroups it offers. Alternatively, you can ask Turnpike to pick up a complete new list by selecting the **Update** option in the Configure Usenet News dialog (assuming that you have Connect Admin permission) This is particularly useful if you change the News server you use (eg. because you change Access provider) because not all News servers carry the same range of newsgroups.

Taking a snapshot

If you want a snapshot of the current screen display, simply select **Snapshot** from the menu bar. This saves the contents of the current screen to a file.
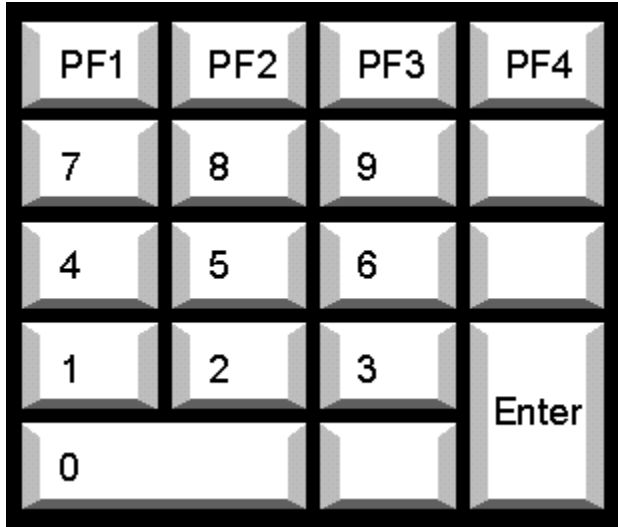
If your PC is being used as a Network Virtual Terminal (NVT) to telnet to a remote computer, the snapshot will record the last 25 lines of commands and responses.

# Telnet

Telnet Emulation option

This option, which is available either through the **Configure** menu or through the **Options** menu offered when you are using Telnet, calls up a dialog through which you can set which type of terminal your system emulates when you log in to a remote computer using Telnet. It also allows you to set the rules by which output on your screen is wrapped from line to line and whether your command lines are sent character by character or line by line when your computer is emulating either an NVT or a simple ASCII terminal.

Click here for further information about the Telnet Session Options dialog or press F1 to call up this Help file when the dialog is on your screen.

Telnet Keyboard dialog

This dialog allows you to configure your PC's keyboard in whichever way you find best when using Telnet.

Phrases: Use this part of the screen to define any command strings including <u>special characters</u> that you would like have available on your PC's function keys.
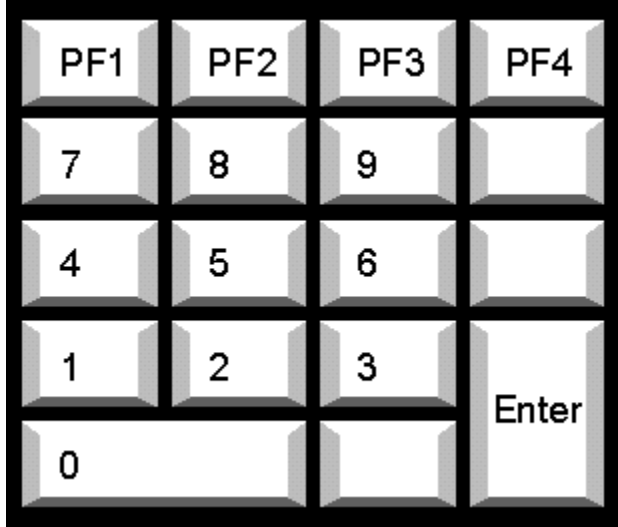
1. The shift in which the current set of phrases will be available is selected by clicking the Normal, Shift, Alt and Control options to the right of the list.
2. The Phrases shown against the background of the dialog cannot be changed.

VT100 keyboard layout: If your PC is currently emulating a DEC terminal, use this part of the dialog to set whether the keypad area of your keyboard will have the standard PC layout or mimic that on a DEC terminal.
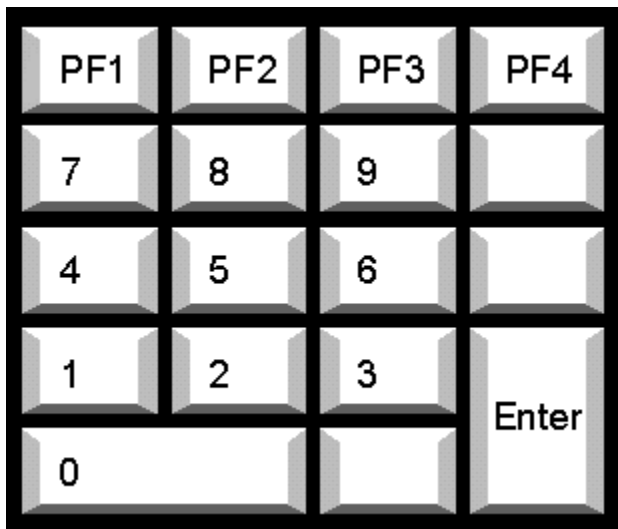

The option you select affects whether F5 - F8 are available to issue command strings. If you opt for the standard PC layout, F5 - F8 take on the role of PF1 - PF4. (In the DEC layout, the top four keys of the keypad act as PF1 - PF4.)

<u>Click here</u> for further information about the DEC and PC layouts.

Telnet Keyboard option

Calls up a dialog through which you can set up function keys to issue frequently used Telnet commands and set whether the numeric keypad on your PC has the standard PC layout or emulates the numeric keypad on a DEC terminal.
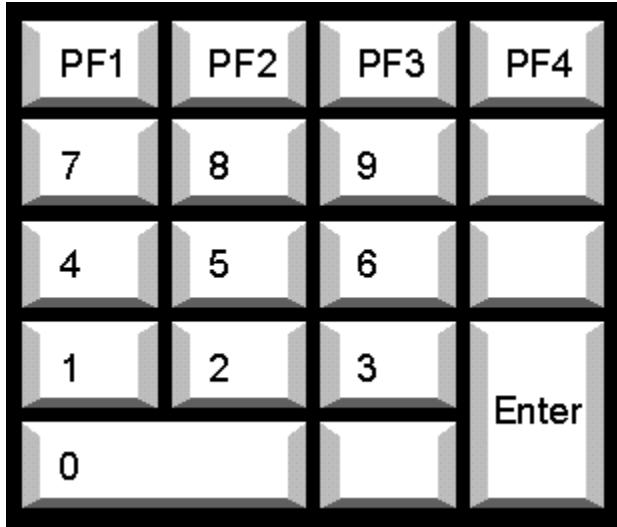
If you opt for the standard PC layout, function keys F5 - F8 will take on the role of the programmable function keys PF1 - PF4 (set by the remote application). If you opt for the DEC layout, the top row of the numeric keypad will act as PF1 - PF4.

Click here for further information about the Keyboard Emulation dialog or press F1 to call up this Help file when the dialog is on your screen.

Telnet Session Defaults dialog

This dialog allows you to set basic information about how your PC will act as it communicates by Telnet with a remote computer.

Emulation   Simply pick the option that's required. If **Automatic** is selected, the emulation that is used will be set by negotiation between Turnpike and the remote computer when you connect to this computer.

Cursor   Select Solid (or thin); Flashing (or not flashing) as required.

Buffer lines   Check this box if you want commands to be sent line-by-line.

Auto-wrap   If the output from the remote computer needs to be wrapped from line to line by Turnpike at a particular column, check this box and set the column (number of characters) at which the lines should be wrapped.

Telnet Terminal emulation

The terminal your PC emulates when you are connected to a remote computer is usually set to the best possible option by negotiation between Turnpike and the remote computer.

Should you need to set a specific emulation, you can do this by taking the **Terminal emulation** option from the **Options** menu.

This displays a dialog in which you can set not only the emulation but also such details as the type of cursor (thin or solid, flashing or static) and the column at which output to the screen should be wrapped.

```
 PF1    PF2    PF3    PF4

  7      8      9

  4      5      6

  1      2      3
                      Enter
  0
```
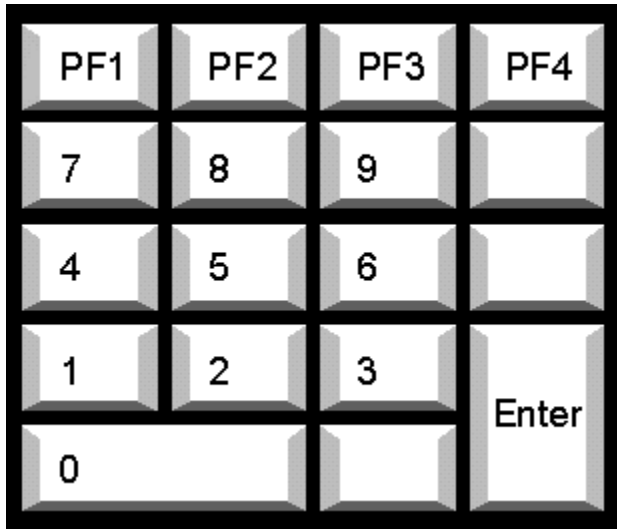
As far as Telnet is concerned, there's no difference between a VT102 terminal and a VT100 terminal.

Click here for information about the dialog in which this information is set or press F1 to call up this Help file when the dialog is on your screen.

The standard asignments for the function keys during Telnet are:

F1   Help
F2   Are you there
F3   Interrupt Process
F4   Abort Output

F5-F8   In <u>DEC keyboard layout</u>, User defined
          In <u>PC keyboard layout</u> PF1-PF4

F9   Switch view
F10   Toggle menu bar

F11-F12 User defined

Telnet menus

[File](#)
[Edit](#)
[Commands](#)
[Options](#)
[Snapshot](#)
[Window](#)
[Help](#)

Special characters can be included in Telnet function key phrases as follows:

\R	carriage return followed by line feed
\L	line feed only
\T	tab
\\	\
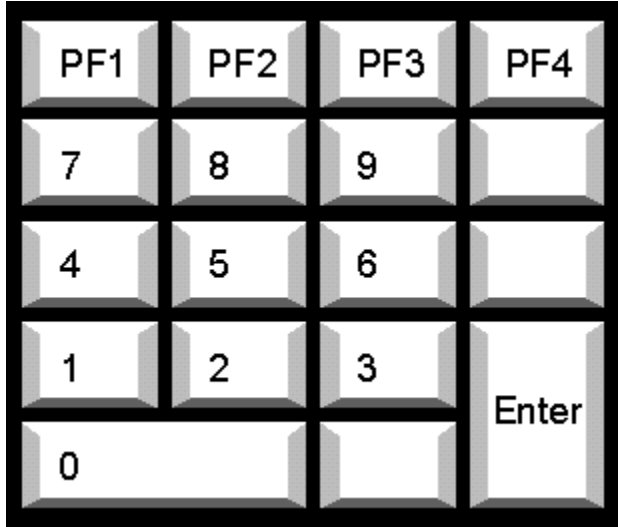
Lower case r, l and t have the same effect as the upper case shown.

\ followed by any other character or at the end of the phrase represents \

Introduction to Telnet

Telnet lets you log into and use another computer on the Internet.

A wide range of information resources held on computers on the Internet are accessed using Telnet - catalogues, news listings, stock exchange reports etc. In some cases, you need to open an account in order to use the information; in other cases, the information is available for free.

Details of the information resources available by Telnet are given in catalogues of Internet services. The entry for the service will tell you:

The address that you need to telnet to
Any special 'port' you need to quote

Where appropriate, it should also tell you the log-in name that you will need to use.

There are a number of features of Turnpike's Telnet implementation that make calling up such services easy.

The first is that Turnpike automatically keeps a list of the addresses and port numbers of the services you call up. So when you want to log in to one of these services again, you can readily call up the information you need.

Another feature of telnetting from Turnpike is that Turnpike automatically 'negotiates' with the server on the remote computer the best terminal emulation to use and the best settings for the various operating parameters. You don't need to set these things yourself (though you can set a specific emulation if you want).

If your PC is set to emulate any of the DEC terminals, you can also have your PC keyboard set up so that the numeric keypad mimics the numeric keypad on a DEC terminal. In particular, the top four keys of this keypad take on the role of the programmable function keys PF1 - PF4. (If you opt to keep the standard PC layout for this keypad, PF1 - PF4 are put onto function keys F5 - F8.) You may well find selecting the DEC layout makes it easier to follow the instructions given by application you select.

You can also set up the function keys on your PC to issue commands you often use for you. Indeed, some commands are preset for you, so that you just need to press F2 to ask the remote computer 'Are you there' or F3 to halt an action that you've started in error (provided the remote computer responds to this command).

Click here for information on how you call up a service that is available by Telnet.

The 'main Turnpike program' is the TURNPIKE.EXE program which is used to prepare and read Mail and News. It can be started from within the Connect program by clicking the Mail/News button on the Connect program toolbar.

The permissions

The different permissions that a user may be given are as follows: (Note: Many of these only affect actions that can be taken within the main Turnpike program)

Administrator
Automatically given permission to Configure Users (ie. add new users, set other users' sign-on details and permissions) and Rebuild datafiles

Connect Admin
Allowed to alter the Host, Timezone, Mail Transfer, News Collection and Service Access details recorded through the Configure menu in the Connect program. Also allowed to Configure the Toolbar in the Connect program and to make permanent changes to Call cost logging.

Dialling Admin
Allowed to alter the Dial Settings dialog in the Connect program.

Email Admin
Allowed to Configure Email Routeing - ie. to set how email is distributed to different users and who handles Dead Letter Mail

News Admin
Allowed to Configure Newsgroups - ie. to select which newsgroups are subscribed to, to set how long articles remain on your disk before being expired and to restrict access to particular newsgroups.

Alter Users
Allowed to Configure Users - ie. add new users, set other users' sign-on details and permissions.

Alter Workgroups
Allowed to Configure Workgroups.

Alter Names
Allowed to set up Email names for any user.

Add Email Names
Allowed to set up Email names for themselves.

Connect to Net
Allowed to run the Connect program and connect to your Access provider.

Keep articles
Allowed to mark articles to be kept beyond their normal expiry time.

Kill articles
Allowed to kill individual news articles and to set up Kill rules.

List Subscribe
Allowed to set up mailing lists as pseudo-newsgroups available to any user.

Rebuild Files
Allowed to rebuild the news database, the mail database or the address book as required.

Ratings Admin
Allowed to set the newsgroup ratings contolling which newsgroups can be seen by different users.

Serve POP3
Allowed to access the mail in their Turnpike mailbox from outside their Turnpike system.

A Time server is a computer on the Internet that is set up to issue <u>UTC</u> time.

Toolbar

The toolbar normally offers the following buttons:

Connect/Disconnect   Connects to / Disconnects from your Access provider.

Mail/News   Calls up the main Turnpike program so that you can see what mail messages have arrived, prepare further messages to send etc.

WWW   Calls up Microsoft Internet Explorer to let you browse the World Wide Web.

WS-FTP   Opens a dialog through which you can link to other sites in order to copy files by 'FTP' from them.

Telnet   Opens a dialog through which you can log in to a remote computer eg. to search a database held there.

Finger   Opens a dialog through which you can 'finger' users at other sites (and call up other non-interactive information).

Ping   Opens a dialog through which you can 'ping' other sites in order to see whether you can get a response from them.

Traceroute   Opens a dialog through which you can find out about the route currently being taken between your computer and a given Internet address.

Call costs   Opens up a dialog through which you can configure and view

If you have other applications that you would like to call up from within Turnpike, you can add a tenth button to the toolbar. You could also reassign some of the existing buttons, since many of them are duplicated by choices in the **Functions** menu. Click here if you would like information on this.
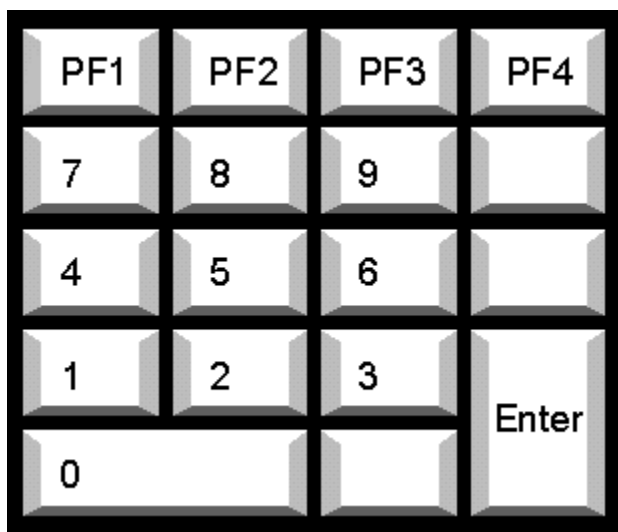
Traceroute

Turnpike includes a Traceroute option, which provides information about the route currently being taken between your machine and another Internet address.

To use this option:

Click the **Traceroute** button on the toolbar
Enter the appropriate domain name in the dialog that's displayed
Then click the **Start** button.

Turnpike then works out from a series of sample messages the sequence of machines through which messages sent from you to the specified host will pass. The report it produces lists both the address of each machine and the different times taken by the sample messages for each stage of the journey (except where they've met with no reply).

It also reports whether the host at the destination was on-line (shown as **!E**) or off-line (shown as **!H**).

As a rule, you should only use Traceroute under direction from your Access provider or some other expert in the workings of the Internet who can interpret the information it produces. It shouldn't be used for idle investigation as it makes intensive use of Internet resources which ought to be being used to transfer real messages across the Internet.

Troubleshooting

The main areas in which you may have problems while using Turnpike Connect are with:

Making a connection to your Access provider

Keeping that connection

The speed at which news is collected

Errors (*overruns*) reported on the status line

'Software' errors

Bind error, address in use

Sharing buffer overflow

'Winsock' errors - in particular 'No buffer space'

For advice on any of these, simply click on the appropriate entry above.

For advice on the steps needed to carry out a particular action, either return to the 'Contents' page of this Help file and follow links from there or use the Help file 'Search' facility to look for advice under appropriate keyword headings.
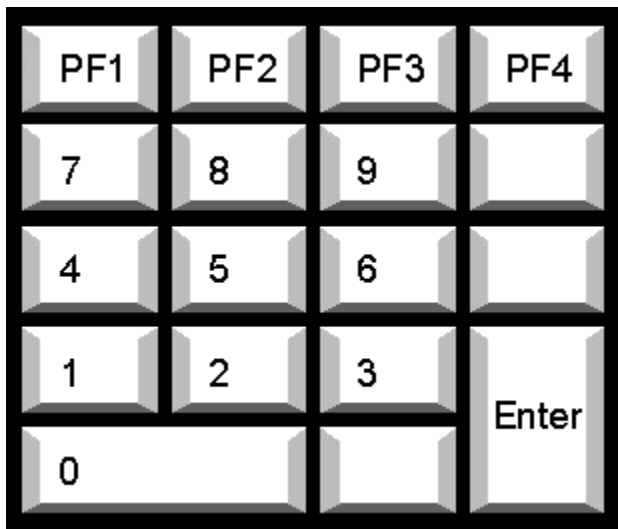
Turnpike & Windows 95

If you have Windows 95 installed on your PC, you will be able to access the Internet using either the NTS Winsock supplied with Turnpike v3 or the one provided as part of the Windows 95 Dial-Up Networking (DUN) software. Either of these Winsocks can be used not just with Turnpike but also with any Internet applications that you wish to run alongside Turnpike - whether 16bit or 32bit.

In general, it is easiest and most convenient to use the NTS Winsock provided with Turnpike, because this allows you to run the Turnpike Connect program and go on-line in one smooth action. Setting up the Windows 95 DUN and using it to dial up your Access provider involves:

1. Installing your modem
2. Installing the DUN software
3. Installing the TCP/IP software
4. Installing the Dial-Up Adapter
5. Setting up a Connection icon
6. Dialling Up
7. Using a Dial-up script

If you need additional help, there is a version of these pages incorporating pictures of the various dialogs available on the WWW at **http://www.turnpike.com/win95bk/**

PF1	PF2	PF3	PF4
7	8	9	
4	5	6	
1	2	3	Enter
0			

If you need to use the Windows 95 Winsock but you have already installed Turnpike's own Winsock, don't worry - just use the **Configure: Winsock Used** option in the Turnpike Connect program to select the DUN Winsock instead.

Windows 95 Set-Up disks are needed for some of the steps above.

If you are happy to use the NTS Winsock supplied with Turnpike, you can ignore these steps.

Turnpike tips

This is a sequence of useful (we hope) tips about using Turnpike in general and the Connect program in particular, which can be displayed automatically whenever you load Connect. It can also be displayed by switching the **Show Turnpike Tip** option in the Help menu from unticked to ticked.

UTC stands for Universal Co-ordinated Time. For all intents and purposes it is the same as GMT (Greenwich Mean Time).

Unregistered Evaluation Version dialog

This dialog automatically appears whenever an Evaluation copy of Turnpike is run to advise when this time-limited copy of Turnpike will 'expire'. Separate dates are given for the main Turnpike program and the Connect program because the main Turnpike program continues to run for a few more days to give someone who doesn't wish to continue using Turnpike the opportunity to export any mail they've sent or received using Turnpike in a format that can be read by other Mail readers.

The box at the bottom of the dialog is to tick when you have ordered a full copy of Turnpike.

If the full copy hasn't arrived by the time this Evaluation version has expired, ring Technical Support on 0181-371 1010* and ask for a 'Key' with which to extend the life of the Evaluation version.

* Calls to this number may be monitored for training purposes. This information may be used for marketing purposes.

Updating Access provider information

The information used to contact your Access provider is taken partly from the 'script' (.ACC file) for this Access provider and partly from the answers given to the sequence of questions Turnpike asked about your account with this provider.

If you change anything about the account you have - for example, you decide to take out mail forwarding - then the easiest way to record these changes is by working afresh through the sequence of questions about your Access provider. To do this, either take the **Service Access** option from the Configure menu and click the **New** button, or click the **New** button alongside the **Access provider** slot in the Dial Settings dialog (assuming you have the appropriate permission to carry out these actions). Then when the **Internet Access Provider dialog** appears, check that the correct Access provider is selected in the **Select access provider** slot then click **OK** to work through the sequence of questions afresh.

But if things change at the Access provider end of the connection - for example, they change the address of their mail gateway or the IP address of a DNS server, or they either introduce new PoPs or change the phone numbers of existing ones - these changes need to be recorded in the Access provider's script file.

The best way of doing this is by picking up a copy of the appropriate updated script by FTP from the **//ftp.demon.co.uk/pub/mirrors/turnpike/scripts/** directory. (Precisely what you need to do will be explained in the **Readme** file included in this directory.)

In the meantime, however, it is possible make these changes by hand by editing the .ACC file. (This is a simple text file.) You then need to 'register' the fact that the file has changed by carrying out the 'Select Access provider' procedure described above for recording changes in your account.

Updating the list of newsgroups

New newsgroups appear and old newsgroups disappear almost daily so whenever Turnpike picks up articles it also picks up a list of amendments to make to the list of newsgroups it offers. Alternatively, if you have Connect Admin permission, you can ask Turnpike to pick up a complete new list by selecting the **Update** option in the Configure Usenet News dialog. This is particularly useful if you change the News server you use (eg. because you change Access provider) because not all News servers carry the same range of newsgroups.

User-definable buttons

The toolbar in the Connect program can have up to 10 buttons. Button 1 (counting from the left-hand end of the toolbar) is always the Connect/Disconnect button, but the others can be set to call up 'Internal' features of Turnpike (such as Ping, Finger, Call Costs and the main Mail/News program) and 'External' applications such as an FTP program or a Web browser. (Unassigned buttons aren't shown.)

To set a button to call a particular application, select **Toolbar buttons** from the Configure menu in Connect. This displays a 'Toolbar Configuration' dialog with separate 'pages' for each of the buttons (numbered 1 ... 10). Simply select the page for the appropriate settable button, then:

> If you want the button to select an internal feature like Ping, select **Internal command** and pick the one you want.

> If you want it to run an external application, select **External command** then use the **Browse** button to pick out the .EXE file of the program you want it to run. Then make any changes you want to the **Button text** and the **Prompt text**. (NB: The Button text shouldn't be more than about 10 characters)

> If you don't want the button to call up any program, select **Internal command** and pick **'Unassigned'** from the associated drop-down list.)

When you've made all the assignments you want, click **OK**.
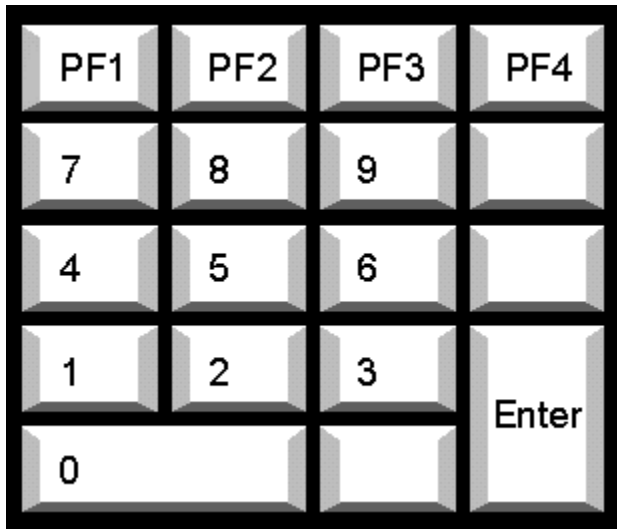
The dialog also includes a **Default all** button which restores all the buttons to the definitions they were shipped with.

If you have used all 10 buttons and still want to add further external programs, you could use buttons currently assigned to any internal commands that you don't often use, since these commands can always be accessed from the **Function** menu when needed.

Using Turnpike Help

Help on Turnpike Connect can be called up in several ways:

By selecting the **Help** option on the menu bar
By clicking on a **Help** button: this calls up general information about the current display.
By pressing the **F1** key.
By pressing **Shift F1** and then clicking on the part of the screen you want information on.

To see further information:

If you want further information about something that is underlined on the current Help page, either:

Click on the underlined item, *or*
Press the Tab key until the required item is highlighted and then press Enter.

To see information about any other aspect of Turnpike Connect, either click on the Contents button at the top of this window and then click on the required entry in the Contents - or click on the Search button to search for Help on a particular topic. If you are using Win95, you will also have a Find button that will enable you to search the entire Help file.

To return to information you called up earlier:

To go back to the last page of information you were looking at, click on the Back button at the top of this window.

To go back to an earlier screen, select the History option offered at the top of the screen (in the Options menu in Windows 95) and then double-click on the required screen in the list that is displayed.

For a complete description of these features, either press F1 or select 'How to Use Help' from the Help menu in this window.
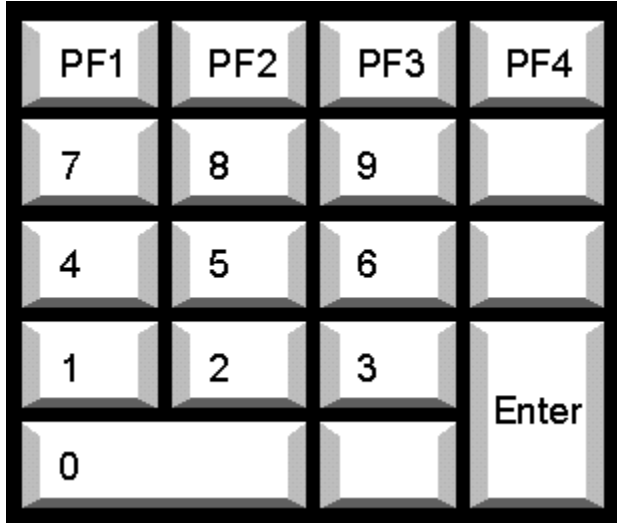

This Help display can be moved, re-sized, closed etc. in the same way as any other window.

Viewing a Telnet session

The screen normally shows the current terminal screen contents, as modified by the latest commands and responses to be given.

The screen needs to show this 'Terminal screen' while commands are being given or responses received, but in quiet periods, it is possible to switch to a 'Session review' mode in which you can look back over a log of the entire session.

Pressing F9 switches between the Terminal Screen and the Session Screen.
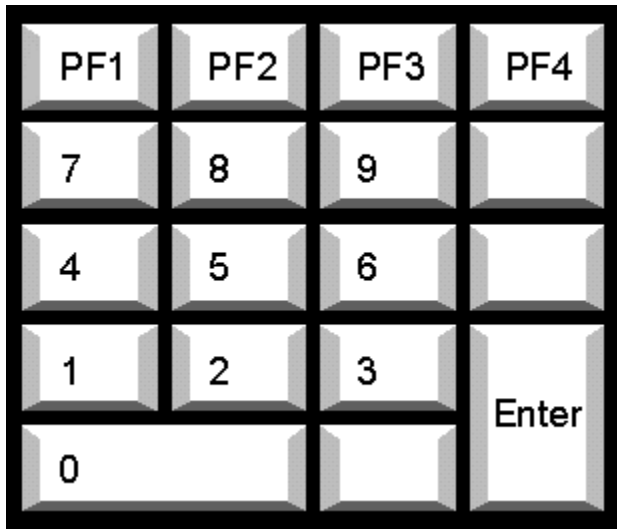
When your PC is emulating a Network Virtual Terminal (NVT), there is no separate Session view as the Terminal screen itself provides a log of the entire session which you can scroll back over during quiet periods.

World Wide Web

The World Wide Web - or 'WWW' or 'the Web' as it's more commonly known - is an exciting and powerful way of calling up information over the Internet.

What you call up over the Web are pages of information, typically laid out like the pages of a magazine with lots of pictures and other graphics. (The system allows different text styles and graphics to be used so it's pretty much *de rigeur* for anyone setting up 'Web pages' to use these to make their pages as attractive as possible.)

There are pages to be called up on a vast range of topics - from world events to obscure musical instruments, alongside weather reports, stock market reports, restaurant reports, product information, news pages and articles from magazines etc. etc. - whatever people or organisations have chosen to publish in this way.

However, the important feature of these pages isn't their layout but the links they contain to other pages of information, which you can call up simply by selecting the appropriate link - in much the same way as you can call up further information from a Help file by clicking on the appropriate link in the page that's currently displayed. (These links are usually underlined words or phrases, but pictures can also be links.) But whereas the links in a Help file just call up a different part of the same file, the links on Web pages use a system known as 'hypertext' to call up completely separate files which - through the magic of the Internet - may be held on opposite sides of the world.

The information available through the Web is called up by using a program known as a Web browser (so called because the process of searching the Web is described as 'browsing'). The browser provided for use with Turnpike is Microsoft Internet Explorer.

When you want to get information from the Web:

    Connect to your Access provider.
    Then click the **WWW** button on the toolbar to start Microsoft Internet Explorer.

To start with, you will see whichever Web page is currently set as its 'starting page'. From there, there are two main ways of getting to the information you want.

The first is simply to use the links on the page that's currently displayed to call up other pages and so on until you find the information you want. This is the primary way of calling up Web pages.

The other way is by entering the page's 'URL' in the 'Address' slot at the top of the display. (URL stands for Uniform Resource Locator and it's the page's address on the Web. All URLs start **http://**....) Note: If there isn't an Address slot at the top of the screen, call up the View menu and select **Address Bar**.

Once you've got the page you want on your screen, you can then either simply read the information or you may be able to print off a copy to keep.

For further information about using Micosoft Internet Explorer, press F1 within the Internet Explorer to call up its own Help information. This information is offered separately from this Help file.

Microsoft Internet Explorer also offers News and Email facilities, which you are perfectly free to use but which are entirely separate from the main Turnpike News and Mail.

Which modem to pick

The **Universal** modem set-up will work well for most types of modem. If you need to use a specific modem set-up, start by looking carefully at your modem and/or its manual to find both the name of its manufacturer and its full model name - or at least the name of a modem it is said to be compatible with. Then scan the part of the list below the 'Generic' entries for this make and model.

Turnpike supports many modems, but it's always possible your modem is not included as new models come out all the time

If your modem is not in the list, start by looking for a modem with a very similar name to yours. If there is none that is close enough which works, do try the **Universal** set-up, as this is designed to drive many different types of modem. If that doesn't work for you, next try one of the generic modem entries though please note that you may not then be running your modem as fast or as reliably as possible.

There are several families of generic modem driver files, and you need to select the right family. If the hints below, or reading the modem manual don't help then just try them... start with Rockwell, then Practical Peripherals, then Microcom and lastly US Robotics.

> Select a **Generic Rockwell** entry for modems that use &K commands to select flow control and \N to select auto-reliable error control mode. Merely having a Rockwell chip is not a reason for using a Rockwell driver file.

> Select a **Generic Practical Peripherals** entry if your modem uses &K commands to select flow control and &Q to select auto-reliable error control mode.

> Select a **Generic Microcom** entry if your modem uses \Q commands to select flow control and \N3 to select auto-reliable error control mode....BUT look in your modem manual for a "UK compliance information" section: if it says the modem is supplied by the GVC Corporation, then select **Generic GVC** instead. In this case it will be using \N6 to select auto-reliable error control mode.

> Select a **Generic US Robotics** entry if your modem uses &H and &R commands to select flow control and uses &K to select auto-reliable error control mode.

If none of the options above appear to be suitable then try the general AT&F or ATZ entries. The former assumes that the manufacturer has set up the modem sensibly, the latter that you have managed to do so, and got it roughly right!

*However, in the long term, please write to **modems@turnpike.com** for help. Something may be known about it anyway: if not, we may ask to borrow the modem manual for a few days so that we can advise you better - and so that we can add the modem to the Turnpike list for the benefit of other users of the same modem.*

If you need further help, <u>click here</u> for details of the number to ring.

Windows 95: Using a Dial-up script

Typing the different pieces of information your Access provider requires every time you connect can be tedious. A better solution is to set up a 'script' that will provide this information for you.

Windows 95 doesn't normally include a scripting tool. To get this facility, you need to add either the Dial-Up Scripting Tool from the Windows 95 CDROM, or the Internet Jumpstart Kit provided as part of Microsoft Plus, or the DialUp Networking upgrade for ISDN - or one of the third-party scripting programs that are available.

If you don't have any scripting software at the moment, you can download a copy of the basic Microsoft scripting tool software from **ftp://ftp.demon.co.uk/pub/mirrors/turnpike/win95/dscript.exe**

Stored alongside this software is a file called **demon.scp** which provides the basis for a suitable script for Demon customers. This script may also be adaptable for use with other Access providers as similar procedures are used by most Access providers.

We suggest you create a Win95 directory within your main Turnpike directory, <u>dial up without a script</u>, and use Turnpike's FTP program to copy these files to your Turnpike\Win95 directory. Then install the scripting tool and the script as described below.

To install the scripting tool

The first step is to extract the various component files that go to make up the Dial-Up Scripting Tool.

dscript.exe is a self-extracting .exe file, so just double click the file to run it.

Next go to the Start menu and select Settings, Control Panel. Double-click on the **Add/Remove Programs** icon, then when the dialog appears, click on the **Windows Setup** tab, then click the **Have disk** button.

When the 'Install from disk' dialog appears, click the **Browse** button and select the **rnaplus.inf** file from your Turnpike\Win95 directory - then click **OK**. You will then see a panel containing the single entry **Slip and Scripting for Dial-Up Networking**. Tick the box beside this entry, then clickInstall.

When you return to the Add/Remove Programs dialog, click **OK**.

To install the supplied script

Open the **Dial-Up Scripting Tool** now shown in the Start | Programs | Accessories menu.

When the Dial-Up Scripting Tool dialog appears, check that the appropriate connection is selected, then use the **Browse** button to pick out the **demon.scp** file from your Turnpike\Win95 directory.

*(If you want to see what is in this script or you expect to need to change it, click the **Edit** button when you return to the Dial-Up Scripting Tool dialog.)*

Back in the Dial-Up Scripting Tool dialog, check that the option to **Start terminal screen minimized** *isn't* ticked, then click the **Properties** button underneath the list of connections. When the Connection Properties dialog appears, click the **Configure** button below the modem details, click the **Options** tab of the Modem Properties dialog and ensure that neither **Bringup terminal window** option is ticked.

When you've done this, click **OK** back to the Windows Desktop - pausing only to accept the offer to save the changes you've made to the connection if this is offered.

When you are ready to dial

Double-click the appropriate connection icon in your DialUp Networking folder as when <u>dialling up without a script</u>.

However, this time when the dialog appears, check that your username and password are entered in the slots provided before clicking the **Connect** button. (Note: These details may be filled in for you as your username is automatically saved while there's a special option to save your password.)

You should then go straight through to the 'Connected' dialog without any further intervention from you - at which point (if not earlier) you should run the Connect program and allow this to continue.

(For other information about using the Windows 95 DUN to dial up, <u>click here</u>.)

Using the Windows 95 DUN to dial up

Note: *Dialling up can be automated by using a 'script' containing the information needed for logging in. However, this requires extra software as Windows 95 itself doesn't include dialling scripts. If you have suitable scripting software (or you would like to know how to acquire this), see 'Using a Dial-up script'. Otherwise, dial up as described here.*

Dialling up without a script

Preparation

If you will be dialling up without a script, you first need to arrange that a terminal window will be displayed after dialling for you to enter the different pieces of information that your Access provider requires.

To do this, select the appropriate Connection icon in your Dial-Up Networking folder, take the **Properties** option from the File menu, then click the **Configure** button under the modem in the Connection details that are displayed (This displays the basic details of the connection.).

When the dialog appears, click the **Options** tab and tick the option to **Bring up terminal window after dialing**.

Then click **OK** back to the Dial-Up Networking folder.

When you are ready to dial

Double click the appropriate Connection icon in your Dial-Up Networking folder in order to dial in.

You will then see a 'Connect To' dialog.

Leave the slots for your username and password blank, and simply click the **Connect** button.

After dialling, a terminal window will be displayed - probably containing brief details of the connection that has been made, followed by one or more requests for information.

The likely sequence is login name (ie. user or 'nodename'), password, then protocol (normally PPP).

To each such request, type the appropriate details and press RETURN. After the last item, click **Continue** (or press F7).

Note: If you are in the process of signing up for a Trial account with Demon, you need to give **olr** as both your login name and your password. On subsequent occasions, however, you will need to give the host name and the password you chose for your Demon account. (Remember to make a note of these!) Note too that you may see a message later advising you that your Services file isn't any good, but in this case (but only this case), you can ignore this message.

When you are connected, you will see a 'Connected to' dialog showing your Access provider.

Run the Turnpike Connect program. When the 'third-party Winsock' message appears click on **Connect now** to send and receive email and news.

The next step is to use a Dial-up script.

For other information about using the Windows 95 DUN to dial up, click here.

Installing the Windows 95 DUN software

This is done from the Control Panel which is called up from the **Settings** option of the Start menu.

Double-click on the **Add/Remove programs** icon in the Control Panel.

Click the **Windows Setup** tab, select the **Communications** option and click the **Details** button.

Tick **Dial-Up Networking**, and click **OK** - then click **OK** again to leave the Add/Remove programs dialog.

*(If Dial-Up Networking is already ticked, just click **OK** back to the Control Panel, then go on to 'Install the TCP/IP software'.)*

Follow the instructions that appear on the screen to install the DUN software.

When the 'Network' dialog is displayed, you will see slots for Computer name and Workgroup. These settings are primarily for computers on local area networks. If your computer is not networked to others, just invent a name for your computer and "workgroup". You can fill in a Computer description if you wish.

Then restart your computer when you are prompted to do this.

The next step is to install the TCP/IP software.

For other information about using the Windows 95 DUN to dial up, click here.

Windows 95: Installing the Dial-Up Adapter

If the list of Network components is not already displayed, double-click **Network** in the Control Panel to call it up.

If Dial-Up Adapter is already listed, ensure that **Windows Logon** is selected as the **Primary Network Logon**, then set the properties of the Dial-Up Adapter as described below.

If **Dial-Up Adapter** isn't listed, click the **Add** button and select **Adapter** from the list of Network Component Types.

Click **Add** again and select **Microsoft Dial-Up Adapter** from the list of Network adapters.

When you return to the main list, ensure '**Windows Logon**' is selected as the **Primary Network Logon** - then set the properties of the Dial-Up Adapter as described below.

Dial-Up Adapter properties

To set these, select **Dial-Up Adapter** in the list of Network components (see above) and click the **Properties** button.

Driver Type   Leave this alone.
Bindings   Ensure that TCP/IP is ticked - and that the other protocols are cleared.
Advanced   Leave these settings alone too.

*When all set, click **OK/Close** until you get back to the Control Panel. You now need to <u>set up an icon for the connection</u> you wish to make.*

For other information about using the Windows 95 DUN to dial up, <u>click here</u>.

Windows 95: Installing the TCP/IP software

(This is also done from the Control Panel - called up from the **Settings** option of the Start menu.)

Double-click on the **Networ**k icon in the Control Panel to display a list of the installed Network components.

If TCP/IP isn't listed, click **Add** and select **Protocols** from the list that is displayed.

(If TCP/IP is listed, simply select it - then set its properties as described below.)

Click **Add** again and select **Microsoft TCP/IP** from the following list of Network Protocols.

Click **OK**, then set the TCP/IP properties as described below.

TCP/IP Properties

To set these, select **TCP/IP** in the Network Configuration list (as described above) and click the **Properties** button.

IP Address page of dialog

Take the 'Obtain automatically' option - unless specifically told otherwise by your Access provider. *Note:* If you are in the process of signing up for a Trial account with Demon Internet, you **must** select the 'Obtain automatically' option.

WINS configuration page of dialog

Take the 'Disable' option - unless you are on a local network where WINS is used.

Gateway page of dialog

Set this if your Access provider or Network manager tells you the number to use, but otherwise leave it blank. This gateway doesn't have any real meaning on a dial-up connection.

Bindings page of dialog

The default is for TCP/IP to be bound to Client for Microsoft Networks. Leave it like this, though it does no harm if it isn't bound.

Advanced page of dialog

You don't need to alter this.

DNS configuration page of dialog

Demon customers. If your full Domain name is **someplace.demon.co.uk**, enter **someplace** as the Host and **demon.co.uk** as the Domain. (If you are about to sign up for a Trial account with Demon Internet, you need to fill in **olr** as the Host). The DNS numbers for Demon are **158.152.1.58** and **158.152.1.43.**

Other customers. Generally you should enter your username as the Host and your service provider as the Domain. (e.g. **freddie@whizz.net** would enter **freddie** as the Host and **whizz.net** as the Domain. The numbers to use for the DNS addresses can be obtained from your ISP, or you can run the Turnpike Connect program and look at the **Service access** option in the Configure menu.

*When you have finished making these settings, click **OK** back to the Network dialog. The next step is to install the Dial-Up Adapter.*

For other information about using the Windows 95 DUN to dial up, click here.

Windows 95: Installing your modem

To install and configure your modem, call up the Control Panel (from the **Settings** option of the Start menu) and double-click on the **Modems** icon.

With no modem yet installed on your PC, you should see an **'Install New Modem'** dialog.

*(If a modem is installed, you will see instead a list of modems. If your modem is listed, go on to set its properties as described below. If not, click the **Add** button to display this **'Install New Modem'** dialog.)*

Opt for Windows to detect the modem (by ensuring that the tick box by the 'Don't detect' option is cleared), then click **Next**.

Windows then tries to identify your modem.

If your modem is correctly identified, simply click the **Next** button.

If it isn't correctly identified, click the **Change** button and select the modem's manufacturer and model from the the list displayed.

(If your modem isn't listed, either take the 'Have disk' option if a disk was supplied with the modem or select the 'Standard' modem of the appropriate baud rate - from the top of the Manufacturers list.)

When you are ready to continue, click the **Next** button and, if necessary, set the port to which the modem is attached.

If you are installing a modem for the first time, you will then be asked for details of your location and your phone system.

In the final dialog, you are offered a **Finish** button. When you click this, you will be put into the Modem Properties dialog from where you can set the properties of your modem.

Setting Modem Properties

Check your modem is selected in the Modem Properties dialog, then click the **Properties** button and set its properties as follows.

General properties (Displayed first)

The speaker volume is up to you but the speed to set depends on the modem and the type of UART in the COM port - and also on how fast your PC is able to respond. Ideally, the speed set here should be 4 times the modem speed eg. 57600 for a 14.4k modem or 115200 for a 28.8k modem. But data can only be transmitted at these speeds if the COM port uses a 16550 UART (and then only if the PC itself can cope at these speeds). If it uses a 16450 UART, the highest speed to set is 38400, while if it uses an 8250 UART, the limit becomes 19200.

Note: If you don't know what type of UART is used, you can find out by returning to the Modem Properties dialog, switching to the Diagnostics display, selecting the appropriate port and clicking the **More info** button.

Connection properties (Displayed by clicking on the Connection tab)

Connection preferences: The default settings of **Data bits 8**, **Parity None**, **Stop bits 1** are the ones you are likely to need here.

Call preferences: This 'Wait for dial tone' option should be selected unless your modem isn't able to detect the appropriate dial tone.

Now click the **Advanced** button to show the 'Advanced Connection Settings' dialog.

Error control: is automatically selected where it is supported by your modem.

Flow control: Select **Hardware** flow control.

Modulation type: The 'Standard' setting should be fine.

Extra settings: Slot for additional modem initialisation commands. These may be needed if Windows 95 didn't recognise your modem.

*When you have finished setting your modem's properties, click **OK/Close** until you are back to the Control Panel. The next step is to <u>install the Windows 95 Dial-Up Networking (DUN) software</u>.*

For other information about using the Windows 95 DUN to dial up, <u>click here</u>.

Windows 95 DUN: Setting up a Connection icon

Select 'My computer' and open the Dial-Up Networking folder.

Assuming this is the first time you have gone into this folder, you will see a Welcome screen followed by a 'Make New Connection' dialog.

*(If you have another connection set up, open the Dial-Up Networking folder and click on the **Make New Connection** icon.)*

Enter a name for the connection (such as Demon Internet), and select the modem you intend to use (if you have a choice).

Click **Next**.

In the next dialog, enter the details needed to phone your Access provider (0845 353 5666 if you are about to sign up for a Demon Trial account).

Be sure to set the correct country.

Click **Next**, then click **Finish** in the next display.

You are then returned to the Dial-Up Networking folder.

Back in the Dial-Up Networking folder, select the new icon you have just made, then take **Properties** from the File menu. This will display the details you have set up.

Click the **Server Type** button and set the required details in the dialog that's displayed.

Advanced options: Clear these options unless specifically needed.

Allowed network protocols: Ensure that TCP/IP is ticked and that all other protocols are cleared.

Then click the **TCP/IP Settings** button, and set your Access Provider's DNS addresses in the following TCP/IP Settings dialog.

IP address: Select **Server assigned IP address** unless specifically told otherwise by your Access provider.

Name server details: The numbers needed here are the ones you entered when setting the TCP/IP properties

*When you have finished setting these Server details, click **OK** until you get back to the DUN folder. The next step is to dial up.*

For other information about using the Windows 95 DUN to dial up, click here.

Window menu

Cascade
Tile
Arrange icons

Terminal screen (Telnet only)
Session review (Telnet only)

List(s) of windows

Window menu: Arrange icons

Arranges the icons used for any minimised Turnpike windows neatly along the bottom of the display.

Window menu: Cascade

Arranges the open Turnpike windows in a cascade one on top of the other, starting from the top left-hand corner of the main Turnpike screen area.

See also: Tile

Window menu: List(s) of windows

Lets you select and display the different Turnpike windows currently either open on the screen or shown minimised.

Window menu: Session review (Telnet only)

Switches into the 'Session view' of a Telnet session in which you can scroll through the different commands and responses that have been given throughout the session.
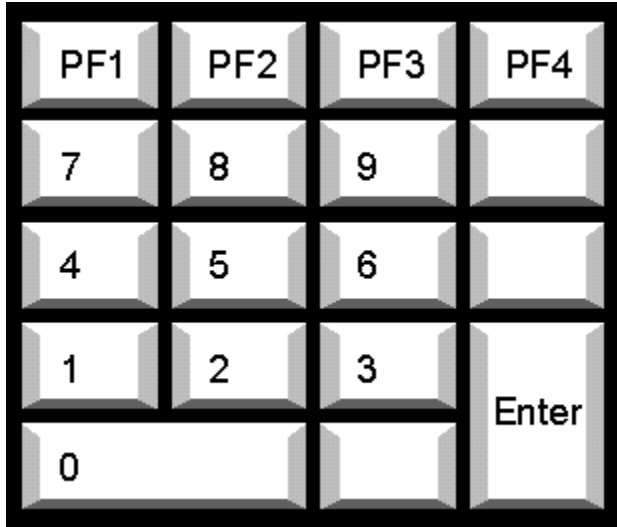
This option should only be selected in 'quiet' periods when you aren't expecting data from the remote computer. The display needs to be switched back into the standard 'Terminal screen' view when such information arrives.

Quick keystroke: F9

See also: Terminal screen

Window menu: Terminal screen (Telnet only)

Switches back to the standard Terminal display within a Telnet session.

Quick keystroke: F9

See also: Session review

Window menu: Tile

Displays the open Turnpike windows side by side within the area of the Turnpike screen.

See also: Cascade

Windows error

Consult your Windows documentation.

You must select a winsock in order to use a modem.

Winsock error - no buffer space

Under some circumstances, the Winsock will report that it has run out of buffer space.

This doesn't cause you to lose any email or news, but it is obviously inconvenient. So if you find this happens, we recommend editing the NTS.INI file to be found in \windows and changing the **SendLimit=** setting in the [WINSOCK] section to 2048 (it is usually 8192). This will limit resource usage and so avoid the problem.

Winsocks

The Winsock you use is the ultimate interface through which Turnpike and Internet applications you run alongside Turnpike send and receive information across the Internet.

Turnpike is supplied with both a 16bit Winsock (for use on Windows 3.x systems and with 16bit applications) and a 32bit Winsock for use with 32bit applications under Windows 95 - both from Network TeleSystems (NTS). The 16bit Winsock is provided as a Winsock.dll file; the 32bit Winsock as a Wsock32.dll file.

In general these are the Winsocks you are recommended to use because they allow you to run the Turnpike Connect program and go on-line in one smooth action. (The exception is where you are running Turnpike under Windows NT.)

But you may well have Winsocks from other software already on your system - for example, the ones provided as part of the Windows 95 DUN software - which you may prefer to use instead of the NTS ones, for example because they offer features that you particularly want to use, though note that you may then have to use separate software to dial up your Access provider. You should also make a note to click the **Help** button when you see a message telling you that you are 'Using a third-party WINSOCK' - for instructions on what to do.

You get to pick the Winsock you use when you install, but you don't have to stay with the one you pick then. If you want to change to a different Winsock, just pick the one you want to use through the Select Winsock dialog.

Workgroups

This topic applies only to multi-user systems

A workgroup is a group of users on a multi-user system any one of which can reply to, file etc. mail that arrives for this workgroup. They are particularly useful within a company where you might set up workgroups to handle such things as Sales enquiries or Customer Support enquiries.

When a piece of mail arrives for a workgroup, it appears in the In-tray of every member of the group but the moment any member reads it, it then becomes theirs to deal with and disappears from other members' In-trays.

Workgroups are set up from the main Turnpike program, so for further information either call up the on-screen Help within that program and search for information on **Workgroups** or read the section on *Organising users into workgroups* in the Set-Up book.