'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 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. If you are in any doubt about any of these items, you should contact your Access provider.

Upper part of the dialog: 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.)

Lower part of the dialog: 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.

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 mail is only deleted from your POP mailbox when you delete or file your local copy.

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 sent whenever you go on-line. (Clear this box if you want mail to be collected only when you prompt for this.)

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: The 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 one of the status lines shown at the bottom of the screen when you are connected to your Access provider is used to show the speed at which information is being collected (in characters per second) and whether any 'errors' are occurring in this data transmission.

Each error represents a character lost through your PC not being 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, not just the character that was lost has to be re-sent but the whole of the packet in which it appears (some 500 characters). Moreover, the packet can't necessarily be re-sent immediately, with the result that 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 is set in the **Speed** section of the <u>Dial Settings dialog</u>. 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 piece of 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 that is specially 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 you don't have to type it in upper 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.

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 <u>keyboard layout</u>.

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.

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 <u>Dial Settings dialog</u> 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.

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 .

Calling up information by Telnet

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

Having first underlined 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.

Note: 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 one of these sites again, 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.

Changing PoP (Point of Presence)

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

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 <u>FTP</u> (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: (i) 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>.
(ii) 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.

Click here for further information about the Dial Settings dialog

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.

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 the news is being transferred, you will see messages in a status bar at the bottom of the screen recording how many items are expected, how many have been collected, and how many have been filed. This status bar is associated with a window in which 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)*.

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 14000 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 disconnect from your Access provider (by clicking 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

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 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: 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: 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 Connect Admin permission).

For further information, either click here 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 <u>Connect Admin permission</u>).

For further information, see <u>User-definable buttons</u>.

Configure menu: Winsock used

Lets you select which Winsock you wish to use out of the ones avaiable 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

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 Turnpike Connect program are:
* <u>The details of the actual connection itself</u> - such as which access provider you use, which number you use to dial them up, the type of modem you have etc. 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 shared 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.*

Configuring your system

Connecting to your Access provider

Note: The following describes the process of 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 to connect to your Access provider is load the Connect program, check that the correct Access provider is selected in the 'Connection' slot of the **Connect to Internet** dialog that is automatically displayed, 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 proceeds first to initialise your modem, then assuming that's successful, it tries to dial up your Access provider. The progress of the attempt to connect is shown through a sequence of messages in the main 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 up to a time when the number is less busy.)

When contact has been established with your Access provider, you will probably see some messages from your Access provider (possibly including 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. **Note:** There's no need to wait for all the news to be filed before you disconnect, but DON'T leave Turnpike Connect before this part of the operation has been completed.

Turnpike Connect Help covers:

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
Expiring News
Leaving Turnpike
Troubleshooting

and using the different on-line services the Internet offers:
WWW
Telnet
FTP
Finger
Ping
Traceroute
Other Information services that the Internet provides

Simply click on the area you want further information on.

Note: If you simply want to find out which version of Turnpike you are using, take the 'About Turnpike' option from the Help menu. You will then see a dialog giving brief details about the version of the software you are using.

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.

Defining function keys (in Telnet)

You can, if you wish, set up the function keys on your PC to issue commands that you find that you often give when telnetting to some of the sites you use.

Some of the function keys are pre-set to issue some of the more common commands you require. 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 automatically displayed while Turnpike is being installed, and by clicking the **Dialling** button within the main Connect dialog (assuming you have Dialling Admin permission).

Its job is to record the details of how the connection to your Access provider is to be made. When all the details have been set, click on **Save**.

Nickname: Slot for the name by which you will pick out this set of dial settings on the main Connection dialog - set by default to 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 serial 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).

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.

*Note: Don't worry if you're not sure what you need to set for any aspect of the connection. If you get something wrong, you can readily come back to this dialog and make the necessary changes - simply by taking the **Dialling** option included in the main Connect dialog.*

Dial Settings error

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

Click here *for information about the Dial Settings dialog.*

Disabling the Sign-on dialog

If you don't need password protection against someone else reading your mail messages, you might like to make running Turnpike really simple for you by disabling <u>the Sign-on dialog</u>.

You are not, however, recommended to disable this dialog if other people use your machine to call up Turnpike because, if you think about it, everyone who loads the program after you, will be signed on as you, see your files etc. etc. until such time as the sign-on dialog is re-enabled.

To disable the sign-on dialog, you need to call up the 'Edit sign-on details' dialog from within <u>the main Turnpike program</u> - 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.)

Simply select the option to '**Disable the sign on dialog**'. Any password that has been set will be automatically cleared.

Note: If you later decide to set a password, the sign-on dialog will automatically be restored.

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.

Domain Name Servers (DNS)

Domain Name Servers convert the <u>domain names</u> used to specify where a message needs to be sent into the <u>IP addresses</u> that are actually used to direct messages etc. across the Internet. They are identified in the <u>Access Provider dialog</u> by quoting the <u>IP addresses</u> 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\v........** You should have three (and only three) of these lines as follows:

> **device=c:\turnpike\vntstimd.exe**
> **device=c:\turnpike\vtcprac.386**
> **device=c:\turnpike\vntspsd.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\v........** You should have three (and only three) of these lines as follows:

> **device=c:\turnpike\vntstimd.vxd**
> **device=c:\turnpike\vtcprac.386**
> **device=c:\turnpike\vntspsd.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 it can't include spaces or commas. It also needs to be different from the other email names used on your system.

Each user usually starts with just their sign-on name as their email name, but in practice, it is often useful for each user to have a range of email names. For a start, it increases the chances of someone sending a message specifying a name that the system will recognise as meaning 'for you'.

In Turnpike, you can also use additional email names to make it easy to sort your mail into different categories by arranging that you use one email name when corresponding with friends, another for business colleagues, another for sales enquiries ... and so on. (How this is organised is explained in the Turnpike Mail&News book.)

On a shared 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.

Email names 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.

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.

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 <u>Errors</u>.

Notes: (i) 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'.

(ii) 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.)

*Note: 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)*

There are, however, a number of further points to consider.

For a start, working out which file to copy from the list of possibilities is not as easy as it may sound as there are often 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.

The other thing to check up on is whether the file is compressed. You can usually tell this from its filename - and in particular, 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, 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 <u>at the remote computer</u>*. 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.

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.

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.

Note: 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...
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
* Or stop logging

After opting to log either the whole session or from this point on, 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 path errors

Vital files are missing from the directories that you've told Turnpike contain your administration, news and mail files.

The chances are that the news and mail files have just been moved to a new location which has not been correctly selected in the File Paths dialog.

Cancel out of the error message and return to the Sign-on dialog, where you need to click the **Paths** button to display the File Paths dialog and check that the correct directories are selected.

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 <u>Domain name</u> 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.

Note: Fingering a host that you've fingered before is easy because Turnpike remembers previous addresses that you have fingered. When you want to finger one of these hosts 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.

Note: This name can be changed later by taking the **Configure** option from the **File** menu in <u>the main Turnpike program</u>, 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](#)

[WWW](#)
[WS-FTP](#)

Function menu: Connect/Disconnect

Lets you connect to / disconnect from your Access provider.

Click here 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 ping 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.

Click here 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 Netscape program for you to explore the World Wide Web.

Click here 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

** Of interest only on a shared system **

'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](#)
[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: Using Help

Calls up a special Help file which describes using Windows Help systems such as this one.

Note: *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* <u>*Using Turnpike Help*</u>*.*

Host details

Information about your Internet connection is set / 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.

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').

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.

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.

Note: Setting the timeout time to 0 disables the timeout message.

If you have difficulty connecting

If you experience difficulty connecting, there will probably be either an ERROR, a NO DIAL TONE, a BUSY or a NO CARRIER message 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 modem's 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 followed by ringing and then the Access provider's equipment answering. If you don't, click on the **Dialling** button and check the settings in the <u>Dial settings dialog</u>. 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.
(*<u>Click here for further information on this.</u>*)

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**. The main feature of this dialog is 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.

Whatever you want to do - and 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.)

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 mimics the numeric keypad on a DEC keyboard which 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 <u>the main Turnpike program</u>. 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.

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).

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

Before the named file(s) can be used, they have to be rebuilt.

To rebuild the files, either the System administrator or another user with <u>Rebuild files permission</u> needs to run <u>the main Turnpike program</u>, take the **Rebuild database** option form the **File** menu and follow the instructions on the screen.

Note: Rebuilding these files may take some time.

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)

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, <u>click here</u> if you are using Windows 95 - or <u>here</u> if you use Windows 3.1 or similar.)*

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

If you are using Windows 3.x, you should have the lines:
> **device=c:\turnpike\vntstimd.exe**
> **device=c:\turnpike\vtcprac.386**
> **device=c:\turnpike\vntspsd.386**

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

Note: 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 are strongly recommended to do as suggested ie. 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.

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'.

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.

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

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

It may even be a good idea to restart Windows.

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.

Either SHARE or VSHARE was available on your machine when Turnpike was installed.

If you don't know how to re-enable it, consult your System Administrator.

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

Overwriting will give you a new file but you will lose any modifications you've made to your previous file.

The database files need to be rebuilt to incorporate the new information, 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.

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/

Note: 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 can opt not to restart Windows now (if for example you have other applications running), but you won't be able to use Turnpike again until you have restarted Windows.

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.

An error has occurred in the program.

Please email **internet@demon.net** with details of the message seen and the circumstances under which this message appeared.

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.

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.

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.

The receipt of an escape sequence (ie. an **Esc** character followed by one or more other characters) suggests that you probably using one of the DEC terminal emulations rather than the simple NVT emulation.

You can switch to this emulation now by clicking either the **VT100** or the **VT52** button as appropriate. Or you can continue using the NVT emulation if you know that what was received wasn't really an escape sequence.

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.

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**.

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.

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 <u>List Subscribe permission</u>, 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 <u>the main Turnpike program</u>'. 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

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 NEWS directory, the MAIL directory and the USER*xxx* directories (together with any special .ACC 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).

IMPORTANT: 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.

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 <u>Connect Admin permission</u>, 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 <u>expired</u>) whenever you go on-line. *For further details of the Configure Usenet News dialog, <u>click here</u>.*

Newsstands are simply collections of newsgroups that each Turnpike user sets up for themselves 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 <u>the main Turnpike program</u>.

The **nickname** provides the way of referring to a particular set of Dial Settings (as set in the <u>Dial Settings dialog</u>). 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**.

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.

Note: This option only sets the font used for display. The font used when printing is set through the <u>Print font</u> 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 a second.

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.

Note: 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.

Note: *If you don't have permission to carry out a particular action, you'll find the corresponding options greyed out.*

Phone line dropped

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.

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 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. (Note: This domain name needs to be given in full, even where you are pinging one of your Access provider's sites.)*
* *Click the* **Ping!** *button.*

Notes: (i) Pinging a computer that you've pinged before is easy because Turnpike remembers the addresses of previous sites that you have pinged. When you want to ping one of these hosts again, simply pull down the list of addresses from the Ping slot of the dialog and select the address you want.

(ii) 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 alongside any mail messages that are waiting to be sent. So for further information, see Sending / Receiving Mail.

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

Copies: Set the number of copies you want here.

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. etc.

Turnpike Connect stays running - 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.

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 "shareware" applications are available over 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.

Instructions for setting up Windows NT's RAS can be found in
ftp://ftp.demon.co.uk/pub/nt/general/nt-demon.txt

Select Access provider dialog

This dialog is displayed when you first install Turnpike and when you <u>install a new Access provider</u>.

Simply select the Access provider you want to install from the list offered in the dialog, then click the **Continue** button.

Note: *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 for example from the Demon pub/mirrors **//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.)*

*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 Winsock (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 when you first install Turnpike. It can also be displayed by taking the **Winsock used** option from the **Configure** menu (assuming you have Connect Admin permission).

The dialog is initially set by default to select the Winsock(s) supplied with Turnpike (where these have been installed), so if that's what you want to use, just click **OK**. Otherwise pick the Winsock(s) you want to use instead from the drop-down, though note that you may then have to use separate software to dial up your Access provider.

Turnpike then ensures that the Winsocks you select are named WINSOCK.DLL (16bit) and WSOCK32.DLL (32bit) while any conflicting Winsock files are suitably renamed.

Select modem dialog

This dialog is displayed when you first install Turnpike and 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.

Note: *If your modem isn't listed or if you aren't sure which modem to pick, either* <u>*click here*</u> *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. 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
Set the PC Time

Services menu: Collect News

When this option is ticked, new news articles will be downloaded from your news server when you go on-line.

The initial setting of this option depends on the setting of the **Automatic collection** option within the 'Configure Usenet News' dialog (which you can call up by taking the **News collection** option from the **Configure** menu - assuming you have Connect Admin permission).

Note: 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

Prompts Turnpike to erase from your disk those news articles which have passed their <u>expiry date</u>.

The initial setting of this option depends on the setting of the **Automatic expiry** option within the <u>'Configure Usenet News' dialog</u> (which you can call up by taking the **News collection** option from the **Configure** menu - assuming you have <u>Connect Admin permission</u>).

Note: Selecting the **Expire News** option toggles its setting between ticked and unticked.

Services menu: Receive Mail

When this option is ticked, any mail waiting at your mail gateway will be delivered when you go on-line.

The initial setting of this option depends on the setting of the **Receive automatically** option within the 'Configure Email' dialog (which you can call up by taking the **Email transfer** option from the **Configure** menu - assuming you have Connect Admin permission).

Note: 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

When this option is ticked, any mail messages or news articles waiting in an Out tray will be sent when you go on-line.

The initial setting of this option depends on the setting of the **Send automatically** option within the 'Configure Email' dialog (which you can call up by taking the **Email transfer** option from the **Configure** menu - assuming you have Connect Admin permission).

Note: 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

Sets the clock on your PC from one of the Time servers on the Internet - allowing for the Timezone you work in.

The initial setting of this option depends on the setting of the **Automatically set PC clock** option within the 'Timezone dialog (which you can display by taking the **Email transfer** option from the **Configure** menu - assuming you have Connect Admin permission).

Note: Selecting the **Set PC Time** option toggles its setting between ticked and unticked.

Setting passwords

When you <u>sign on</u>, you need to use whatever password is currently set for you - but after you have signed on, you can give yourself a different password if you like.

In addition, on a shared system, someone with suitable administrative powers can set a different password for another user - for example, to let this user back into the system after they can't remember their current password.

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.

If you don't feel you need to protect your mail through a password, give yourself a blank password. You can then also opt to <u>disable Turnpike's Sign-on dialog</u> as well.

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, 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 through 'Edit sign-on details' dialog that is used to set the user's sign-on name and password. Workgroups permissions are set through the 'Edit workgroup details' dialog that is used to specify the members of the workgroup. In each case, someone with the appropriate permission to select the actions that the user is to be able 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 has been disabled, 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 mail 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.

Note: *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 <u>Setting the Timezone</u>.*

Sign-on error

You haven't given your sign-on name or your password correctly.

Either try again or consult your System Administrator (if you have one).

Sign-on names are the names by which the different users of your system are known to Turnpike.

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, but this does not have to be so.

The person who installed Turnpike set their sign-on name the first time they ran this Connect program. 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

The first screen to be displayed is a Sign-on screen through which you give:
* Your <u>sign-on name</u>, and
* Your <u>password</u> (if any)

(This dialog is a security measure - designed to stop someone else reading your mail.)

The very first time the program is run (as part of the installation procedure), both the sign-on slot and the password slot will be empty. In the sign-on slot, you should give the name you intend to use as your <u>email name</u>. The password you give - and indeed whether you give any password - is up to you. But if you do give a password, DON'T FORGET THIS because without this password, you may be locked out of Turnpike for ever (or at least until you re-install Turnpike from scratch).

On subsequent occasions, the Sign-on slot will be automatically filled in with the last sign-on name of the last user. So if that was you, you will normally just need to give any password that's required then click '**OK**'. If you weren't the last user, either type your sign-on name over the one that's shown or choose from a list of recently used sign-on names by clicking on the arrow.

On a shared system, everyone except the very first user will have been told both the sign-on name and the password to use - though you can set a different password after you've signed-on. *(<u>Click here</u> for further information on this.)* If you are the only user of your system, you just need to give the same password that you gave when you installed Turnpike.

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 <u>click here</u> 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 <u>further dialog</u> in which the registration details of your copy of Turnpike can be checked and updated if necessary.

Note: If you don't use a password, you can if you wish <u>disable this Sign-on dialog</u> - though you are not recommended to do this if other people use your machine to call up Turnpike. (If you think about it, if you disable the sign-on dialog, everyone who loads the program after you, will be signed on as you, see your files etc. etc. until such time as the sign-on dialog is re-enabled.)

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 Registration Card 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 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 shared 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.

Note: 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 the code word that is used to encrypt mail messages so that they can't be read by simply opening the mail files.

The Site Secret is set when Turnpike is installed and you may never need to give this Site Secret. But you should 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.

If you didn't keep a record of the original Site Secret, someone with administrator permission can set a new Site Secret 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 <u>Site ID</u> and any <u>Site Key</u> that has been set.

It is displayed by clicking the **Site Key** button on the initial Sign-on dialog (or by clicking the **Site Key** button within the Configure Users dialog in <u>the main Turnpike program</u>).

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 <u>administrator permission</u> - or by someone who can demonstrate that they know the <u>Site Secret</u>. 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.

Note: 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*

If "Software Error" followed by a number appears, it means that one of Turnpike's internal consistency checks has failed.

The recommended way to think of it is as meaning "something impossible has happened" - probably triggered by a power cut, a GPF or some other program failure, usually while running the Connect program. If there was a sensible "English" explanation, this would be given.

The error will be associated with one of the database files - usually either the news database or the address book. (Special precautions are taken to minimise the risk of these problems affecting the mail database.)

The cure is shut the Connect program, then go into the main Turnpike program and rebuild the affected database (assuming you have Rebuild files permission). 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 a SCANDISK since this will ensure your file and directory structure is valid.

Note: It is possible that Turnpike will report an error before you get to the point where you can rebuild the affected database. If this happens, rename the affected file then run the main Turnpike program again. This time, the program will think that the file is missing and offer to create a new file. *Leave this message on the screen* while you switch to the file manager and rename the file back to its original name. Turnpike will then rebuild your database.

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**.*

Note: 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.

Note: If your PC is being used as a <u>Network Virtual Terminal (NVT)</u> to <u>telnet</u> 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 <u>Telnet</u>, 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 <u>NVT</u> or a simple ASCII terminal.

<u>Click here</u> 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.

Note: (i) 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.
(ii) 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.

Note: 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.

Note: 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.
Note: 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.

Note: 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 DEC keyboard layout, User defined
         In PC keyboard layout 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
\\   \

Note: 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 <u>permissions</u> that a user may be given are as follows: (Note: Many of these only affect actions that can be taken within <u>the main Turnpike program</u>)

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 <u>Configure menu</u> in the Connect program. Also allowed to <u>Configure the Toolbar</u> in the Connect program.
Dialling Admin	Allowed to alter the <u>Dial Settings dialog</u> 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 <u>Email names</u> 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 <u>mailing lists</u> as pseudo-newsgroups available to any user.
Rebuild Files	Allowed to rebuild the news database, the mail database or the address book as required.

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 Netscape Navigator 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.

If you have any additional applications that you would like to call up from within Turnpike, there's the option of adding another two buttons to the toolbar for these or of re-assigning existing buttons either to 'Internal' features such as Finger or Ping or to 'External' applications such as an alternative FTP program. 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 <u>domain name</u> 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**).

Note: *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
'Software' errors
'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.

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.

Note: 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.

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 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 either 'Internal' feature of Turnpike such as Ping, Finger and the main Mail/News program - or 'External' applications such as an FTP program or a Web browser as you wish. (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.

Or 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**. (Note: The Button text shouldn't be more than about 10 characters)

(*Or 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**.

Note: The dialog also includes a **Default all** button which restores all the buttons to the definitions they were shipped with.

Using Turnpike Help

Help on Turnpike Connect can be called up in two ways:

* 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.

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, click on the History button at the top of this window 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.

Note: 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.

Note: 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.

Note: 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. In particular, Turnpike's News works with articles downloaded to your PC, which you can read off-line at your leisure. The Internet Explorer's News will let you read any article currently available at your Access provider's news server but only while you are on-line and paying connection charges.

Which modem to pick

Turnpike supports many modems, but new models come out all the time. If your modem is not in the list, and you have a manual for it, then write to **modems@turnpike.com** for help. Something may be known about it anyway, and if not, you will probably be asked to loan the modem manual for a few days. Then, knowing more, it will be possible to advise you better, and the modem will probably be added to the Turnpike list for the benefit of all in the future.

In the meantime, start by looking for a modem with a very similar name to yours. If there is none that is close enough which works, then try using 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!

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.

Note: This option should only be selected in 'quiet' periods when you aren't expecting any data to be sent 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: <u>Session review</u>

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.

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.

Winsock/Connection errors

If you are uncertain how to proceed after a Winsock error, contact your Access provider for advice.

Note: 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**.

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 becase 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.

Simply pick the one you want to use through the Select Winsock dialog.

Workgroups

*** *Only relevant on shared systems* ***

A workgroup is a group of users on a shared 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.*