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1. Introduction

Thank you for purchasing the *WINYou* remote control products from *Ridax software development*. We hope that you will be satisfied with the products and please feel free to contact us if there are any questions. Please notice that the best time to phone is between 10.00 and 21.00 GMT. Note that we have a Bulletin Board System and a FTP site (see the cover sheet for information) where you can always download the most recent version of the OS2You products.

With the *WIN2You* remote control software from *Ridax software development* you can remote control another computer running with the operating system Windows 95 or Windows NT with a dial-up modem connection or

a network (LAN). *WIN2You* supports several communication devices and protocols like serial communication, Named Pipes, NetBIOS and TCP/IP sockets.

With the *WIN2You* product clients for both Windows (3.x/95/NT) and OS/2 are included, so you can remote control the Windows machine from another Windows or OS/2 machine. With the OS2You and PM2You products (sold separately), remote control of an OS/2 host is also possible.

The following options and products are available:

WIN2You Remote Control product is the Windows 95 and Windows NT host product.

WinTerm Windows clie*nt* is the Windows terminal client. One license of WinTerm for one machine is included in the basic WIN2You product.

Terminal/2 is the OS/2 terminal client. A license of Terminal/2 is included in the basic WIN2You product. You may use it on multiple OS/2 machines, strictly for access to the Ridax remote control products.

OS2You Remote Control is the OS/2 host product that enables you to remote control OS/2 and DOS character mode programs. This product is sold separately.

PM2You Remote Control includes *OS2You* and does everything that *OS2You* does, but also enables you to remote control OS/2 Presentation Manager (PM) programs. This product is sold separately.

The included program diskette contains the programs that you have licensed, but may also include demonstration versions of the other parts. The demonstration versions are only intended for short evaluations and must not be used on a regular basis.

If you use any of the software packages on more than one machine, or in the same machine with several sessions, you need one license for each machine and each session.
This manual will use the words *host* to indicate the computer that is remote controlled and *client* or *terminal* to indicate the computer that you remote control from.

2. Installation

To install *WIN2You* at the host computer you do the following:

1. Insert the diskette in drive A and run A:SETUP.

2. Select the destination directory.

3. Select what components you want to install.

4. If you select to install WIN2You, you will be asked if the program should be run in hidden mode or normal. When it is hidden, the user can't see the application at the host, and can't close it with normal actions.

5. If you select to install WIN2You, and you install it in Windows NT, you will be asked if it should be installed as a NT service and whether the service should be loaded automatically or manually. Installing it as a service means that a user can login and logout, and WIN2You will be operational during all this, and not closed when someone logs out. If it is started automatically, the service is started during boot.

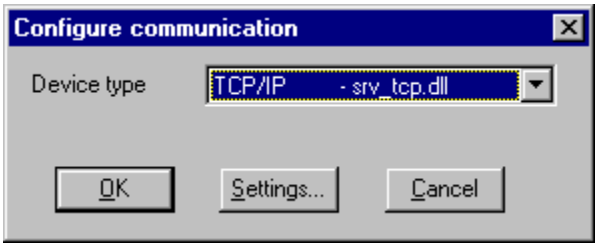
6. The programs will be installed and a folder will be created. The WIN2You configuration will be started. See further chapter 3 about configuring *OS2You*.

3. Configuration

The configuration program is automatically started during installation. The program can also be started separately at a later stage.

3.1 Communication settings

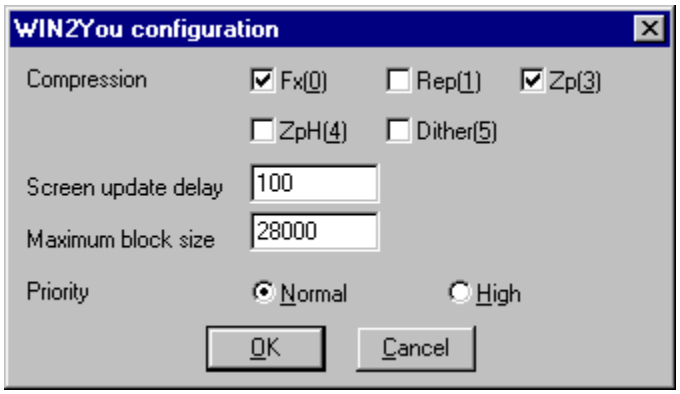
Select the menu choice *Configuration* and then *Communication*. The following dialogue to configure the communication device will be displayed:



Device type — Here you specify what kind of protocol or device you want to use for communication. In the drop down list you can select between Serial RS232, Named Pipes, NetBIOS and TCP/IP communication. After selecting the correct protocol, you can configure the protocol by pressing the *Settings* button. If you press the *OK* button without having configured the device, you will be prompted for the device configuration. For details on how to configure the different communication protocols, see later in this manual.

3.2 WIN2You settings

The menu choice *Configuration* and then *WIN2You* is used to configure certain parameters in WIN2You. The following dialogue is displayed:



Compression — These settings specify what compression algorithms to use. It is too complicated to describe these algorithms in detail, instead some indications on how to use these settings are given. The rule is that high communication speeds need less compression while low communication speeds need high compression. As it takes time to do the compression calculations, some algorithms will in most cases waste time if the communication speed is high. The *Fx(0)* compression should *usually be enabled.* The *Rep(1)* compression should be enabled if the host screen often contains vertical patterns. The *Zp(3)* compression should usually be enabled. It will decrease the over all data volumes needed to be sent. The *ZpH(4)* compression should *usually be disabled.* It is similar to the *Zp(3)*, only a little more efficient, but takes significantly more time. The *Dither(5)* compression should be enabled if the host screen contains large areas of dithered colours (dithered colours are patterns of

other colours to build different colours). In most cases the most correct setting is to enable *Fx(0)* and *Zp(3)* compression and disable all other compressions. If you are using LAN connections you might experiment by disabling *Zp(3)* and if you are running very slow modem connections (2400 bps) you might try to enable the other compression algorithms.

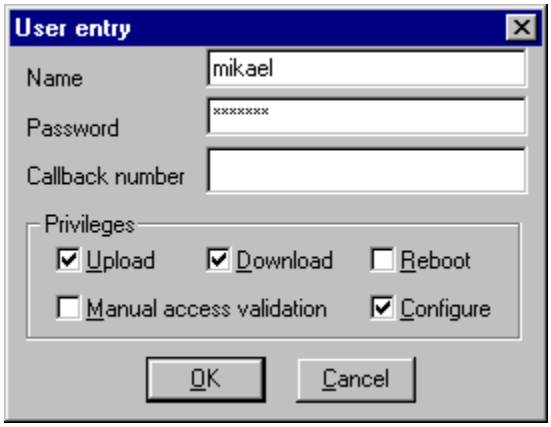
Screen update... This parameter specifies for how long WIN2You will wait after a complete screen update before trying to send the next. This is to prevent WIN2You from claiming too much of the CPU power. Recommended setting is *100 ms* but could be decreased for improved responsiveness from WIN2You or increased to lower the CPU load.

Maximum block size This parameter specifies the maximum size that the communication link can handle. This setting should in most cases be set to its default (and maximum) value at 28000. Only in some situations (especially when using NetBIOS) you should change this value if you experience problems (like getting disconnect when starting WIN2You) to something like 16384 or 8192. Lowering this value will decrease performance.

Priority Specifies if WIN2You should be running at normal or high priority.

3.3 Creating users entries

The menu selection *Configuration* and then *Users* is used to create user entries. It looks like this:



Name Specifies the user name (when the user logs in a user name and password must be entered).

Password This field specifies the password. If this field is blank, any password (including none at all) will be accepted when logging in.

Callback number If a phone number is specified in this field, WIN2You will break the connection after the user has specified the user name and password and call back the specified number. This is useful to increase security and/or manage phone costs. This entry is only significant for dial-up modem connections.

Upload Specifies that the user is allowed to send files to the host.

Download Specifies that the user is allowed to receive files from the host.

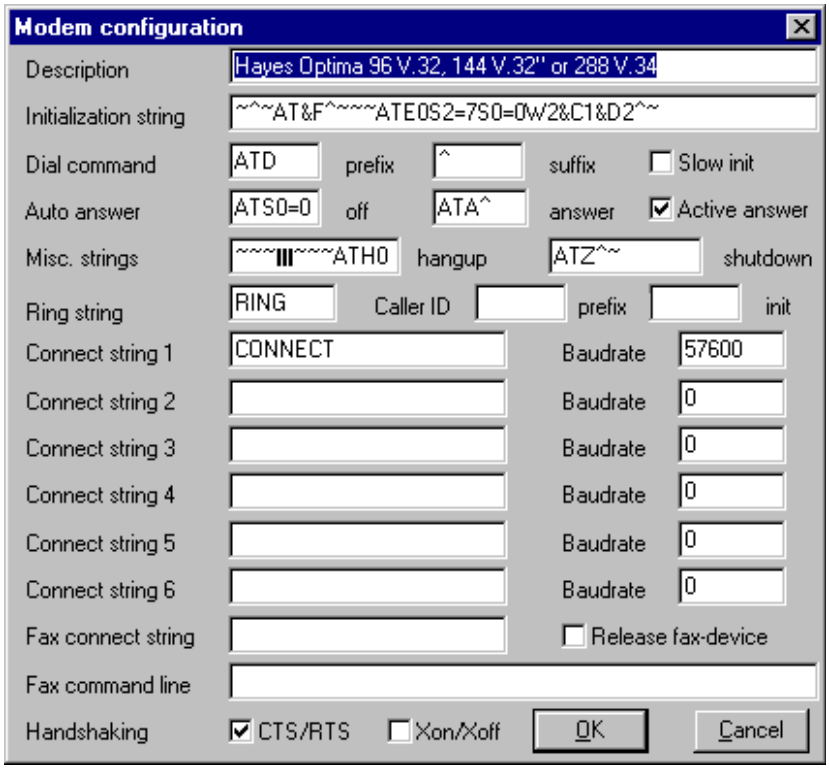
Reboot Specifies that the user may request reboot of the machine.

Manual access... Specifies that the user must get approval from an operator at the host computer before the login is accepted.

Configure Specifies that the user is allowed to remotely run the WIN2You configuration options. If this box is not checked, the user won't be able to remotely administer the WIN2You configuration (like the user database).

3.4 Serial RS232 configuration

By selecting *Configuration* and then *Communication* you can select what communication protocol to use, as described earlier in the manual. If you select the *Serial RS232* communication driver and press the *Settings* button, you will get a dialogue that prompts you for the *serial port name* and a *modem type*. The serial port name should be something like *COM1*. WIN2You includes modem configurations for several well-known modem brands. For other modems you can easily create or customize an existing profile to make WIN2You work with another modem. If you press the *Add, Edit* or *Copy* button, the following modem configuration dialogue will be displayed:



Description Name of the modem.

Initializing string Modem command (see below) sent to the modem to initialize it. This command should put the modem into auto answer mode.

Dial cmd prefix Modem command (see below) sent to the modem to start a dialling. A complete dial sequence is composed by the prefix + phone number + suffix.

Dial cmd suffix Modem command (see below) sent to the modem to end a dialling.

Slow init. Some modems can't handle modem commands in full speed. If this parameter is activated modem commands will be sent with a delay between each character.

Auto answer off Modem command (see below) sent to the modem to turn off auto answer mode.

Auto answer answ. Modem command (see below) sent to the modem to answer an incoming call.

Active answer	Indicates that WIN2You should actively answer incoming calls by monitoring modem responses and send an answer command to the modem when a call is detected.
Hang up string	Modem command (see below) sent to the modem to disconnect.
Shutdown string	Modem command (see below) sent to the modem when the program terminates. Ignored by WIN2You.
Ring string	Text string sent by the modem when an incoming call is detected. This text string is pattern matched with the response from the modem and if the string is received the *Auto answer answ.* string is sent to the modem, if the *Active answer* parameter is activated (see below).
Caller ID prefix	Ignored by WIN2You.
Caller ID init	Ignored by WIN2You.
Connect string 1-6	Text string sent by the modem when a connection is established with the speed specified by *Baud rate 1-6*. These text strings are pattern matched with the response from the modem. It is recommended to configure modern high speed modems for a fixed rate between computer and modem, not related to the actual connection rate. In that case you only specify one *Connect string* that matches every speed. The fields that are not needed (few modems have 6 speeds) should be left blank.
Baud rate 1-6	Communication speed as above. The modem is always initialized with the speed specified by Baud rate 1 and therefore this should be the highest speed that the modem accepts.
Fax connect string	Ignored by WIN2You.
Release fax device	Ignored by WIN2You.
Fax command line	Ignored by WIN2You.
CTS/RTS	Specifies that the computer should use CTS/RTS hardware handshaking.
Xon/Xoff	Specifies that the computer should use Xon/Xoff software handshaking. This must not be activated if you want to use WIN2You or PM2You. This parameter is ignored by WIN2You.

Modem commands

The following characters are interpreted specially:

^ (5E hex, 94 dec)	CR
~ (7E hex, 126 dec)	1 second delay
> (F2 hex, 242 dec)	Set DTR low (note the decimal code, it is not the greater-than sign)
< (F3 hex, 243 dec)	Set DTR high (note the decimal code, it is not the less-than sign)
; (3B hex, 59 dec)	Begin comment

To type these characters you can do the following:

1. Press and hold the ALT key down.

2. Type the decimal code of the character (like 2-4-2) with the numeric part of the keyboard.

3. Release the ALT key. The character should now be displayed on the screen.

3.5 Named Pipe configuration

Named Pipe is a high level communication interface that is available for most LANs. Named Pipes are not supported by Windows 95 but only by Windows NT. To configure WIN2You for Named Pipe connections you should go into the *Configure/Communication* dialogue (see section 3.1) and select the Named Pipe driver and press the *Settings* button. You will be prompted for the *Named Pipe name* for WIN2You. It should be something like *\PIPE\WIN2YOU*.

3.6 NetBIOS configuration

NetBIOS is a high level communication protocol that is available for most LANs and some WANs (Wide area networks). It is available from many vendors, for many operating systems and different hardware. To configure WIN2You for NetBIOS connections you should first go into the *Configuration/Communication* dialogue (see section 3.1) and select the NetBIOS communication driver and press the *Settings* button. You will be prompted for the *Host name* and *LAN adapter number*. The host name should be something like *WIN2YOU* and the LAN adapter number should be set to "0" (zero) in most cases, unless your host has multiple network adapters installed.

3.7 TCP/IP configuration

TCP/IP is a highly standardized transport protocol for WANs (Wide Area Networks) like Internet. To configure WIN2You for TCP/IP connections you should first go into the *Configuration/Communication* dialogue (see section 3.1) and select the TCP/IP communication driver and then press the *Settings* button. You will be prompted for the *Port number*. WIN2You uses 7787 as standard, but you may select any other available port (socket) number.

4. WIN2You users manual

4.1 Starting WIN2You

To start WIN2You, you just enter the command *WIN2You*. You may add a parameter to indicate another configuration file than the defailt *WIN2YOU.CFG*.

4.2 Terminating WIN2You

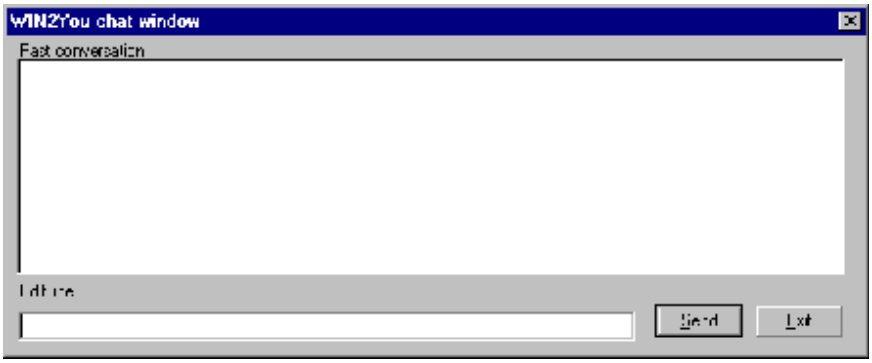
To terminate WIN2You entirely, you double click the upper left corner of the WIN2You application window. This will prevent any future caller from connecting to the machine. To terminate the current connection you select *Disconnect* from the WIN2You menu.

4.3 Using WIN2You

Normally the WIN2You program window is minimized. By bringing up the WIN2You application window you can get some status information.

WIN2You has an error control mode. When this mode is active every transaction from WIN2You is verified by the client and if a transmission error occurs a retransmission is requested. Most network connections have this functionality built into the network transport protocol and thus this feature is not needed for these connections. Most modern high speed modems also has the capability to verify the transmitted data (*MNP4* or *V.42* mode). If the modem has this capability it is recommended to enable this feature in the modems and disable the error control mode in WIN2You. If you don't have any problems with garbled data with your modems, you should disable the error control mode in WIN2You, as it will slow down operation, even if there are no transmission errors. *Note that the error control mode is configured in the client software only* and that there is no such setting in WIN2You. In *WinTerm* there is a setting in the *Special/Settings* called *CRC*.

WIN2You has a *Chat mode*. You enter Chat mode from the host by selecting *Chat* in the WIN2You menu or from the clients menu (in *Terminal/2* there is a menu choice called *Special/OS2You/Chat*). When entering Chat mode two identical dialogues are displayed on host and client that look like this:



In the bottom field of the dialogue you enter messages that you want to send to the other party and press *Enter* or click on the *Send* button. The message will appear in the scroll list above at both host and client. To exit Chat mode, you press the *Exit* button and the dialogue will disappear at both host and client.

4.4 Performance tuning of WIN2You

To get maximum speed when remote controlling programs with WIN2You, you should consider the following options.

Do not use background pictures on the host desktop.

Do not use dithered (patterns of different colours to create another shade of colour backgrounds or other large areas of dithered colours at the host.

Use the lowest acceptable screen resolution at the host. Decreasing colours from 256 to 16 will not help much however.

Do not use the WIN2You Error Correction mode if you don't need it, as it will slow down overall performance, even if there are no transmission errors.

Selecting a modem with build in compression like *MNP5* or *V.42"* will not help, as PM2You already compresses the information.

The speed of the CPU and display hardware at both host and client will affect performance.

Try to balance compression aggressiveness with communication speed. High communication speeds require less compression while slow communication links will benefit more from efficient compression (see section 3.3).

4.5 Compatibility considerations using WIN2You

WIN2You is compatible with the following types of software that is also compatible with the operating system version you are running:

1. Any Windows application with complete keyboard and mouse emulation.

2. Any DOS or other console application with complete keyboard and mouse emulation.

WIN2You is not compatible with Full Screen DOS sessions. These should not be activated when running WIN2You as they will prevent WIN2You from working.

5. File transfer

With the *File transfer* you can transfer files between the host and client through any device that is supported by WIN2You..

In the WIN2You clients Terminal/2 and WinTerm there is a special *File Manager* function that allows you to transfer files between the host and client by selecting them in a list box. The exact look of this function may differ somewhat depending on which client you are using, but the principles should be the same. When selecting the *File Manager* from the file transfer menu, you get the following dialogue:

The left list box will show the directory contents of the local system and the right list box will show the remote directory contents. By double clicking on a drive or directory line, you can switch between different drives and directories. Once you have moved to the correct source and target directories and drives, you select the files you want to transfer and then press the *Start* button and the file transfer will start.
Note that you can select files at both the host and client, and the files weill be transferred in both directions concurrently. Also note that you can *not* select to transfer a sub-directory. Also note that you can work with the desktop while the transfer is in progress.

6. Hardware information

6.1 Hardware requirements

WIN2You should run on any system that run Windows 95 or Windows NT.

WIN2You can use any Hayes compatible modem, and it should be possible to configure WIN2You for almost any automatic modem.

6.2 Creating a null-modem cable

If you use WIN2You to access a Windows machine from another computer using a cable, this is how such a cable (null-modem) should be configured, to work with WIN2You:

```
25 Dsub                25 Dsub
TxD  2 ------------ 3   RxD
RxD  3 ------------ 2   TxD
RTS  4 ------------ 5   CTS
CTS  5 ------------ 4   RTS
GND  7 ------------ 7   GND
DTR 20 ---------|-- 6   DSR
                |-- 8   DCD
DSR 6  ---|--------- 20 DTR
DCD 8  ---|
```

```
9 Dsub                 9 Dsub
TxD  3 ------------ 2  RxD
RxD  2 ------------ 3  TxD
RTS  7 ------------ 8  CTS
CTS  8 ------------ 7  RTS
GND  5 ------------ 5  GND
DTR  4 --------|--- 6  DSR
               |--- 1  DCD
DSR  6 ---|-------- 4  DTR
DCD  1 ---|
```

```
9 Dsub                 25 Dsub
TxD  3 ------------ 2  RxD
RxD  2 ------------ 3  TxD
RTS  7 ------------ 5  CTS
CTS  8 ------------ 4  RTS
GND  5 ------------ 7  GND
DTR  4 --------|--- 6  DSR
               |--- 8  DCD
DSR  6 ---|-------- 20 DTR
DCD  1 ---|
```

6.3 Creating a modem cable

If you use WIN2You with an asynchronous modem, this is how the cable between your computer and modem should look like to work with WIN2You (this is an ordinary modem cable):

```
     25 Dsub                Modem
     TxD  2 ------------ 2
     RxD  3 ------------ 3
     RTS  4 ------------ 4
     CTS  5 ------------ 5
     DSR  6 ------------ 6
     GND  7 ------------ 7
     DCD  8 ------------ 8
     DTR 20 ------------ 20

     9 Dsub                 Modem
     TxD  3 ------------ 2
     RxD  2 ------------ 3
     RTS  7 ------------ 4
     CTS  8 ------------ 5
     DSR  6 ------------ 6
     GND  5 ------------ 7
     DCD  1 ------------ 8
     DTR  4 ------------ 20
```

11. If you have problems Q&A

This section describes some frequently asked quesitions and problems.

11.1 WIN2You

Q: The WIN2You modem is answering and connecting, but after that I only get garbage.
A: WIN2You and the modem are probably not correctly configured. In most cases you should only specify *one* connect string in the WIN2You modem setup like "CONNECT" and configure the modem for a fixed speed between modem and computer (this is default in most new high-speed modems).

Q: I want to use WIN2You with COM3, but the programs only supports COM1 and COM2.
A: WIN2You supports all standard serial port devices supported by Windows. If you have any special communication board, WIN2You should work with it if you have Windows drivers for it that conforms to the standard serial port driver.

Q: The WIN2You connection is very unreliable and after a while it can stop entirely.
A: Ensure that you have turned off Xon/Xoff software handshaking in both the WIN2You and terminal modems. Ensure that you have hardware RTS/CTS handshaking enabled in software and modems. If you run Terminal/2, try to disable "PM2You background communication". If you run over a networked connection, try decreasing the WIN2You maximum block size setting (to a vlue like 8192 or 4096).

11.3 Terminal/2 and WinTerm

Q: Sometimes Terminal/2 stops with an error like "Protection violation in XXXX" (XXXX=the name of the display driver).

A: Some drivers does not support the faster method of screen drawing that Terminal/2 uses. Select the "Special->Settings->Other Settings" dialog and disable the "Fast screen draw" setting.

Q: When I try to install WinTerm I get an error message that the program is not compatible with my version of Windows.
A: To install WinTerm, you should run the WINSETUP program and not the INSTALL.EXE. The INSTALL.EXE program is an OS/2 program, and can't be used in Windows.

Q: How do I turn off the melody in Terminal/2 when it connects?
A: Go into Special->Settings and set both alarm times to 0 (zero).