

## FAQ

You will find here some Frequently Asked Questions that could help you to solve your problem. If you don't find help here, execute 'Live Support' in the Help menu.

***Q) I have registered my version of Easy Applet Builder, I have made an applet on a page and update my web site but the pop-up window linked to the TaijiSoftware site still opens. What can I do to avoid this ?***

A) Execute 'Live Support' in the Help menu.

Note: If your version of Easy Applet Builder is 1.2 or less then the domain name you have entered in step 1 must be invalid. Download a more recent version on line at

<http://www.taijisoftware.com> : no more domain name is required since 1.2.1 version. Otherwise if you still want to use a domain name, read the following instructions : For instance if the page URL where the applet will be is "http://www.geocities.com/john/page.html" then the valid domain name is " www.geocities.com ", if it is " http://125.145.123.12/john/page.html " then the correct domain name is " 125.145.123.12 ". If you have doubts about your domain name launch an applet on your web site and look at the Java console of your browser (location of the Java console in Netscape Communicator: *Communicator>Tools>Java Console*; in Internet Explorer: *View>Java Console*, Java console must be activated in *Tools>Internet options*). The applets display the domain name of where they stand.

***Q) I have added AU sounds but no sound is played***

A) There are several AU sounds formats. A few of them are not the Netscape AU format, reconized by Java applets. The best way to get valid AU sounds is to use the wave to au converter, provided by Easy Applet Builder by clicking the 'Wav2Au' button.

***Q) The wav2au converter can't read my wave file although I'm sure it is a valid wave file ! Why ?***

A) The wav2au converter read most of the wave files but not all. For instance it doesn't read waves with more than 2 channels. It will get new features later...

***Q) I have put 2 (or more) applets on my Web page and it is very slow now !***

A) It's not a good idea. You should not put more than one applet on a page. Moreover, although it looks speed on your page if you have a fast PC, it can be slow on older computer.

***Q) I click 'Show preview in browser' then I make changes and then click again. The changes don't appear in this preview ! Why ?***

A) When you make a preview, your browser put the HTML page in its cache and then recall this page from the cache when you make another preview with the same applet. So it don't load the new page. You have 2 solutions: Either you click the 'Refresh' button in your browser, or you close your browser before viewing another preview.

***Q) I have added the WhoIsVisitor (or GuestBook) applet to my page, but nothing happens, I don't receive any email. Why ?***

A) Before using this applet you should check that a mail server stands on your domain name server and that it accepts connections. You can do this easily with Telnet : Launch telnet (in start menu, click execute, enter telnet, click ok). Click Connexion>remote host. Enter your domain name as the 'remote host' and 25 as the 'port'. About your domain name : For instance, if your web address is something like 'http://www.thing.com/john/index.html' then the correct domain name is 'www.thing.com'. So the domain name is the string after '/' and before the first '/' (if any). Now, click connect and wait for the answer. If the server answers something like 'connection refused' or 'no route to host' then WhoIsVisitor will not able to connect too. Otherwise, if you get a cool response then it will be ok. You can make a test: put WhoIsVisitor on your site, view your page on line and for the email.

***Q) I use WhoIsVisitor applet. I receive emails but sometimes the IP is '127.0.0.1' and hostname is 'localhost'. Moreover the last visited page is sometimes blank. Why ?***

A) Some people have firewalls: their connection is protected, so it is hard to get their identity. That's

why you get '127.0.0.1' and 'localhost'. The last visited page is blank when the visitor has not visited a page before ! For instance the visitor could have typed the address directly in the address bar.

***Q) I have copied the HTML code for the applet and paste it in a new blank HTML file, but nothing happens when I view my page. What should I do ?***

A) First you have to know that a web page has a minimal structure : For instance it begins with the tag <HTML> and ends with </HTML>. The HTML code provided by Easy Applet Builder must be inserted between the tags <BODY> and </BODY>. If you want to have an idea of the HTML structure, build an applet with Easy Applet Builder, show a preview in step 4 and then edit the file 'test.htm' located in the subdirectory 'test' in the installation directory (default is 'C:\program files\TajjiSoftware\Easy Applet Builder\'). You can edit this file with a simple text editor like 'Notepad' or 'Wordpad'. Thus you will see how to write an entire web page.

If your web page is ok and you don't see any applet yet, then be sure that the applet files (.class) are in the same directory than the HTML file is. (Use 'Copy applet file(s) into' or 'Copy all files into' to copy the needed files in a specify directory).