

Internet Neighborhood™ v1.0

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Hide directories starting with “.”

If checked, Internet Neighborhood will not display any directories which begin with a period “.”. Uncheck this box if you want Internet Neighborhood to display all directories, regardless of their format.

Hide files starting with “.”

If checked, Internet Neighborhood will not display any files which begin with a period “.”. Uncheck this box if you want Internet Neighborhood to display all files, regardless of their format.

Resolve Symbolic Links

If checked, Internet Neighborhood will attempt to resolve all symbolic links which it encounters. A symbolic link is basically the UNIX/FTP equivalent to a Windows 95 shortcut. It's a reference to some other directory or file on the server.

If checked, Each time a directory listing is generated, Internet Neighborhood will detect symbolic links and resolve them to determine if they are links to a directory or links to a file.

If unchecked, Internet Neighborhood will assume that all symbolic links are directory links. This will make links to files appear as directories and they will be unavailable! The trade-off is performance. Not resolving links is faster, but resolving links is more accurate. The preferred method is to have Internet Neighborhood resolve symbolic links.

Show messages from FTP sites

If checked, Internet Neighborhood will display informational messages returned from the remote FTP server. Some FTP servers will send brief 'welcome' or status messages when you log into their site. Internet Neighborhood can detect these messages and display them in a dialog box for your review. Uncheck this box if you do not wish Internet Neighborhood to display any informational messages which it encounters.

E-Mail Address

Anonymous FTP requests that you send your EMAIL address to the remote server as the password when logging into the system. Each time you set up a new FTP site, the Wizard will prime the *Password* field with this email address (given that you are logging in anonymously).

Default Transfer Directory

Enter the name of the local directory where Internet Neighborhood can store files which are downloaded from remote systems. You can customize your *Default Transfer Directory* on a per-site basis. You can also select *Download To..* from the menu which will allow you to dynamically change the *Default Transfer Directory* for the current download session.

Send Buffer Size

Specify the size of the internal buffer used to send data to the remote FTP server. You can enter any value between 32 bytes and 1024 bytes, inclusive. The default value of 255 bytes is usually sufficient for most implementations. If you are having communication problems, this number may need to be adjusted.

Receive Buffer Size

Specify the size of the internal buffer used to receive data from the remote FTP server. You can enter any value between 32 bytes and 10240 bytes, inclusive. The default value of 255 bytes is usually sufficient for most implementations. . If you are having communication problems, this number may need to be adjusted.

Use PASSIVE Mode

Check this box to enable PASSIVE mode file transfers between Internet Neighborhood and the remote FTP site. In certain instances, usually when you're behind a router based firewall, you will need to turn this option on. Check with your system administrator for the correct setting of PASSIVE mode.

Timeout Period

Specify the number of seconds which Internet Neighborhood will wait for a reply from the remote FTP server before canceling the current operation. You can enter any value between 5 and 90 seconds. If you are experiencing periodic 'timeouts' from remote servers, you may want to increase this value.

Binary Mode

Select this mode to ensure that Internet Neighborhood transfers data byte-for-byte between your local computer and the remote FTP site (and vice-versa). If selected, no translation of any kind will occur to the data during transmission. This is the default.

ASCII Mode

Select this mode to have Internet Neighborhood treat all file transfers as ASCII text. This mode is NOT suggested for transferring binary (.exe) files.

Auto Detect

Select this mode to have Internet Neighborhood choose which file types will be transferred as ASCII text. All files which have extensions, or whose filenames end in any one of the strings specified in the listbox will be transferred as an ASCII text file. ALL remaining types will be transferred as BINARY types.

ASCII Files

This box contains the list of file extensions and endings which Internet Neighborhood uses when attempting to determine which files to transfer as ASCII text.

Auto File Types

Enter a new file extension and/or ending in this space. You can then click the '>> Add >>' button to add this item to the list of valid file extensions/endings which Internet Neighborhood will use in AUTO mode.

Add extension

Click this button to add the new file extension/ending to the listbox of available file extensions/endings.

Delete extension

Click this button to remove the currently selected file extension/ending from the list of available items.

Generate Logfile

Check this button to enable Internet Neighborhood's internal logging option. If checked, Internet Neighborhood will generate a logfile (specified by the Logfile Name) containing important information about the current Internet Neighborhood session. You can turn debugging OFF at any time, but once you enable debugging, you will need to restart Windows in order for it to become enabled. Information in this file is used by KnowWare's customer support representatives to track down the cause of any problems which you may encounter.

Logfile Name

Enter the fully qualified path and filename for the file which will contain the debugging information. Internet Neighborhood will write its log information to this file. Information in this file is used by KnoWare's customer support representatives to track down the cause of any problems which you may encounter.

User with Login

(USER ftpusername@ftpsite)

Select this option if you are required to log into your firewall host prior to connecting to a remote server. You will also need to fill in the *Firewall Hostname, Username, and Password* which will be used to establish the connection to your firewall host. Internet Neighborhood will open a connection to the supplied *Firewall Hostname* and log into it by supplying your *Firewall Username/Password*. Once connected to the firewall, Internet Neighborhood will establish a connection to the remote FTP site by issuing the `USER ftpusername@ftpsite` command followed by your *ftppassword* for the remote FTP site. You should contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

User w/out login

(USER ftpusername@ftpsite)

Select this option if you are NOT required to log into your firewall host prior to connecting to a remote server. You will also need to fill in the *Firewall Hostname*, which will be used to establish the connection to your firewall host. Internet Neighborhood will connect to the firewall using the supplied *Firewall Hostname*. Once connected to your firewall, Internet Neighborhood will establish a connection to the remote FTP site by issuing the USER *ftpusername@ftpsite* command followed by your *ftppassword* for the remote FTP site. You should contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Site with Login (SITE ftpsite)

Select this option if you are required to log into your firewall host prior to connecting to a remote server. You will also need to fill in the *Firewall Hostname, Username, and Password* which will be used to establish the connection to your firewall host. Internet Neighborhood will connect to the firewall using the supplied *Firewall Hostname*. Once connected, you will be logged into the firewall using the supplied *Firewall Username & Password*. Finally, Internet Neighborhood will establish a connection to the remote FTP site by issuing the `SITE ftpsite` command followed by your *ftpusername* and *ftppassword* for the remote FTP site. You should contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Proxy

(OPEN ftpsite)

Select this option if you are behind a proxy firewall and are only required to issue the 'OPEN' command through the firewall. If selected, you will also need to supply the *Firewall Hostname* so that Internet Neighborhood can connect to the proxy. Internet Neighborhood will open a connection to the firewall identified by *Firewall Hostname* and will then issue the *OPEN ftpsite* command to connect to the remote FTP site. Finally, your *ftpusername* and *ftppassword* will be sent across to the remote site. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Host Name

Enter the domain name or IP address of your firewall host machine. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Username

Enter the username used for logging into your firewall host. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Password

Enter the password used for logging into your firewall host. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Access

Check this box if you are behind a firewall. If so, you will need to configure the remaining firewall settings. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Port#

Enter the PORT number of your firewall host. The default of 21 is sufficient for most installations. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

URL or Host Name

Enter the full URL (Uniform Resource Locator), the domain name, or the dotted IP address of the site you wish to connect to. For example, to connect to Netscape's FTP site, you could enter the URL of `FTP://FTP.NETSCAPE.COM` or you could enter Netscape's FTP domain name of `FTP.NETSCAPE.COM`. You could also enter an IP address, such as `195.23.124.88` or `ftp://195.23.124.88`. Internet Neighborhood will accept any of these.

Verify URL

If checked, Internet Neighborhood will attempt to verify that the URL, Host Name, or IP address is valid by querying, or pinging, the remote FTP site. If the information is valid, this should take no longer than 1-3 seconds. But if the information is incorrect, Internet Neighborhood will 'hang' for up to 45 seconds until it times out. The disadvantage of UNchecking it is that if the address is wrong, you will not get an error until trying to connect to the site and you will have to re-run the wizard to change the address.

Initial Remote Directory

This is the 'default' directory on the remote FTP site. When you first establish a connection to the remote FTP server, you will need to be placed into a starting directory. Most FTP servers will put you into some basic default directory, but if you wish to change where you start off, enter a different directory here. This can either be an absolute directory like '/pub', or a relative directory like 'pub'. the difference is that the absolute directory is just that, absolute; it will ignore the location that the FTP server decides to put you, and put you in the '/pub' by force. The relative directory is relative to where ever the ftp server decides to put you.

Login as Anonymous

If checked, Internet Neighborhood will send 'anonymous' as the username, and your EMAIL address as the password when logging into the remote site. Your EMAIL address is specified on the main Internet Neighborhood property sheet.

Username

Enter your username on the remote FTP site.

If 'Login as Anonymous' is checked, 'anonymous' will be sent as your username.

If 'Login as Anonymous' is not checked, you may either enter your username for the remote site, or you may leave this box blank. If you leave this box blank, you will be prompted for your username when you initially connect to the remote site.

Password

Enter your password on the remote FTP site.

If 'Login as Anonymous' is checked, your EMAIL address will be sent as your password. Your EMAIL address is specified on the main Internet Neighborhood property sheet.

If 'Login as Anonymous' is not checked, you may either enter your password for the remote site, or you may leave this box blank. If you leave this box blank, you will be prompted for your password when you initially connect to the remote site.

Account

Enter your account name on the remote FTP site.

There are certain FTP sites which will setup individual accounts for various users. If you have an account on the target FTP site, you can enter the account name here. If you leave this box blank, and an account name is required on the remote FTP server, you will be prompted to enter the account name.

Save As

You can enter up to a 255 character user-friendly name for your new FTP site.

Unlock

Clicking this button will bring up the Registration/Serial Number dialog box, which you can use to enter a valid registration number for Internet Neighborhood.

Serial Number

Enter a valid Internet Neighborhood product registration code. This code is supplied to you by KnowWare, Inc. or one of its certified resellers.

Owner - Read

This box will be checked if the owner of this object has 'read' permissions on it.

Owner - Write

This box will be checked if the owner of this object has 'write' or 'delete' permissions on it.

Owner - Execute

This box will be checked if the owner of this object has 'execute' permissions on it.

Group - Read

This box will be checked if members of the owner's group have 'read' permissions to the object.

Group - Write

This box will be checked if members of the owner's group have 'write' permissions to the object.

Group - Execute

This box will be checked if members of the owner's group have 'execute' permissions to the object.

World - Read

This box will be checked if everyone has 'read' permission on this object.

World - Write

This box will be checked if everyone has 'write' permission on this object.

World - Execute

This box will be checked if everyone has 'execute' permission on this object.

Object Name

This is the name of the file or folder. If this is a link, the left side of the '->' is the 'link name' and the right side is the real path and name.

Domain

This is the domain name of the FTP server which the file or directory resides on.

Full Path

This is the fully qualified path of the object.

Object Type

This is the object type; which can be:

Object - this is a standard file object.

File Link - this is a symbolic link which points to another file.

Directory - this is a folder or directory

Directory Link - this is a symbolic link which points to a directory

Size

This is the size, in Kilobytes and in bytes, of the object.

Date

This is the last modification date of the object.

Group

This is the name of the group to which the owner of this object belongs.

Owner

The name of the owner of the object.

++ ===== ++
KnoWare, Inc.
Internet Neighborhood(tm) - Purchase Order
++ ===== ++

Yes, Please send me _____ registered copies of KnoWare's Internet Neighborhood(tm). Since each copy is \$24.95, I am enclosing a check (in US Dollars drawn on a US bank) or an international postal money order for the total amount of \$ _____.

Your Name: _____

Organization: _____

Address1: _____

Address2: _____

City: _____

State: _____

Zip: _____

Country: _____

E-Mail: _____

How did you find out about KnoWare's products?

Please send payment with this form to:

KnoWare, Inc.
P.O. Box 43610
Baltimore, MD 21236-0610
USA

++ ===== ++
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KnoWare, Inc.
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Trouble Shooting Internet Neighborhood

Q: I have just purchased an Internet Neighborhood License. What do I do with the registration code which I received?

A: Select *About* then *Internet Neighborhood* from the main menu (or click on the Globe icon on the tool bar. This will bring up the About Box for Internet Neighborhood. Click on the *Unlock* button to bring up the registration code dialog box. Enter your Internet Neighborhood registration code in this box and click the OK button. If successful, you will receive the following message:

Congratulations and Welcome to the fully functional Internet Neighborhood!

If you get an error, double check to make sure that you entered the registration code correctly. If you still get an error message, contact KnowWare technical support at support@knowareinc.com for further assistance.

Q: I've entered my registration code correctly, but Internet Neighborhood still gives me errors stating that I am still running the sharware version. What should I do?

A: Reboot your machine. If the problem persists, contact KnowWare technical support at support@knowareinc.com.

Q: I'm trying to configure Internet Neighborhood so that I can connect to my local ISP. I want to be able to upload my web pages to their FTP server, how do I do this?

A: Your ISP will most likely have given you an account on their server and a home directory where you can upload your web pages to. The general configuration is to

- Run the Internet Neighborhood Wizard to create a new FTP site
- Enter the *URL* of your ISP. For example, if you subscribe to www.myisp.com you would probably enter www.myisp.com (you may want to contact your ISP to ask for this information).
- You can usually leave the *Initial Remote Directory* since you should be automatically defaulted to your home directory when you log in. (you may want to contact your ISP to ask for this information too).
- On the *username/password* wizard page, enter your username and password which you use when connecting to the Internet through your ISP.
- That's pretty much it. Save this profile and log in.

If you still cannot connect, you should contact your ISP's help desk for the proper *URL* and *Initial Remote Directory*.

Q: I've setup my FTP site and logged into the remote server, but all the file and directory names come up as garbage; or sometimes it looks like the file date is part of the file name. When I try to open a directory, I either get an error, or nothing happens.

A: The most likely cause of this is that you are logging into a remote FTP server whose directory format is not currently supported by Internet Neighborhood. The solution is to enable Internet Neighborhood's **debugger** feature from within the programs **properties**. Once enabled, you will need to restart windows so that the log file can initialize itself. Next, simply connect to the site as you did before and after you are connected, just close down Internet Neighborhood and Explorer. Internet Neighborhood will now have generated a log file containing the directory structure for the FTP site which you are connecting to. Mail that log file along with any other pertinent information to support@knowareinc.com.

Q: Every time I upload a file to my FTP server, the first character of the file name gets converted to uppercase; or the entire filename is converted to uppercase. How can I keep my filenames to remain all lowercase when they are uploaded?

A: Open the main *properties* for Internet Neighborhood and select the *File Transfers* property page. You'll notice a group of radio buttons labeled *File Conversions*. You will most likely want to select *Convert Names to Lower Case*. Once selected, close down the *properties* and the change will take place immediately.

Q: How can I get Internet Neighborhood to download files to a certain directory? It seems like every time I download a file, it never ends up where

I wanted it.

A: To change an existing FTP site, highlight the site and select *properties* from the main *File* menu (or use the *properties* button on the toolbar). This will launch the *Wizard*. The first wizard page has an area for entering the *Default Transfer Directory*. Enter the fully qualified directory of where Internet Neighborhood will download your files.

If you select the Internet Neighborhood icon and choose *properties* from here, the *General* property page will also contain a *Default Transfer Directory* edit box. Setting your *Default Transfer Directory* here will ensure that any new FTP sites which you setup will default to this new value.

Q: I have just installed the newest version of Internet Neighborhood on my computer and now all of the icons seem to be messed up; what should I do?

A: From the *Start* menu, select *Find-Files* and search for a file called *ShellIconCache* which will be in your windows directory. Delete this file and restart windows (the file will regenerate itself).

Q: I have just installed Internet Neighborhood. I've rebooted my machine, yet when I double-click on the Internet Neighborhood icon, nothing happens; or sometimes the screen just flashes and then nothing happens. Also, if I run Explorer and click on Internet Neighborhood from within Explorer, the selection goes right back to my C drive. What can I do?

A: You probably need some of Microsoft's support DLL's which are not shipped with Internet Neighborhood but can be acquired from <http://www.knowareinc.com/software/msdlls.zip>. Download this zip file and unzip its contents. You should have OLEAUT32.DLL, COMCTL32.DLL, and COMDLG32.DLL. Copy these files to your windows system directory. NOTE: Only copy those files which either do NOT exist in the windows system directory, or where the version in the windows system directory is OLDER than the one which you are copying into the directory.

Q: When I double-click on the Internet Neighborhood icon I get a list of FTP sites which is good; but when I double-click on an FTP site, it presents the information in the same window instead of creating a new window. I have configured my options for 'browse folders using a separate window for each folder' yet Internet Neighborhood still uses the same window. What's wrong?

A: This is a known bug in Internet Neighborhood and is currently being addressed. It will be fixed in a future release of Internet Neighborhood. Until then, we suggest *Exploring* Internet Neighborhood by right-clicking on the desktop icon and selecting *Explore* instead of double clicking on it.

Q: When I double-click on the Internet Neighborhood icon I get a list of FTP sites which is good; but when I double-click on an FTP site, it presents the information in the same window instead of creating a new window. I understand that this is a bug, but how do I go 'up' a level in the directory structure?

A: This too is a bug. Although there is an icon on the toolbar which is suppose to let you go 'up' on level in the directory tree, Internet Neighborhood does not currently recognize this command. You'll need to select the parent directory from the drop down listbox located to the left of the up

one level toolbar button.

Q: If I open a connection and the server times out, or if I leave it idle for a period of time and then come back to work with some files, I get all sorts of errors changing directories? What can I do?

A: Click the 'disconnect' button on the toolbar and then hit <F5> to refresh your screen. This will log you back into the FTP site.

