



USER'S GUIDE

REACHOUT[®]

for Windows 95



Your serial number is on the back of your ReachOut CD-ROM case.
Write this number on your Product Registration card before you mail it.

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ReachOut INTRODUCTION

Welcome to ReachOut!

Can't make it to the office today? No problem. Get your work done wherever you are. With ReachOut, you don't have to be at the office to be productive. Connect to your office computer from anywhere and work as if you were actually there.

The computer you want to connect to is ready and waiting for your call—wherever you are.



ReachOut must be running on the computer you want to connect to (*the computer waiting for calls*) and the one you're using to make the connection (*the computer making the call*). The computer you want to connect to must be waiting for calls. Chapter 3, *Getting Connected*, explains how to connect using a modem, a local network or the Internet, a CAPI 2.0 compliant ISDN device, or a direct cable connection.

Note: Chapter 5, ReachOut over the Internet, explains how to use the FTP client or server when only one of the computers has ReachOut.

ReachOut at Home or the Office

Use your modem (regular or ISDN) and telephone line or any of a variety of local area networks, the Internet, or a Dial-Up Networking connection to connect to any computer running ReachOut. If the computer is logged onto the network, use network resources as usual. If the computer is not logged onto the network, you can log it onto the network while connected.

*Note: ISDN (Integrated Services Digital Network) allows for high-speed data transmission (up to 128 Kbits per second) over a **digital telephone line** with an ISDN modem. ReachOut also supports CAPI 2.0 compliant ISDN devices. For in-depth information on ISDN, search the Internet or ask your telephone company for details.*

If another Windows 95 computer is next to you or close by, you can connect to it directly using the Windows 95 Direct Cable Connection. You'll need either a *null modem serial cable* or a *bidirectional parallel cable*. Chapter 2, *ReachOut Installation*, has more details.

ReachOut Away from Home or the Office

Put ReachOut on your laptop computer if you're going to be away from home or the office. Use your modem (regular or ISDN) to make the connection. The ReachOut computer you want to connect to must be waiting for your call.

ReachOut is also useful for providing technical support over modems and networks.

ReachOut over the Internet

Of course, you can use ReachOut for remote control and file transfer when both computers are connected to the Internet.

Suppose you are at a computer that can connect to the Internet but doesn't have ReachOut installed. If a waiting computer is running ReachOut's PersonalFTP Server, you can connect to it and transfer some files using any Web browser to make the connection. Or you can use any FTP client application to make the connection.

You'll need to know the computer's Internet Provider (IP) name (for example, **jerryk.companyx.com**), or IP address (such as **123.456.789.010**). If you don't know the computer's name or IP address, ask its owner or system administrator.

If the computer you're using is running ReachOut, use SuperFTP Client to transfer files using an Explorer-like FTP window. Just drag and drop files where you want them to be. Chapter 5, *ReachOut Over the Internet*, explains this in detail.

What's Great? What's New?

ReachOut is better than ever. Here are some key features that make it easy for you to be even more productive:



- ✓ **Connect to a remote computer quickly and easily.** Create *connection icons* that include all the information you need to connect to another computer. To connect, just double-click an icon. Create as many connection icons as you want.
- ✓ **Run one application.** Connect to other ReachOut computers or allow connections to your computer from one ReachOut window.
- ✓ **Get up and running quickly.** Because Windows 95 takes care of setting up your modem and network, you don't have to waste time configuring them when you install ReachOut. It figures out which modem or network you're using, and you're ready to go.

• ReachOut Introduction

- ✓ **Install and use ReachOut in minutes.** The Setup wizard helps install ReachOut. Once installed, the New Connection wizard is ready to help you define your first connection. The New User wizard helps you identify who can connect to your computer when it is set up as a PersonalFTP™ server.
- ✓ **Take advantage of all Windows 95 functions.** Right-click a ReachOut connection icon to bring up context menus and have immediate access to frequently used commands.
- ✓ **Transfer files via FTP (File Transfer Protocol).** ReachOut provides an “Explorer-like” window to help you transfer data over the Internet. Run PersonalFTP Server on the computer you want to connect to, and use any Web browser to connect to it. Use SuperFTP™ Client to connect to any FTP server on the Internet and transfer files with drag and drop.
- ✓ **Transfer files faster.** ReachOut’s improved modem protocol management (SmartStream) reduces the amount of time it takes to transfer data over a modem. On average, you can transfer data 10 to 15 percent faster than with previous versions of ReachOut.
- ✓ **Connect to a Windows 3.1 or Windows for Workgroups ReachOut computer as before.** Even if the computer has not been upgraded to Windows 95, you can still connect and work as before. Connect to any computer running ReachOut 4.0 or later.
- ✓ **Transfer files using “drag and drop.”** Move or copy files between two ReachOut computers using ReachOut Explorer, or if you’re connected to a non-ReachOut computer with SuperFTP Client. Just drag and drop files where you want them to be.
- ✓ **Synchronize files with a simple point and click.** ReachOut’s SmartSend™ and RapidSync™ help you update your files and directories quickly and easily. Update all files or just the ones that changed with one click.

Using ReachOut

ReachOut is easy to use. Here's what you do:



Run ReachOut on the computer you are using and the one you want to connect to. The computer you want to connect to must be ready and waiting for your call.



Create connection icons on the computer you'll use to make calls so you can connect quickly to a remote computer. The connection wizard guides you.



Connect to a ReachOut computer, and work as if you were sitting in front of it.

Once you've connected to a ReachOut computer, work the way you normally do. If the computer is logged onto the network, you can transfer files, read your e-mail, get on the Internet, chat with co-workers, or print documents.

In addition, use ReachOut Explorer, PersonalFTP Server, and SuperFTP Client to transfer files between the computer you're using and the one you're connected to. You can also redirect printing so that documents print to the printer where you are. See Chapter 4, *ReachOut On Both Computers*, and Chapter 5, *ReachOut Over the Internet*, for more information.

About This Guide



This User's Guide helps you get ReachOut up and running on your computer so you can start working immediately.

Chapter 2, *ReachOut Installation*, helps you set up ReachOut on your computer. The Setup wizard guides you through the process.

Chapter 3, *ReachOut Getting Connected*, helps you prepare your computer to make and/or receive calls. It helps you create connection icons for fast connections to another ReachOut computer via modem (regular or ISDN), network, Dial-Up Networking, or direct cable.

Chapter 4, *ReachOut On Both Computers*, explains what you can do once you're connected to a ReachOut computer. You'll learn how to use the computer via remote control, transfer files and directories with ReachOut Explorer, synchronize files and directories with SmartSend and RapidSync, chat with co-workers, and print to a printer where you are or the other computer's printer.

Chapter 5, *ReachOut Over the Internet*, includes details for transferring files between two computers over the Internet when only one of the computers is running ReachOut. Use ReachOut's SuperFTP Client to connect to a non-ReachOut computer, or use any Internet browser to connect to a ReachOut computer running PersonalFTP Server.

Chapter 6, *ReachOut Security*, explains how to protect your computer from intruders.

Chapter 7, *ReachOut For Supervisors*, is for the ReachOut supervisor. It explains how to place ReachOut on the network for public installation, and how to implement security at the supervisor level.

Chapter 8, *ReachOut Configuration*, explains how to tell ReachOut about changes to your modem or network configuration.

Getting Help



ReachOut's extensive online Help is available when you need it. Get detailed information about ReachOut, as well as simple procedures, with a simple point and click.

To...	Do this...
Get information about the window or dialog box on your screen.	Click the Help button.
Search for specific topics.	Choose Help Topics from the Help menu to view a list of available topics.
Find out how to perform a specific task.	Choose How To... from the Help menu.
Get information on Stac services and support.	Choose Product Support from the Help menu.

Where To Get More Information

If you have Internet access, check Stac's home page on the World Wide Web (<http://www.stac.com>) for the latest information about ReachOut. Choose *Stac Home Page* from ReachOut's Help menu to get details on what's available and connect directly.

If you don't have Internet access but have a modem, check Stac's Download Service (619/794-3711) for the latest ReachOut news. A connection icon file is prepared for you when you install ReachOut. Chapter 3, *ReachOut Getting Connected*, explains how to make it appear in ReachOut's window.



2

ReachOut INSTALLATION

It takes only a few minutes to install ReachOut—whether you're installing it for the first time or upgrading from a previous version.

If you're the ReachOut supervisor, you can place ReachOut on a network drive from which your users can install. This allows you to tailor the installation and control security at the supervisor level. For details, see Chapter 7, *ReachOut For Supervisors*.

This chapter explains how to install ReachOut on a Windows 95 computer. For instructions on how to install ReachOut on a Windows 3.1 or Windows for Workgroups computer, see the ReachOut for Windows and DOS portion of this User's Guide.

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Getting Ready to Install

Here are a few things you can do ahead of time to prepare for the installation:

Computer Setup

Your computer should have, at a minimum:

- Windows 95 (It must be up and running on the computer.)
- 8 MB of available disk space

For Connections to ReachOut Computers

You can connect to a ReachOut computer via modem (regular or ISDN), network, CAPI ISDN, or direct cable. ReachOut supports the following:

Modem: Hayes AT compatible 14,400 bps or higher, or ISDN modem (internal or external) recommended. If Windows 95 supports your modem, so does ReachOut.

Network: Novell NetWare IPX/SPX, Banyan VINES, any compatible NetBIOS, and Internet-TCP/IP.

Direct cable: You can use Windows 95 Direct Cable Connection between two Windows 95 computers. You'll need a null modem serial cable to connect between two serial ports or a bidirectional parallel cable to connect between two parallel ports. Chapter 3, *Getting Connected*, and Windows 95 help include information about setting up and using Windows 95 Direct Cable Connection.

CAPI ISDN: CAPI 2.0 compliant ISDN device.

Chapter 3, *Getting Connected*, shows how to connect using any of these methods.

Installing ReachOut

Your standard copy of ReachOut comes with a license for you to use it on two computers. For instance, you can use the same disks to install ReachOut on your computer at home and on your computer at work.



Chapter 7, *ReachOut for Supervisors*, explains why you might need to install ReachOut from a network. Each user who installs ReachOut from the network must have a valid ReachOut license. If you are installing ReachOut from a network drive, ask your ReachOut supervisor where to find the setup files on the network.

Install ReachOut directly from the CD-ROM. If one of your computers doesn't have a CD-ROM drive, you may have access to a computer that does. Just load the CD-ROM and examine its folder structure. You can either copy the entire hierarchy to a network drive or create a set of floppy disks for use in installing ReachOut.

To install from CD-ROM or floppy disks



1. Insert the CD-ROM or Disk 1 into the drive.
2. Click the Windows Start button, then choose Settings.
3. Choose Control Panel from the submenu.
4. Double-click Add/Remove Programs.
5. On the Install/Uninstall tab, click Install.
6. Click Next.
7. Follow the instructions on your screen to run SETUP.EXE.
Your ReachOut serial number is on the back of your CD-ROM case.
8. Repeat these instructions to install ReachOut on your other computer.

To install ReachOut from the network

1. Ask your ReachOut supervisor where to find the ReachOut files.
2. Click the Windows Start button, then choose Settings. Choose Control Panel from the submenu.
3. Double-click Add/Remove Programs.
4. On the Install/Uninstall tab, click Install.
5. Click Next.
6. Type the full path to the Setup file on the network or click Browse to search for it.
7. Follow the instructions on your screen.

Upgrading to ReachOut for Windows 95

You must be running Windows 95 to use this version of ReachOut. If you're running Windows 3.1x or DOS, refer to the ReachOut for Windows & DOS part of this User's Guide for instructions.

When you upgrade from ReachOut for Windows & DOS, ReachOut preserves your previous settings. Setup converts passwords and address book entries to the new format. All previous connections will be available when you run ReachOut.

To upgrade ReachOut

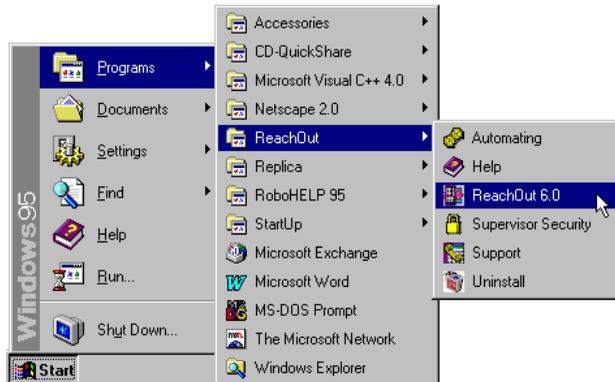
1. Insert the CD-ROM or Disk 1 into the appropriate drive.
2. Click the Windows Start button, then choose Settings.
3. Choose Control Panel from the submenu.
4. Double-click Add/Remove Programs.
5. On the Install/Uninstall tab, click Install.
6. Follow the instructions on your screen to install SETUP.EXE.



Note: See Chapter 7, ReachOut for Supervisors, for information about public installation of ReachOut from the network for more security.

Starting ReachOut

Setup adds ReachOut to your Program Files folder or the folder you specified during ReachOut installation.



To...

Use this icon...

Write scripts for use in automating ReachOut (most useful for automating file transfers).



Automating

Get ReachOut Help.



Help

Start ReachOut.



ReachOut

Implement global security for all users who installed ReachOut with SETUP PUBLIC.



Supervisor Security

Chapter 2 • ReachOut Installation

Get information for contacting Stac.



Support

Remove ReachOut from your computer.



Uninstall

To start ReachOut



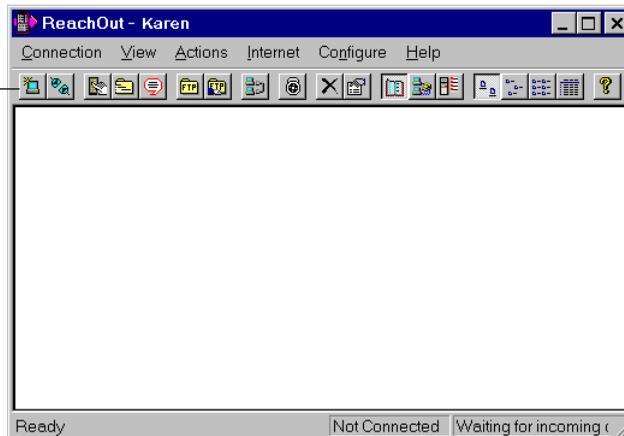
1. Choose Programs from the Start menu.
2. Choose ReachOut.
3. Choose ReachOut from the submenu.

Tip! ReachOut creates a shortcut icon on your desktop. Just double-click for a quick start.

A First Look at ReachOut

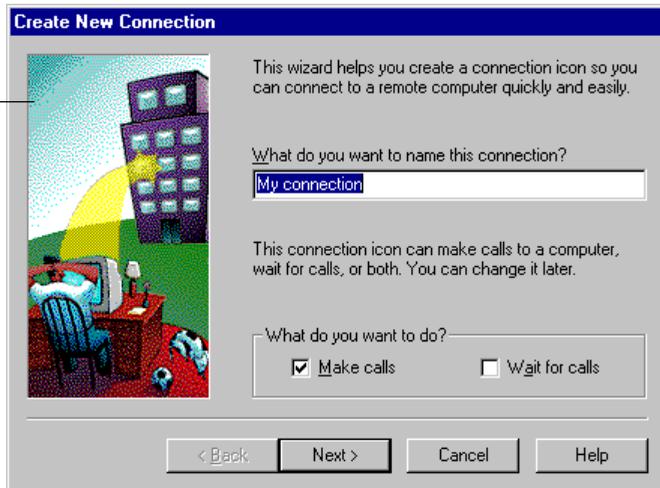
The first time you start ReachOut, this window opens.

Use tools in the toolbar to perform tasks quickly.



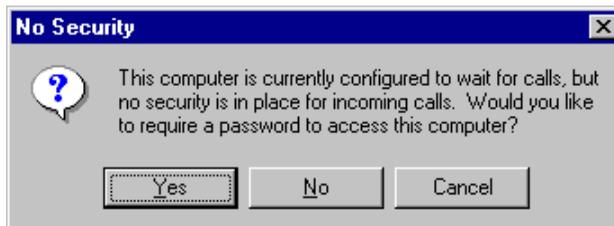
Immediately after this window opens, the Create New Connection wizard opens to help you create your first connection icon so you can connect to a computer.

The wizard helps you create a connection icon so you can connect to a waiting computer quickly and easily.



If you want to jump right in and create your first connection icon, follow the wizard. If you'd like step-by-step instructions, Chapter 3, *ReachOut Getting Connected*, helps you create a connection icon to Stac Download Service.

If you'd rather take a few minutes to preview ReachOut, click the Cancel button. This message box opens, asking you to make security decisions for your computer.



Use *passwords* to protect your computer. You can assign a password to each user who connects to your computer. The message box is asking if you want to set a password now. You can always set it later. To control who can make changes to your ReachOut settings, set a *Master password*. Chapter 6, *ReachOut Security*, explains how to protect your computer with passwords.

After you decide whether or not to protect your computer, ReachOut is ready for use. The buttons in the toolbar help you perform tasks quickly.

Using ReachOut Tools

Use ReachOut menu commands to perform tasks, or use buttons in the toolbar to do them faster. The toolbar includes the buttons you'll frequently use.

To...	Use...
Create a new connection icon.	
Connect to a ReachOut computer, or terminate a connection.	
Control a ReachOut computer.	
Transfer files between ReachOut computers using ReachOut Explorer.	
Start ReachOut Chat and exchange messages with other users.	
Transfer files via the Internet with SuperFTP Client.	
Prepare your computer for worldwide access with PersonalFTP Server.	
Start Windows 95 Direct Cable Connection.	

Implement security measures. 

Remove a connection icon. 

View connection icon properties. 

View your address book connection icons. 

View connection icons for all defined Dial-Up Networking servers. 

View connection icons for all ReachOut computers waiting on the network. 

Change how your connection icons appear. 

Start ReachOut Help. 

Registering ReachOut

To take advantage of ReachOut support services, you must register ReachOut. Register by phone or complete and mail the registration card in your ReachOut package.

In addition, when you register we'll add you to our mailing list so you receive information about new products, product upgrades, and more.

3

ReachOut

GETTING CONNECTED

Now that you've installed ReachOut, you can begin using it immediately to connect to other computers.

To...	Set your computer to...
Connect to other computers.	Make calls
Allow other computers to connect to your computer.	Wait for calls
Allow connections to and from your computer.	Make and wait for calls

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Creating Your First Connection Icon



Create a connection icon to quickly connect to another ReachOut computer. Once you create an icon, connect to the computer for remote control and file transfer. Use the *action buttons* on the toolbar to determine what you want to do once connected.

If the wizard is not already on your screen, to create a connection icon click  on the toolbar.

Create as many connection icons as you like using the New Connection wizard.



You can set up each connection icon to only make calls to a computer, only wait for calls, or make and wait for calls from a computer. In naming your connection icons, use names that will help you identify the computer (for instance, My office computer, My home computer, My Windows 3.1 computer, and so on). Your connection icons will be added to your address book automatically.

The next exercise steps you through the process of creating a connection icon to connect to Stac's Download Service. A connection icon file for Stac Download Service is already created for you, and is

stored in your ReachOut directory by the name Stac Download Service.RCO. If you don't want to do this exercise, you can move the .RCO file to the Address subdirectory of your ReachOut folder. The next time you run ReachOut, the Stac Download Service connection icon will appear automatically in your ReachOut window.

Note: Connecting to the Stac Download Service requires a modem and the use of ReachOut's terminal emulator. Creating a connection icon is much the same for all types of connections.

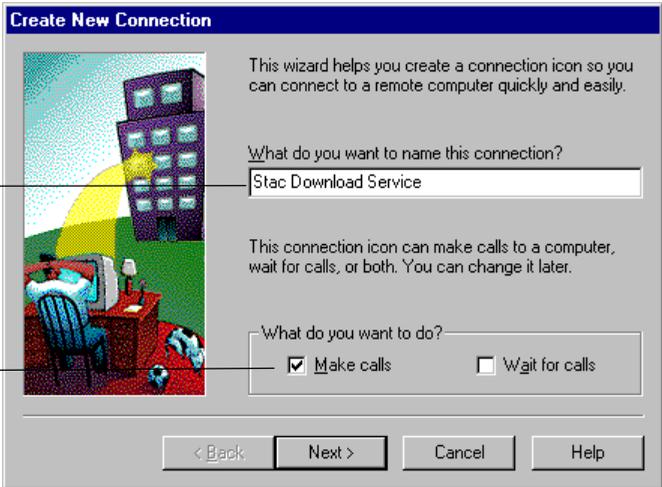
This exercise accomplishes two things: it helps you create a useful connection icon, and it helps you test your modem.

To create a connection icon

1. Click  on the toolbar.
2. Make entries as shown in the figure.

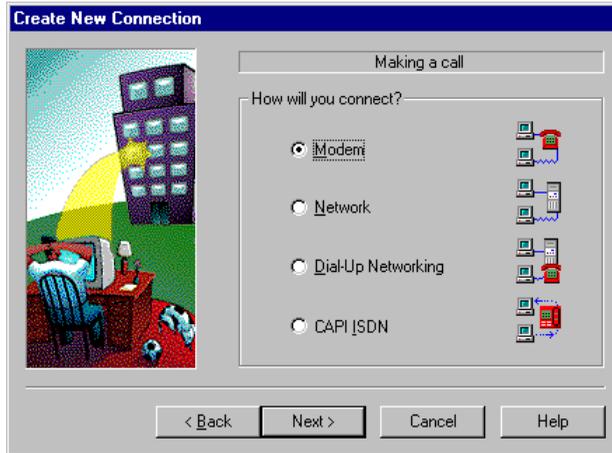
Give the connection icon a name.

Specify whether you are using the connection icon to make a call, wait for a call, or both.

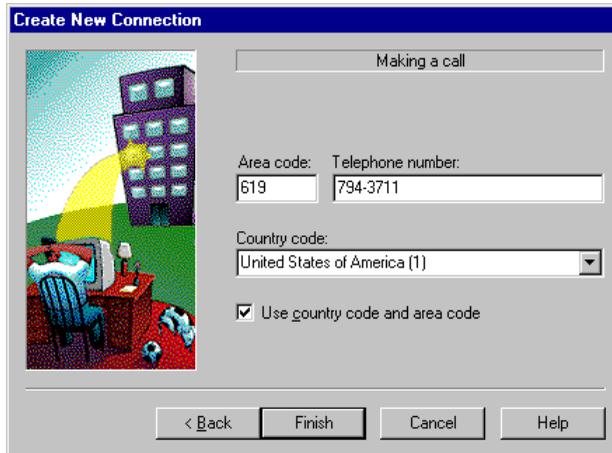


3. Click Next.
4. On the next screen, choose Modem if it's not already selected and click Next.

If you are creating a different type of connection icon, choose the appropriate type.



5. Enter details for dialing out. To create a different type of connection icon, you'll have to enter different values.

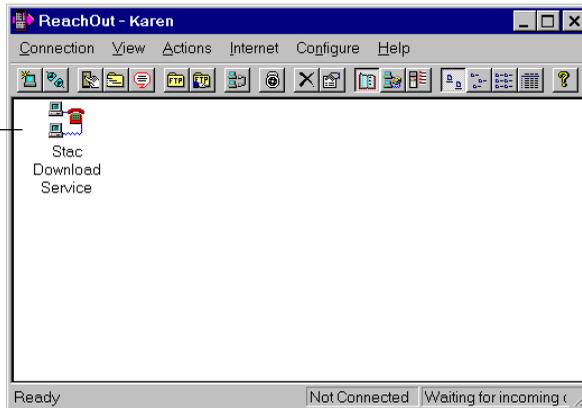


If you don't need the area code, clear the "Use country code and area code" check box.

6. Click Finish.

The Stac Download Service connection icon is now in your address book. Your ReachOut window now looks like this.

Connection icon to connect to Stac Download Service.



To complete the Stac Download Service connection icon, right-click the icon and choose Properties, then make sure the Use terminal emulation field is checked. You can modify any settings of any connection icon.

Use the wizard to create all your connection icons. You can change any settings later by right-clicking and choosing Properties.

Making the Connection

When you're ready to connect to another computer, and the computer's ready to receive your call, make the connection. Here's what you do:

1. Select the action you want (either remote control or ReachOut Explorer).
2. Double-click the connection icon.



Note: Before connecting to a waiting computer via modem, make sure your Windows modem dialing properties are set to access an outside line, if necessary. Choose Control Panel from the Windows 95 Settings menu, and change Dialing Properties for Modem.

Connecting over a Network

When two ReachOut computers are on the same network, either at the office or on the Internet, you can use ReachOut. Both computers must have ReachOut running. A calling computer connects to a waiting computer much faster than over a modem. When you create connection icons, you can ask ReachOut to list the waiting computers on a local network and choose one or just type the computer's ReachOut name. For an Internet connection, type the IP address or full domain name.

If you want to connect to a waiting computer over the Internet, you must know the computer's IP address or name when you create the connection icon. Both computers connect to the Internet in the usual way. Then use ReachOut to connect the two over the TCP/IP network.

To use ReachOut over a Network

1. Select the action you want from the toolbar.
2. Double-click the connection icon.

Connecting via Dial-Up Networking

The Dial-Up Networking client is part of Windows 95. It allows a computer to connect to a Dial-Up Networking (or RAS) server and become a *remote node* on the network. Once a computer becomes a remote node, its user has access to network services that would be available if the user were physically on the network. ReachOut uses Windows 95 Dial-Up Networking connections over a modem. Make sure you can connect to a Dial-Up Networking server using Windows 95 before you try it with ReachOut, since ReachOut uses the same

properties. Once you are connected to the server, ReachOut uses network connections.

Note: Dial-Up Networking is not installed automatically with Windows 95. To install the Dial-Up Networking client module, open the Control Panel and choose the Windows Setup tab. Choose Dial-Up Networking from the Communications group, and let Windows 95 install it. You'll need to check with the administrator of the Dial-Up Networking server for the details.

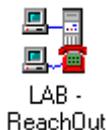
Setting up a Dial-Up Networking server requires the Microsoft Plus! pack for Windows 95. You won't need the Plus! pack to connect to a Dial-Up Networking server and use ReachOut.

ReachOut extends Dial-Up Networking by giving you the ability to *remotely control* a Dial-Up Networking server or any computer on that network, as long as it is running ReachOut.

Dial-Up Networking Connection Icons



ReachOut's Dial-Up Networking connection list automatically contains any Dial-Up connections you have defined under Windows 95. You can use them to connect to a Dial-Up Networking server from within ReachOut even if that server does not have ReachOut installed.



If you want to use ReachOut once connected to the Dial-Up Networking server, you can create a ReachOut connection icon to make the connection and take you directly to a computer waiting for ReachOut calls.

To create a DUN connection icon

1. Click New Connection on the toolbar.
2. Type a name for your connection icon and choose OK.
3. Choose Dial-Up Networking, then OK.

• **ReachOut Getting Connected**

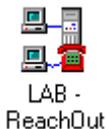
4. In the resulting window, choose New or a predefined Microsoft Dial-Up Networking connection.
If you choose New, a wizard lets you define a new Windows 95 Dial-Up Networking connection.
5. Type the ReachOut name of the computer.
The ReachOut name can be the server or a ReachOut computer on that network. This icon will connect you directly to the computer you name.
6. Click Finish.

When you connect to a Dial-Up Networking server with a ReachOut icon, you have several options:

- Use ReachOut to control the computer named in the connection icon. This can be the server itself or a different computer on that network.
- Once connected to the server, use a ReachOut network connection icon to connect to another ReachOut computer on that network, using the server as a *gateway*.
- Act as a remote node on the network.

To connect to a Dial-Up Networking server

1. Make sure Dial-Up Networking is installed on your computer and works under Windows 95.
2. Click a Dial-Up Networking icon in your address book. You will connect to the computer named in its Calling Options properties if that computer is waiting for network calls.
3. Choose an action from the toolbar.



Note: In order to connect to Novell's Dial-Up Networking (Remote Node Server) through ReachOut, you must first connect to the server under Windows 95 using a Microsoft DUN connection for the NetWare Connect object. When you configure the object under Windows 95, enter the password and check "Save Password," then make the connection. NetWare does not prompt you for a missing password as other servers do. After the first time, you can connect from ReachOut.

Even if the server is not a ReachOut computer, you can use ReachOut to connect to and control another computer on that network. If you connect with Microsoft's standard connection icon or if you used the server computer name in the ReachOut connection icon, you can still control another ReachOut computer.

To control a different computer on the network

1. While you are a remote node on the Dial-Up Network, open ReachOut on your local computer, if it is closed.
2. Double-click a network connection icon in your personal address book or network list.



Ket

You can create the icon after being connected to the network if you like.

Note: When a Dial-Up Networking (or RAS) server is waiting for DUN calls, it will not receive ReachOut modem calls. If the server has ReachOut installed, make sure it is not "Waiting for calls" over a modem. In addition, make sure the computer from which you are making the connection is not "Waiting for calls" over a modem. Any ReachOut connection you make after establishing the Dial-Up Networking connection are network connections.

To connect to a DUN server with ReachOut installed via standard ReachOut modem connection, make sure "No caller access" is checked in the Dial-Up Networking server properties.

Connecting via Direct Cable

You can also use ReachOut to connect two computers over a Windows 95 Direct Cable connection. To make sure this feature is installed from your Windows 95 disks, double-click Add/Remove Programs from your Control Panel and choose the Windows Setup tab. Direct Cable Connection is in the Communications group. If it isn't installed, install it here. The Windows 95 wizard walks you through the process.

To create a connection icon for use over a Direct Cable connection, choose Network as the connection type in the wizard; select NetBIOS as the Network type to define it. To help you identify it, include the word "Direct" in the name. (Windows 95 simulates a form of NetBIOS network over the direct cable connection.)

To use ReachOut over a Direct Cable connection

1. Connect the two computers with a parallel or serial cable. See Chapter 2, *Installation*, for details on the types of cables to use.
2. Click Direct Cable on the toolbar, or choose it from the Actions menu. Let Windows 95 establish the connection.
3. Double-click the network connection icon you created using NetBIOS for the direct cable connection.
4. If necessary, click the Remote Control or ReachOut Explorer button on the toolbar. You can use any ReachOut tools once you are connected.



Connecting to a Win 3.1 Computer

Use a modem, network, or ISDN line to connect to a computer running a different version of ReachOut the same way you would connect to another Windows 95 ReachOut computer. Create a connection icon and connect as usual.

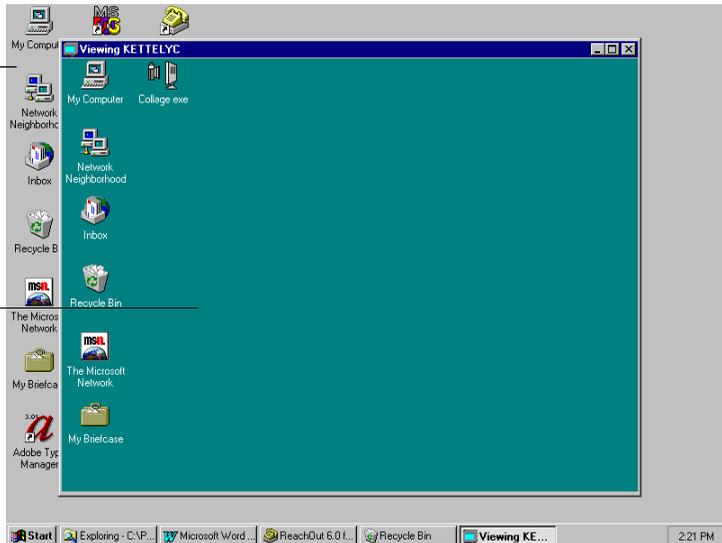
Other users running an older version of ReachOut from Windows 3.1 can connect to your Windows 95 ReachOut computer as well. ReachOut for Windows 95 supports connections to and from any ReachOut computer running version 4.0 or later.

What You See Once You're Connected

When you connect to a computer, what you see depends on the action you want to perform (such as remote control, file transfer with ReachOut Explorer or FTP, or Chat). If you selected Remote Control, you'll see that computer in a *viewing window* on your desktop.

Your desktop

The viewing window shows the computer you connected to. The computer's ReachOut name appears on the viewing window's title bar.



How the other computer appears within your viewing window depends on the screen resolution of the other computer's monitor.

If the monitor is a lower screen resolution

If the other computer's monitor is a lower screen resolution than your monitor (for instance, it is 640x480 and your monitor is 800x600), the

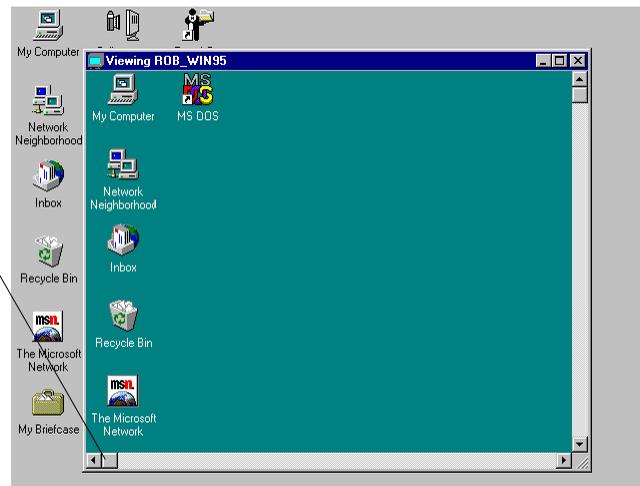
computer's desktop appears within a full viewing window as shown in the previous figure. There are no scroll bars. Size and move the window on your desktop as you would any window. To switch back to your desktop, move the cursor outside the viewing window and click.

Note: Whether or not the cursor is in the viewing window, when you press ALT+TAB, you'll switch between applications on your computer.

If the monitor is a higher screen resolution

If the other computer's monitor is a higher screen resolution than your monitor (for instance it is 800x600 and your monitor is 640x480), the computer's desktop appears within a scrollable viewing window on your desktop.

Use scroll bars to bring into view parts of the remote desktop you



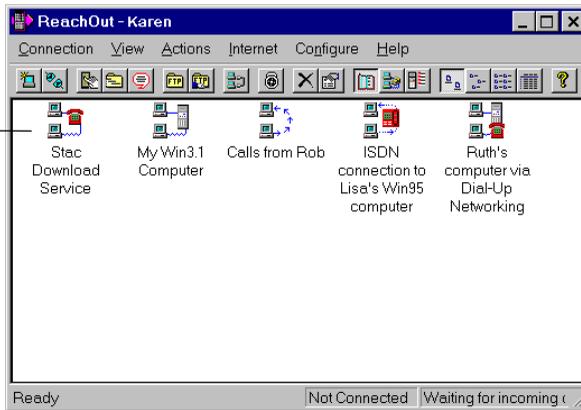
To move different parts of the window into view, use scroll bars. You can also use *scaling* or *panning* (see page 41) to adjust the display.

If the monitors are the same resolution
 If both monitors are the same screen resolution, the viewing window may cover your entire desktop. To bring up your local computer's task bar, click CTRL+ESC. To size the viewing window, click once on your local taskbar's Start menu to clear it, then right-click the viewing icon. From the Control menu, choose Restore.

Different Connection Icons

Use the Create New Connection wizard to create as many connection icons as you want to connect to other ReachOut computers. The figure shows different types of connections you can make.

Connection icons make it easy to connect to another ReachOut computer. Just double-click an icon for fast connection.



To...

Make this connection...

Connect to a ReachOut computer via modem. Each computer must have a modem. The faster the modems, the better the performance.

Modem



Connect to a ReachOut computer via a network. Both computers must be on the same network.

Network



Connect to another Windows 95

computer directly. (Click  in the toolbar first.)

Direct cable



Create a “wait only” connection icon. You can later enter more details for the connection icon (for instance, calling information).

Unaffiliated



Connect to a ReachOut computer via CAPI ISDN.

CAPI ISDN device



Connect to a ReachOut computer via Dial-Up Networking. The computer waiting for calls must be a Dial-Up Networking server. This server may or may not be running ReachOut. You can use it as a gateway to connect to other ReachOut computers on the network. Dial-Up Networking client comes with Windows 95.

Dial-Up Networking



Note: When you create a network connection icon, ReachOut displays a screen from which you can select a ReachOut computer on the network. If the computer you want is not in the list, it may be because it is not logged onto the network; you can type the computer's name in the field. If you don't know the computer's name, ask its owner. If you are creating a network connection icon for use in Direct Cable connection, use the other computer's ReachOut name.

Viewing Your Connection Icons

Your address book will continue to grow as you add new connection icons. ReachOut makes it easy for you to show all your personal connection icons, all ReachOut computers on a local network, and all

Dial-Up Networking connections defined under Windows 95. The network view lets you copy the icon for any ReachOut computer on the network to your address book. The first time you connect to a Dial-Up Networking server, its icon appears in your address book as well. View the connection icons by large or small icons, detail, or list view. Right-click any connection icon to modify it or view its properties.

To view your personal connection icons

- Click  on the toolbar.

To view other computers you can connect to

- Choose  to view all ReachOut computers currently waiting on the network.

-Or-

- Choose  to view the Dial-Up Networking connections.

Note: Click all three buttons to view all connections at once.

Where your Connection Icons are Stored

ReachOut stores your connection icons in your *address book*. Each connection icon's information is stored in a separate file named *iconname.RCO* in the ADDRESS folder under your REACHOUT folder (for example, **my laptop.RCO**). As you add or remove connection icons in your address book, ReachOut automatically updates your address folder.

Initially, the Stac Download Service file (**Stac Download Service.RCO**) is stored in your ReachOut directory. If you didn't create a new one, you can move this file into your ReachOut Address directory.

If you move a connection icon file outside your Address folder, it will not appear in the ReachOut window.

Disconnecting from a Computer

When you are ready to disconnect from a computer, switch to your ReachOut window.

To disconnect from a computer

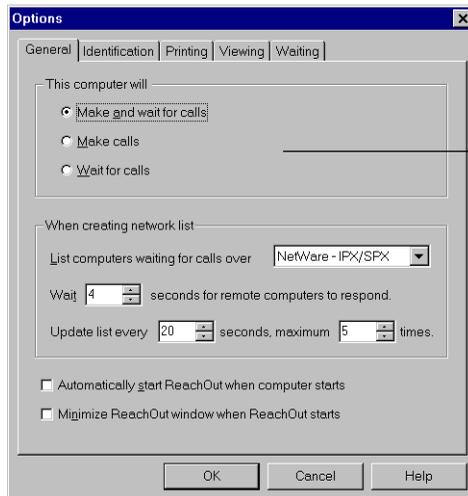


- Click the Disconnect button on the toolbar.

Note: If you connected to a computer via Dial-Up Networking, you'll need to disconnect via the Windows 95 Dial-Up Networking window after you disconnect ReachOut.

Preparing Your ReachOut Computer

By default, your ReachOut computer is set to *make and wait for calls*—other computers can connect to your computer, and you can also connect to others. If you plan to only *make calls* or only *wait for calls*, you'll need to change your ReachOut Options. Use the General tab to make the change.



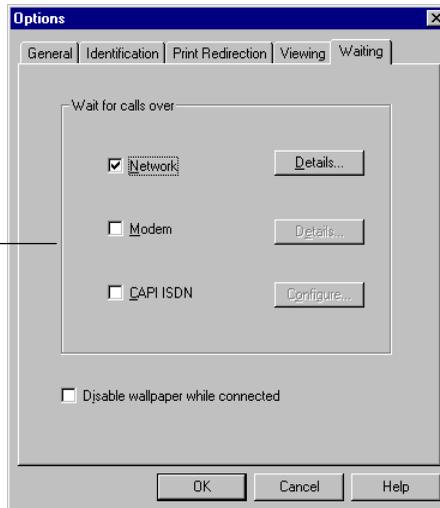
Decide how you will use your computer

If you...	Choose...
Want to connect to other computers, and allow other computers to connect to yours.	Make and wait for calls (<i>default option</i>)
Don't want anyone else to connect to your computer, but you want to be able to connect to their computers.	Make calls (<i>your computer is local</i>)
Don't want to connect to other computers, but you want others to connect to yours.	Wait for calls (<i>your computer will be remote to the calling computer</i>)

Preparing your Computer to Wait for Calls

When you set up your computer to *Wait for calls* or *Make and wait for calls*, you use the *Waiting* tab to say what type of calls to wait for.

You can wait for calls on more than one connection type. Check each box that applies.



Click *Details* to give explicit information about the connection type (for instance, wait for calls on two different networks). If you need help in making entries on this tab, click the *Help* button.



To prepare your computer to wait for calls

1. Choose Options from the Configure menu.
2. On the General tab, make an appropriate selection for "This computer will," and click OK.

To specify what type of calls to wait for

1. Choose Options from the Configure menu.
2. On the Waiting tab, check the appropriate check box(es).
3. Click Details (or Configure) for the connection type you selected to give ReachOut additional information.

ReachOut Default Settings

When you install ReachOut, it has pre-defined settings. You can change the settings through Configure Options at any time.

Function	Default settings
Computer identification	The computer's name is the name you assigned when you installed Windows 95.
Password protection	Enabled. Users must have a password to connect to your computer.
File transfer	Users who connect to this computer have full file transfer rights through ReachOut or SuperFTP. They can copy, move, rename, and delete files and directories.

Intruder guard	Enabled. Users who attempt to connect to this computer can enter an invalid password 3 times before ReachOut terminates the connection attempt. A user at the waiting computer must click OK before it can receive any more calls.
Printing	Print redirection is allowed. Users who connect to this computer will be able to print your files on their local printers.
Viewing	Caching and compression are enabled to optimize viewing.
Connection type	ReachOut chooses network if it finds one, otherwise a modem. If it doesn't see either, it assumes a direct cable connection.

4

ON BOTH COMPUTERS

Here's what you can do while connected to another ReachOut computer:



Control it remotely



Transfer files



Exchange messages



During **remote control**, use the computer you connect to as if you were sitting in front of it. Run applications, open documents, and print files as usual. Read and respond to e-mail. Use Windows Explorer or File Manager to manage files and directories as usual.



Use **ReachOut Explorer** to transfer files between ReachOut computers using SmartSend. Synchronize directories and files between two computers using ReachOut's RapidSync. Update all directories or just the files that have changed on the computers.

ReachOut Chat makes it easy to exchange messages with co-workers. Type your message, and the user sees it as it is being typed. You see their message the same way.

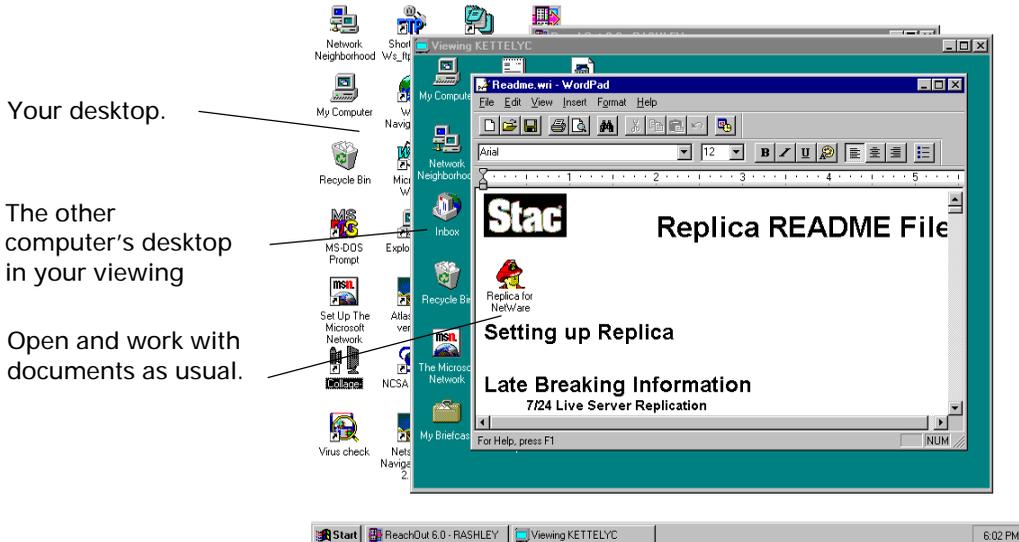
In this chapter...

Using Remote Control	40
Transferring Files.....	47
Chatting Online	55

Using Remote Control

When you connect to a computer for remote control, use the computer the way you normally would if you were in front of it.

Work with documents as usual. Open, read, change, save, and print documents.



- **Access and use network resources.** If the computer you connected to is logged onto the network, access drives and directories as usual: read your e-mail, print to network printers, transfer files between the computer you connected to and other computers on the network. See *Transferring Files* on page 47 for details on how to transfer files between ReachOut computers.
- **Get on the Internet.** If you don't have Internet access on the computer you are using, you can get on the Internet via remote control. Connect to a ReachOut computer that has Internet access and start the computer's Web browser (for instance, Netscape). Once you're on the Internet, work as usual.

- **Redirect printing** When you print documents from the computer you're connected to, by default the printouts print at the remote computer's printer. If you want to print documents to a printer where you are, you can do so only if the other computer allows it. See page 46 for more information.
- **Change system settings.** If you have a Master password for the computer you're connected to, you can change some of its ReachOut settings. You can also protect your computer using Master passwords. See Chapter 6, *ReachOut Security*, for details.

While Connected

While controlling another computer, you may want to tab through the running applications on either connected computer.

- To see and select running applications on the computer that made the connection, use ALT+TAB as usual.
- To see and select running applications on the computer that you are controlling, use ALT+RIGHT-ARROW or ALT+LEFT-ARROW.

If the viewing window is maximized, you can use ReachOut's Hot Key to open the ReachOut window. The default Hot Key is LEFT-SHIFT+RIGHT-SHIFT. Choose Options from the Configure menu and change to a different Hot Key on the Viewing tab if necessary.

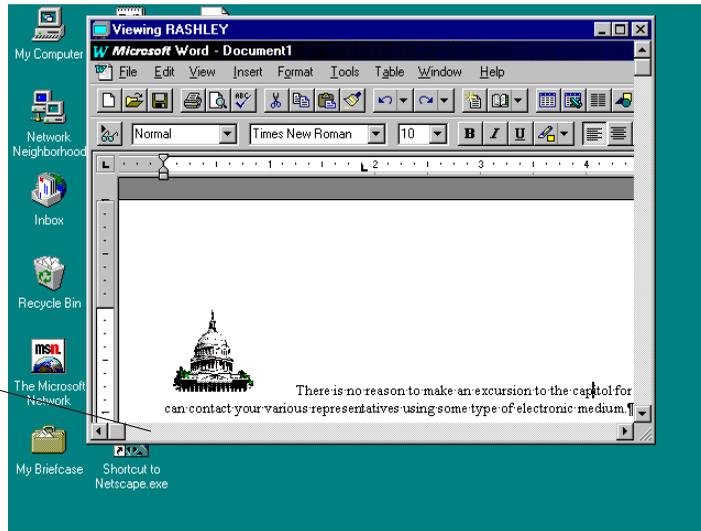
Adjusting the Viewing Window

While remotely controlling a computer, you may need to adjust the way the computer appears within your viewing window. Use *scaling* and *panning* from your computer to adjust the other computer's desktop.

Scaling shrinks the computer's desktop to fit within your viewing window. The next two figures show a connection to a Windows 3.1 computer. The first figure shows the computer's desktop when it is not scaled in the viewing window.

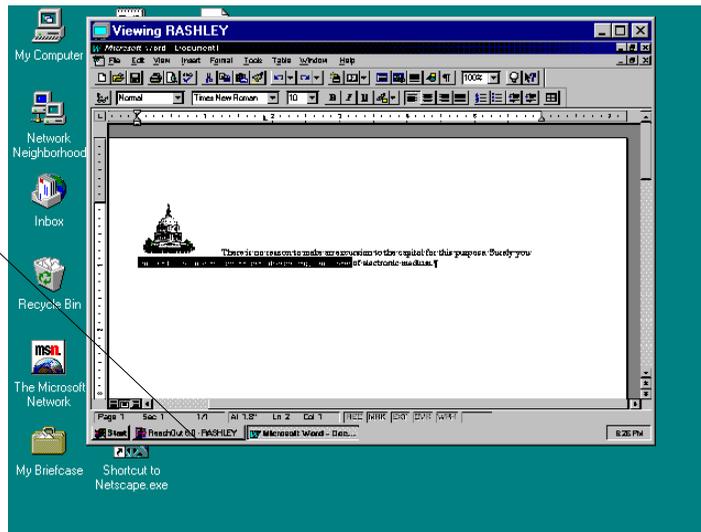
Chapter 4 • ReachOut On Both Computers

Scroll bars let you see the entire desktop.



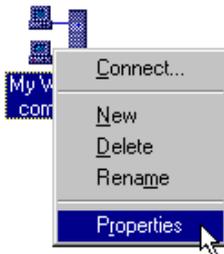
The next figure shows the desktop when it is scaled in the viewing window. Scaling is connection icon specific. You apply scaling to the computer you're connected to, not all computers you might connect to.

The viewing window has no scroll bars when scaled. Drag its corners to size it.



When you scale a computer for viewing, it may be difficult to view the computer's desktop clearly within your viewing window because of the size of your screen. You may have to turn scaling off.

To scale the other computer's display



1. Right-click the computer's connection icon.
2. Choose Properties from the context menu.
3. On the Calling Options tab, check Scale the remote display and click OK.

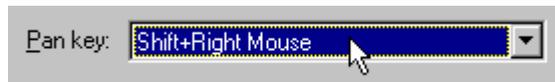
When you switch back to the viewing window, the display will be scaled.

Panning allows you to define unique *pan keys* (mouse, or mouse and keyboard combinations) that you use to move into view parts of the other computer's desktop you can't see. For instance, you can define the Shift key with right mouse button as the pan key. While viewing a computer, hold down the Shift key, press and drag the right-mouse button to move the computer's desktop in the viewing window. You can also use scroll bars in the viewing window to move parts into view.

To prepare for panning



1. Choose Options from your ReachOut Configure menu.
2. On the Viewing tab, choose a pan key from the Pan key field and click OK.

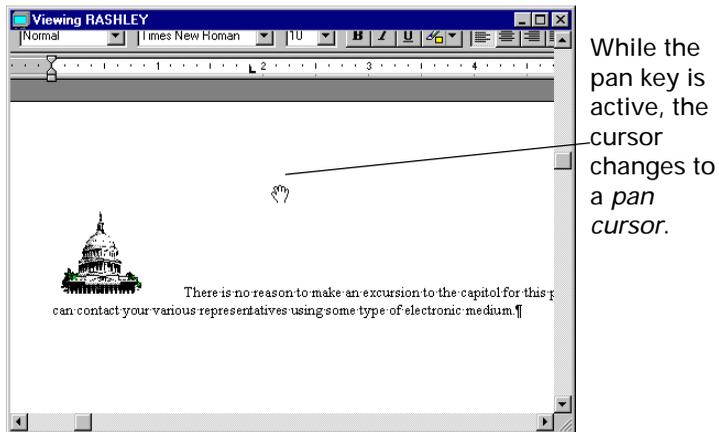


To use panning

1. Point to any location in the viewing window.

2. Use your defined pan key to move the computer's desktop within your viewing window.

For instance, if the Shift plus right-mouse button was the pan key, you'd press the Shift key while pressing and dragging the right-mouse button to move the computer's desktop within your viewing window. The next figure shows the pan cursor that appears during panning.



3. Release the pan key once the desktop is where you want.

Optimizing Viewing

Each time you connect to a computer, ReachOut paints the computer's desktop on your screen. ReachOut can cache graphics to memory or disk and compress all data used in refreshing the screen to speed up viewing. If you tell ReachOut to use a disk cache, it saves data between connections, speeding up the process next time you connect.

To optimize viewing

1. Right-click the computer's connection icon and choose Properties from the context menu.
2. On the Calling Options tab, make these entries.

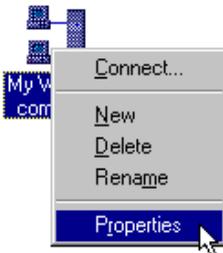
To...	Check this...
Enable caching	<input checked="" type="checkbox"/> Enable cache
Save cache to disk	<input checked="" type="checkbox"/> Save cache to disk
Enable compression	<input checked="" type="checkbox"/> Enable compression

Controlling Keyboard and Mouse Actions

While you connect to a computer, you may not want anyone else at that location to use the computer at the same time. You can disable the computer's keyboard and mouse during remote control—users at the other computer won't be able to see your mouse and cursor movements or use the keyboard or mouse.

To disable the remote computer's keyboard and mouse during remote control

1. Right-click the computer's connection icon, and choose Properties from the context menu.
2. In the Calling Options tab, check Disable the remote keyboard and mouse and click OK.



Controlling Viewing of a Computer

As you control a computer, you may not want anyone near it to see what you are doing. You can clear the computer's display during remote control. When a computer's display is cleared, it appears as if it is turned off. You might use this feature if you are accessing sensitive documents on the other computer.

To clear the remote computer's display during remote control

1. Right-click the computer's connection icon, and choose Properties from the context-menu.
2. On the Calling Options tab, check Clear the remote display and click OK.

Controlling Where Jobs Print

Any user with access to a computer can print its files at the remote location or print to a spool file stored on the remote computer. You can set up your computer so that connected users are prevented from printing to their local printers by choosing Security from the Configuration menu and checking **Don't allow printing at the other computer's printer** on the Remote Control tab.

Note: If the other computer defined a Master password and you know the password, you can override the computer's printing options during remote control. The same is true for your computer. For details on how to set a Master password for your computer, see Chapter 6, ReachOut Security. If you installed ReachOut from the network, you won't be able to override ReachOut supervisor security.

To redirect printing during remote control

1. In your local computer's ReachOut window, choose Options from the Configuration menu.
2. Choose the Printing tab.
3. In the Printer field, choose the local printer where you want the printout to appear, then click OK.
4. In the Viewing window, activate the application you want to print from and choose Print from the File menu.

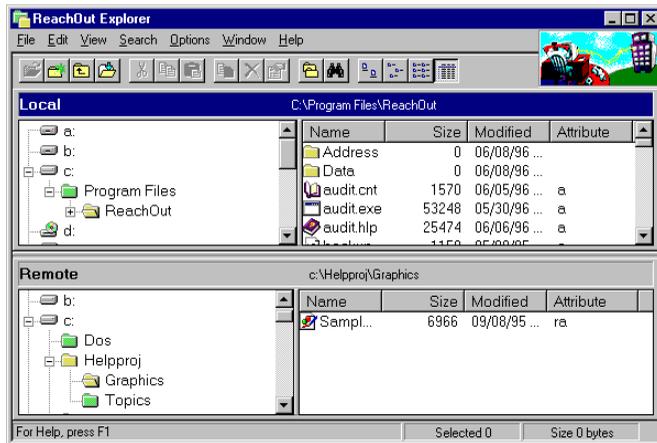
5. Select the ReachOut printer.
6. Continue to print the file as usual.

Note: To print to a spool file on the remote computer, choose Spool file from the Printer list and fill in a spool file name.

Transferring Files

Use *ReachOut Explorer* to transfer files and folders between two ReachOut computers. Just drag and drop the files and folders you want from one window to the next. Use ReachOut Explorer much as you would use Windows Explorer.

Drag and drop files and folders between your computer (local) and the one you're connected to (remote).



Choose where the files or folders now exist from the *local* or *remote window*, then drag and drop them where you want them copied or moved. Data transfer speed depends on the connecting device you're using: modem, network, CAPI ISDN, or direct cable. The faster the transmission device, of course, the faster the transfer.

Note: You can implement security measures to prevent unwanted transfers of files to and from your computer. For more information see Chapter 6, ReachOut Security.

If the computer you connected to allows you full transfer access, you can also create folders, copy, move, rename, or delete files and folders.

*Note: When ReachOut Explorer transfers a file with a long file name from a Windows 95 computer to a Windows 3.1 computer, it truncates the long file name to the 8.3 type, converting any spaces to an underscore () character. The file named **My status report.doc** becomes **my_statu.doc**).*



To transfer data between two ReachOut computers

1. Click ReachOut Explorer on the toolbar.
2. Double-click the computer's connection icon.
3. Drag and drop files as usual.

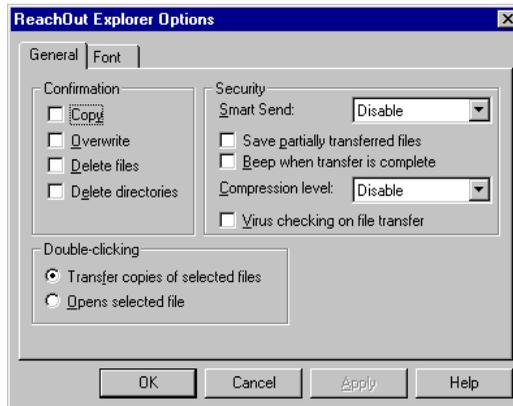
Optimizing Data Transfers

Transferring files over a modem can be expensive and time consuming depending on the speed of the sending and receiving modems. If the files are large or contain graphics, you can compress them during transfer. Use *ReachOut Explorer Options* to give details about how files are transferred between the two connected computers. To open this window, choose General from the Options menu.



Use the Confirmation section to specify when you want ReachOut Explorer to ask you to confirm operations; these are the same options Windows gives you. Use the Double-clicking section to specify the effect of double-clicking selected files; you can have ReachOut copy files immediately to the current directory of the connected computer or open the selected file.

Use the Security section to specify a SmartSend level and compression level, as well as how to handle partial or completed file transfers.



Optimizing Transfers with SmartSend™

Normally, ReachOut transfers complete files when you copy them. You can optimize data transfers with SmartSend when you transfer files that already exist on the other computer; they have matching names and directory paths. SmartSend transfers only the differences between the two matching files.

When you use Standard SmartSend, ReachOut identifies matching files, then compares their dates, times, and sizes. If these values match, ReachOut doesn't transfer the file at all. If any of them are different, ReachOut identifies the differences and updates the files on the target computer. When you use Vigorous SmartSend, ReachOut checks for differences in all matching files and transfers them.

Files and folders you transfer between two computers must exist in the same folder structure on both computers. Use ReachOut Explorer Options (General tab) to enable SmartSend and set the level.

To...	Choose...
Identify and transfer differences in files with matching names and paths that have different sizes, dates, or times.	Standard
Identify and transfer differences in all files with matching names and paths.	Vigorous
Transfer full files regardless of differences.	Disable

Compressing for Faster Transfers

ReachOut gives you three compression options for maximizing your data transfers: Fast, Standard, and Maximum. You decide how long ReachOut should take to compress the files.

Note: If the files you are transferring are already compressed with a compression application such as WinZip, you probably won't gain any additional benefits by compressing them again before the transfer.

If you...	Choose...
Don't want ReachOut to spend a lot of time compressing the files.	Fast <i>Files will not be as compressed.</i>
Want ReachOut to compress normally.	Standard
Want ReachOut to compress as best as it can.	Maximum <i>Use this option if you have a slow modem.</i>
Want to turn off compression because the files you are transferring are already compressed.	Disable

Synchronizing with RapidSync™

An alternative to dragging and dropping files and folders from one computer to the other is to use RapidSync to synchronize the two computers quickly. Files and folders with matching names are made to match the latest one. Files and folders that exist on one computer are duplicated on the other computer. After choosing the two directories, you can ask ReachOut to include subdirectories, synchronize only files that already exist, or transfer in one direction only.

Note: Your SmartSend options apply when ReachOut transfers files during synchronizing directories.

To optimize and synchronize files and folders



1. Connect to the computer, and click ReachOut Explorer on the toolbar.

2. In the Local and Remote windows, make the folders in which you want to synchronize files active.



3. Click Synchronize directories on the ReachOut Explorer toolbar.

4. Choose any options and click OK.

ReachOut synchronizes the two based on your options.

Transferring Files with Long Names

If the files and directories on your local computer have long file names, when they are transferred to a Windows 3.1 or Windows for Workgroups (WFW) computer with ReachOut Explorer, ReachOut converts the names to Windows 3.1 or WFW naming conventions (an eight-letter name with a three-character file extension). If there are any spaces in the long file name, ReachOut substitutes an underscore (_) character. For instance “My status report.doc” is renamed “my_statu.doc.”

Using ReachOut Explorer Tools

The buttons in the toolbar make it easy to accomplish most tasks:

To...	Use this tool...
Open the selected file in the active window.	
Create a new folder in the active window.	
Go up one directory from where you are in the active window.	
Open the Change Directory dialog box so you can switch to a different directory on the active window.	
Cut a file or folder from the active window.	
Make a copy of a selected file or folder in the active window.	
Paste a file in the active window.	
Automatically transfer the selected file or folder to the other computer.	
Delete a file or folder in the active window.	
View Properties for the selected file or folder on the active window.	
Synchronize files or folders on the connected computers. Older files are replaced with newer versions.	
Search for a specific file or folder on your computer or the one you're connected to.	

Change how files and folders appear in the active window.



Transferring Data via the Clipboard

Use ReachOut's *Remote Clipboard* to transfer data between two ReachOut computers during remote control. Use the Remote Clipboard to transfer a small amount of data (for instance, if you want to copy a paragraph from a document). For large (or graphic-intensive) files, use ReachOut Explorer or FTP to transfer the data.

The **Get Remote Clipboard** and **Send Clipboard to Remote** commands from the Actions menu tell ReachOut what to do. If you are transferring data to your computer, use Get Remote Clipboard. If you are transferring data to the remote computer, use Send Clipboard to Remote. Make sure you haven't disabled your computer's Remote Clipboard before trying to use it.

To transfer data to your computer via the Remote Clipboard

1. Connect to the other computer with remote control.
2. Open the document on the remote computer and copy the data you want.
3. In the ReachOut window on your local computer, choose Get Remote Clipboard from the Actions menu.
4. In the Get Remote Clipboard dialog box, choose the format you want and click the Get button.

You must select at least one type or nothing will be transferred.

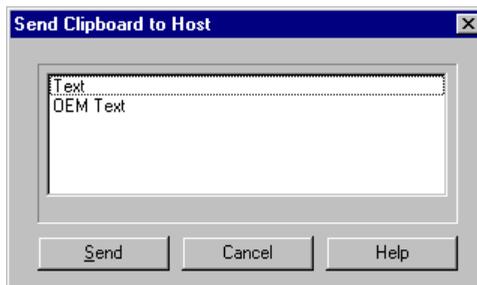


5. Switch to the document on your local computer and paste it.

To transfer data from your computer via the Remote Clipboard

1. Connect to a remote computer and start remote control.
2. Open the document on your local computer and copy the data.
3. In the ReachOut window on the local computer, choose Send Clipboard to Remote from the Actions menu.
4. In the Send Clipboard to Remote dialog box, choose the format you want and click the Send button.

You must select at least one type or nothing will be transferred.



5. Switch to the document on the remote computer, and paste it.

To prevent data transfers via the Remote Clipboard

1. Choose Security from the Configure menu.
2. On the Remote Control tab, check Disable this computer's Remote Clipboard and click OK.

Scheduling File Transfers

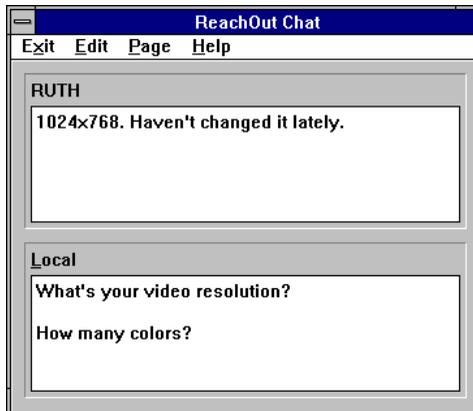
If you need to transfer files between ReachOut computers at a specific time and you can't be there to do it personally, ReachOut's Automating tool can help you write a ReachOut script for a scheduled file transfer.

For details on writing and using scripts, see Automating ReachOut Connections in online Help.

Chatting Online

ReachOut *Chat* is an effective way to communicate with a user at another ReachOut computer. You type a message and the user you want to chat with can respond with a message. You, or the other user, can start Chat.

Use Chat to exchange messages—you can even use it to copy small amounts of data.



To chat

1. Connect to the other computer.
2. Click Chat on the ReachOut toolbar.

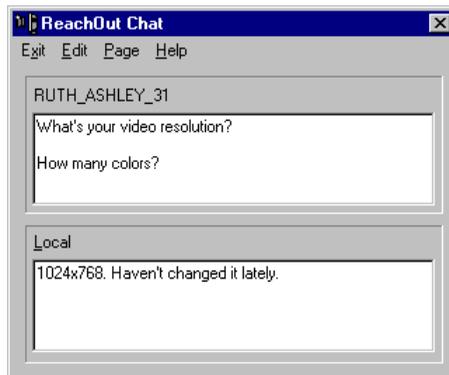
ReachOut opens Chat on both computers. Type your message. If the other computer doesn't respond, you can page it. The user hears a sound similar to a telephone ring.

To page a user

1. Click Page on the Chat menu.

The ReachOut Chat Window

The ReachOut Chat window has two parts; you type messages in the Local part of the window, and you receive messages in the upper part of the window. (The same applies to the connected computer.)



Note: If you are in a remote control session, you will see the other computer's Chat window, as well as yours.

Copying and Pasting Data in Chat

With Chat, you can copy text to your Local Chat window from another source. For instance, you can copy text from WordPad or your e-mail, and paste it into your Local Chat window. The connected user will see the text you pasted.

You can also copy messages (all or selected) from the connected computer to your Local Chat window or another destination. If you don't select text to copy, Chat places the entire contents of the message on the Clipboard. If you select text to copy, only the selected text will be copied.

To copy text from the message window

1. Select the text you want to copy. (To copy all text, place the mouse cursor at the beginning of the line).
2. Choose Copy from Host (or Copy from Viewer) on the Edit menu.
3. Open the destination document where you want to place the text, and paste as usual.

To paste text from a document into the Chat window

1. Copy the text from the source document.
2. Choose Paste from Host (or Paste from Viewer) on your Edit menu.

Whether ReachOut is running on both computers or only one, you can connect and transfer files via the Internet. One of the two computers must be running an *FTP client*, and the other an *FTP server* program.

Note: FTP is File Transfer Protocol. To use remote control over the Internet, connect two ReachOut computers with a network connection.

If the computer you are using runs ReachOut, use *SuperFTP Client* to connect to a non-ReachOut computer on the Internet. If the computer you are using does not have ReachOut, use any FTP client or any Web browser that supports FTP to connect to a ReachOut computer that is running *PersonalFTP Server*.

You might want to use ReachOut over the Internet in these ways:

- You're at a customer site without a ReachOut computer. You need to get some important files from a computer that is running PersonalFTP Server. You use a browser (such as Netscape Navigator) to connect to the computer and transfer files.
- Your computer is running SuperFTP Client, and you need to connect to a non-ReachOut computer or any public FTP site over the Internet to download files. You use ReachOut's SuperFTP Client to connect to the computer. The computer you want to connect to must be ready and waiting as an FTP server.

In this chapter...

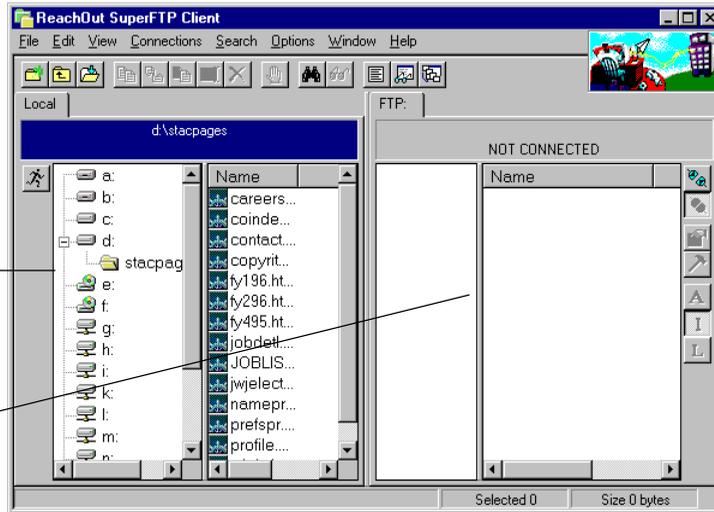
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Connecting with SuperFTP Client

Use ReachOut's SuperFTP Client to connect to any computer on the internet that is ready and waiting as an FTP server. The FTP server can be running ReachOut's PersonalFTP server or any other FTP server.

Files and folders on your computer.

Once connected, files and folders on the other computer appear on the FTP tab.



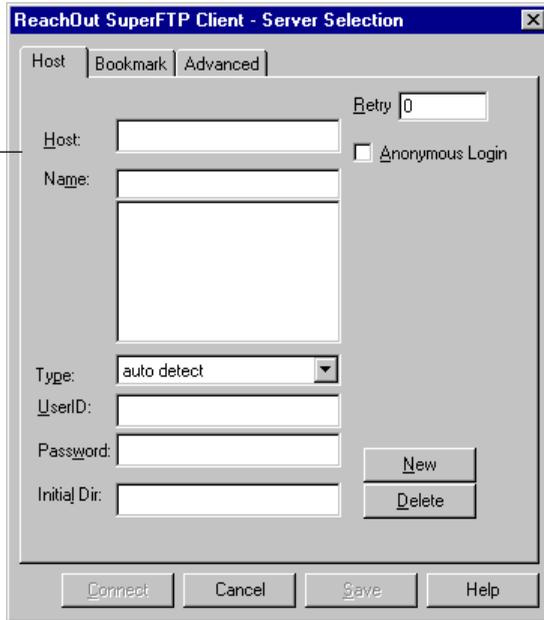
To open the SuperFTP Client window, click  on the ReachOut toolbar. This window looks similar to ReachOut Explorer. It shows two tabs; the *local* tab shows files and directories on your computer, and the *FTP* tab shows files and directories on the server once you connect to it. You can include several tabs to let you connect to several sites, including FTP, FSP, Gopher, Archie, and other local drives at once. The FTP online help includes information about all these options.

Each pane can contain several tabs. You can rearrange the window by tiling panes horizontally rather than vertically, swapping the positions, or tiling the components of the current pane. The Windows menu contains the arranging commands.

Making Your First SuperFTP Connection

To connect to an FTP server, click  on the SuperFTP Client window's side toolbar. The Server Selection window opens so you can define or choose an FTP server to connect to.

Identify the FTP server you want to connect to via the Internet.



The screenshot shows the 'ReachOut SuperFTP Client - Server Selection' dialog box. It has three tabs: 'Host', 'Bookmark', and 'Advanced'. The 'Host' tab is selected. The dialog contains the following fields and controls:

- Host:** A text input field.
- Name:** A text input field.
- Type:** A dropdown menu currently set to 'auto detect'.
- UserID:** A text input field.
- Password:** A text input field.
- Initial Dir:** A text input field.
- Retry:** A text input field with the value '0'.
- Anonymous Login:** A checkbox that is currently unchecked.
- Buttons:** 'New' and 'Delete' buttons are located to the right of the Password field. At the bottom of the dialog are 'Connect', 'Cancel', 'Save', and 'Help' buttons.

Identify the FTP server you want to connect to. You'll need to know the server's Internet name (for instance, **JOHN_DOE.company.com**), or an Internet Provider (IP) address (for instance, **123.456.789.010**). Some servers require that you enter a user ID and password. The user whose computer you are connecting to should have given you this information so you can connect to the server. This user may have also given you access to a specific directory.

If you don't have a user ID and password for a server, you can try connecting as an anonymous user. The server might be set up to allow

anonymous logins. For instance, Stac's FTP server allows anonymous logins, so you don't need a user ID or password.

The following exercise shows you how to use SuperFTP Client to connect to Stac's FTP server.

To connect to Stac's FTP server

1. Make the following entries in the Server Selection window.

Stac's server name. The information you enter here automatically appears in the Name field. Change the name field to any name you want.

Check Anonymous Login and a User ID and Password are defined for you automatically.

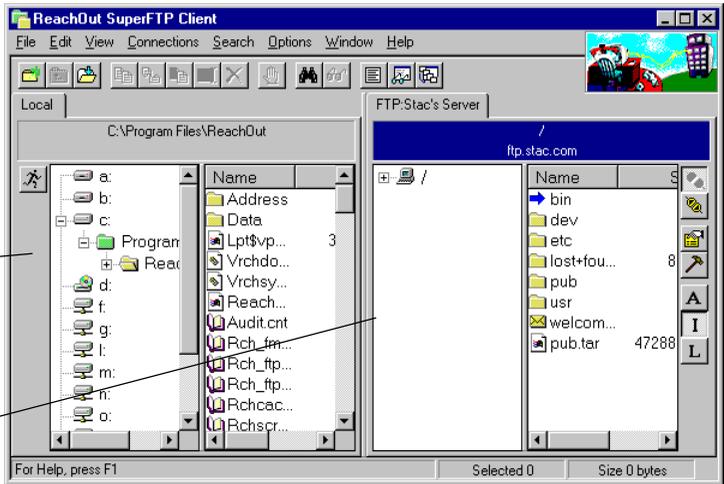
The screenshot shows the 'ReachOut SuperFTP Client - Server Selection' dialog box. It has three tabs: 'Host', 'Bookmark', and 'Advanced'. The 'Host' tab is selected. The dialog contains the following fields and controls:

- Host:** A text box containing 'ftp.stac.com'. A line from the text on the left points to this field.
- Name:** A text box containing 'Stac's Server'. A line from the text on the left points to this field.
- Type:** A dropdown menu set to 'auto detect'.
- UserID:** A text box containing 'anonymous'.
- Password:** A text box containing 'somebody@somehost.xxx'.
- Initial Dir:** An empty text box.
- Retry:** A text box containing '0'.
- Anonymous Login:** A checked checkbox.
- Buttons:** 'New', 'Delete', 'Connect', 'Cancel', 'Save', and 'Help' are located at the bottom of the dialog.

2. Click the Save button to keep from having to re-enter this information the next time you want to connect to this server.
3. Click the Connect button to make the connection.
The SuperFTP Client window shows you're connected.

Files and folders on your computer.

Files and folders on Stac's FTP server.

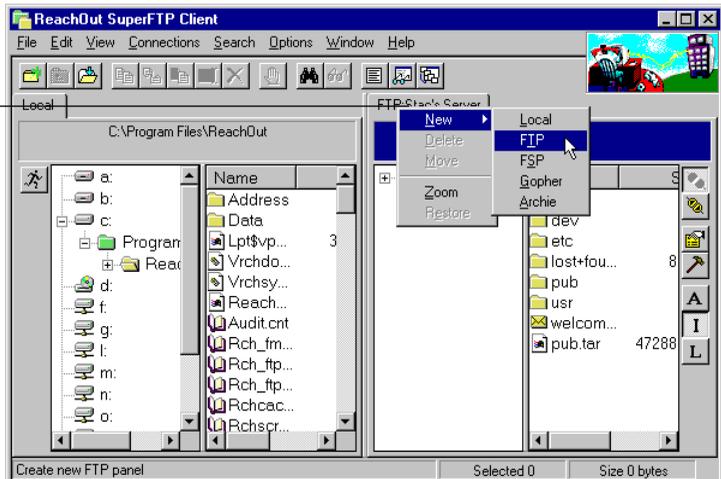


You don't have write access to Stac's server, but you can drag and drop files to your computer.

Connecting to Multiple FTP Servers

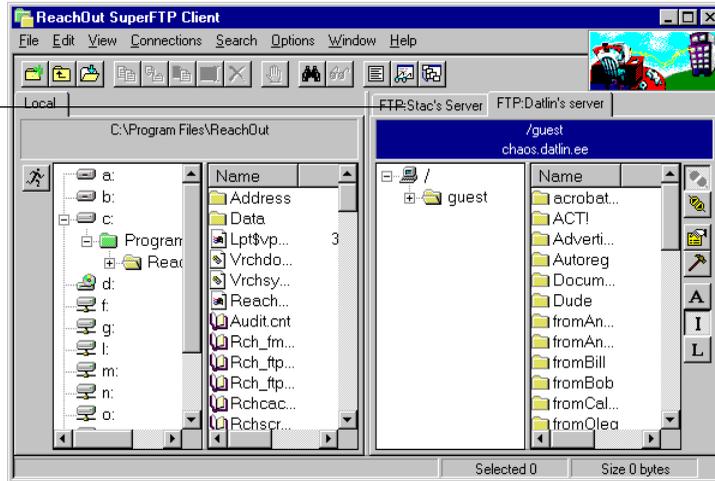
ReachOut makes it easy for you to connect to more than one server and transfer files among all connected systems.

Right-click where you want the new server to appear, and display the New submenu.



Right-click the header of the window where you want the tab to appear, and choose the server type. Enter information about the server in the Server Selection window, and connect to it.

You're now connected to two servers, and you can transfer information between them.



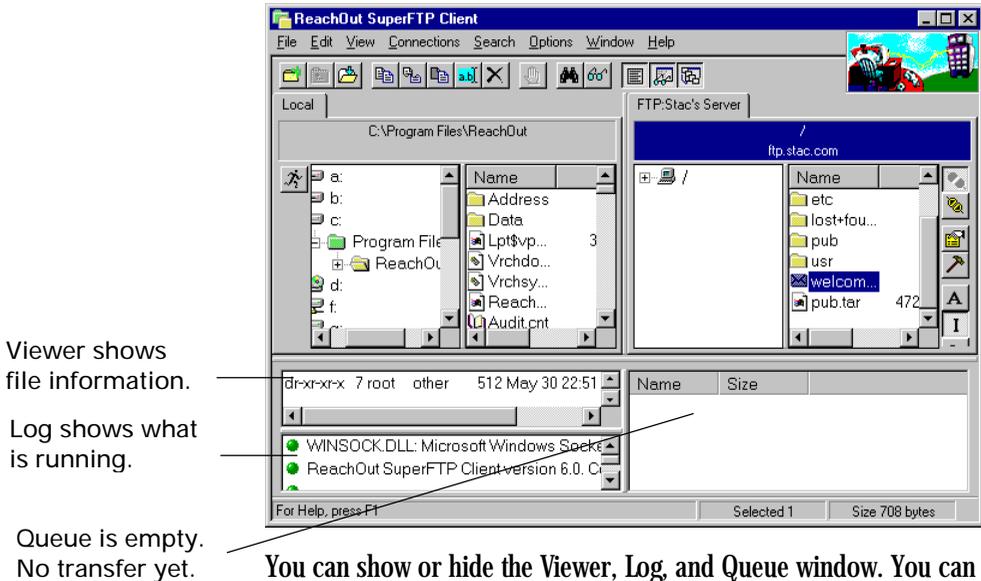
Viewing FTP Server Connections and Transfer Details

Use the SuperFTP Client Log, Viewer, and Queue windows to view the status of your transfers and connections to an FTP server.

The *Viewer* shows read/write status size of the selected file or folder. You can also use it to show the contents of text files.

The *Log* shows the status of your connection to a server. If the server defined specific messages for you (for instance, a greeting message), it will appear in the Log.

The *Queue* shows information about your transfers (for instance, size of the original file, how much of the file has been copied, how much more is left to copy, and so on).



You can show or hide the Viewer, Log, and Queue window. You can also change the appearance of text in the windows and tabs.

Note: You can also drag any or all of the three windows so they are separate windows you can move anywhere on the desktop. To “dock” them again, pull down the Options menu, choose Viewer, Log, or Queue, and select Dock from the submenu.

To show or hide the Viewer, Log, and Queue windows



1. Choose Log, Viewer, and Queue from the View menu.
2. Check or uncheck “Visible.”

To change the text font used in the tabs

1. Choose General from the Options menu.
2. Make your changes in the Font tab.

To change the text font in the Viewer, Log, and Queue windows

1. Choose Log, Viewer, or Queue from the Options menu.
2. Choose Settings or Font from the submenu.

To dock the Viewer, Log, or Queue window

1. Choose Log, Viewer, or Queue from the Options menu.
2. Choose Settings from the submenu.
3. Check or uncheck "Dock."

Disconnecting from a Server

After you've finished your transfers via the Internet, disconnect from the server.

To disconnect from a server



- Click the Disconnect button from the SuperFTP Client window's side toolbar.

Using SuperFTP Client Tools

The buttons in the toolbar make it easy to accomplish most tasks:

To...	Use this tool...
Create a new folder in the active tab.	
Go up one directory from where you are in the active tab.	
Open the Change Directory dialog box so you can switch to a different directory on the active tab.	
Make a copy of a selected file or directory in the active tab to paste somewhere else.	
Restart a file transfer after the transfer was interrupted	
Move the active tab to another location.	
Change the name of the selected file.	
Delete the selected file or directory in the active tab.	
Stop a transfer in progress.	
Search the active tab for a specific file or directory.	
View, in the FTP Viewer, the selected file.	
Show or hide the FTP log that shows information about your connections and transfers to an FTP server.	

Show or hide the FTP viewer from which you can view a selected text file. If the Viewer cannot display the file, it asks you if you want to start a different viewer.



Show or hide the FTP Queue window with information about files being transferred.



Connect to an FTP server.



Disconnect from an FTP server.



View file attributes for the selected file.



Change server preferences or provide additional information required by other servers (such as UNIX servers).



Transfer text files between a personal computer (PC) and a UNIX server.



Transfer binary files.



Transfer files between your computer and a server that use L8 transfer protocols.



Connecting with any FTP Client

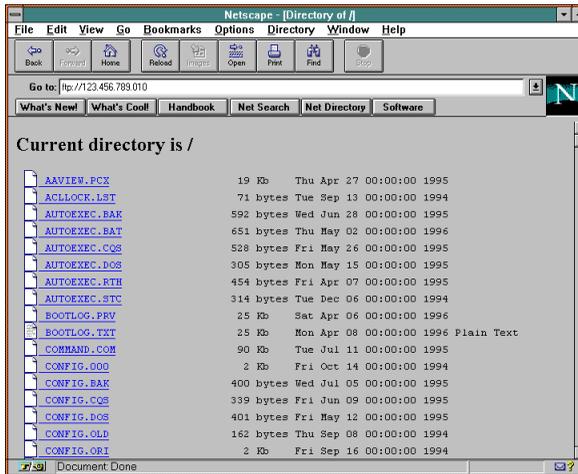
If you don't have ReachOut on your computer, you can use any Internet browser (for instance, Netscape Navigator) to connect to a ReachOut computer running PersonalFTP Server.



You'll need to know the server's IP address or name. If you are using Netscape Navigator, you could connect to a waiting ReachOut PersonalFTP Server by entering its IP address as shown below:

Go to: ftp://123.456.789.010

Once you connect to the server, the browser takes you to the server directory you have access to (predefined by the server's owner). The next figure shows an example connection to a ReachOut server using Netscape Navigator.



From here, click a file to download or save to your computer. Unless the server has the ability to allow you to upload files, you can only bring files to the computer where you are.

Putting Your Computer on the Internet

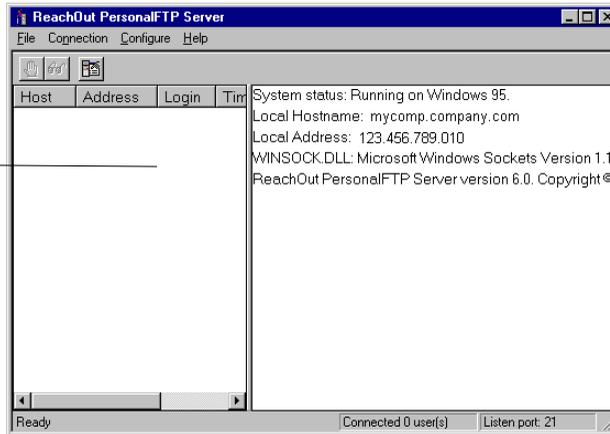
If you want non-ReachOut users to access your data, use *PersonalFTP Server* to publish your computer on the Internet for worldwide access. You decide who has access, and what files a user can transfer.

Note: If your computer is connected to the Internet, it can be an FTP server and receive connections from FTP clients who know the IP address or DNS name. Of course, if your computer joins the Internet from a local network, the network administrator may supply additional guidelines for FTP use.



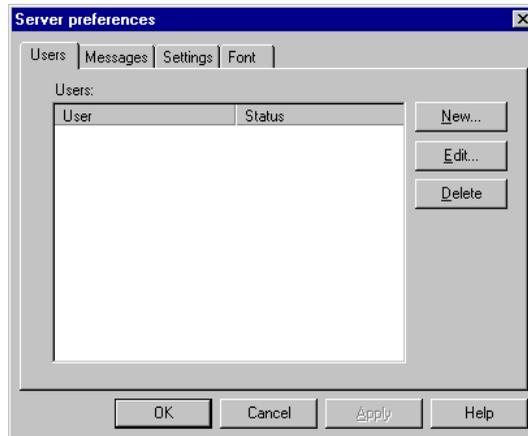
To prepare your computer for worldwide access, click PersonalFTP Server on your ReachOut toolbar.

The PersonalFTP Server window shows information about your computer and connections to it.



When you open this window, it shows information about your computer. When someone connects to your computer, this window shows information detailing who connected and when.

To prepare your computer for worldwide access, choose Preferences from the Configure menu to open the Server Preferences window.



In this window, specify who can connect to this computer via the Internet, and what they can transfer once connected. The PersonalFTP Server wizard helps you define users and user access.

Note: To start the PersonalFTP server each time you start up your system, use the command on the File menu.

Deciding who can Access this Computer

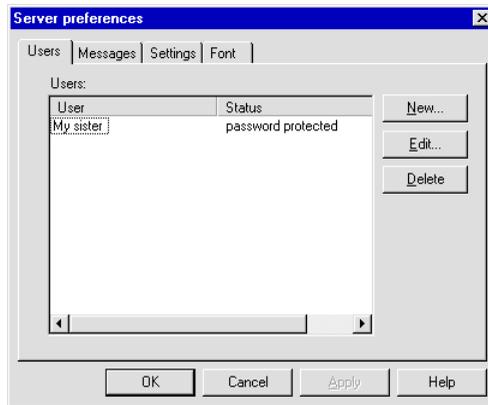
Click New to open the PersonalFTP Server - New FTP User wizard.



Follow the instructions on your screen to give Internet access to this computer to specific users.

IMPORTANT! *Setting up your computer to be an FTP server doesn't automatically allow you or anyone else to connect to your computer via the Internet. Many companies set up a security "firewall" to protect internal networks from the outside world. Check with your network administrator if you can't connect to your PersonalFTP server from outside the network. When you can connect to it, help protect your company's data by being selective about who you give access. You don't want to put any data at risk.*

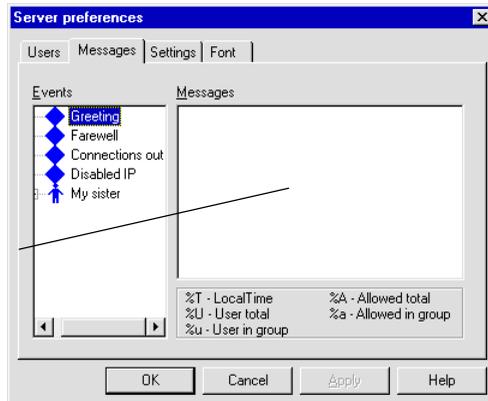
Once you've defined a user, the name is added to your Preferences list. If you didn't assign a password, Status shows the user as anonymous. Click Edit to provide information.



Note: The Users tab shows all ReachOut computers for which you created wait-for-calls or make-and-wait-for-calls connection icons.

To include messages that appear when users connect, disconnect, etc., use the Messages tab. For specific messages to individual users when they login or when they can't login for specific reasons, choose the user's name.

Define messages users will see once connected.



To set global messages

1. On the Messages tab in the Server Preferences window, select the type of message you want to leave from the Events windows.
2. Type your message in the Messages box.
You can embed additional messages (such as the time, the numbers of users allowed to connect, and so on) directly in your message. Use the legend at the bottom of the Message windows for options you can embed in a particular message.

To set user-specific messages

1. On the Messages tab in the Server Preferences window, select the user in the Events box and click + to the left of the user's name.
2. Select when you want the message to appear (when the user logs in, when there are too many people logged in, or when the user took too much time to enter the password).
3. Type your message in the Messages box.
You can embed additional messages (such as the time, the numbers of users allowed to connect, and so on) directly in your message. Use the legend at the bottom of the Message windows for options you can embed in a particular message.

When you give remote users full access to your computer, they can:

- Use all your applications.
- Change, copy, save, move, and delete your files and directories.
- Transfer your files and directories to their computers, and from theirs to yours.
- Change your ReachOut settings.
- Print your files at either location.



You may not want just anyone to have that much control over your computer. Using *ReachOut Security*, protect your computer by determining the level of access other users have.

If you're the ReachOut supervisor, you can implement security globally by installing ReachOut on the network and having your users install ReachOut from the network. See *Setting Global ReachOut Security* in the next chapter.

Note: If you installed ReachOut from the network with SETUP PUBLIC, you cannot override supervisor-level security settings. See Chapter 7, ReachOut for Supervisors, for details.

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Protecting Your Computer

When you connect to your own computer, you'll want full access. During remote control, you'll want to be able to change your ReachOut settings. You might also want to be able to redirect printing so you print documents to a printer where you are. During file transfers, you'll want to be able to move, rename, or even delete files and folders.

You may not want anyone else who connects to your computer to have the same level of access. There are a number of ways you can protect your computer.

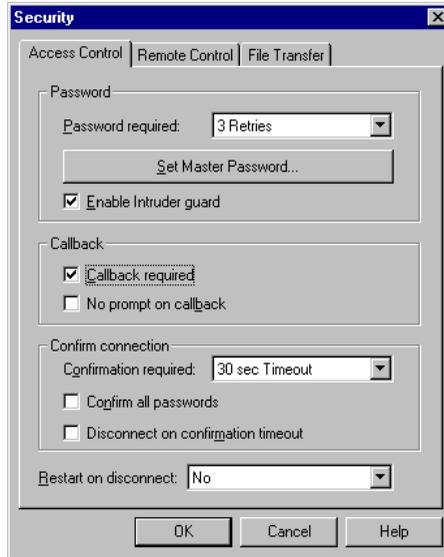
- **Require a password.** By default, only people with a valid password can connect to your computer. Once they connect, they can only access what you've allowed for that password. If you defined a ReachOut Master password, no one can change your ReachOut settings even if they are sitting at your computer—unless, of course, they know the Master password.
- **Protect against intruders.** Decide how many times a person can enter an invalid password while trying to connect to your computer. If the person can't enter the correct password within the specified number of tries, ReachOut terminates the connection. You'll need to reset the intruder guard at the waiting computer to allow access again.
- **Use callbacks.** If you don't want to take the chance of someone guessing your password and successfully connecting to your computer, use *callback* to verify calls before allowing a connection. Once a person calls your computer, ReachOut automatically terminates the connection and then calls the computer back at an expected number (for a modem connection) or by a specific ReachOut computer name (for a network connection). If you prefer, the caller can enter a number to call back.

- **Restart your computer on disconnect.** When a connection to your computer is terminated, restart the computer and ReachOut automatically.
- **Be selective about transfers to or from your computer.** Give full transfer rights only to people you want to have the ability to rename, move, or delete your files and folders.
- **Allow or disallow printing of your files.** Decide whether or not a person can print your files, and where they can print them.
- **Keep a log of connections to and from your computer.** Turn on the audit log to keep track of successful and unsuccessful connections to and from your computer. The audit log gives details about how long a connection lasted, if files were transferred (and which files), and so on.
- **Confirm connections while you use your computer.** If you are using your computer while it is set to wait for calls, decide whether or not to allow connections to your computer.

Controlling Access

ReachOut makes it easy to control access to your computer. Just choose Security from the Options menu. The Access Control tab lets you control access with passwords, callback, and connection confirmation.

If the Password required field is set to “No,” the callback fields are not available. If the Confirmation required field is set to “No,” the confirmation fields are not available.



Protecting the Computer with Passwords

Use *passwords* to prevent unauthorized access to your computer. By default, anyone connecting to your computer must provide a password. You can give the same ReachOut password to everyone, or give each person a unique password. The password you give to everyone is not your network login password.

When a person tries to connect to your computer, ReachOut asks for a password. If the person provides the correct password, ReachOut allows the connection. You can determine the number of times a person can enter the password incorrectly before ReachOut terminates the connection attempt.

IMPORTANT! *If you don't require a password, anyone who knows your computer's network name or modem access number can connect to your computer while it is waiting for calls. Turn on password protection if you want to protect your computer.*

Issuing Passwords

You can issue a password in one of three ways:

- Create a waiting connection icon with a unique password for the calling person, and give that person the password.
- Give the calling person your computer's login password. If your computer is on a network, make sure the password **is not** your network password.
- If you want the caller to be able to change your ReachOut settings during remote control, define and supply a Master password.

To create a connection icon with a password

1. Click the New Connection button on the toolbar.
2. Make entries as shown in the figure.



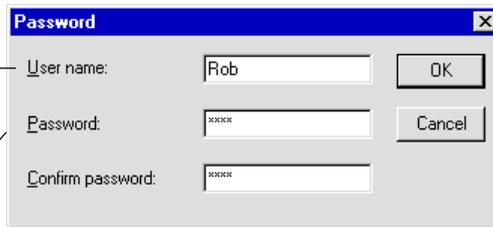
Enter the person's name.

Set it to wait for calls.

3. In the next screen, click the Set User Name and Password button and make entries in the dialog box.

Enter the person's name if you want.

Enter and confirm the password—up to 16 characters, not case sensitive.



4. Enter the user's name and password, and click OK.

ReachOut creates a connection icon with the person's name and password defined. You'll need to tell the person the password so that he/she can use it to connect to your computer.

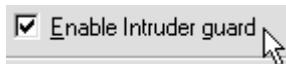
To require everyone to connect with a password

1. Choose Security from the Configure menu.
2. On the Access Control tab, make an entry other than "No" for Password Required.



To enable the Intruder guard

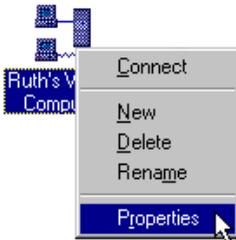
1. Choose Security from the Configure menu.
2. On the Access Control tab, check Enable Intruder guard.



By default, this field is checked. If ReachOut fails to connect to your computer because a caller entered the password incorrectly after reaching the number of retries you specified in "Password required," choose OK on the waiting computer to reset the Intruder guard and make your computer available again for incoming calls.

The Intruder guard is set to enable automatically after 3 retries. If you select a different number, the intruder guard is enabled based on your entry. ReachOut supervisor security lets you set different values for the password retries and Intruder guard. Chapter 7, *ReachOut for Supervisors*, has details.

To change an existing password



1. Right-click the connection icon whose password you want to change.
2. Choose Properties from the context menu.
3. On the Waiting Options tab, click the Set User Name and Password button.

Note: If the Set User Name and Password button is not available on the Waiting Options tab, check the "Allow remote user to connect" field and the button will become available.

4. In the Password dialog box, change and confirm the new password.
5. Click OK to close the dialog box.

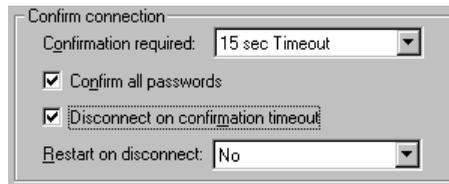
To remove a password

- Delete the user's connection icon.
 - Or, if you want to keep the connection icon
1. Follow steps 1 through 3 in the procedures "To change an existing password."
 2. In the Password dialog box, delete the password in both fields and click OK.

Confirming All Passwords

Even if a person has a valid password, you can set up your computer to notify you when that person tries to connect. This allows you to verify the password before allowing the connection.

You can also set up your computer to wait a specific amount of time for your response, set it up to wait indefinitely, or terminate the connection attempt if you don't respond in time. Use the Confirmation connection group in the Access Control tab to specify what you want.



To let you confirm all password connections

1. Choose Security from the Configure menu.
2. For Confirmation required, choose a timeout.
3. Check Confirm all passwords.

Master Passwords

ReachOut lets you use a master password for even more security. If you define a master password, you'll be able to modify ReachOut's settings on a computer while you are connected to it. The master password also protects ReachOut on your own computer, even from local users and serves as a password for your PersonalFTP server.



To set a Master password

1. Choose Security from the Configure menu.
2. On the Access Control tab, click the Set Master Password button.
3. Enter and confirm the new password.

When you have set a Master password, anyone who connects to your computer must provide the Master password to change your ReachOut settings. ReachOut asks for the Master password when anyone (even you) tries to change critical ReachOut settings.

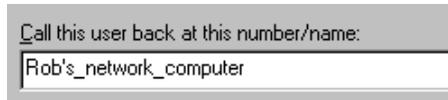
Protecting Your Computer With Callback

In addition to protecting your computer with passwords, you can use *callback* to protect your computer even more by verifying calls to your computer before allowing a connection. When a person tries to connect, ReachOut will call the computer back at an expected number or by a specific ReachOut computer name before allowing the connection.

You can also use callback to reverse telephone charges. For instance, if you are calling your computer at work from home and you don't want to pay for the call, you can set up your computer at work to wait for your call with callback. When you call the computer, it will call you back at an expected number or by a specific name. Once satisfied, it will allow the connection.

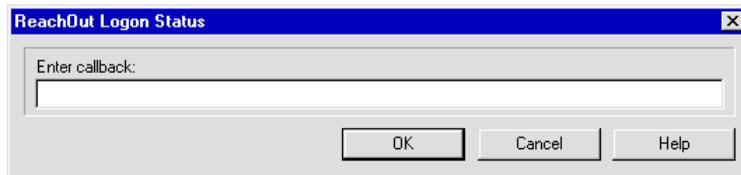
Using Callbacks

When you set a callback, your computer will verify the call before allowing the connection. To set callback for a connection icon, right-click the connection icon, choose Properties from the context menu. On the Waiting tab, make sure **Allow remote user to connect** is checked, then enter a callback name (for a network) or number (for a modem) in the following field on the Waiting tab.



When a computer attempts to connect to yours, your computer will verify the computer is authorized to connect to yours by calling it back at this name or number.

If you are using callback with callers who use varied phone numbers, you can let ReachOut ask for the number. In the field shown above, type the word PROMPT (all uppercase) instead of a number or name. Make sure the field **No prompt on callback** field on the Options Security Access Control tab is not checked. The person will see the following message, prompting him/her to enter the callback name or number. In most cases, this is a phone number where the caller is waiting.



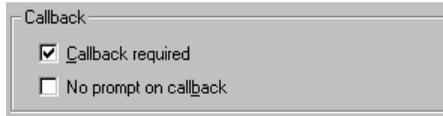
ReachOut will disconnect, then call back at the number or name the caller supplies. The computer that originated the call still acts as the calling computer and can use remote control or ReachOut Explorer.

To prompt a person to enter a callback name or number

1. For each connection icon that your computer should call back, open the Properties Waiting tab and check Allow remote user to connect.
2. On the same tab, type PROMPT for the callback.

You can use callbacks for individual connection icons or globally. When you set global callbacks, your computer will verify every call before allowing a connection. You can also set individual connection icons to call a user who attempts to connect.

To set callback globally, check the “Callback required” field on the Configuration Security Access Control tab.

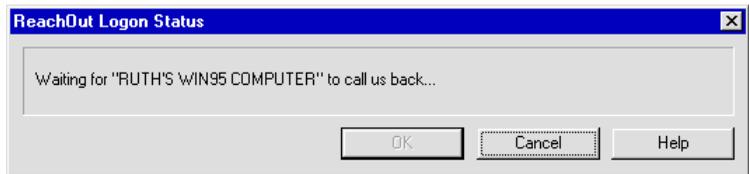


To prepare for callback on all incoming calls

1. Choose Security from the Configure menu.
2. On the Access Control tab, check Callback required.

Connecting to a Callback Computer

When you connect to a computer that is set up for callbacks, you see a message similar to this before you are allowed to connect.



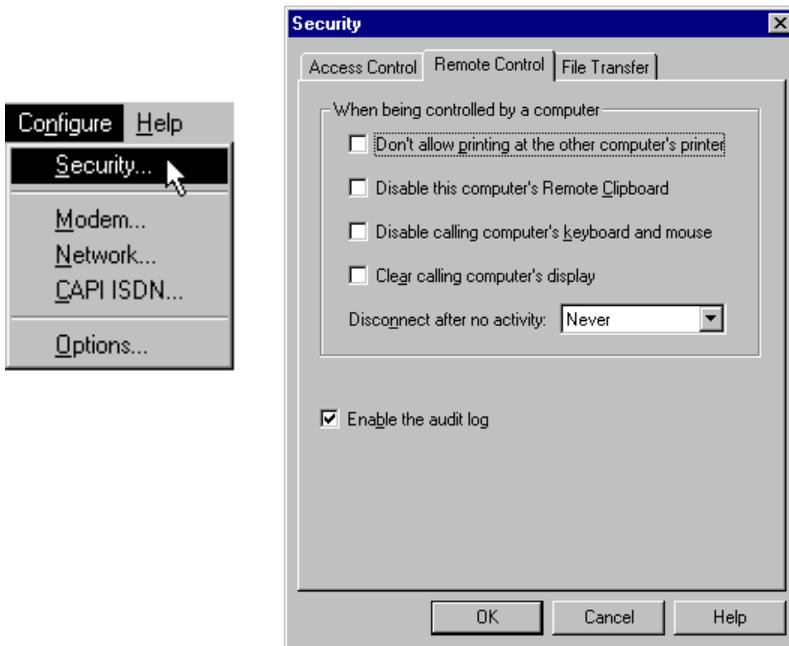
While you’re viewing this message, the other computer is verifying your connection and calling you back. Once the connection is made again, you can perform whatever action you wanted (such as remote control or file transfer) or are authorized for.

Remote Control Security

When your computer receives a call, another user may remotely control it. You can use ReachOut’s security features to limit what can be done and how a user can handle your computer.

On a global level, you can determine whether a person can print your documents on their local printer (redirect printing) or copy data from your clipboard to the local clipboard using ReachOut's Remote Clipboard. You can even set up your computer to automatically end a connection if the other computer hasn't used your computer after a specific amount of time.

In addition, you can prevent keyboard and mouse actions from being transmitted to computer that called you or clear your display if you don't want anyone to use your computer while you step away from it.



Note: If you disable printing but leave the Remote Clipboard or File Transfer enabled, users can transfer your data to their computers.

We recommend that you enable the *audit log* to keep a record of all connections to and from your computer. It shows who connected to your computer, how long the connection lasted, and any unsuccessful connection attempts. It also includes other network information your ReachOut supervisor may find useful.

To set remote control security for your computer

1. Choose Security from the Configure menu.
2. Make changes on the Remote Control tab as necessary.

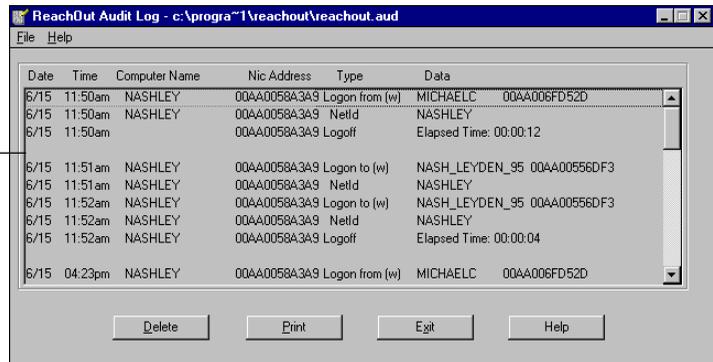
To enable the audit log

1. Choose Security from the Configure menu.
2. Check Enable audit log.

To view the audit log

- Choose Audit Log from the ReachOut View menu.

The audit log shows successful and unsuccessful connections to and from your computer.



The screenshot shows a window titled "ReachOut Audit Log - c:\progra~1\reachout\reachout.aud". The window contains a table with the following columns: Date, Time, Computer Name, Nic Address, Type, and Data. The table lists several logon and logoff events for the computer NASHLEY, including successful logons from MichaelC and unsuccessful logons to NASHLEY.

Date	Time	Computer Name	Nic Address	Type	Data
6/15	11:50am	NASHLEY	00AA0058A3A9	Logon from (w)	MICHAELC 00AA006FD52D
6/15	11:50am	NASHLEY	00AA0058A3A9	NetId	NASHLEY
6/15	11:50am		00AA0058A3A9	Logoff	Elapsed Time: 00:00:12
6/15	11:51am	NASHLEY	00AA0058A3A9	Logon to (w)	NASH_LEYDEN_95 00AA00556DF3
6/15	11:51am	NASHLEY	00AA0058A3A9	NetId	NASHLEY
6/15	11:52am	NASHLEY	00AA0058A3A9	Logon to (w)	NASH_LEYDEN_95 00AA00556DF3
6/15	11:52am	NASHLEY	00AA0058A3A9	NetId	NASHLEY
6/15	11:52am	NASHLEY	00AA0058A3A9	Logoff	Elapsed Time: 00:00:04
6/15	04:23pm	NASHLEY	00AA0058A3A9	Logon from (w)	MICHAELC 00AA006FD52D

At the bottom of the window, there are four buttons: Delete, Print, Exit, and Help.

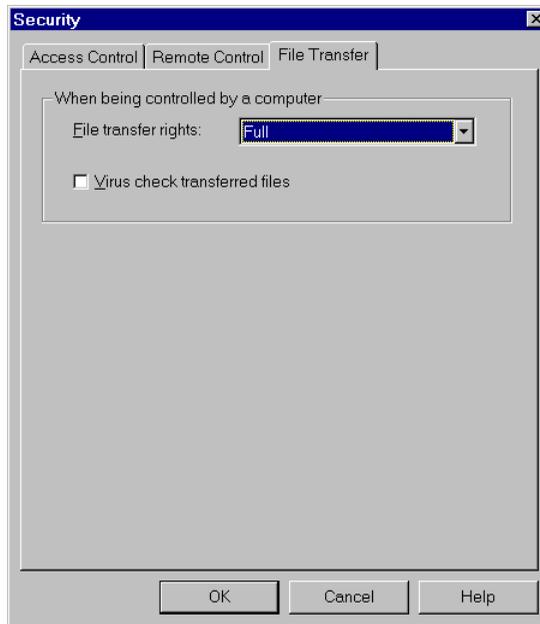
IMPORTANT! Your audit log is stored in your ReachOut directory as REACHOUT.AUD. If you click the Delete button in this window, the entire file is removed from the directory.

ReachOut Explorer Security

You can define file transfer rights for ReachOut Explorer on a global, as well as connection icon, level. By default, everyone who connects to your computer has **Full** transfer rights. They can copy, delete, create, and rename your files and folders. You can change transfer rights associated with any password. With **Read-Only** rights, a person can only copy your files and folders to their computer. With **Read/Write** rights, a person can copy files and folders to and from your computer—but can't move, rename, or delete your files and folders.

IMPORTANT! Your ReachOut file transfer security works independently of any security you define for file transfers via FTP. See Setting Global Internet Security in the next chapter for details.

Use the ReachOut File Transfer tab on the Security window to implement global ReachOut file transfer security for your computer only.



To prevent any transfers to or from your computer, Choose None in the File transfer rights field.

Note: If you installed ReachOut from the network, you can't override ReachOut supervisor security.

To set global file transfer security

1. Choose Security from the Configure menu.
2. Make your security selection in the "File transfer rights" field.

To define security per connection icon

1. Right-click the connection icon.
2. Choose Properties from the context menu.
3. Make your security selection on the Waiting Options tab.

Set security for a connection that is set to make and wait for calls, or wait for calls.

Your users will be accessing their computers from home, on the road, from anywhere. In addition, they probably will set up their computers to be FTP servers for worldwide access.

You'll want to make sure your company's data is protected. As the ReachOut supervisor, protect your company's data by implementing security globally. You have several options:

- **Install ReachOut on the network.** Require that users install ReachOut from the network. You can also customize ReachOut so that your users install only the components you want them to install.
- **Use ReachOut Supervisor Security to set global ReachOut security.** Enable callback to ensure that only authorized users are accessing the computers and set minimum security. Your settings override any settings users might make on their copy of ReachOut.
- **Have users dial in a gateway system.** This allows you to verify computers dialing in before allowing access to any computer.
- **Allow Internet access only to those who need it.** Make sure your company's firewall (network security system) allows access only to those people who need to have the ability to access your computers via the Internet. Make sure your users understand that they should not give their computer's IP address to just anyone.

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Installing ReachOut on the Network

As the ReachOut supervisor, putting ReachOut in a network directory so your users can install ReachOut from it allows you to centralize and control ReachOut. With a network installation, you can:

- **Customize ReachOut so that your users install only the components you want them to install or only the ones they need.** For example, you can customize ReachOut so that once installed on a user's computer the user can only use the computer to make calls and not be allowed to wait for calls.
- **Implement global security measures that affect all ReachOut users.** For instance, you can force callbacks, refuse all connection attempts after three incorrect password entries, set minimum file transfer security, and so on.

Note: To install ReachOut on the network, you'll need a multi-user ReachOut license.

Network Installation Options

You have three options for making ReachOut available to your users from a network drive:

1. Copy the contents of the ReachOut Setup disks onto a network drive. First create a ReachOut directory structure on a network drive (e.g., N:\REACHOUT\DISK1, N:\REACHOUT\DISK2, and so on), and copy all the files on the disks into their appropriate directories on the network. Once the files are on the network, have your users run SETUP.EXE from the DISK1 directory. With this installation, you can't enforce global security. Users will need to implement their own ReachOut security measures.

2. Install ReachOut on a network drive using SETUP SHARED and have your users run SETUP PUBLIC to install only ReachOut configuration files on their computers. This installation option allows you to define a *minimum level of security* for all ReachOut users who installed ReachOut from the network with SETUP PUBLIC.
3. Install ReachOut on a network drive using SETUP SHARED, and write an installation script to customize ReachOut for your users. Create the script using any text editor such as Windows Notepad or WordPad, then tell your users to run SETUP *scriptname* on the network drive (*scriptname* is the name of your script file). This allows you to customize ReachOut and implement global security.

Copying Files to the Network

After you copy the contents of the Setup disks to a network drive, your users can run SETUP.EXE from a DISK1 directory much the same way they would if they were installing ReachOut from floppy disks. ReachOut security will not be implemented globally. Users will have to implement their own security measures.

Make sure you have a multi-user ReachOut license before you place files on a network drive.

Installing for a Shared Installation

Run SETUP SHARED to install a multi-user ReachOut license on a network drive for public installation. When ReachOut asks where you want to copy the files, specify the network drive and directory where you want them stored. During this type of installation, ReachOut does the following:

- Installs SETUP PUBLIC on the specified network drive. To install ReachOut, your users must run SETUP PUBLIC.

- **ReachOut For Supervisors**

- Installs configuration files to your computer in the local directory you specify.
- When your users run **SETUP PUBLIC**, ReachOut copies only the necessary configuration files to their computers.
- When you and your users run ReachOut, the configuration files point to where ReachOut actually exists on the network.
- Allows you to implement security globally.

To install ReachOut for network sharing

1. Choose Run from the Start menu.
2. In the Run box, type the path to the network drive and enter **SETUP SHARED** instead of **SETUP.EXE**.
3. Click OK.

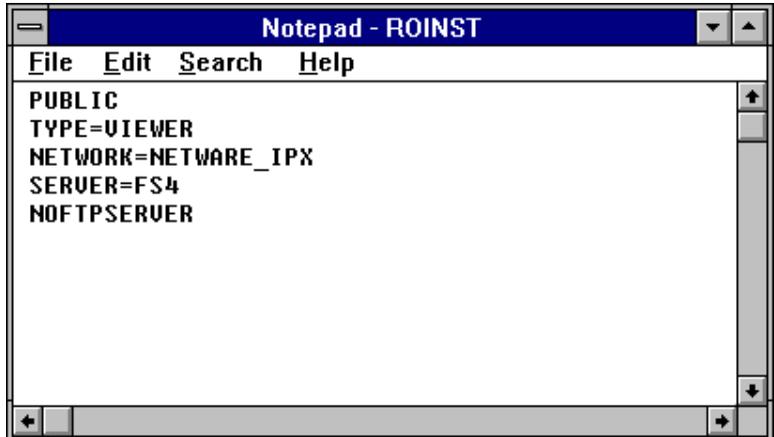
The Setup wizard will step you through the process. It will ask you to select a network drive to install ReachOut, and a local drive on your computer for ReachOut configuration files.

Installing for a Custom Network Installation

When you install ReachOut with **SETUP SHARED**, you can write an installation script that customizes ReachOut for your users. In the script, be sure to include **PUBLIC** on the first line so that ReachOut knows to run a public installation when your users run ReachOut.

In the script, you can include keywords to customize ReachOut. Save the file by any name. ReachOut's default script file name is **ROINST** (with no file extension). If you create an installation script with the name **ROINST** and save it to the ReachOut directory, it automatically executes when users run **SETUP**. To install ReachOut, all your users have to do is run **SETUP**. It will automatically run **SETUP PUBLIC** and carry out any instructions you've included in the script.

Use any text editor (such as Windows NotePad) to write the installation script. The figure shows an example script. It forces a user to connect to another ReachOut computer via the network, and limits ReachOut to making calls.



```

PUBLIC
TYPE=VIEWER
NETWORK=NETWARE_IPX
SERVER=FS4
NOFTPSERVER

```

For complete details on the entries you can make in the script, search for “scripting” in Help. The following table lists the different keywords you can include in the installation script.

Note: There is a limit to the length of each line in the script. ReachOut ignores anything after the first 200 characters on a line. For most installation keywords, this is not a problem.

To do this...	Type this line...
Install only ReachOut data files and configuration files.	PUBLIC
Install ReachOut to a specific folder.	TARGET=path_name
Specify a directory under which a user can install to any subfolder.	TARGET=path_name\%1
Configure to wait for calls.	TYPE=Host

Configure to make calls only.	TYPE=Viewer
Configure to make and wait for calls.	TYPE=Both
Don't allow use of the FTP client.	NOFTPCLIENT
Don't allow use of the FTP server.	NOFTPSEVER
Set the network type.	NETWORK=network_protocol (Types: NetBIOS, IPX/SPX, Banyan VINES, TCP/IP)
Set the computer's name.	NAME=computer_name
Allow users to type the computer name with the install command (for instance: SETUP MYCOMPUTER).	NAME=%1
Set a NetWare server for routing.	SERVER=server_name

To create an installation script

1. Use any text editor and create a new file.
2. Type the installation keywords you want and their settings.
3. Save the file as Read-Only.
If you name the file ROINST, all your users need to do to install ReachOut is to run SETUP. Be sure to include PUBLIC as the first keyword in the script file so that ReachOut will install a public installation.

Setting Global ReachOut Security

The first step in implementing global ReachOut security is to install ReachOut on the network running **SETUP SHARED**, and have your users run **SETUP PUBLIC** from the network. The previous section in this chapter explains what to do.

The second step is to run ReachOut's Supervisor Security and implement password, audit, file transfer, and confirmation security that apply to all users who install ReachOut from the network with **SETUP PUBLIC** (or by a script file name).

When users install ReachOut using **SETUP PUBLIC**, they will not be able to override your minimum security settings. If, for example, you enable callback, your users cannot disable it.

To run ReachOut supervisor security

1. Run **SECURITY.EXE** from the network drive where you installed ReachOut.
2. In the ReachOut Supervisor Security window, implement global security.



ReachOut gives you more security options than those available to your users. When you define security on this window, your users will not be

able to change them. These options will be unavailable when your users run ReachOut. For instance, if you check **Printer Redirection Disabled**, when your users run ReachOut, this option will not be available for them to change.

Setting Global Internet Security

ReachOut's Supervisor Security has no effect on the FTP client and server. ReachOut's PersonalFTP Server allows users to place their computers on the Internet for worldwide access. Any of your users may set up a computer as a PersonalFTP server for access from anywhere. They may give their IP address to other users. Your company's standard security will take over.

It's up to you to allow or deny access to your company's data via the Internet. If your company does not have a firewall (network security system), users can connect without your knowledge. If a computer is set up for anonymous logins, anyone can connect and have access to your company's important data.

Make sure you've taken all the necessary precautions to protect against unauthorized users.

Windows 95 configures your modem, network, or CAPI ISDN device, so you normally don't have to configure them to use ReachOut.

Windows 95 also handles the complete configuration of Direct Cable connections and Dial-Up Networking. You'll find detailed help on configuration and troubleshooting in Windows 95 online help.

This chapter includes basic configuration information you may need to modify modem, network, or CAPI ISDN configurations and make ReachOut connections. Once you can connect, you'll only have to worry about configuration if you have multiple modems, if your computer is on more than one type of network, or you change the hardware or the software that controls your communications.

You can use commands from the Configure menu on the ReachOut window to change your modem and network settings. This chapter explains how to change configuration settings and why you would want to change them.

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Changing Your Modem Settings

If you switched modems or if you moved your modem to a different communication (COM) port, you can use Windows 95 to configure it. Just choose Modems from the Control Panel. Click Add to add a new modem or Properties to change an existing one. ReachOut uses any modems configured under Windows 95. You can also use ReachOut to modify your modem configuration. ReachOut's Configure menu takes you directly to the Windows 95 modem property sheet, so any changes apply globally to Windows 95 applications.

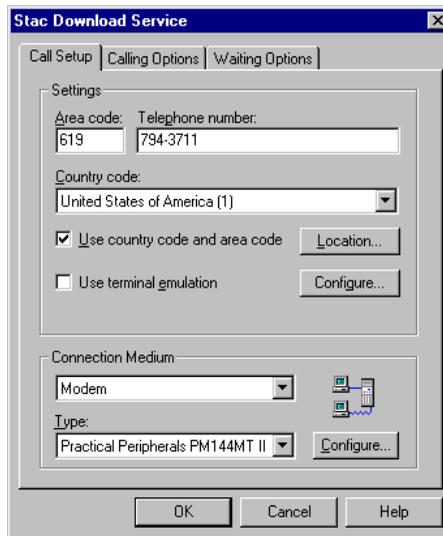
You can also customize your modem configuration to apply to a specific connection icon.

Configuring your Modem per Connection

You may need to change the way your modem is set up to communicate with another computer's modem (for instance, the other computer's modem can only receive data at 9600 bps, and your modem is set up to always connect at 14,400). Other times, the communication line may be interfering with your connection and you will want to select a lower speed that works.

If a connection icon uses the modem in a unique way, you will want to configure it individually. For instance, you may connect to several different Bulletin Board Systems that all use different, non-standard terminal emulation setups. You can configure the modem properties for each connection icon and tailor the configuration for each.

To configure connection icons, right-click the icon, choose Properties, and make changes on the Call Setup tab. For terminal emulation connections, check the **Use terminal emulation field** and click the Configure button.

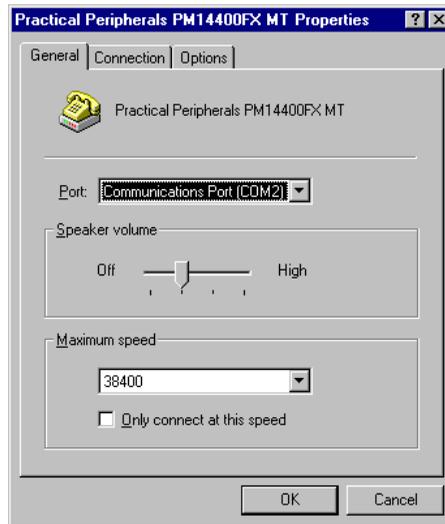


If the phone number you're calling is different or if your computer is now at a different location, make your changes accordingly.

The **Use terminal emulation** field tells ReachOut to connect to the computer in terminal emulation mode. The associated **Configure** button lets you specify such settings as emulation type, script name, and file transfer protocols to use. If a computer requires terminal emulation (as the Stac Download Service does) and it isn't checked here, ReachOut will ask whether to use terminal emulation during the connection process.

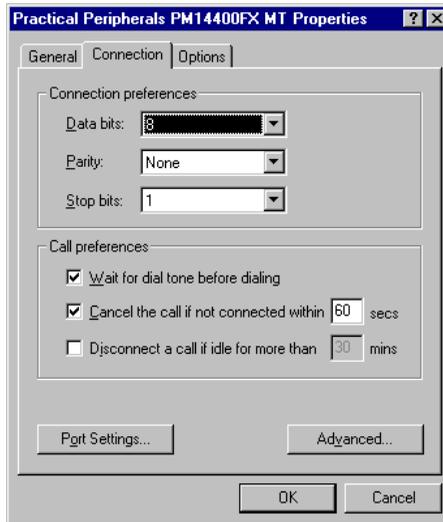
To make specific modem changes, click the modem's **Configure** button to show its properties. ReachOut opens the Windows 95 property sheet for your modem.

Note: To run the Terminal Emulator without double-clicking a connection icon first, choose Terminal Emulator from the Actions menu.

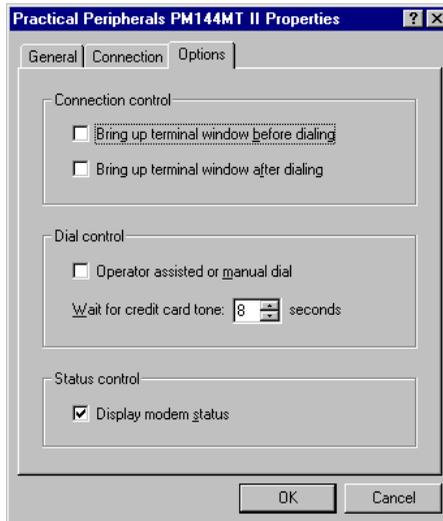


Check the **Only connect at this speed** field if communication line noise is interfering with your transmission, or if you suspect hardware problems with your modem. Using the **Maximum speed** field along with the **Only connect at this speed** field helps you test your modem if you have problems transmitting.

Use the modem property Connection tab to provide additional information about how to connect. This is especially useful to use terminal emulation, because this is where you set the parameters for the connection. You can also change the timeout defaults that apply when Windows 95 is establishing a modem connection.

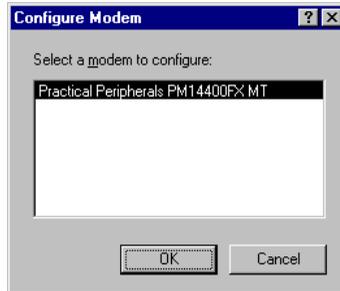


If you use terminal emulation, you can use the modem properties Options tab to specify when the terminal window appears. You'll also need this tab if you make operator-assisted or credit-card calls.



Configuring Global Modem Settings

If you want your modem settings to apply to all computer connections, use global settings when defining your modem configuration. Choose Modem from the Configure menu to show the next dialog box.



Choose the modem you want to change, and click OK. You can make changes on the General, Connection, and Options tabs that apply to the modem whenever it is used under Windows 95.

Problems Connecting Via Modem?

If you're having problems connecting to a computer over a modem, check out the number you are trying to reach, the modem itself, and the cable.

- Make sure the number is correct and that you used the right area code. If you need a special dialing prefix (such as 9), make sure Windows 95 knows it. Open Modems in the Control Panel and click the Dialing Properties button.
- Make sure your modem has power and is connected to a phone line. This is a bit different for internal and external, standard and ISDN modems, but check the documentation for your modem if you aren't sure it is connected right.

- Make sure the modem cable **is not** a null modem cable; you need those only for direct cable connections. You might want to try a different cable to see if the problem goes away.
- Try connecting to a different computer (for instance, connect to the Stac Download Service). This will help you identify whether the problem is with your modem or with where you are trying to connect.
- Have someone else try to connect to your computer. This will let you know if you have problems with incoming calls as well.

If you have the correct number and cable and you're still having problems, try isolating the problem by connecting to Stac's Download Services via Windows HyperTerminal rather than with ReachOut. If you connected without problems, then make sure you're connecting to the remote computer using a valid number and password.

Changing Your Network Settings

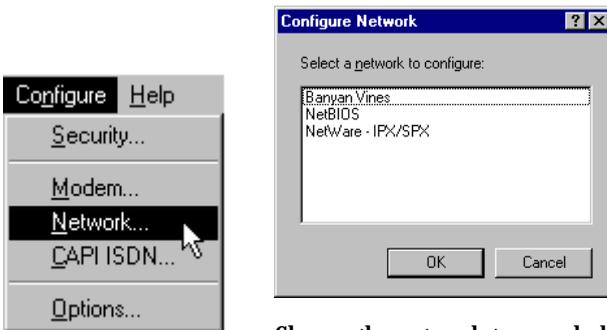
When you connect two ReachOut computers together via a company's local area network or via the Internet, the communication process works best when the communication protocols on the computers are set up correctly. When you install ReachOut on the computers, it detects and selects the correct communication protocol automatically.

On a Novell NetWare network, the communication protocol is usually IPX/SPX. On a Banyan Vines network, the protocol is usually Banyan Vines. On the Internet, the communication protocol is TCP/IP. A network based on Windows 95, Windows for Workgroups, Windows NT, or LAN Manager, with computers connected directly, most likely uses the NetBEUI communication protocol, which is compatible with NetBIOS.

Many networks support several protocols. For example, your company may use NetWare IPX/SPX for the primary LAN. But users will use TCP/IP

when they connect to the Internet and NetBEUI when they use Chat or Direct Cable connections.

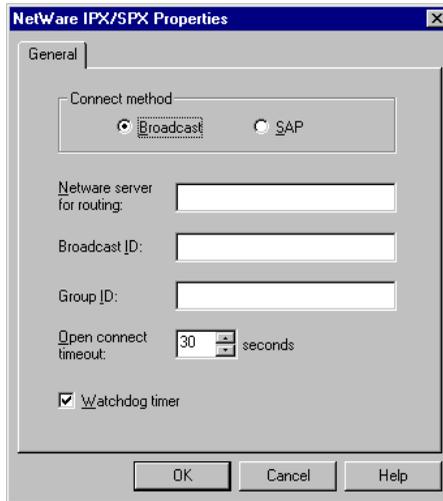
ReachOut makes it easy for you to provide any additional information you want for each communication protocol (except Internet-TCP/IP, which needs no more information). Choose Network from the Configure menu. For specific information on local area networks, check with your network administrator.



Choose the network type and click OK. Then make the necessary changes. To change the communication protocols for the computer you're connected to, you'll need to know the other computer's Master password.

NetWare IPX/SPX

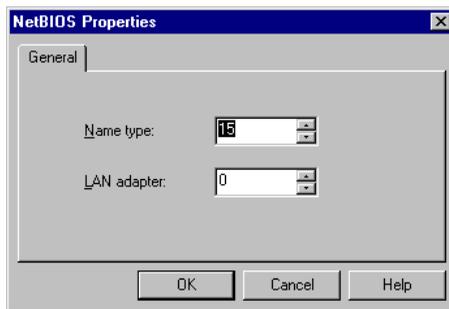
For NetWare, you can choose Broadcast or SAP as the connect method; Broadcast is more commonly used. You won't need a NetWare server for routing unless you have a complex network with many segments. If your network list doesn't seem to include all the waiting ReachOut computers, try specifying your login server for NetWare to use in routing messages.



If a Broadcast ID or a Group ID is specified, you will only be able to connect with other computers that have the same Broadcast or Group ID specified. That affects what connection icons you see in the network list as well as who can connect to you.

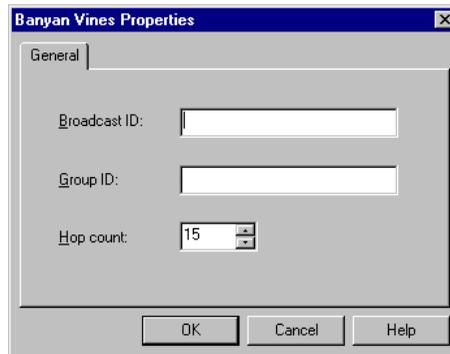
NetBIOS

If you have trouble connecting over a NetBIOS compatible network, including NetBEUI, make sure it is installed and works for your other communications. If so, you might want to change the Name Type to 32.



Banyan Vines

If a Broadcast ID or a Group ID is specified, you will only be able to connect with other computers that have the same Broadcast or Group ID specified. That affects what connection icons you see in the network list as well as who can connect to you.



If your network is very complex, you may have to increase the Hop count so ReachOut can hop to more network segments in locating waiting ReachOut computers.

Problems Connecting Via Network?

If you can't connect from a connection icon you created, the computer may not be ready and waiting. Check the Network List view in ReachOut and make sure it is available.

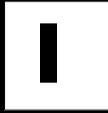
Check your network configuration on both the computer you are calling from and on the one you are trying to connect to. Make sure you have specified the correct communications protocol for your network. Make sure the computers do not have different Broadcast or Group Ids. If networks on both computers are configured correctly, the systems should connect. If not, check with your network administrator.

Changing Your CAPI ISDN Settings

ReachOut supports CAPI 2.0 compliant ISDN devices. To change your configuration, choose CAPI ISDN from the Configure menu. If you have an ISDN modem, configure it as a modem.

You have to make sure the correct number of telephone numbers are supplied. Aside from that, there is nothing to do.





—A—

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