Getting Started with
Timbuktu Pro® for Windows
version 8.0

Contents

Chapter 1: Introducing Timbuktu Pro

Welcome to Timbuktu Pro for Windows™!

Timbuktu Pro for Windows gives you total access to your network. Computers across the country and around the world—Windows and Macintosh—are now as accessible to you as the computer sitting on your desk! You can use Timbuktu Pro to control and observe other computers, send instant messages, transfer files, and text-chat or speak with remote users in real time. And Timbuktu Pro for Windows offers direct modem-to-modem connections between computers—with no network connection required.

Timbuktu Pro Services

The simple but powerful Timbuktu Pro interface provides you with the following services:

- **Send** lets you send messages with attached files and folders to a remote computer.
- **Exchange** lets you access the hard drive of a remote Timbuktu Pro computer—even a Macintosh. You can copy and move files and folders between computers and delete files from either computer.
- **Control** lets you control a remote computer from your own desktop.
- **Observe** lets you observe a remote computer without controlling it.
- **Notify** alerts you when a remote Timbuktu Pro computer becomes active.
- **Chat** lets you carry on a keyboard conversation with a remote user.
- **Intercom** lets you speak directly to a remote user through your computer's audio hardware.
- **Invite** allows you to invite other users to access your computer using the Timbuktu Pro service you specify.

CONNECTING WITH TIMBUKTU PRO

When you're at the office, Timbuktu Pro runs over your company's local area network (LAN) for easy conferencing and information sharing. When you're home or traveling, you can log on to a remote access server and use Timbuktu Pro to take direct control of your office computer. You can even use your modem to dial directly into the modem of another computer, with no network connection required.

Once you connect to a remote computer with Timbuktu Pro, you can run "LAN-locked" software at its normal speed, dramatically decreasing over-the-phone delay of applications such as relational databases and electronic mail. Timbuktu Pro gives you full access to remote resources, but transfers only screen, keyboard, and mouse information—you don't have to move large amounts of data over slow telephone links.

Timbuktu Pro uses a flexible and comprehensive security scheme. You can specify many different levels of access for remote connections to your computer: you may allow all guests access to some services, while limiting other services to specific users that you define, and admitting still other users and granting services on a case-by-case basis. You can even prevent remote users from connecting to your computer entirely.

HOW DOES IT WORK?

Timbuktu Pro communicates with other Timbuktu Pro computers over TCP/IP (Transmission Control Protocol/Internet Protocol) networks or through direct modem-to-modem connections.

You can use Timbuktu Pro to access other computers or to provide remote access to your own PC. Timbuktu Pro can work in both directions at once: another user can send files to you while you are controlling or observing a third computer.

Timbuktu Pro runs in the background of your Microsoft Windows computer. Installation takes only minutes. Timbuktu Pro is non-intrusive; it doesn't replace your video, mouse, or keyboard drivers.

Timbuktu Pro works over your LAN, WAN (Wide Area Network), DSL, cable, dial-up, or ISDN (Integrated Services Digital Network) lines. You can use Timbuktu Pro for file transfer, remote control, and message exchange with other Timbuktu Pro computers anywhere in the world.

WHAT TIMBUKTU PRO CAN DO FOR YOU

With Timbuktu Pro, you can

- Support end users from your desk. Save technical support time and money when you use remote control to solve user problems. Take control of a remote user's computer and solve the problem without even leaving your chair.
- Train employees and customers alike for a fraction of the usual time and cost. Demonstrate the latest applications, databases, and specialized products while a remote user watches. Then observe and help as the user practices. Provide individual attention for all remote trainees, and save the time and expense of travel.
- Work remotely from wherever you are. Harness the power of remote control to share information, transfer files, read electronic mail, access databases, and send quick messages across your network. You'll discover many ways to work easier and smarter.
- Run "LAN-locked" applications easily. End the frustration of slow run-time over remote links for network applications such as databases. Because the applications run only on the remote computer, and not across telephone lines, you'll speed up processing time dramatically.
- Collaborate with remote colleagues in real time. Share screens, documents, and information. Work with others anywhere, and confer with your colleagues using audio- or text-based conferencing.
- Protect your network resources. You can grant varying levels of Timbuktu Pro access to different users. Registered User and Windows NT User accounts and passwords can protect any combination of Timbuktu Pro services.

WHO CAN CONNECT TO YOUR TIMBUKTU PRO COMPUTER?

The first and most important answer is "No one—without your permission!" But once you have set up your security options, anyone who meets your connection criteria may connect.

If your computer is connected to a company network that is protected by a firewall, your Timbuktu Pro computer may only be accessible to users from your local network. However, firewalls can be configured to admit Timbuktu Pro traffic.

Timbuktu Pro Features

Timbuktu Pro's rich feature set lets you work with remote computers—and remote users—more efficiently and securely than ever before. Remote control capability; Dial Direct, LDAP, Internet Locator, and TCP/IP Scanner features; enhanced security: Timbuktu Pro is packed with features to make your network work for you.

New in Timbuktu Pro version 8

Timbuktu Pro version 8 takes full advantage of the Internet as well as the most recent improvements and features available in the Windows OS. You will benefit from the latest file sharing and collaboration service refinements. Timbuktu Pro version 8 makes use of SSH to provide both enhanced security and improved performance. Plus, Timbuktu Pro version 8 includes a number of new features to make it easier than ever for you manage your files across the network and collaborate with remote users.

Stream Encryption and Compression

Timbuktu Pro version 8 supports SSH to encrypt and compress Timbuktu Pro connections. When you begin a remote connection, you will have the option to select SSH encryption and enter the credentials that allow you to securely access the remote computer.

In addition to providing secure connections, SSH compression may increase Timbuktu Pro performance.

Enhanced Screen-Sharing Preferences

In Timbuktu Pro version 8, the *Observe/Control* tab in the Preferences window has been separated into two tabs: *Observe/Control Host* and *Observe/Control Guest*.

The two new tabs provide a number of new options, each of which may increase the performance or security of your screen-sharing sessions.

In addition, the screen-sharing window's system menu has been expanded to include a number of new options. You can control settings for the screen-sharing window itself, or choose the *Host Settings* option to open a dialog box with many of the new guest computer screen-sharing options. With the Host Settings dialog

box, you can change your guest preferences on the fly, during an active screen-sharing session.

EXTENDED LOGGING

The logging capabilities in Timbuktu Pro have been dramatically enhanced.

Timbuktu Pro now supports two different types of centralized logging for all the Timbuktu Pro computers on your network:

• The *Timbuktu Log Server* allows you to copy information from your Timbuktu Pro activity log or Event Log file to another Timbuktu Pro computer.
• The *NT Event Log Server* allows you to copy information about Timbuktu Pro events from your Windows Application Event Log to the Application Event Log on another Timbuktu Pro computer.

In addition, you may create an Event Log file, a text document which records the same information that Timbuktu Pro records in the Windows Application Event Log. The text file format allows you to easily search the log for events you wish to review.

You may also now specify the maximum size for your log files, and you may specify that certain configuration changes are recorded in the log files.

To set up your logging options, use the new *Logging* tab in the Preferences dialog box.

SINGLE-STREAM CONNECTIONS

Timbuktu Pro now uses single-stream TCP connections by default. If you are running Timbuktu Pro through a firewall, you now need to open port 407 only. Service-specific ports are no longer required unless you are connecting to an older version of Timbuktu Pro.

MSI INSTALLER

Timbuktu Pro now uses a Windows MSI installer with a user interface, which allows you to set certain options during installation.

Timbuktu Pro Services

Each of Timbuktu Pro's services allow you to interact with remote computers in a different way; together, they help you make the most of your network. For details about the various Timbuktu Pro services, see "Chapter 5: The Timbuktu Pro Services."

Remote Control and Screen-Sharing

Control a remote computer anywhere on your network using Timbuktu Pro's IntelliScreen™ technology. Timbuktu Pro's Control and Observe services provide a powerful tool for user support, training, and collaboration. Timbuktu Pro automatically adapts to any video mode.

The AutoScroll™ feature offers automatic panning as you move your pointer on the remote desktop. Thus, you can always view the entire screen of the remote computer, even when monitor resolutions are different. Or you can use the *Shrink to Fit* option to automatically reduce the remote desktop so that it fits entirely within the screen-sharing window. If you resize the screen-sharing window, the view of the remote desktop is also resized.

Plus, with the Capture Frame option, only the portion of your desktop that appears in the Capture Frame is displayed in the screen-sharing window on the remote computer.

In addition to the Capture Frame and Shrink to Fit features, the screen-sharing window includes several additional features to assist you:

- It supports a mouse wheel and extra mouse buttons.
- When you control a remote computer, you can choose to force its CAPS LOCK, NUM LOCK, and SCROLL LOCK states to match your computer's settings.
- You may choose whether keyboard mapping is performed logically or physically. For example, if the host computer uses a Qwerty keyboard and the guest computer uses a Dvorak keyboard, logical mapping allows you to press the Y key on the guest computer with the same effect as pressing the Y key on the host computer.

Send—Sending Messages

Use the Send service to send FlashNotes™—instant messages that pop up on the recipient's desktop—to other Timbuktu Pro users. You can attach files and folders to your FlashNotes, transferring them across your network quickly and easily.

Exchange—File Transfer

The Exchange service makes transferring files between computers easy. Use it to copy, move, and delete files across the network—even on Macintosh computers! The Exchange window makes the remote computer's file system as accessible as your own.

Notify, Chat, Intercom, and Invite

Communicating with other Timbuktu Pro users is more convenient than ever with Timbuktu Pro's Notify, Chat, Intercom, and Invite services. Notify alerts you when a remote computer becomes active. Chat allows you to have a keyboard "conversation" with another user. Intercom lets you have a voice conversation using your microphone and speakers—no telephone required. Invite allows you to invite other users to access your computer using the Timbuktu Pro service you specify.

Other Timbuktu Pro Features

In addition to the enhancements in Timbuktu Pro version 8 and the Timbuktu Pro services, all your favorite tools and features from previous versions are available.

Comprehensive Multi-Level Security

You can restrict remote access to your computer to as few or as many remote users as you wish. Anyone can access the services you provide to Guest Users. You can define any number of Registered Users and Windows NT Users, who will have password-protected access to the specific combination of user access privileges you specify. And if you wish to grant one-time-only access to other Timbuktu Pro services, remote users can ask for permission to use services you have not assigned. If you choose *OK*, they're connected. If you don't, they aren't. For tightest security, you can even require Registered Users and Windows NT Users to ask for permission after they're authenticated.

Shortcut Menu

The Timbuktu Pro shortcut menu lets you quickly open Timbuktu Pro and monitor incoming connections. When a remote user connects to your computer, the Timbuktu Pro icon in the system tray on the taskbar alternates with a service icon indicating that a service is in use. For a list of Timbuktu Pro service icons, see "Icon Legend" on page 103.

CROSS-PLATFORM CONNECTIONS

Timbuktu Pro offers remote control and file transfer between Windows and Macintosh computers. From a PC or a Macintosh, you can remotely control a computer of either type as if you were seated in front of it. Timbuktu Pro also provides cross-platform file transfer with a convenient, one-step procedure. You can even customize your cross-platform file-mapping settings so that Windows file extensions and Macintosh Type/Creator settings are applied automatically.

DIAL DIRECT CONNECTIONS

Timbuktu Pro's Dial Direct feature allows you to use your modem to connect directly to the modem of another Timbuktu Pro computer. No Internet connection is required. You can use any of the Timbuktu Pro services, except Intercom.

FINDING REMOTE COMPUTERS

Timbuktu Pro includes several different methods for finding remote Timbuktu Pro computers on your network.

The Internet Locator Server

The Internet Locator feature allows you to connect to other Timbuktu Pro users by specifying their email addresses instead of their IP addresses. When you enter an email address on the *TCP/IP* tab in the main Timbuktu Pro window, Timbuktu automatically queries Netopia's Internet Locator server, resolves the correct IP address, and connects to the remote computer.

LDAP Searches

Timbuktu Pro's LDAP (Lightweight Directory Access Protocol) support allows you to easily find and connect to other computers running Timbuktu Pro, without knowing their IP addresses. Instead of entering a remote user's IP address, you can use the *LDAP* tab to search for other LDAP-enabled Timbuktu Pro users by their user information. Search strings include computer name, IP address, user name, email address, location, and comment. You can also store your own information to enable other users to find you. User information is stored on Netopia's public LDAP server.

Timbuktu Pro Scanner

The Timbuktu Pro Scanner helps you find and connect to remote computers, even when you don't know their IP addresses, by browsing your local network for active Timbuktu Pro computers. You may even connect to the desired computer without leaving the Timbuktu Pro Scanner.

Timbuktu Pro Connection Documents

Timbuktu Pro Connection Documents are desktop shortcuts that allow you to activate a Timbuktu Pro service to a remote computer from a desktop icon. To quickly create a desktop shortcut, right-click anywhere on your desktop. From the shortcut menu, choose *New ▸ Timbuktu Pro Connection Document*.

Once you've created a Connection Document, right-click it to display a shortcut menu. The menu allows you to rename your Connection Document, change its properties, or delete it.

Network Neighborhood/My Network Places

Timbuktu Pro's Network Neighborhood/My Network Places integration gives you immediate access to remote computers without opening the main Timbuktu Pro window. In the Network display, right-click on any computer. From the shortcut menu, choose *Timbuktu Pro ▸ Any Service*. You can launch any Timbuktu Pro service, as long as the remote computer is running Timbuktu Pro and uses the TCP/IP protocol.

Address Books

Use Timbuktu Pro's address books to help you organize the IP addresses of the remote computers you connect to frequently. An address book is a collection of Timbuktu Pro addresses. They save you time because you don't have to enter an IP address every time you make a connection—simply select a computer from the list.

Recent Connections

The *Recent Connections* tab contains a list of computers to which you've recently established connections. The default service (the service that was used during the previous remote connection) is also saved. Simply double-click an address to reconnect.

Activity Log and Application Event Log

Timbuktu Pro keeps a list of all connections made to and from your computer. You can display the activity log or save it to a text file for printing. Timbuktu Pro also logs guest and host service events to the Windows Application Event Log.

System Requirements for Timbuktu Pro

To run Timbuktu Pro for Windows, your computer must meet the following hardware, software, and compatibility requirements.

Minimum Hardware Requirements

Timbuktu Pro requires 20MB of free disk space for installation. 50MB are required for the network installation process.

If you wish to make a Dial Direct connection using Timbuktu Pro, you will need a 56 Kbps modem.

Minimum Software Requirements

- Windows 2000, Windows XP, or Windows 2003 Server.
- TCP/IP networking software that is installed and properly configured.
- For Dial Direct connections, modem software that is installed and properly configured. Dial Direct connections use the TCP/IP protocol, so network software is still required.

Compatibility

- For TCP/IP connections, the remote computer must be on a TCP/IP network and be running Timbuktu Pro for Windows version 5.0 or later, or Timbuktu Pro for Macintosh 6.0 or later.
- For Dial Direct connections, the remote computer must have a 56 Kbps modem.

Older versions of Timbuktu Pro are not officially supported with Timbuktu Pro version 8.

Chapter 2: Installing Timbuktu Pro for Windows

This chapter will guide you as you install or un-install Timbuktu Pro on a local computer.

To use the Network Installer or install Timbuktu Pro with Active Directory Group Policies, see the documentation on the Timbuktu Pro Enterprise Resource Center. The "Using Timbuktu Pro with Active Directory" document is also available on your Timbuktu Pro CD.

Before Installing Timbuktu Pro for Windows

Before you install Timbuktu Pro, please prepare your computer for the installation.

You must be logged on to the local computer with Administrator or Domain Administrator privileges to install Timbuktu Pro.

To prepare your computer for Timbuktu Pro installation

1. Make sure that TCP/IP software is installed and running on your computer, or that you have a modem set up and functioning correctly.

2. Uninstall any other remote control software and restart your computer.

3. Disable or shut down any antivirus software installed on your computer. Active antivirus programs may cause problems during the installation process.

4. Install Timbuktu Pro.

It is extremely important to uninstall any other remote control software and restart your computer before you install Timbuktu Pro. If you install Timbuktu Pro over other remote control software, or if you do not reboot after uninstalling other software, Timbuktu Pro may not be completely installed.

Installing Timbuktu Pro for Windows

You will install Timbuktu Pro from the CD-ROM supplied in your Timbuktu Pro package or from the *Tb2ProWin.exe* self-extracting archive file you downloaded from Netopia's Web site.

To install Timbuktu Pro

1. Uninstall any other remote control software, restart your computer, and close all open applications, including antivirus software.

2. If you have a Timbuktu Pro CD, insert it into your CD-ROM drive and open the CD folder.

   If you downloaded the *Tb2ProWin.exe* file, double-click it. You can specify the folder where the Timbuktu Pro installation files will be extracted.

3. Double-click the *TimbuktuPro.msi* file to run the Timbuktu Pro MSI Installer.

   The Timbuktu Pro Setup Wizard opens.
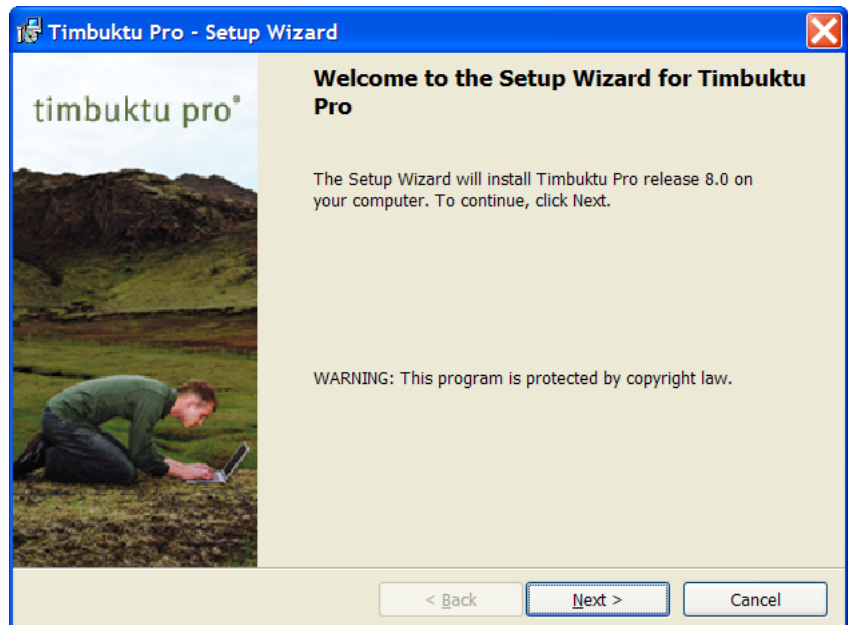
4. Click *Next*. The *Licence Agreement* panel appears.

5. In the *License Agreement* panel, select the *I Accept the Terms in the License Agreement* option. Then click *Next*. The *Destination Folder* panel appears.

6. In the *Destination Folder* panel, confirm the Timbuktu Pro installation folder.

    By default, Timbuktu Pro is installed in the *Program Files* ▸ *Timbuktu Pro* directory on the same drive where Windows is installed. To change the folder, click *Change*. Otherwise, click *Next*.

    The *Ready to Install the Program* panel appears.

7. In the *Ready to Install the Program* panel, click *Install*.

8. When Timbuktu Pro installation is complete, you will be notified. Click *Finish* to close the Timbuktu Pro Installer.

9. If desired, restart your computer. You can run Timbuktu Pro immediately, but restarting your computer will improve Timbuktu Pro's performance.

Removing Timbuktu Pro from Your Computer

Should you wish to remove Timbuktu Pro from your computer, it is important to follow the correct uninstallation procedure.

To remove Timbuktu Pro from your computer

1. Shut down Timbuktu Pro completely. (Click the *File menu* and choose *Exit and Shut Down Timbuktu Pro*.)

2. From the Windows *Start* menu, choose *Settings* ▸ *Control Panel* ▸ *Add or Remove Programs*.

3. In the list of programs, select *Timbuktu Pro* and click *Remove*.

4. The Add or Remove Programs dialog box appears.

    Note: If you uninstall Timbuktu Pro, all files and folders in the Timbuktu Pro installation folder will be deleted *even if they are not part of Timbuktu Pro*. Make sure the folder contains no files that you wish to save.

    Click *Yes* to confirm your intention to remove Timbuktu Pro. All the contents of the Timbuktu Pro installation folder and its subdirectories are deleted.

5. When Timbuktu Pro has been uninstalled, a dialog box allows you to choose to restart your computer immediately or later. You *must* restart your computer to complete the uninstall process.

Chapter 3: Setting Up Timbuktu Pro

Once you have installed Timbuktu Pro, you can review and change your configuration settings. This chapter describes how to start and exit Timbuktu Pro and how to set Timbuktu Pro configuration preferences.

Timbuktu Pro Startup Options

By default, Timbuktu Pro will start automatically when you start Windows. Its icon is placed in the system tray on the taskbar. To open the main Timbuktu Pro window, double-click the Timbuktu Pro icon. Or right-click the icon to display the shortcut menu, and choose *Open*.

Note: If you are running Windows XP, the full Timbuktu Pro application will not start automatically. The MiniTB2 application is launched instead. MiniTB2 will accept incoming Timbuktu Pro connections, but to establish outgoing connections, you must open the main Timbuktu Pro window by starting the full Timbuktu Pro application. See the following section, "Starting Timbuktu Pro Manually."

Starting Timbuktu Pro Manually

If Timbuktu Pro is not launched automatically, or if you shut it down, you can manually start Timbuktu Pro at any time. From the Windows *Start* menu, choose *Programs* ▶ *Timbuktu Pro* ▶ *Timbuktu Pro*. The main Timbuktu Pro window opens.
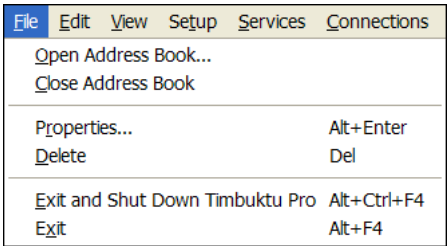
You can configure Timbuktu Pro startup preferences using the *General* tab in the Preferences dialog box (see page 22).

Exiting and Shutting Down Timbuktu Pro

When you close Timbuktu Pro, you may simply exit the program, or exit and shut it down. When you exit Timbuktu Pro without shutting it down, Timbuktu Pro continues to run in the background. Exiting without shutting down gives remote users the ability to connect to your computer even though you aren't making any outgoing connections.

When you exit and shut down Timbuktu Pro, Timbuktu Pro no longer runs in the background and users can no longer connect to your computer with Timbuktu Pro.

The Timbuktu Pro *File* menu thus has two exit options: *Exit* and *Exit and Shut Down Timbuktu Pro*. These are explained below.

File	Edit	View	Setup	Services	Connections
Open Address Book...					
Close Address Book					
Properties...				Alt+Enter	
Delete				Del	
Exit and Shut Down Timbuktu Pro				Alt+Ctrl+F4	
Exit				Alt+F4	

Exit Timbuktu Pro Option

To exit without shutting down Timbuktu Pro, click the *File* menu and choose *Exit*. Or click the Close box in the upper-right corner of the main Timbuktu Pro window. Exiting Timbuktu Pro closes the main Timbuktu Pro window. The Timbuktu Pro icon appears in the system tray on the Windows taskbar to remind you that Timbuktu Pro can still accept incoming connections. Double-click the taskbar icon to reopen the main Timbuktu Pro window.

Exit and Shut Down Timbuktu Pro Option

To shut Timbuktu Pro down completely, click the *File* menu and choose *Exit and Shut Down Timbuktu Pro*. If any connections are active, they will be shut down. Remote users will not be able to initiate new connections with your computer.

You can also shut down Timbuktu Pro by right-clicking the Timbuktu Pro icon in the system tray on the taskbar. From the shortcut menu, choose *Exit and Shut Down Timbuktu Pro*.

Customizing Your Timbuktu Pro Preferences

The Preferences dialog box lets you specify certain configuration options for Timbuktu Pro. To open the Preferences dialog box, click the *Setup* menu and choose *Preferences*. The six tabs in the Preferences dialog box are as follows:

- **General**—Timbuktu Pro general and startup preferences. See page 22.
- **Observe/Control Host**—Screen-sharing window preferences for when your computer acts as the Host computer. See page 24.
- **Observe/Control Guest**—Screen-sharing window preferences for when your computer acts as the Guest computer. See page 29.
- **Send**—Send service preferences. See page 33.
- **Notify**—Notify service preferences. See page 35.
- **Master Password**—An optional password restricting access to Timbuktu Pro's Preferences, Security, and LDAP Options dialog boxes. See page 36.
- **Dial Direct**—Dial Direct preferences. See page 38.
- **Logging**—Logging preferences. See page 39.

Note: LDAP preferences are set in the LDAP Options dialog box. See "Setting LDAP Options" on page 41.
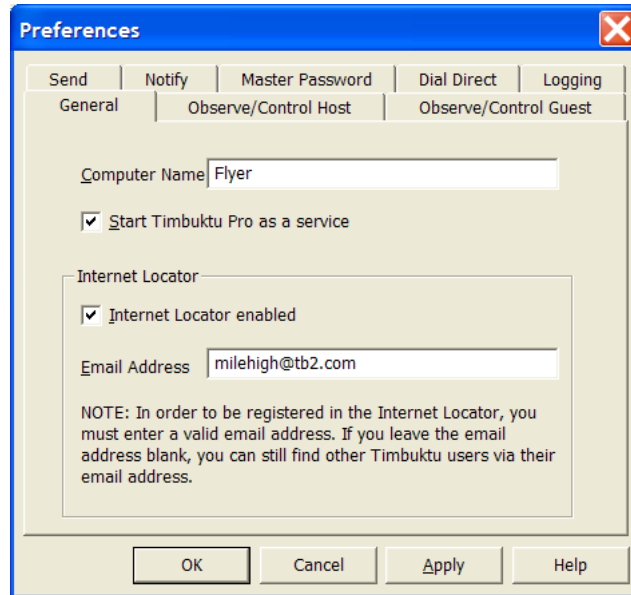
The following sections describe each of these tabs.

General Preferences

The *General* tab lets you specify whether Timbuktu Pro will start when you start Windows. You can also enter information for use by the Internet Locator Server.

To change your General preferences

1. From the *Setup* menu, choose *Preferences*.
2. In the Preferences dialog box, click the *General* tab.

3. Specify the Timbuktu Pro *Computer Name*. The name of your computer identifies your computer to other Timbuktu Pro computers. It does not need to be the same as your Windows networking computer name.

4. Select *Start Timbuktu Pro as a Service* if you want the Timbuktu Pro application to be started as a service. For more information, see the following section, "Launching Timbuktu Pro as a Service."

   By default, Timbuktu Pro is started as a service, which makes it available at the network logon prompt.

5. Select *Internet Locator Enabled* and enter your email address if you want to use the Internet Locator service on your computer. For information about the Internet Locator server, see "The Internet Locator" on page 24.

6. Click *OK* to save your changes and close the Preferences dialog box.

Launching Timbuktu Pro as a Service

By default, the Timbuktu Pro application is launched as a service. It is started automatically as soon as Windows has loaded on your computer, and before Windows requires you to log in. This lets you control your computer remotely and enter

your Windows user name and password, just as if you were sitting at the computer, or use services such as Exchange without logging in to Windows at all.

If you prevent Timbuktu Pro from starting automatically, you must start it manually. See "Starting Timbuktu Pro Manually" on page 20. Note that if Timbuktu Pro does not start automatically, you will not be able to control your computer remotely after a restart.

The Internet Locator

Netopia's Internet Locator server allows you to connect to other Timbuktu Pro computers using an email address instead of an IP address. This is particularly helpful when a remote computer is connected to an Internet Service Provider (ISP) that assigns dynamic IP addresses. You can enter the remote user's email address on the *TCP/IP* tab in the main Timbuktu Pro window and then select a service. The Internet Locator server translates the email address to the correct IP address and makes the connection using the service you selected.

Netopia maintains an Internet Locator server for public use. (Its DNS name is *findme.netopia.com*.) When the Internet Locator service is enabled on your computer and you launch Timbuktu Pro while connected to the Internet, your email address and the associated IP address are automatically sent to the server. Other Timbuktu Pro users can then connect to you by entering your email address on the *TCP/IP* tab.

## Observe/Control Host Preferences

Timbuktu Pro Control and Observe sessions take place in a *screen-sharing window*, which displays the remote computer's desktop on your screen. The *Observe/Control Host* tab in the Preferences dialog box lets you specify options that may improve screen-sharing performance and security when remote users use the Control or Observe service with your computer.

Timbuktu Pro also supports secure screen blanking. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of your computer's screen while it is being controlled by a remote user. For more information, see "Secure Screen Blanking" on page 28.

TO CHANGE YOUR OBSERVE/CONTROL HOST PREFERENCES

1. From the *Setup* menu, choose *Preferences*.

2. In the Preferences dialog box, click the *Observe/Control Host* tab.
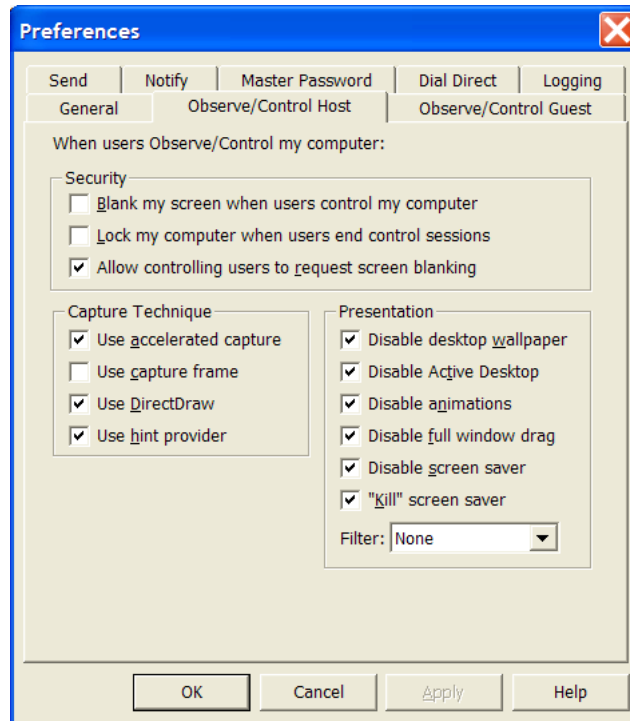
3. In the *Security* area

    • Select *Blank My Screen when Users Control My Computer* to activate secure screen blanking automatically when a remote user observes or controls you computer. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of a computer's screen while it is being controlled by a remote user. See "Secure Screen Blanking" on page 28.

       When this option is selected, your screen will blank even if you are working at your computer. You may wish to select this option only if you are the only person who uses Timbuktu Pro to access your computer remotely.

When this option is not selected, you screen will not blank automatically. However, remote users can still choose to blank your screen if you select the *Allow Controlling Users to Request Screen Blanking* option.

- Select *Lock My Computer When Users End Control Sessions* to lock your computer when an incoming Control session is complete.

  For example, if the Help desk is installing new software or doing extensive configuration of your system, you may need to leave your computer before the installation is complete. When the remote user finishes controlling your computer and disconnects, your computer is locked automatically and remains secure until you return (as if you had pressed CTRL+ALT+DEL and chosen *Lock Workstation*).

- Select or clear *Allow Controlling Users to Request Screen Blanking* to specify whether remote users can force your screen to blank when they control your computer.

  When this option is selected, a remote user can force your screen to blank even if you are working at your computer. You may wish to select this option only if you are the only person who uses Timbuktu Pro to access your computer remotely.

  When this option is not selected, remote users cannot choose whether to blank your screen. However, your screen will still block automatically if you selected the *Blank My Screen when Users Control My Computer* option.

Note: These options are not available when you select the *Use Capture Frame* option in the *Capture Technique* area.

4. In the *Capture Technique* area

   - Select   *Use Accelerated Capture* to use the video-driver-based remote control component, which increases Timbuktu Pro's screen-sharing performance. Clear this check box to use the Universal Remote Control Adapter, which makes Timbuktu Pro more compatible with different video cards and video settings.

     The Universal Remote Control Adapter also supports systems with multiple monitors. If you have a multiple-monitor setup, disable the *Use Accelerated Capture* option.

   - Select the *Use Capture Frame* option to restrict the view of your desktop when a remote computer establishes a Control or Observe connection to your computer. During the screen-sharing session, only the portion of your desktop that appears in the Capture Frame is displayed in the

screen-sharing window on the remote computer. For details, see the following section, "Enabling the Remote Control Capture Frame."

- Select or clear *Use DirectDraw* to enable or disable the use of DirectDraw (which allows Timbuktu Pro to send screen information directly to the video adapter). In most cases, you will not need to disable this option.

- Select or clear *Use Hint Provider* to enable or disable the use of Hint Provider (which allows Timbuktu Pro to access application messages). In most cases, you will not need to disable this option.

5. In the *Presentation* area, select or clear the appropriate check boxes to set options as desired.

   The *Presentation* settings allow you to control the appearance and behavior of your desktop while remote users are observing or controlling your computer. Most of the *Presentation* options, when selected, will increase the screen-sharing performance of Timbuktu Pro during remote-control sessions.

   - *Disable Desktop Wallpaper* removes the Windows wallpaper from your desktop while a remote user is controlling or observing your computer. The wallpaper is restored when the remote control session ends.

   - *Disable Active Desktop* disables Active Desktop on your computer while a remote user is controlling or observing your computer. Active Desktop is restored when the remote control session ends.

   - *Disable Animations* disables desktop animations on your computer while a remote user is controlling or observing your computer. Desktop animations are restored when the remote control session ends.

   - *Disable Full Window Drag* disables full window drag (in which the window's contents are displayed while it is dragged) on your computer while a remote user is controlling or observing your computer. Full window drag is restored when the remote control session ends.

   - *Disable Screen Saver* prevents the screen saver from running on your computer while a remote user is controlling or observing your computer.

   - *"Kill" Screen Saver* deactivates the screen saver on your computer at the start of an incoming remote control session.

6. In the *Presentation* area, select an option from the *Filter* drop-down list. The *Filter* option forces a color-depth reduction before screen-sharing data is sent from your computer to the guest computer. (The *Loss-Less* option disables color-depth reduction.)

7. Click *OK* to save your changes and close the Preferences dialog box.

Enabling the Remote Control Capture Frame

When you enable the *Use Capture Frame* option on the *Observe/Control* tab in the Preferences dialog box, the Capture Frame will open on your desktop when a remote computer establishes a Control or Observe connection to your computer.

The Capture Frame restricts the remote user's view of your desktop. During the screen-sharing session, only the portion of your desktop that appears in the Capture Frame is displayed in the screen-sharing window on the remote computer. In addition, the screen-sharing session will not begin until you click the Play button in the upper-left corner of the Capture Frame.

Note: Do *not* enable the *Use Capture Frame* option if anyone will need to use the Control or Observe service to access your computer when you are not present. Because you must click the Play button to allow the screen-sharing session to proceed, you must be physically present at the host computer.

For additional information about using the Capture Frame, see "Using the Capture Frame" on page 70.

Secure Screen Blanking

Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized access to your computer while it is being controlled by a remote user. When secure screen blanking is active, no one will be able to see what is happening on the computer's desktop. (They may be able to see the cursor move and hear any audio the computer generates.)

Secure screen blanking works differently in different situations: whether or not you are logged in to your computer, and—if you're logged in—whether or not your computer is locked before the remote user takes control.

You should always protect the security of your computer by using a password-protected screen saver. When you are away from your computer, the locking mechanism will help to ensure your security.

When you're working at your computer

If you are working at your computer and a remote user controls it (for example, the Help Desk takes control to troubleshoot a problem you're having), the screen will not blank. You will be able to watch the remote user's actions and, if necessary, disconnect the user from your computer.

Note: Your screen *will* blank, even if you are using your computer, if you selected the *Allow Controlling Users to Request Screen Blanking* option and the remote user requests the screen to blank.

When your screen is locked

If your computer is locked and a remote user controls it, the screen will blank. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the Workstation Locked dialog box will reappear.
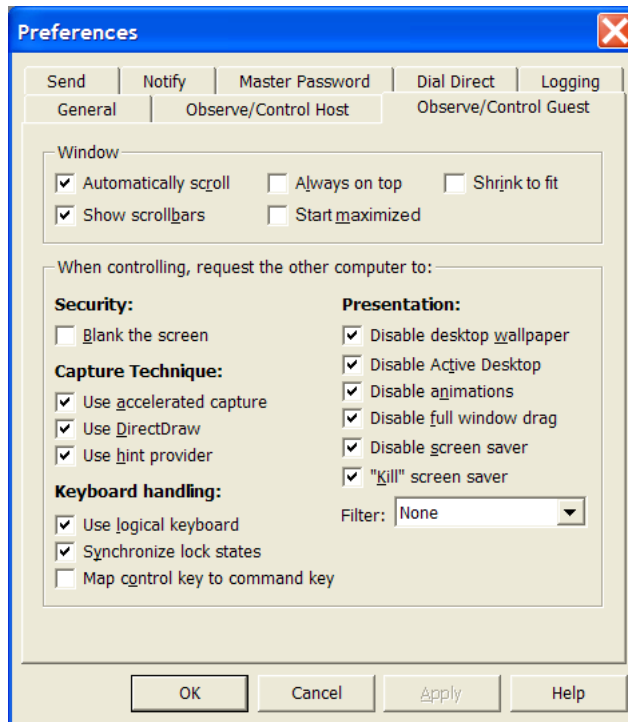
When you haven't logged in

If you have not logged in to your computer and a remote user controls it, the screen will blank. You will not be able to activate your monitor until the remote user disconnects. When the remote user ends the control session, the Logon Information dialog box will reappear.

Observe/Control Guest Preferences

Timbuktu Pro Control and Observe sessions take place in a *screen-sharing window*, which displays the remote computer's desktop on your screen. The *Observe/Control Guest* tab in the Preferences dialog box lets you control the appearance and behavior of the screen-sharing window. You may specify options that may improve screen-sharing performance and security during screen-sharing sessions.

Timbuktu Pro also supports secure screen blanking. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of your computer's screen while it is being controlled by a remote user. For more information, see "Secure Screen Blanking" on page 28.

To change your Observe/Control Guest preferences

1. From the *Setup* menu, choose *Preferences*.
2. In the Preferences dialog box, click the *Observe/Control Guest* tab.

Preferences

| Send | Notify | Master Password | Dial Direct | Logging |

| General | Observe/Control Host | Observe/Control Guest |

Window

☑ Automatically scroll   ☐ Always on top   ☐ Shrink to fit
☑ Show scrollbars   ☐ Start maximized

When controlling, request the other computer to:

Security:
☐ Blank the screen

Capture Technique:
☑ Use accelerated capture
☑ Use DirectDraw
☑ Use hint provider

Keyboard handling:
☑ Use logical keyboard
☑ Synchronize lock states
☐ Map control key to command key

Presentation:
☑ Disable desktop wallpaper
☑ Disable Active Desktop
☑ Disable animations
☑ Disable full window drag
☑ Disable screen saver
☑ "Kill" screen saver

Filter: None ▼

OK   Cancel   Apply   Help

3. In the *Window* area

- Select *Automatically Scroll* to scroll the screen-sharing window automatically when your mouse pointer approaches the edge of the window or when the pointer on the remote desktop moves out of view.

  If this option is not selected, automatic scrolling will not occur. You can scroll the window manually by clicking on the scroll bars at the edge of the window.

  Note: Because there are no scroll bars when a screen-sharing window is maximized, a maximized window always scrolls automatically.

- Select *Show Scrollbars* to display scroll bars in the screen sharing window. (When the screen-sharing window is maximized, scroll bars will not appear, even when this option is selected.)

- Select *Always On Top* to force the screen sharing window to remain on top of all other application windows.

- Select *Start Maximized* to start screen-sharing sessions with the screen-sharing window maximized.

- Select *Shrink to Fit* to shrink (or enlarge) the image of the remote desktop to fit entirely within the screen-sharing window. If you reduce or enlarge the window, the remote desktop will resize automatically to fit. However, the remote desktop will never be enlarged beyond its actual size.

4. In the *Keyboard* area

    - Select *Map Control Key to Command Key* to specify that your CTRL key acts as the COMMAND key when you control a Macintosh computer.

    - Select *Use Logical Keyboard* to use logical keyboard mapping if the host and guest computers use different keyboard types. For example, if the host computer uses a Qwerty keyboard and the guest computer uses a Dvorak keyboard, pressing the Y key on the guest computer will have the same effect as pressing the Y key on the host computer.

        Physical mapping, which is used if this option is not selected, maps keys based on their physical location on the keyboard. For example, if the host computer uses a Qwerty keyboard and the guest computer uses a Dvorak keyboard, pressing the Y key on the guest computer will be translated as a T on the host computer.

    - Select *Synchronize Lock States* to match the CAPS LOCK, NUM LOCK, and SCROLL LOCK settings on the host computer to the settings on the guest computer. This matching occurs as soon as you press a key while the screen-sharing window is in focus.

        If this option is not selected, the host computer's CAPS LOCK, NUM LOCK, and SCROLL LOCK settings will not change.

5. In the *Security* area, select *Blank the Screen* to activate secure screen blanking when you Observe or Control another computer. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of a computer's screen while it is being controlled by a remote user. See "Secure Screen Blanking" on page 28.

    Note: Screen blanking will occur only if the host computer allows it. If the *Blank My Screen when Users Control My Computer* setting is enabled, blanking will occur whether or not you request it. If the *Blank My Screen* setting is not enabled, the screen will blank only if the user of the host computer has enabled the *Allow Controlling Users to Request Screen Blanking* setting.

6. In the *Capture Technique* area

• Select *Use Accelerated Capture* to use the video-driver-based remote control component, which increases Timbuktu Pro's screen-sharing performance. Clear this check box to use the Universal Remote Control Adapter, which makes Timbuktu Pro more compatible with different video cards and video settings.

The Universal Remote Control Adapter also supports systems with multiple monitors. If you have a multiple-monitor setup, disable the *Use Accelerated Capture* option.

• Select or clear *Use DirectDraw* to enable or disable the use of DirectDraw (which allows Timbuktu Pro to send screen information directly to the video adapter). In most cases, you will not need to disable this option.

• Select or clear *Use Hint Provider* to enable or disable the use of Hint Provider (which allows Timbuktu Pro to access application messages). In most cases, you will not need to disable this option.

Note: If these settings are not enabled on the host computer, but enabled on the guest computer, the guest settings will be used during the screen-sharing session. However, if these settings are enabled on the host computer, the guest computer cannot disable them.

7. In the *Presentation* area, select or clear the appropriate check boxes to set options as desired.

The *Presentation* settings allow you to control the appearance and behavior of the remote desktop while you observe or control a remote computer. Most of the *Presentation* options, when selected, will increase the screen-sharing performance of Timbuktu Pro during remote-control sessions.

• *Disable Desktop Wallpaper* removes the Windows wallpaper from the host computer's desktop when you are controlling or observing the computer.

• *Disable Active Desktop* disables Active Desktop on the host computer when you are controlling or observing the computer.

• *Disable Animations* disables desktop animations on the host computer when you are controlling or observing the computer.

• *Disable Full Window Drag* disables full window drag (in which the window's contents are displayed while it is dragged) on the host computer when you are controlling or observing the computer.

- *Disable Screen Saver* prevents the screen saver from running on the host computer while you are controlling or observing the computer.

- *"Kill" Screen Saver* deactivates the screen saver on the host computer at the start of the remote control session.

Note: If these settings are not enabled on the host computer, but enabled on the guest computer, the guest settings will be used during the screen-sharing session. However, if these settings are enabled on the host computer, the guest computer cannot disable them.

8. In the *Presentation* area, select an option from the *Filter* drop-down list. The *Filter* option forces a color-depth reduction before screen-sharing data is sent from the host computer to your computer.

    During the remote-control session, Timbuktu Pro checks the *Filter* setting on both the host and guest computer. The more restrictive (faster) setting is used.

9. Click *OK* to save your changes and close the Preferences dialog box.

Send Preferences

The Send service lets you send messages called FlashNotes to other Timbuktu Pro computers. You can customize Timbuktu Pro to notify you of an incoming FlashNote by displaying the FlashNote in a full-sized window or by displaying the FlashNote as a minimized icon on the taskbar. In addition, you can designate how much of your disk space should be protected from temporary storage of FlashNotes and their enclosures.

To change your Send preferences

1. From the *Setup* menu, choose *Preferences*.
2. In the Preferences dialog box, click the *Send* tab.
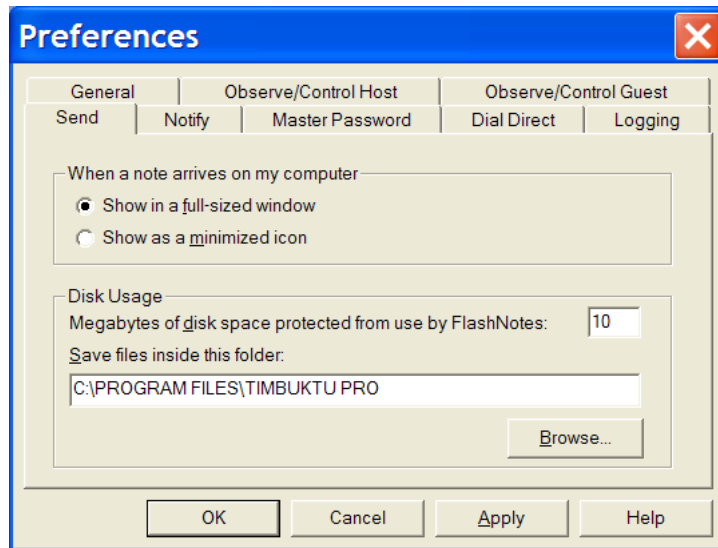
3. In the *When a Note Arrives on My Computer* area, select *Show in a Full-Sized Window* to see newly received FlashNotes and attached enclosures immediately. Select *Show as a Minimized Icon* to display the FlashNote as an icon in the taskbar. The icon indicates that a message has arrived.

4. In the *Disk Usage* area

    • To limit the amount of disk space used by files sent by the Send service, enter the desired number of megabytes in the *Megabytes of Disk Space Protected from Use by FlashNotes* field. This prevents users from entirely filling up your disk with FlashNotes and enclosures.

    • Files transferred using the Send function are stored in the *files received folder*. Specify the location of the files received folder on your computer in the *Save Files Inside this Folder* field.

    If someone attempts to send files or folders that would require more disk space on your computer than is available, Timbuktu Pro notifies them that there isn't enough disk space to carry out the file transfer.

    This option does not restrict file transfer using the Exchange service.

5. Click *OK* to save your changes and close the Preferences dialog box.

Notify Preferences

The Notify service lets remote users request notification when your computer becomes active. You can specify that Timbuktu Pro prompt you before responding to a notification request, or you can configure Timbuktu Pro to respond to notification requests automatically, based on your mouse and keyboard activity.

To change your Notify preferences

1. From the *Setup* menu, choose *Preferences*.

2. In the Preferences dialog box, click the *Notify* tab.
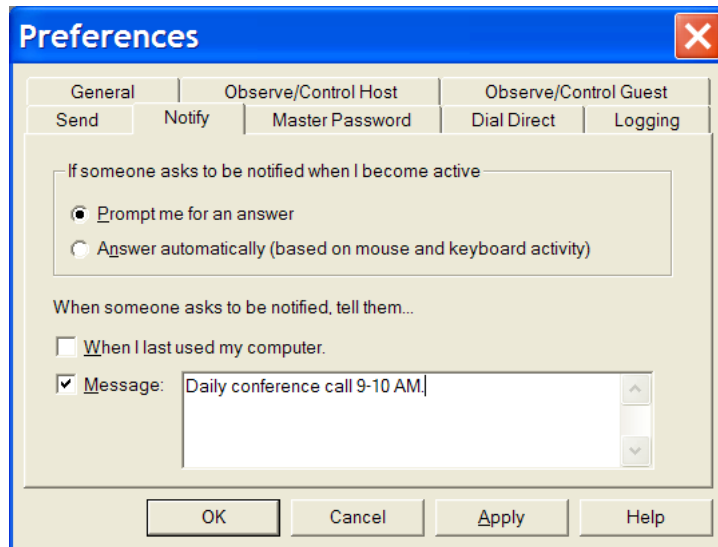
3. In the *If Someone Asks to be Notified when I Become Active* area

    •   Select *Prompt Me for an Answer* if you do not want Timbuktu Pro to automatically notify users that you have become active. Timbuktu will indicate which user has requested notification, and you can then choose to notify or not to notify the user that you are available at your computer.

    •   Select *Answer Automatically* if it is OK for all users to whom you've granted the Notify service to know when your computer has become active (based on keyboard and mouse activity). Whenever a remote user asks for notification, Timbuktu Pro will notify that user that you have become active without telling you who is asking for notification.

4.   In the *When Someone Asks to be Notified, Tell Them* area

   •   Select *When I Last Used my Computer* to display this information to the remote user. The user will be told the date and time when you last used your mouse or keyboard.

      Note: If you selected *Prompt Me for an Answer* in step 3, and you choose not to notify a remote user that your computer has become active, the date and time of your last activity will *not* be updated on the remote computer when you become active.

   •   Select *Message* and enter a message to be displayed when the remote user asks for notification.

5.   Click *OK* to save the changes and close the Preferences dialog box.

SETTING UP YOUR MASTER PASSWORD

Use a master password to protect access to those parts of Timbuktu Pro that allow you to change Timbuktu Pro's configuration—the Security, Preferences, and LDAP Options dialog boxes. After you've created a master password, Timbuktu Pro will ask you to type it whenever you attempt to open these dialog boxes.

If you protect your Timbuktu Pro settings with a master password, be sure you choose a password you will remember. If you forget your master password, you will need to uninstall and reinstall Timbuktu Pro.

TO SET OR CHANGE YOUR MASTER PASSWORD

1.   From the *Setup* menu, choose *Preferences*.

2.   If you have an existing master password, enter it when prompted.

3.   In the Preferences dialog box, click the *Master Password* tab.
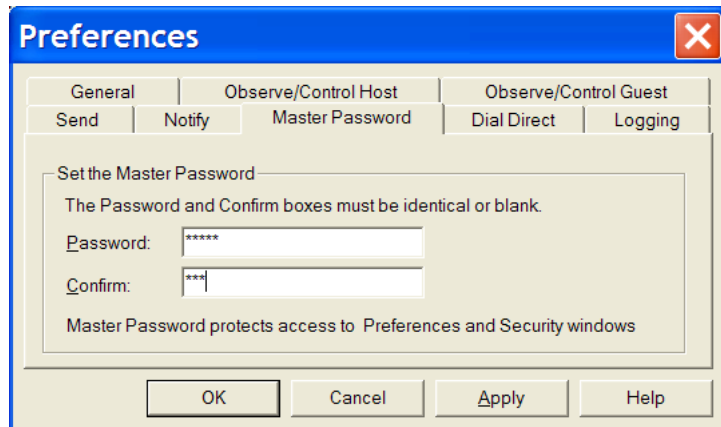
4. Type the new password in the *Password* box. The characters you enter are displayed as asterisks. Passwords are case-sensitive.

5. Re-type the master password in the *Confirm* box.

6. Click *OK* to save the changes and close the Preferences dialog box.

    Timbuktu Pro will not let you close the Preferences dialog box unless the *Password* and *Confirm* fields match exactly.

Removing Your Master Password

If you wish to unprotect your Security, Preferences, and LDAP settings, you may remove your master password.

To remove your master password

1. From the *Setup* menu, choose *Preferences*.

2. When prompted, enter your existing master password.

3. In the Preferences dialog box, click the *Master Password* tab.

4. Delete the text from both the *Password* and *Confirm* boxes.

5. Click *OK* to save your changes and close the Preferences dialog box.

Dial Direct Preferences

The *Dial Direct* tab in the Preferences dialog box lets you determine how incoming calls are answered by your system. It also allows you to specify the modem that will be used and how idle connections are handled.

By default, Timbuktu Pro *will not answer* incoming Dial Direct calls. If you wish to accept Dial Direct connections, you must change your Dial Direct options on the *Dial Direct* tab in the Preferences dialog box.

To change your Dial Direct options

1. From the *Setup* menu, choose *Preferences*.

2. In the Preferences dialog box, click the *Dial Direct* tab.
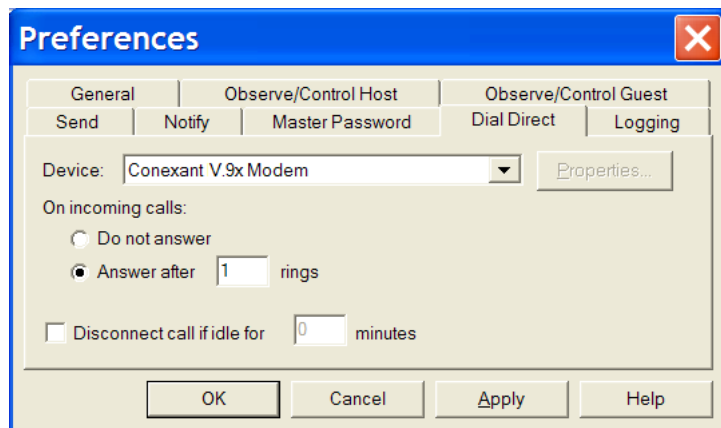
3. Select the modem you wish to use from the *Device* drop-down list. Timbuktu Pro will list the available modems as determined by your operating system. If you need to set or change the properties of the selected modem, click the *Properties* button. (See your modem documentation for a discussion of the information required in the Modem Properties dialog box.)

4. Under *On Incoming Calls*, choose an option to answer calls to your computer.

   • Choose *Do Not Answer* to ignore all incoming calls. This is the default option.

   • Choose *Answer After* n *Rings* to answer calls automatically after the number of rings specified in the text box.

5. If you wish to automatically close an idle connection after a specific amount of time, select the *Disconnect Call* checkbox and specify the number of minutes of inactivity after which the connection will automatically be terminated.

    You may wish to automatically disconnect idle callers to allow another user access when the current user is idle for long periods or forgets to disconnect.

6. Click *OK* to save your changes and close the Preferences dialog box.

Dialing Properties

To make outgoing connections, you may also need to set options—such as a dialing prefix—in the Dialing Properties dialog box. You can open the Dialing Properties dialog box by clicking the *Dialing Properties* button on the *Dial Direct* tab in the main Timbuktu Pro window. See your Windows or modem documentation for more information about the Dialing Properties dialog box.

Logging Preferences

Timbuktu Pro now supports multiple options for both local and centralized event logging.

Among other options, you may specify the maximum size for your log files. When the maximum size for the active log file is reached, its contents are copied to a backup file and removed from the primary file. This allows the primary file to remain small, which may improve performance if you use centralized logging.

Note: Depending on your Timbuktu Pro installation, the *Logging* tab may not appear.

For details about the various types of logging, see .

To change your Timbuktu Pro Logging options

1. From the *Setup* menu, choose *Preferences*.
2. In the Preferences dialog box, click the *Logging* tab.
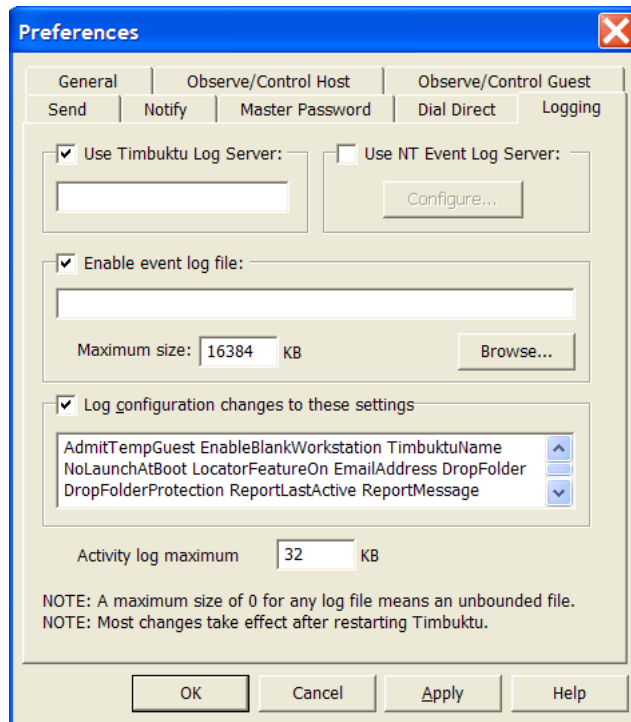
3. To copy information from your Timbuktu Pro activity log or Event Log file to another Timbuktu Pro computer, select the *Use Timbuktu Log Server* check-box. Then enter the remote computer's Windows name in the text box.

The "server" does not need to be a Windows server. However, the computer you specify must be running Timbuktu Pro, and it must be visible to your computer. Logging information from your computer will be written to the remote activity log automatically, and to the remote Event Log file if one is configured for the remote computer.

4. To copy information about Timbuktu Pro events from your Windows Application Event Log to the Application Event Log on another Timbuktu Pro computer, select the *Use NT Event Log Server* checkbox.

The Enter NT Event Log Server dialog box opens. Enter the remote computer's Windows name and your administrator-level user name and password.

Note: To enable remote Application Event logging, you must have

- Administrator privileges on the remote computer
- Interactive login privileges on the Windows domain
- Access to the Windows Application Event Log on the remote computer

5. To create an Event Log file, a text document which records the same informa-tion that Timbuktu Pro records in the Windows Application Event Log, select the *Enable Event Log File* checkbox.

   Then specify the log file location and enter a maximum size for the log file in the *Maximum Size* text box.

   When the maximum size for the active log file is reached, its contents are copied to a backup file and removed from the primary file. This allows the pri-mary file to remain small.

6. Select the *Log Configuration Changes to These Settings* checkbox to specify that configuration changes should appear in the log. Changes to the settings listed in the *Value Names* text box will be logged.

7. Enter the maximum size for the activity log in the *Activity Log Maximum* text box.

   When the maximum size for the active log file is reached, its contents are copied to a backup file and removed from the primary file. This allows the pri-mary file to remain small.

8. Click *OK* to save your changes and close the Preferences dialog box.

9. Shut down and restart Timbuktu Pro to enable the new settings.

SETTING LDAP OPTIONS

To use the LDAP server's search functionality, you will need to set your prefer-ences and user information in the LDAP Options dialog box. From the *Setup* menu, choose *LDAP*.
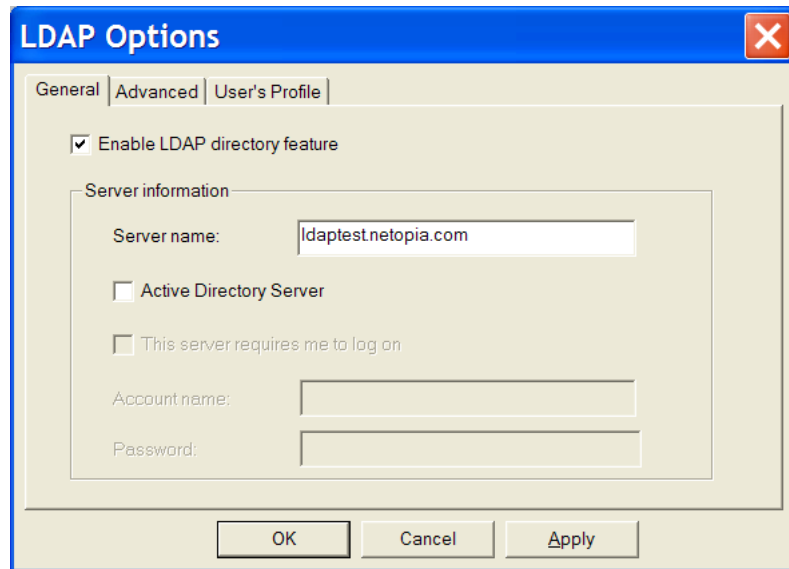
The three tabs in the LDAP Options dialog box—*General*, *Advanced*, and *User's Profile*—allow you to enable the LDAP functionality, determine port usage, and provide your own user information to the search tools on the server.

General Tab

Click the *General* tab to enable the LDAP Directory feature and specify a server. Netopia's public LDAP server is located at *ldaptest.netopia.com*.

Advanced Tab
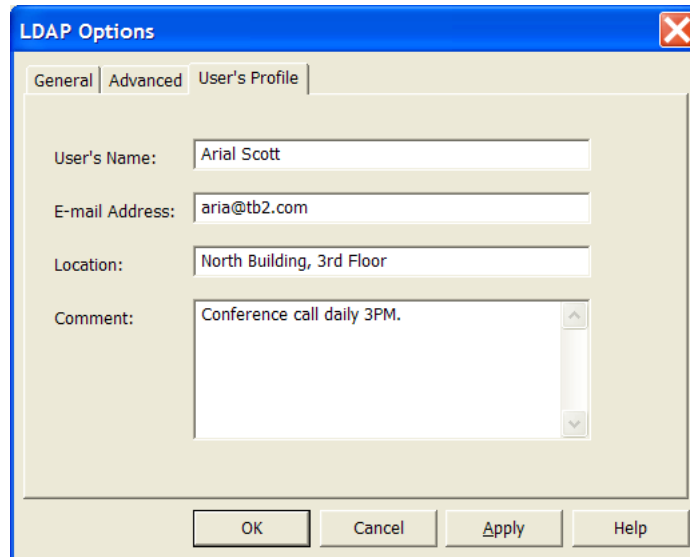
Click the *Advanced* tab to change the default LDAP contact port number and LDAP search base. You should not need to change the information on this tab unless you are a system administrator. The default port number is **389,** and the default search base is **o=timbuktu**. This port and search information is required for successful access to Netopia's public LDAP server.

User's Profile Tab

Click the *User's Profile* tab to provide the user information that you want to register with the LDAP server. The information you provide will be saved to the server, and it will be queried when another user searches the server.

To create your LDAP user profile

1. From the *Setup* menu, choose *LDAP*.

2. In the LDAP Options dialog box, click the *User's Profile* tab.

3. Enter the appropriate information in each field. All information is optional. However, complete and accurate information will make it easier for other users to find your computer quickly.

4. Choose *OK* to save your changes and close the LDAP Options dialog box.

Controlling Access to Your Computer

There are several ways of maintaining security and restricting access to your computer by other Timbuktu Pro computers. You may use a master password to prevent anyone with direct access to your computer from changing your Timbuktu Pro preferences. (See "Setting Up Your Master Password" on page 36.) In addition, no remote computer can connect to your computer without your prior authorization. There are several levels of remote access: you may assign privileges to all Guest Users, allow remote users to ask for permission to use unassigned services, and create Registered Users and Windows NT Users with specific privileges. The setup of various security measures is discussed in detail in "Chapter 6: Security."

As an administrator, you may also use Active Directory Group Policies and Site Keys to control security settings on your entire network. Full documentation for Timbuktu Pro with Active Directory is available. See the "Using Timbuktu Pro with Active Directory" PDF document on your Timbuktu Pro CD or on the Timbuktu Pro Enterprise Resource Center. Site Key documentation is also available on the Timbuktu Pro Enterprise Resource Center.

Chapter 4: Making a Timbuktu Pro Connection

This chapter discusses how you can use the connection tabs in the main Timbuktu Pro window to connect to remote computers.

The Main Timbuktu Pro Window

When you open Timbuktu Pro, you will see the following window.
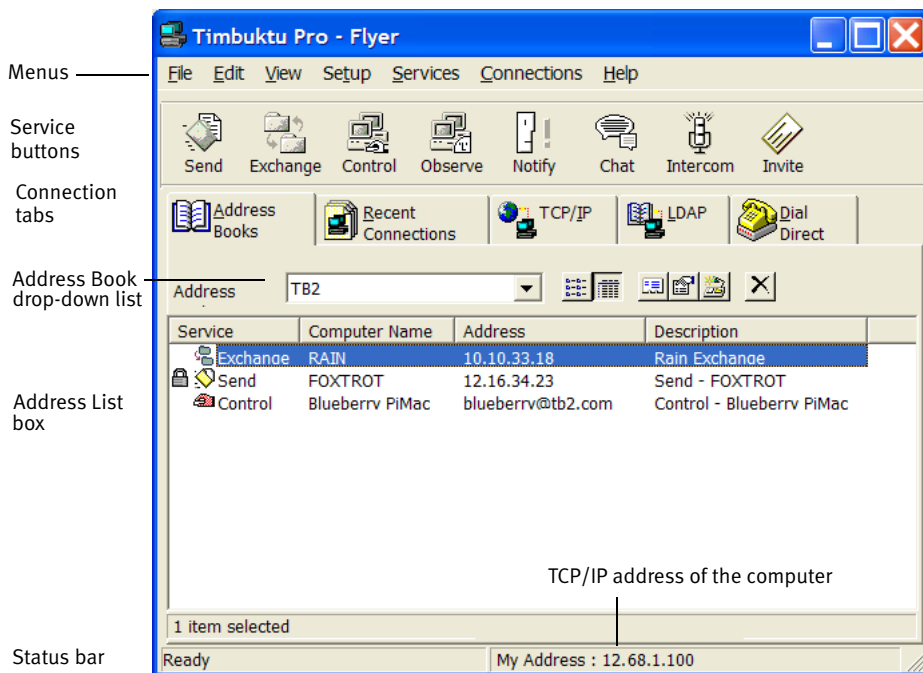
MENUS

Use Timbuktu Pro menus to make connections, customize your Timbuktu Pro, and define users. For more information about each menu, see "Menus in Timbuktu Pro" in the Timbuktu Pro online Help.

SERVICE BUTTONS

You can use service buttons as shortcuts for the Send, Exchange, Observe, Control, Notify, Chat, Intercom, and Invite options in the *Services* menu. All the service buttons remain dimmed until you have entered or selected an address in one of the connection tabs. For details, see "Timbuktu Pro Service Toolbar" in the online Help.

CONNECTION TABS

You can use the connection tabs to enter or select the addresses of other Timbuktu Pro computers you wish to connect to. To bring a tab to the front, click it.

The fact that a remote address is displayed in one of the connection tabs does not automatically enable you to connect to that computer. Addresses remain visible in the *Address Books* and *Recent Connections* tabs even when the computers at those addresses are not running Timbuktu Pro or are shut down.

In addition, the user of the remote computer may not grant you permission to connect using the service you have selected. To learn more about access restrictions, see "Chapter 6: Security."

STATUS BAR

The status bar, at the bottom of the main Timbuktu Pro window, contains two information panels. The panel on the right displays the TCP/IP address of the computer. Other Timbuktu Pro users will use this address to connect to you.

The Timbuktu Pro Connection Process

Before you can use any Timbuktu Pro service with a remote computer, you must establish a connection with the computer.

As long as you have been granted access as a Guest User, Ask for Permission User, Registered User, or Windows NT User, you can connect to any computer that is running Timbuktu Pro over a TCP/IP network. If you have a modem, you may also make a direct modem-to-modem connection—with no network required.

Selecting a Remote Computer

When selecting a remote computer, you may wish to make

- A new TCP/IP connection to a computer you have not connected to before. Use the *TCP/IP* tab (see page 48) or *LDAP* tab (see page 52). Or use the Timbuktu Pro Scanner to search for the computer you need (see page 53).
- A TCP/IP connection to a remote computer that you have connected to before. Use the *Address Books* or *Recent Connections* tab (see page 54), or choose a previously-used connection from the drop-down list on the *TCP/IP* tab.
- A Dial Direct connection. Use the *Dial Direct* tab (see page 57.)

Choosing a Service

Once you have specified the remote computer you're connecting to, you must choose the service you wish you use.

- Click a service button on the *Services* toolbar.
- Choose a service from the *Services* menu.

The Timbuktu Pro services are addressed in detail in "Chapter 5: The Timbuktu Pro Services."

Re-Establishing an Earlier Connection

If you've previously connected to the same remote computer, your connection properties will have been saved to the *Recent Connections* tab. Or you may have created an address book entry for the computer you want. On the *Address Books* or *Recent Connections* tab, double-click the selected address to connect using the default service (the service used during the last connection) for that address. You may also be able to reconnect from the *TCP/IP* tab by clicking the *TCP/IP Address* drop-down list and selecting the remote address, or from the *Dial Direct* tab by clicking the *Phone Number* drop-down list and selecting the phone number.

For information about saving connection properties to the address book, see "Using the Address Books" on page 55.

Using a Timbuktu Pro Connection Document

You may save connection properties to the desktop for quick access using a Timbuktu Pro Connection Document. Timbuktu Pro Connection Documents are desktop shortcuts that allow you to start a Timbuktu Pro connection to a specific remote computer from a desktop icon.

Connection Documents are created by right-clicking over the desktop and choosing *New ▸ Timbuktu Pro Connection Document*. For more information on creating, editing, and using Timbuktu Pro Connection Documents, see "Timbuktu Pro Connection Documents" on page 59.

Making a New Connection

You can establish a Timbuktu Pro connection to a computer you haven't used before in several ways. You may enter its IP address, Timbuktu Pro computer name, or email address in the *TCP/IP* tab. You may search for remote computers meeting specific criteria in the *LDAP* tab. Or you may use the Timbuktu Pro Scanner to search your network for active Timbuktu Pro computers.

You may also establish a Dial Direct connection. See "Making a Dial Direct Connection" on page 57.

Using the TCP/IP Tab

The most common way to open a new Timbuktu Pro connection is to use the *TCP/IP* tab in the main Timbuktu Pro window.

To make a new connection

1. To connect to a remote computer for the first time, click the *TCP/IP* tab.
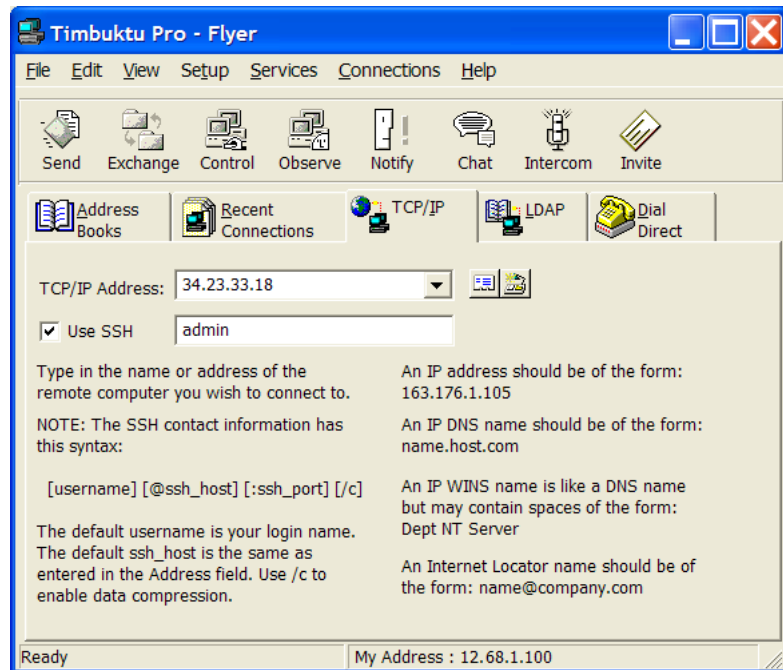
2. In the *TCP/IP Address* text box, enter the IP address of the remote computer.

    If you don't know the IP address, and the Internet Locator service is enabled on the remote computer, you may enter the computer user's email address. (See "The Internet Locator" on page 24 for more information about the Internet Locator.) You may also enter the computer's DNS name or WINS name if one has been assigned.

3. If you wish to use SSH to secure your connection, select the *Use SSH* check box. Then enter your OS-level user name for the *remote computer*.

The user name that you enter must be defined in the operating system for the *remote computer*. Before the connection is completed, you will be prompted to enter the password associated with the user name you specified.

Note: To connect securely to a Macintosh computer, you must enter your Mac OS X user name and password for that computer. In addition, the user of the remote Macintosh computer must create a Mac OS X Registered User account that allows you access. For details, see your Timbuktu Pro for Macintosh documentation.

For details about SSH connections, see the following section, "Connecting Securely with SSH."

4. Choose any service from the *Services* menu or click on the service button that you want to use.

    For detailed information about each service, see "Chapter 5: The Timbuktu Pro Services."

5. To complete the connection to the remote computer, you may need to log on as a Registered User or ask for permission. See "Connecting as a Registered User or Ask for Permission User" on page 51.

Connecting Securely with SSH

To establish a Timbuktu Pro session with a remote computer over a secure SSH connection, you must enter your OS-level user name for the *remote computer*. Before the connection is completed, you will be prompted to enter your password.

If you enter only your user name, the default SSH port is assumed and SSH authentication is performed on the remote computer to which you connect. However, you may also specify the SSH port to use, the SSH address for a gateway through which you wish to connect, or both.

Note: To connect securely to a Macintosh computer, you must enter your Mac OS X user name and password for that computer. In addition, the user of the remote Macintosh computer must create a Mac OS X Registered User account that allows you access. For details, see your Timbuktu Pro for Macintosh documentation.

Specifying the SSH Port

To specify the SSH port, enter your user name and the SSH port in the format

```
username:sshport
```

For example, enter **tb2user:3423** to use the port 3423.

If you do not specify a port, the default SSH port (22) is assumed.

Specifying the SSH Gateway

You may also establish an SSH connection through an SSH "gateway" computer. The SSH server on the gateway computer performs the SSH authentication before establishing the Timbuktu Pro connection to the remote computer.

For example, you may use the SSH gateway to establish a connection to a computer behind a firewall by working through an SSH port in the firewall. The SSH port connects to the SSH server behind the firewall, which can resolve the IP address you entered for the remote computer.

To specify an SSH gateway, enter your user name and the SSH gateway address in the format

```
username@sshaddress
```

The SSH address can be an IP number or DNS name. For example, enter **tb2user@ssh.timbuktupro.com**.

If you do not specify an SSH gateway, SSH authentication is performed on the Timbuktu Pro computer to which you connect.

Please note that, if you use an SSH gateway to secure your Timbuktu Pro connection, the connection is encrypted *only* between your computer and the SSH gateway. The connection from your computer is decrypted at the SSH gateway, and the connection between the gateway and the host Timbuktu Pro computer is *not* encrypted.

Specifying the SSH Port and the SSH Gateway

To specify both the SSH port and the SSH gateway, enter your user name and the SSH information in the format

```
username@sshaddress:sshport
```

For example, enter **tb2user@ssh.timbuktupro.com:3423**.

Connecting as a Registered User or Ask for Permission User

If you attempt to connect to a remote computer using a Timbuktu Pro service that is not assigned to Guest Users, the Log In dialog box will appear on your screen.

If you have a Registered User account on the remote computer, select the *Log In as Registered User* radio button. Enter your log in name and password and click *OK*. (You may also change your password if desired or if prompted to do so.)

If you do not have a Registered User account, ask for permission to access the remote computer. Select the *Ask for Permission* radio button and click *OK*. If the user of the remote computer grants your request, you will be admitted.

Note: The user of the remote computer may have disabled the Ask for Permission option. If the *Ask for Permission* radio button is not available, you must use other means to contact the remote user to be granted access.

USING THE LDAP SERVER TO FIND A REMOTE COMPUTER

The *LDAP* tab in the main Timbuktu Pro window allows you to search for other Timbuktu Pro computers when you don't know their IP addresses. Once the desired computer is found, you may connect to it without leaving the *LDAP* tab.

Note: The LDAP tab appears only if *Enable LDAP Directory Feature* is selected in the LDAP Options dialog box.

TO FIND A REMOTE USER USING THE LDAP SEARCH FEATURE

1. In the main Timbuktu Pro window, click the *LDAP* tab.
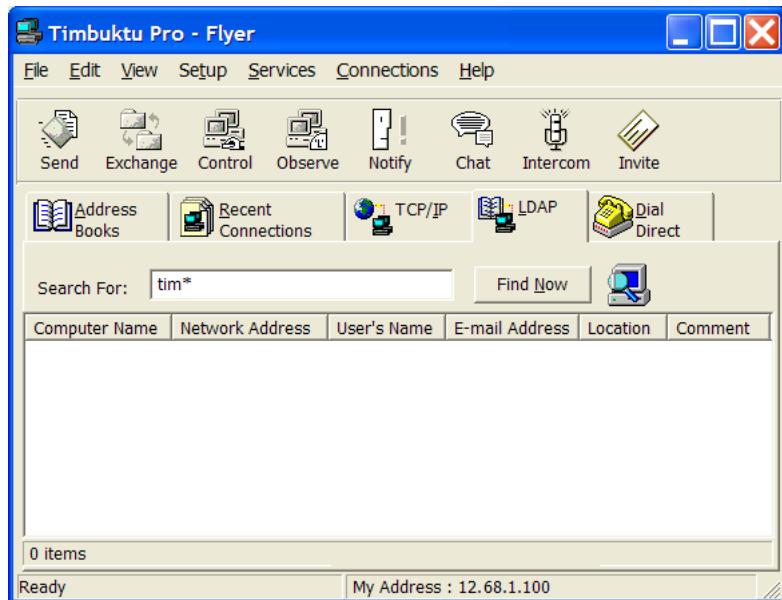
2. In the *Search For* box, type a search string. This can be some portion of the remote user's login name, computer name, email address, or any other

information stored in their user profile. Enter * as a wildcard character when you are not certain of the entire search string.

3. Click *Find Now* and Timbuktu Pro will search the LDAP server for users whose profiles include your search string. Up to 500 entries will be returned, unless your system administrator has set a different value.

4. To make a Timbuktu Pro connection to the desired computer, click the computer's name in the list of computers and choose a service from the Timbuktu Pro Service toolbar. Or right-click on the user's name and choose a service from the shortcut menu.

SCANNING THE NETWORK FOR TIMBUKTU PRO COMPUTERS

The Timbuktu Pro Scanner helps you find and connect to remote computers, even when you don't know their IP addresses, by browsing your local network for active Timbuktu Pro computers. Once the desired computer is found, you may connect to it without leaving the Timbuktu Pro Scanner.

By default, the Timbuktu Pro Scanner scans the local TCP/IP subnet. Your system administrator can customize and extend the range of the search.

TO MAKE A CONNECTION USING THE TIMBUKTU PRO SCANNER

1. From the *Connections* menu, choose *Timbuktu Pro Scanner*.

2. The Timbuktu Pro Scanner window opens. The search begins automatically. The remote computers found by the Timbuktu Pro Scanner appear in the Timbuktu Pro Scanner window.
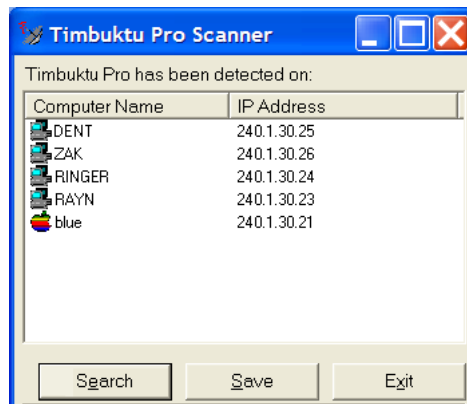
3. When the scan is complete, the word *Ready* will appear in the status bar at the bottom of the Timbuktu Pro Scanner window.

4. To make a Timbuktu Pro connection to a listed computer, right-click the computer name. From the shortcut menu, choose the service that you wish to use.

   To complete the connection to the remote computer, you may need to log on as a Registered User or ask for permission.

To save addresses from the Timbuktu Pro Scanner

Saving frequently-used TCP/IP addresses in an address book allows you more convenient access in the future. You may save the results of a Timbuktu Pro scan in a custom address book, enabling future connections without requiring you to run the Timbuktu Pro Scanner.

1. In the Timbuktu Pro Scanner window, click the *Save* button.

2. Specify a file name for the new address book and click *Save*.

3. If desired, edit the new address book to add additional addresses or remove addresses you don't need.

For more information about creating, editing, and using address books, see .

Re-Establishing a Previous Connection

When you connect to a remote computer, a record of the connection is saved to the *Recent Connections* tab in the main Timbuktu Pro window. If you use the *TCP/IP* tab or *Dial Direct* tab to connect, a connection record is saved to that tab as well. Finally, you may save previous connections to an address book (on the *Address Books* tab) to make future connections easier.

Note: Dial Direct connections are not recorded in the *Recent Connections* tab and cannot be saved to address books. Use the *Phone Number* drop-down list on the *Dial Direct* tab.

1. Select an address to make a connection to the remote computer. You can select a previously connected remote computer in one of the following ways:

   • Select an address from the *Address Books* tab if you have previously stored the address in an address book. (See "To save an address to an address book" on page 56.) If the address book you need is closed, open it using the procedure on page 57.
   • Select a previously-used computer in the *Recent Connections* tab.
   • On the *TCP/IP* tab, the last 20 connections you made are saved to the *TCP/IP Address* drop-down list. Select a TCP/IP address from the list and choose a service.
   • On the *Dial Direct* tab, the last 16 telephone numbers you dialed are saved to the *Phone Number* drop-down list. Select a number from the *Phone Number* drop-down list and click *Dial*.

2. Once you have selected an address, click a service button to connect using the chosen service. Or right-click the address to open a submenu from which you can choose the service to launch. If you select multiple addresses, the same service is invoked for each of the selected addresses.

   Note: Double-clicking an entry in an address book or on the *Recent Connections* tab launches the default service selected for the remote computer. You can also select the computer and press ENTER.

Using the Address Books

An address book is a collection of Timbuktu Pro addresses. You can add and delete addresses at any time. Each address includes the computer name, its IP address, the default service (the service that will be used when you double-click the address), and a description of the address. You can have multiple address books.

When an address appears in an address book, it does not guarantee that the computer at that address is currently running Timbuktu Pro. If Timbuktu Pro is not running on the remote computer, or if the computer is shut down, you will not be able to connect.

In addition, some TCP/IP addresses may change. They can be automatically re-assigned to computers other than the ones appearing in your address books. If your organization uses dynamic TCP/IP addressing, you may not want to store IP addresses in Timbuktu Pro's address books.

TO SAVE AN ADDRESS TO AN ADDRESS BOOK

1. On the *Recent Connections* tab, select the address you wish to save and click the *Copy to Address Book* button. Or, on the *TCP/IP* tab, enter the IP address (or email address) you wish to save, and click the *Copy to Address Book* button.

2. In the Copy dialog box, select the address book to which you want to copy the address. Click *OK*.

   The address will be saved to the selected address book.

   Note: You cannot save Dial Direct phone numbers or LDAP search results to an address book.

TO CHANGE THE PROPERTIES OF A SAVED ADDRESS

1. In the main Timbuktu Pro window, click the *Address Books* tab.

2. Select an address book from the *Address Book* drop-down list. The address in the selected address book appear in the *Address List* box.

3. Right-click an address to display a shortcut menu.

<u>T</u>imbuktu Pro	▶	<u>S</u>end...	Ctrl+S
		E<u>x</u>change...	Ctrl+E
Cop<u>y</u> To...	Ctrl+Y		
		Con<u>t</u>rol...	Ctrl+T
P<u>r</u>operties	Alt+Enter	<u>O</u>bserve...	Ctrl+O
Create <u>S</u>hortcut on Desktop			
<u>D</u>elete	Del	<u>N</u>otify...	Ctrl+N
		Ch<u>a</u>t...	Ctrl+A
		Inter<u>c</u>om...	Ctrl+M
		<u>I</u>nvite...	Ctrl+I

- Choose *Timbuktu Pro* to access any of the Timbuktu services. If multiple addresses are selected, the service is invoked once for each address that is selected.
- Choose *Copy To* to copy the selected address into another address book. You can select the destination address book from the list of open address books in the Copy window. Or choose *New Book* to create a new address book.
- Choose *Properties* to modify the description, address, and default service for the selected entry. The Properties dialog box appears.
- Choose *Create Shortcut on Desktop* to create a shortcut on the desktop for the selected address.
- Choose *Delete* to delete the selected address from the address book.

To open an address book

1. From the *File* menu, choose *Open Address Book*. The Open File dialog box appears.

2. Select an address book (a file with a *.tbk* extension) and click *Open*. The selected address book is added to the *Address Book* drop-down list on the *Address Books* tab in the main Timbuktu Pro window.

To create a new address book

1. On the *Recent Connections* tab, select any address and click the *Copy to Address Book* button. Or, on the *TCP/IP* tab, enter any IP address (or email address), and click the *Copy to Address Book* button.

2. In the Copy dialog box, click the *New Book* button.

3. In the New [Address Book] dialog box, in the *File Name* area, enter a name for the new address book. Then click *Save*.

4. The new address book is created and is shown in the Copy dialog box. To save the address you selected in step 1 to the new address book, click *OK*. To keep the new address book without saving the selected address to it, click *Cancel*.

Making a Dial Direct Connection

The *Dial Direct* tab in the main Timbuktu Pro window allows you to make a direct modem-to-modem connection to another Timbuktu Pro computer equipped with a modem.

When using Dial Direct, no TCP/IP network connection is required. However, Dial Direct connections use the TCP/IP protocol. You must have TCP/IP networking software installed and configured on your computer.

Use the text boxes and drop-down lists to enter the complete phone number you wish to dial. The 16 most recently dialed numbers are saved in the *Phone Number* drop-down list. You cannot save Dial Direct numbers to the *Recent Connections* or *Address Books* tab.

Note: The *Dial Direct* tab appears only if a Windows-recognized modem is installed in your computer.

TO ESTABLISH A **D**IAL **D**IRECT CONNECTION

1.   In the main Timbuktu Pro window, click the *Dial Direct* tab.
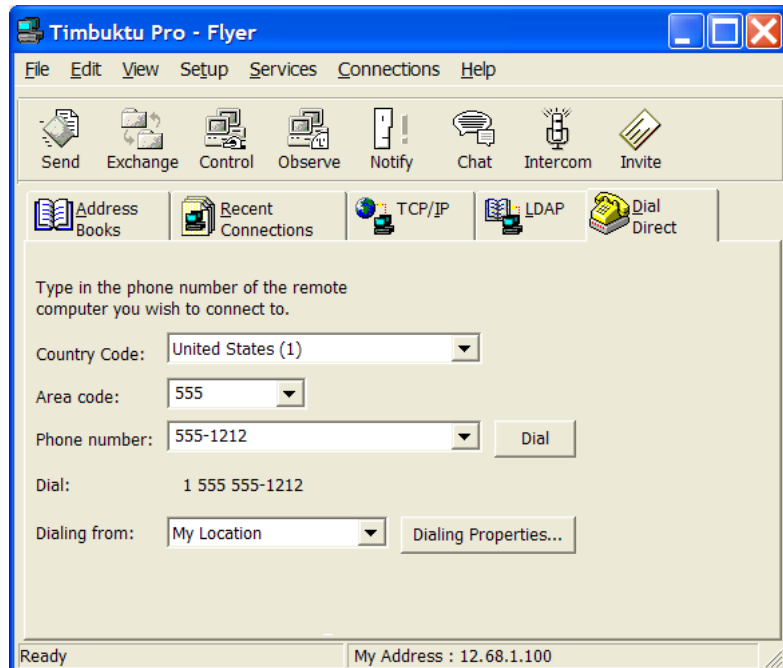
2.   Choose a country code from the *Country Code* drop-down list. (This list is maintained by the Windows OS.)

3.   Enter the area code in the *Area Code* box. If you have connected to phone numbers in this area code before, you may choose the area code from the drop-down list. If you do not enter an area code, Timbuktu Pro assumes that you are making a local call and will not dial an area code.

4.   Enter the phone number in the *Phone Number* box. If you have dialed this number before, you may also choose it from the drop-down list.

The complete phone number is displayed at the *Dial* line exactly as it will be dialed. If you used Dialing Properties to disable call waiting or enable a dialing prefix, the appropriate dialing sequence will be displayed preceding the number. See your Windows or modem documentation for more information about setting options in the Dialing Properties dialog box.

5. Choose *Dial* to dial the number and begin a Dial Direct connection. The Modem Status window will appear to help you monitor your connection. For more information about the Modem Status window, see the online Help.

6. Once the connection is established, you may launch any Timbuktu Pro service normally, except Intercom. All services work in the same way as they do over a TCP/IP connection.

TIMBUKTU PRO CONNECTION DOCUMENTS

Timbuktu Pro Connection Documents are desktop shortcuts that allow you to start a Timbuktu Pro connection to a specific remote user by double-clicking a desktop icon. You may also right-click the Connection Document to display a shortcut menu. Choose *Timbuktu Pro ▸ Any Service* to establish a connection using the chosen service.
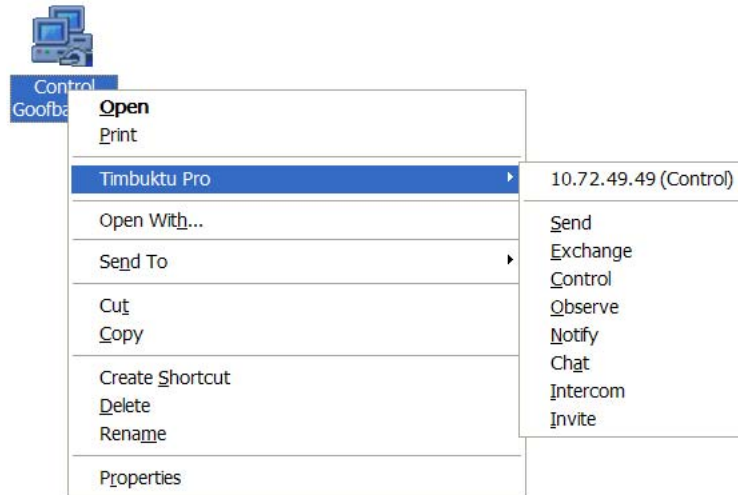
TO CREATE A NEW CONNECTION DOCUMENT

There are several ways to create a new Connection Document.

• Specify a remote computer on the *Address Books*, *Recent Connections*, or *TCP/IP* tab in the main Timbuktu Pro window. Then click the *Edit* menu and choose *Create Shortcut on Desktop*.

- Specify a remote computer in the *Address Books*, *Recent Connections*, or *TCP/IP* tab. Then type **CTRL+D**.
- Right-click on your desktop and choose *New ▸ Timbuktu Pro Connection Document*. You will need to specify an address before you can use the new Connection Document.

Once the shortcut is created, you can rename it by right-clicking on it. From the shortcut menu, choose *Rename*. Do not change the *.tmb* extension.

If you wish to change the address or default service of one of your Connection Documents, or if you created it without specifying a remote computer, you will need to change its properties.

To change the properties of the Connection Document

1. Right-click the Connection Document. From the shortcut menu, choose *Properties*. The Properties dialog box appears.

2. Click the *Timbuktu Pro Properties* tab.
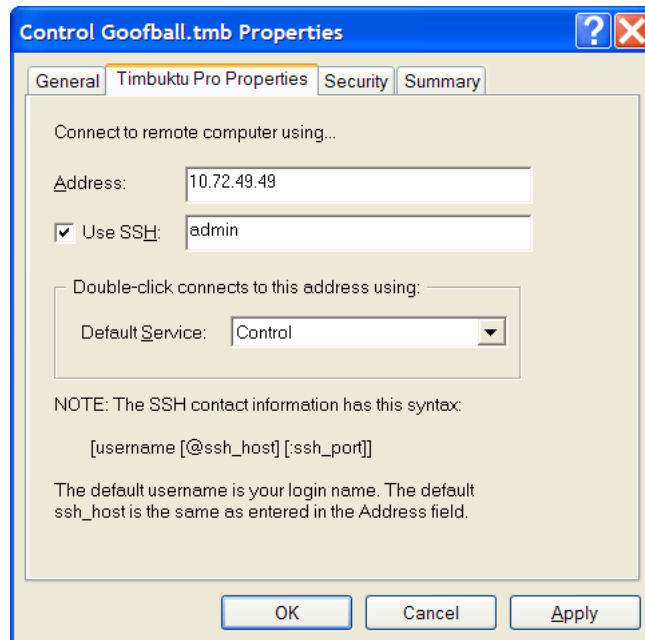
3. Enter or modify the remote computer address in the *Address* field.

4. To establish sessions with SSH, select the *Use SSH* checkbox and enter your user name for the remote computer.

5. Modify the *Default Service* by choosing a service from the drop-down list.

Chapter 5: The Timbuktu Pro Services

This chapter introduces you to each of the many Timbuktu Pro services: Send, Exchange, Control, Observe, Notify, Chat, Intercom, and Invite. (The Control and Observe services are collectively known as Remote Control.) Each Timbuktu Pro service allows you to interact with remote computers in a different way; together, they help you make the most of your network.

Send: Sending FlashNotes and Files to Remote Computers

Timbuktu Pro's Send service can send messages similar to electronic mail, called FlashNotes, to another computer. You can also attach files and folders to the messages and send them to other computers easily.

Timbuktu Pro temporarily stores the files you send in a specific folder on the remote computer. Likewise, remote users can send files only to your **files received folder**, which you specify on the *Send* tab in the Preferences dialog box.

Send does *not* allow remote users to see the folders on your computer. Once you receive the files, you can save them to any directory you wish.

To send a FlashNote to a remote computer

1. Select the remote computer or establish a Dial Direct connection. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Send*. Or click the *Send* service button. The FlashNote window is displayed. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)
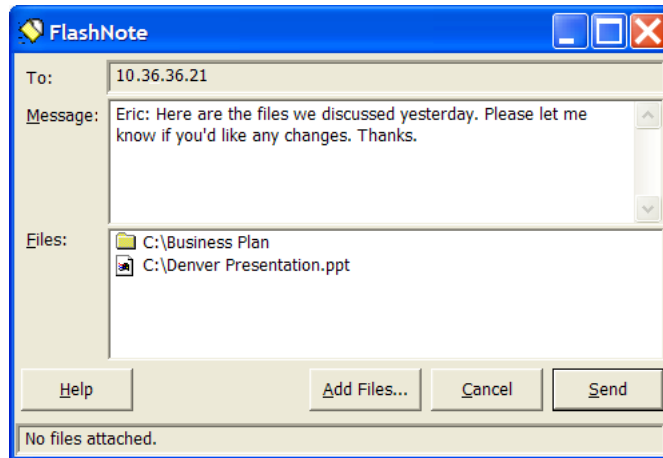
3. To send a note, type a message in the upper panel.

4. To include files with your message, click the *Add Files* button.

    You may also drag and drop files and folders from the desktop or from Windows Explorer into the *Files* area in the FlashNote window.

5. In the Add Files to Send dialog box, locate and display the source folder in the upper panel.

6. Select the files you want to add in the upper panel and click the *Add* button. The files that you select in the upper panel appear in the lower panel. If you wish to remove a file that you added, select the file in the lower panel and click the *Remove* button.

    Note: You may also drag and drop files and folders from the desktop or from Windows Explorer into the lower panel of the Add Files to Send dialog box.

7. Click the *Done* button when you have finished selecting files.

8. Click the *Send* button in the FlashNote window to send the FlashNote and files.

9. To stop a file transfer immediately, click the *Cancel* button. Timbuktu Pro stops the file transfer, but the FlashNote is still sent to the remote computer. In addition, stopping the file transfer does not affect files that have already been transferred.

When you receive a FlashNote, you may wish to save the FlashNote and any attached files.

To save FlashNotes and files

1. In the FlashNote window, click the *Save Files* button. The Save Files dialog box appears.
2. Select the target drive and the destination folder.
3. In the lower panel, select the files or folders you wish to save in this location. Click the *Save* button.

    You may save each file and folder in a different location. When all of the files have been saved, or when you click *Done*, the FlashNote window reappears.
4. If desired, print or save the FlashNote by clicking the *Print Note* or *Save Note* button.

    FlashNotes are saved with a default *.rtf* extension.

Exchange: Copying and Moving Files Between Computers

With Timbuktu Pro's Exchange service, you can copy and move files and folders in both directions between your computer and another Timbuktu Pro computer. Exchange provides more flexibility than Send.

To copy files and folders between computers

1. Select the remote computer or establish a Dial Direct connection. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Exchange*. Or click the *Exchange* service button. The Exchange window is displayed. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)
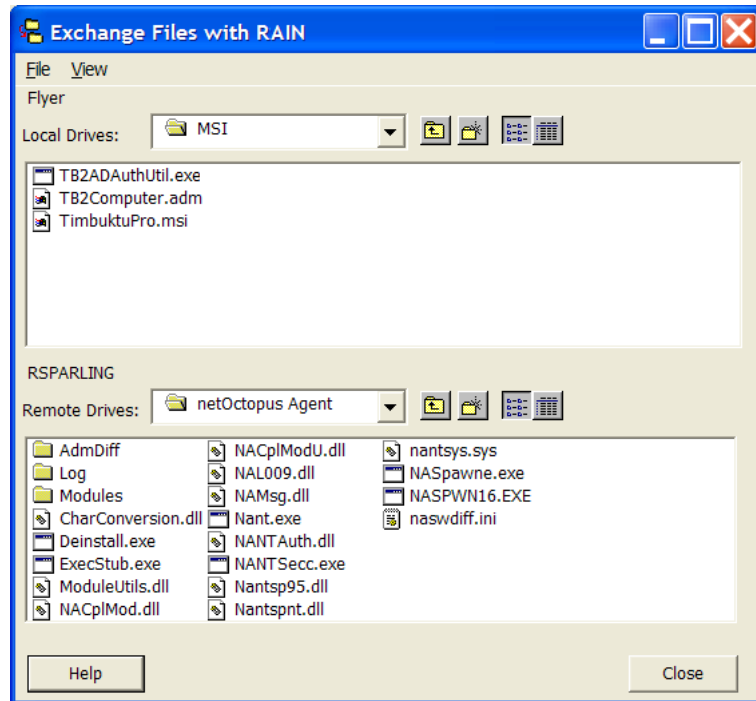
The upper panel lists the drives, folders, and files on your computer. The lower panel lists the same information for the remote computer.

3. Locate and display the source and destination folders in the *Drives* drop-down lists.

    You can use the *Create New Folder* button create a new destination folder.

4. Drag the desired files or folders from the source panel to the desired folder in the destination panel.

5. Timbuktu Pro begins to transfer the files immediately. The Exchange Files dialog box appears, indicating the progress of the file transfer.

    While Timbuktu is transferring the files, you can

    -   Click outside the Exchange window, or minimize it, to work on other computer tasks.
    -   Click *Cancel* to immediately cancel the transfer. The file being sent when *Cancel* is clicked is not transferred, but any files that were previously sent remain in the destination folder (unless you manually delete them).

6. When you have finished exchanging files, click the *Close* button.

    You can also use the Exchange service while controlling or observing a Timbuktu Pro computer.

Remote Control: Controlling or Observing a Remote Computer

You can use Timbuktu Pro to control or observe a remote computer. The desktop of the remote computer is displayed in a window on your screen. The window is updated as the other computer's desktop changes.

While you are controlling another computer, you can perform any of the tasks that you could perform locally, including opening applications and creating new files. This means that a user with the Control privilege can remotely create, modify, or delete files without restriction, and can erase data from the host computer. This privilege, therefore, should be granted with caution.

While observing another computer, you can see the activity on its screen, but you cannot control it. This privilege is useful for diagnosing problems on a remote computer or giving a presentation.

If the remote computer's screen resolution is higher than yours and you maximize your Control or Observe window, the AutoScroll feature is enabled so that you can view the entire remote desktop.

To control or observe another computer

1. Select the remote computer or establish a Dial Direct connection. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Control* or *Observe*. Or click the *Control* or *Observe* service button.

   Timbuktu Pro displays the remote computer's desktop in a screen-sharing window. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)

   - If you have chosen the *Observe* option, you will be able to observe the screen only.
   - If you have chosen the *Control* option, you can use your mouse and keyboard to operate the remote computer.
   - If the user of the remote computer has enabled the *Use Capture Frame* option in the Preferences dialog box, the screen-sharing window will be blank until the remote user clicks the Play button in the Capture Frame. (For more information about the Capture Frame, see "Enabling the Remote Control Capture Frame" on page 28 and "Using the Capture Frame" on page 70.)
   - Click on a screen-sharing window to make it the active window. If you are controlling more than one computer, only the active window will be affected by your actions. To return to your own computer, click outside the screen-sharing window.

3. During your session, use the screen-sharing window's system menu to change screen-sharing window settings. To open the system menu, click the Control or Observe icon in the upper-left corner of the screen-sharing window. (See "The Screen-Sharing System Menu" on page 68 for more information.)

4. To stop controlling or observing, open the system menu and choose *Close*. Timbuktu Pro closes the window and ends the connection.

If the screen-sharing window doesn't open, you may have one of the following problems:

- You have not been granted permission to use the Control or Observe service on the remote computer.
- Timbuktu Pro is not running on the remote computer.
- There is a network firewall between the computers.

If the screen-sharing window appears, but remains blank, the user of the remote computer may have enabled the *Use Capture Frame* option. Unless the remote user is present at the computer and allows the screen-sharing session to proceed, you will not be able to view the remote computer.

If a remote user is controlling or observing your computer while Timbuktu Pro is minimized, the regular Timbuktu Pro icon in the system tray on the taskbar is replaced with an icon that alternates between the regular Timbuktu Pro icon and a service icon that indicates you have a remote user controlling or observing your computer.

Note: If you want to enable or disable the Control or Observe service on your computer, you can do so in the Security dialog box. See "Chapter 6: Security" for information on granting services to remote users.

While controlling or observing a remote computer, you can start another Timbuktu connection to the same computer. Open the screen-sharing window's system menu (click the Control or Observe icon in the upper-left corner of the screen-sharing window) and choose another service.

Note: Timbuktu Pro does not support full-screen DOS sessions. Press ALT+ENTER to switch the MS-DOS session from full-screen to windowed mode.

The Screen-Sharing System Menu

The screen-sharing window's system menu includes a number of options to control settings for the screen-sharing window.

To open the system menu, click the Control or Observe icon in the upper-left corner of the screen-sharing window.

- Choose *Always On Top* to force the screen sharing window to remain on top of all other application windows.
- Choose *Logical Keyboard* to use logical keyboard mapping if the host and guest computers use different keyboard types. For example, if the host computer uses a Qwerty keyboard and the guest computer uses a Dvorak keyboard, pressing the Y key on the guest computer will have the same effect as pressing the Y key on the host computer.
- Choose *Show Scrollbars* to display scroll bars in the screen sharing window. (When the screen-sharing window is maximized, scroll bars will not appear, even when this option is selected.)
- Choose *Sync Lock States* to match the CAPS LOCK, NUM LOCK, and SCROLL LOCK settings on the host computer to the settings on the guest computer. This matching occurs as soon as you press a key while the screen-sharing window is in focus.

Or choose the *Host Settings* option to open a dialog box with many of the guest computer screen-sharing options.

The Host Settings Dialog Box

With the Host Settings dialog box, you can change your guest preferences on the fly, during an active screen-sharing session.

To open the Host Settings dialog box, open the screen-sharing window's system menu and choose *Host Settings*. (The *Host Settings* option is available only when the screen-sharing host is a Windows computer.)

Note: Changes you make in the Host Settings dialog box apply only to the active screen-sharing session. They will not be applied to subsequent screen-sharing sessions.
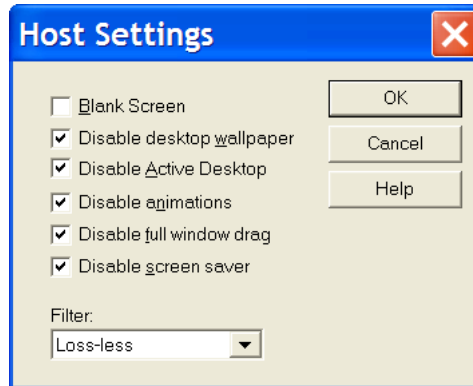
- Select *Blank Screen* to activate secure screen blanking. Secure screen blanking is a Timbuktu Pro security feature that prevents unauthorized viewing of a computer's screen while it is being controlled by a remote user. See "Secure Screen Blanking" on page 28. (The *Blank Screen* option will be available only if the host computer allows you to force the screen to blank.)
- Select *Disable Desktop Wallpaper* to remove the Windows wallpaper from the remote computer's desktop while you control or observe the computer.
- Select *Disable Active Desktop* to disable Active Desktop on the remote computer while you control or observe the computer.
- Select *Disable Animations* to disable desktop animations on the remote computer while you control or observe the computer.
- Select *Disable Full Window Drag* to disable full window drag (in which the window's contents are displayed while it is dragged) on the remote computer while you control or observe the computer.

- Select *Disable Screen Saver* to prevent the screen saver from running on the remote computer while you control or observe the computer.
- Select an option from the *Filter* drop-down list to force a color-depth reduction before screen-sharing data is sent from the host computer to your computer.

   During your remote-control session, Timbuktu Pro checks the *Filter* setting on both the host and guest computer. The more restrictive (faster) setting is used. (If the host computer is hosting multiple guest connections simultaneously, the most restrictive *Filter* setting is used for all sessions.)

Note: If these settings are not enabled on the host computer, but enabled on the guest computer, the guest settings will be used during the screen-sharing session. However, if these settings are enabled on the host computer, the guest computer cannot disable them. If the host computer is hosting multiple guest connections simultaneously, the settings for all guest computers are "combined," and the same settings are used for each connection.

USING THE CAPTURE FRAME

When the *Use Capture Frame* option is enabled, the screen-sharing window on the guest computer displays only the portion of the host computer's desktop that appears within the Capture Frame on the host computer.

USING THE CAPTURE FRAME AS A GUEST

To begin any outgoing Control or Observe session, launch the service normally. The screen-sharing window will open on your desktop (you may need to log in as a Registered User or ask for permission first).

If the *Use Capture Frame* option is enabled on the host computer, the screen-sharing window will be blank until the user of the host computer clicks the Play button in the Capture Frame. Once the session begins, the screen-sharing window will display only the portion of the host computer's desktop that appears inside the Capture Frame. The user of the remote computer may move or resize the Capture Frame at any time. You will be able to use the Control and Observe services normally, except you will not be able to move or resize the Capture Frame even if you are controlling the remote computer.

If the *Use Capture Frame* option is not enabled on the host computer, the screen-sharing session will proceed automatically.

Using the Capture Frame as a Host

If the *Use Capture Frame* option is enabled on your computer and a remote user begins an incoming Control or Observe session, the Capture Frame will appear on your desktop. Click the Play button in the upper-left corner of the Capture Frame to allow the Control or Observe session to proceed. (Until you click the Play button, the screen-sharing window on the remote computer is blank.)

During the screen-sharing session, only the portion of your desktop that appears in the Capture Frame is displayed on the remote computer. You may increase or decrease the size of the Capture Frame or move the Capture Frame around your computer's desktop. The remote user will not be able to move or resize the Capture Frame, even with the Control service.

To close the incoming connection, close the Capture Frame.

If the *Use Capture Frame* option is not enabled on your computer, any incoming screen-sharing sessions will proceed automatically, subject to the security controls you have placed on your computer.

Sending CTRL+ALT+DEL to a Remote Computer

If you're connecting to a computer that is running a secure Windows operating system, and need to log on, you'll need to open the Logon Information dialog box. It's not possible to do this simply by pressing the CTRL+ALT+DEL keys on your computer. You'll need to follow the steps below.

To display the Windows Logon Information dialog box

1. Control the remote Windows computer.
2. Click the system-menu button (the Control or Observe icon in the upper-left corner of the screen-sharing window) and choose *Send Ctrl+Alt+Del to Remote Computer*.

   The Logon Information dialog box is displayed on the remote computer, allowing you to enter your user name and password.

You don't have to log on to Windows to use Timbuktu Pro with a secure Windows computer. You can exchange files with and send files to a remote computer when the Logon Information dialog box is displayed. However, FlashNotes are not displayed on the Windows system until after you have logged on.

Controlling a Macintosh Computer

Controlling a Macintosh computer is usually identical to controlling a Windows computer. However, their keyboards are slightly different. If you need to send a Command (⌘) keystroke to the Macintosh, press the Window key on your Windows computer.

When you control a Macintosh, the *Map Ctrl-› Cmd* option appears on the system menu in the screen-sharing window. (To open the system menu, click the Control or Observe icon in the upper-left corner of the screen-sharing window.) If you enable this option, pressing CTRL on your Windows keyboard will send the equivalent of a Command keystroke to the Macintosh. If you disable this option, pressing CTRL on your Windows keyboard will send CTRL to the Macintosh.

Notify: Requesting Notification When the Remote User is Active

Timbuktu Pro's Notify service lets you leave a request to be notified when another Timbuktu Pro computer becomes active. This is a useful way to find out when the person you want to communicate with is available. You can then call or begin a Chat or Intercom session with the user of the remote computer.

To request notification of another user's presence

1. Select the remote computer or establish a Dial Direct connection. (See)

2. From the *Services* menu, choose *Notify*. Or click the *Notify* service button. The Notify window is displayed. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)
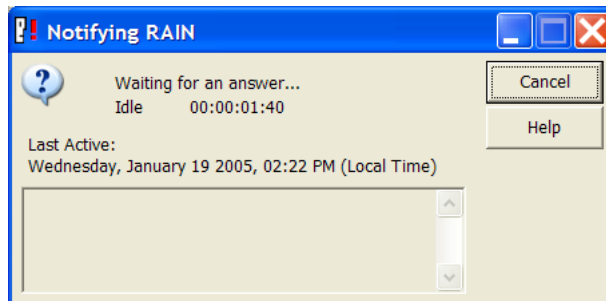
"Waiting for an answer" appears near the top of the window. Below it are the following fields:

- *Idle Time* tells you how much time has passed since the remote user has used that computer.
- *Last Active* tells you the date and time the remote user last moved the mouse or pressed a key. This field changes to *Became Active* the next time the remote user moves the mouse or presses a key, and displays the new date and time.

3. While you're waiting, you can work on tasks in other windows. You can mini-mize the Notify window, but don't close it.

4. On the remote computer, the Request for Notification dialog box tells the remote user that you are asking for notification.

   Note: If the remote user has selected *Answer Automatically* on the *Notify* tab in the Preferences dialog box, the Request for Notification dialog box does not appear. You will be notified immediately when the remote computer becomes active.
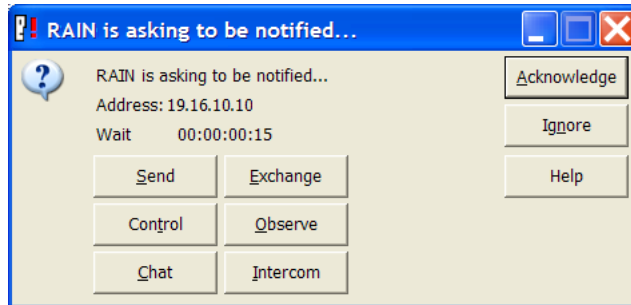
When the remote user clicks *Acknowledge* in the Request for Notification dia-log box, the message in your Notify window changes to "*Name* is there."
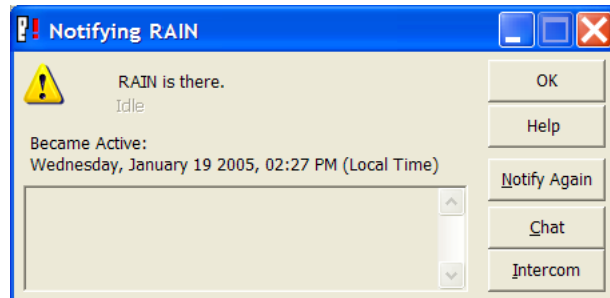
The remote user also has the option of clicking the *Chat*, *Intercom*, or *Ignore* button. If the remote user clicks the *Ignore* button when you ask for notification, the Notify window on your computer will remain unchanged, even though the remote user has become active.

Once you have been notified of the remote user's return, you can close the Notify window and call the other user, or you can use any of the additional buttons that are now displayed—*Notify Again*, *Chat*, or *Intercom*.

If the Notify window is acknowledged while you are away from your computer, the remote user may no longer be at their computer by the time you get back. You can start the notification process again by clicking the *Notify Again* button.

If you want to initiate a keyboard conference or a voice communication with the other user, click the *Chat* or *Intercom* button.

Chat: Chatting with a Remote User

The Chat service lets Timbuktu Pro users and their guests post messages to one another interactively. For example, if you are already in the midst of a file transfer session, a Chat session lets you discuss the file transfer with the other user.

To chat with a remote user

1. Select the remote computer or establish a Dial Direct connection. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Chat*. Or click the *Chat* service button. The Chat window is displayed. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)
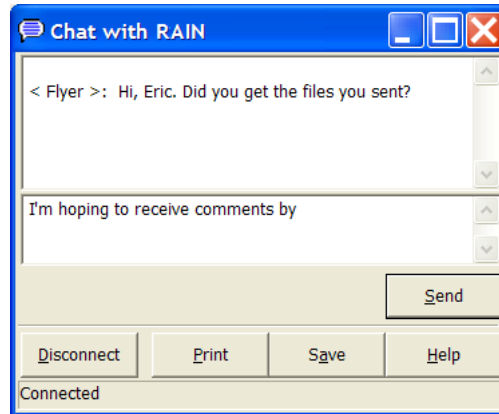
3. Type your first message and press ENTER or click the *Send* button.

4. Your message is copied to the transcript panel in the upper part of the window and to the Chat window on the remote computer. Type more messages immediately or wait for a reply from the other user.

5. The reply is displayed below your message in the transcript panel. You can keep typing messages back and forth as long as you like.

6. When you've finished chatting, click the *Disconnect* button. When either party disconnects, the session is ended, and the message at the bottom of the window changes to *Disconnected*.

7. After you have disconnected, you can print or save the chat-session details.

   • Click *Print* to print the chat-session details.
   • Click *Save* to save the chat-session details to a rich text file (with an *.rtf* extension).

8. Click the Close button in the upper-right corner to close the Chat window.

You can chat with more than one other user at the same time, but you will need to open a separate Chat session with each participant. For this reason, you cannot chat with multiple users over a Dial Direct connection.

INTERCOM: SPEAKING TO A REMOTE USER

The Intercom service lets Timbuktu Pro users talk to each other through their computer's audio hardware.

The Intercom service is not available over Dial Direct connections.

TO SPEAK TO ANOTHER TIMBUKTU PRO USER

1. Select the remote computer. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Intercom*. Or click the *Intercom* service button. The Intercom window is displayed. (Note that you may need to ask for permission or log in as a Registered User before the window opens.)
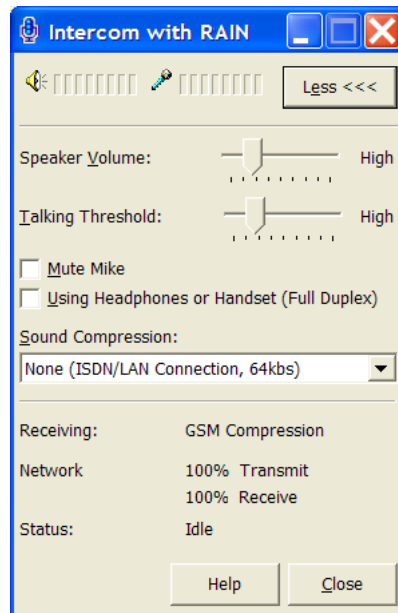
Note: If the sound card on your computer or the remote computer is already being used by another application—for example, recording or playback—you won't be able to begin your Intercom session until the other application has been closed.

3. When the Intercom window is displayed, you can begin speaking with the remote user.

   Note: The Intercom window does not automatically stay on top of the screen when other application windows are run in the foreground.

4. When you've finished talking, click *Close*.

Invite: Inviting a Remote User to Access your Computer

The Invite service allows you to invite other users to access your computer. Once you have specified a remote computer to receive your invitation, you can select the type of invitation you want to extend and send it to the remote user. A window opens on the remote computer, inviting the remote user to begin the Timbuktu Pro session. The recipient will be able to connect to your computer using the service you specify, or decline your invitation by closing the Invite window.

To invite a remote user to access your computer

1. Select the remote computer or establish a Dial Direct connection. (See "Chapter 4: Making a Timbuktu Pro Connection.")

2. From the *Services* menu, choose *Invite*. Or click the *Invite* service button. The Invite window is displayed.

3. In the Invite window, click a service button to specify the service you wish to invite the other user to access.

   Depending on the remote computer's settings, you may need to ask for permission or log in as a Registered User before the Invite process continues.

4. The Invite window appears on the remote computer, indicating the service
    you invited the remote user to use.
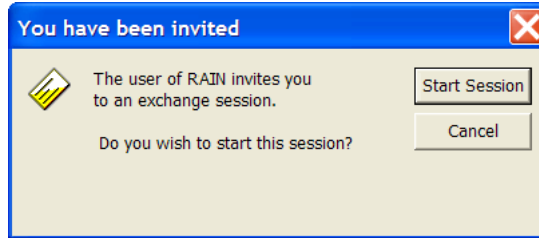
The remote user may click *Start Session* to launch the Timbuktu Pro service or
Cancel to close the Invite window.

Note: On Macintosh computers, the service window opens automatically. The
Macintosh user may begin using the service or close the window to cancel it.

When the remote user accepts the invitation and the Timbuktu Pro service is
launched, the remote user's computer becomes the guest computer and the local
computer becomes the host computer. Normally, when you launch a Timbuktu Pro
service, your local computer is the guest computer.

Chapter 6: Security

Timbuktu Pro offers multiple levels of security that help you restrict access to the different Timbuktu Pro services on your computer. Remote Timbuktu Pro computers can connect to your computer as several kinds of remote users: Guest Users, Registered Users, Ask For Permission Users (or temporary guests), and Windows NT Users (Windows NT-based hosts and guests only). Each kind of user can be granted different levels of access.

Timbuktu Pro will alert you when remote users access your computer. The Timbuktu Pro icon in the system tray on the taskbar alternates with a service icon indicating the presence of a remote user. You can disconnect remote users at any time.

The activity log keeps a record of all remote computers that access your computer, along with the services used. Finally, you can use a Timbuktu Pro master password to prevent a user with direct access to your computer from changing any of your Security, Preferences, or LDAP settings.

Timbuktu Pro Remote Users

Timbuktu Pro allows you to specify many different levels of remote-user access. You can allow all users to access certain services, and limit other services to password-authenticated users.

Guest User access is available to all remote Timbuktu Pro users. You do not have to assign any services to Guest Users, or you can select specific Timbuktu Pro services you wish to make available to them. A Guest User does not have to supply a user name or password to access the services you have assigned to guests.

Guest Users are normally assigned a limited range of services because guest access is open to anyone without authentication. Services such as Send and Notify are often assigned to guests; services such as Control and Exchange are almost never assigned to guests. By default, Guest Users are granted the Send and Notify services.

If you enable the *Ask For Permission* option, a guest who does not have permission to use a particular service can request permission to use that service on a one-time-only basis. If a remote user attempts to connect to your computer using a service he or she has not been granted, a dialog box will appear on your screen giving the name of the remote computer and specifying the service the user wishes to access. (You may also require individual Registered Users and Windows NT Users to ask for permission after they are authenticated.) See "Ask for Permission Access" on page 90.

The *Admit Temporary Guest* feature is similar to the Ask for Permission feature and is provided for compatibility with earlier versions of Timbuktu Pro.

Registered Users must supply a user name and password to access your computer. You can create a Timbuktu Pro account for as many Registered Users as you wish, and assign each user a specific set of access privileges. A Registered User can access the services you have assigned to the Registered User account anytime Timbuktu Pro is running on your computer.

Registered User status on one computer does *not* give the user the ability to connect to any other remote computer. Access to Timbuktu services is granted on a computer-by-computer basis.

Windows NT Users are the users and user groups on your Windows network who have been granted permission to use specific Timbuktu Pro services on your computer. The Windows NT Users you create are similar to Registered Users, but—because they have already been authenticated by logging in to the Windows network—they do not need an additional password to access your computer.

Note: Privileges granted to Guest Users are automatically granted to Registered Users and Windows NT Users. You cannot withhold a privilege from a Registered User and Windows NT User if that privilege is granted to guests.

The Security Dialog Box

The Security dialog box controls the security configuration for your computer. There are three tabs in the Security dialog box: *Guests*, *Registered Users*, and *NT Users*. These tabs allow you to

- Specify which Timbuktu Pro Services will be available to Guest Users.
- Specify whether guests will be able to ask for permission to use services you haven't assigned them.
- Create, modify, and remove Registered User accounts.
- Set password restrictions for Registered User accounts.
- Assign privileges to Windows NT Users (including users of Windows 2000, Windows XP Pro, and Windows 2003).

The following sections describe how you can use the Security dialog box to configure Timbuktu Pro security.

If a master password is specified for your computer on the *Master Password* tab in the Preferences dialog box, you'll have to supply the master password to access the Security dialog box. (See "Setting Up Your Master Password" on page 36.)

Managing Timbuktu Pro Users

Before other computers can use Timbuktu Pro to connect to your computer, you must assign privileges to Guest Users, Registered Users, or Windows NT Users.

Assigning Services to Guest Users

A service assigned to Guest Users is available to anyone who connects to your computer using Timbuktu Pro. Remember to exercise caution when granting a service to Guest Users. A Guest User does not have to enter a password to use the service, and you are not prompted to give permission before the session begins. However, the Timbuktu Pro icon in the system tray will indicate that a user has connected to your computer (see "Monitoring Remote Connections" on page 94).

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.
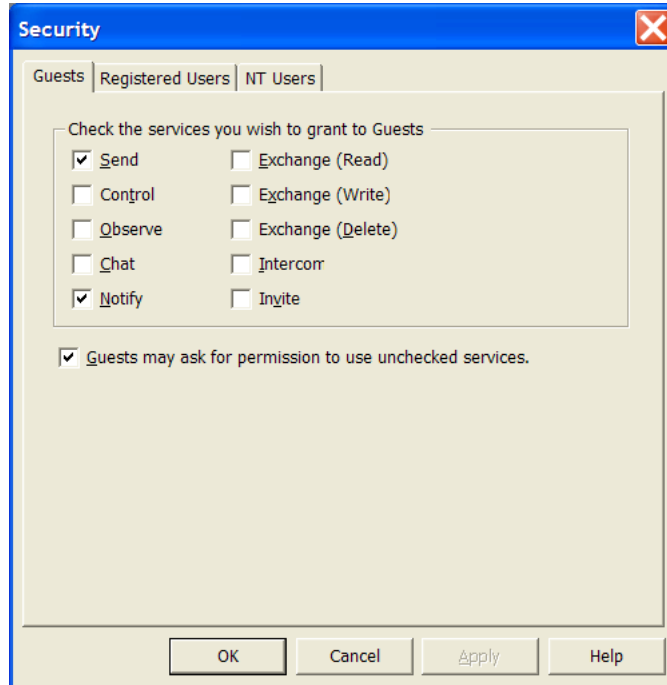
2. On the *Guests* tab, select the services you wish to grant to all Guest Users.

3. If you wish to let remote users ask for permission to use services you have not assigned to Guest Users, select *Guests May Ask For Permission to Use Unchecked Services*.

4. Click *OK* to save your changes and close the Security dialog box.

You can return to the Security dialog box at any time to change access privileges.

DEFINING REGISTERED USERS

Registered Users must supply a user name and password to access your computer. You can create Timbuktu Pro accounts for as many Registered Users as you wish, and assign each user a specific set of access privileges. If desired, you can

require Registered Users to ask for permission after they have been authenticated but before they can connect to your computer.

A Registered User can access the services you have assigned to the Registered User account anytime Timbuktu Pro is running on your computer.

When you wish to grant a remote user permanent, password-protected access to your computer, you will define a Registered User account.

To add a Registered User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *Registered Users* tab.
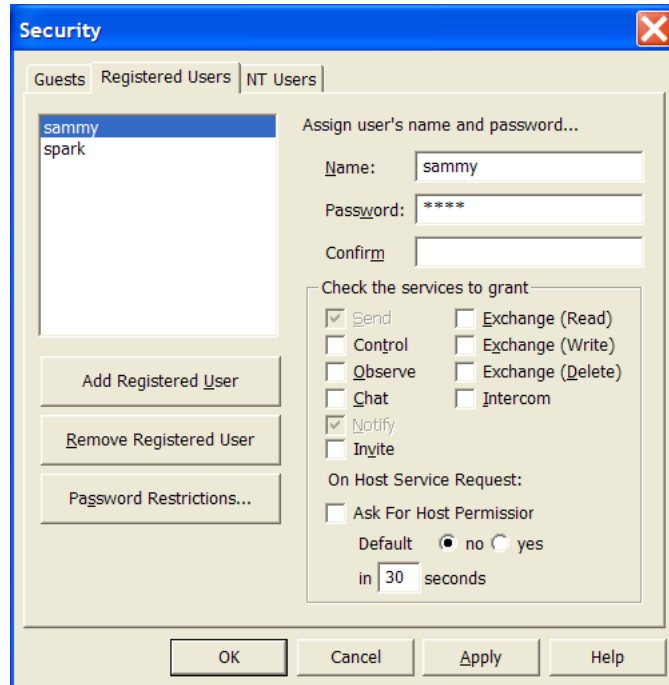
3. Click the *Add Registered User* button to create a Registered User called "New User."

4. In the *Name* text box, enter the user name the Registered User will use to connect to your computer.

5. In the *Password* and *Confirm* text boxes, enter the password the Registered User will use to connect to your computer. The password is case-sensitive.

    You will not be able to close the Security dialog box until the text in the *Password* and *Confirm* text boxes matches exactly.

    During the log-in procedure, the Registered User is free to change the password as long as the replacement password conforms to any password restrictions you have set. See "Setting Password Restrictions" on page 85.

6. In the *Check the Services to Grant* area, select the services you wish to grant to this Registered User.

    Services granted on the *Guests* tab are automatically granted to all Registered Users as well. For example, if you grant the Observe service to Guest Users, you cannot deny this service to Registered Users. It will be dimmed in the *Registered Users* tab.

7. Check the *Ask for Host Permission* box if you want the option to reject connection attempts by this Registered User.

    This allows you additional security beyond Registered User authentication. After the Registered User's user name and password are verified, the Ask for Permission dialog box will appear on your screen. You can click *OK* to accept the connection or *Cancel* to deny it.

    Use a *Default To* radio button to automatically accept or reject the connection when you are unable to answer the request within the time period specified in the *Seconds* box.

    If the Registered User attempts to access services you have granted to Guest Users, you will not be given the opportunity to reject the connection. Guest User access will be granted automatically.

    If the Registered User attempts to connect using a service you have not granted in the *Check Services to Grant* area, the attempt will appear as an Ask For Permission request. (See "Ask for Permission Access" on page 90.)

8. Click *Password Restrictions* to enforce password restrictions on the Registered Users connecting to your computer. For more information, see the following section, "Setting Password Restrictions."

9. Click *OK* to save the new Registered User and close the Security dialog box.

Setting Password Restrictions

When you click the *Password Restrictions* button on the *Registered Users* tab in the Security dialog box, the Password Restrictions dialog box appears.
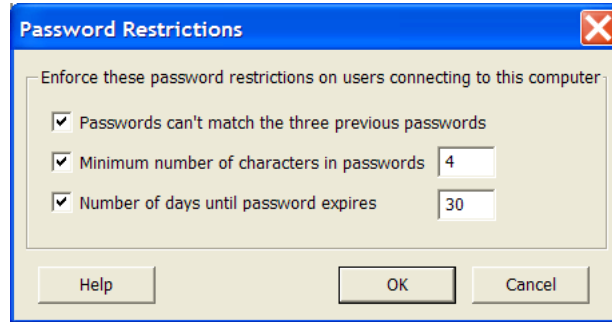
There are three options that may increase the security of the passwords used by your Registered Users.

- *Passwords Can't Match the Three Previous Passwords* prevents the Registered User from reusing recently-used passwords.
- *Minimum Number of Characters in Passwords* requires Registered Users to choose passwords of a minimum length, which may make them more difficult to guess.
- *Number of Days Until Password Expires* requires Registered Users to define new passwords on a regular basis.

Changing or Removing a Registered User Account

If the privileges you have assigned a Registered User become inadequate for your needs, or if the user no longer requires access to certain services, you may wish to change the Registered User account privileges. If a Registered User no longer requires access to your computer, you may wish to remove the Registered User account.

To change a Registered User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *Registered Users* tab.

3. Select the desired Registered User from the list on the left side of the dialog box.

4. To change the user's name or password, select it and type the new value. If you change the password, you will have to type it again in the *Confirm* field.

5. Select or clear the services you wish to grant or deny.

6. Click *OK* to save your changes and close the Security dialog box.

To remove a Registered User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *Registered Users* tab.

3. Select the desired Registered User from the list on the left side of the dialog box.

4. Click *Remove Registered User* to remove the Registered User.

5. Click *OK* to save your changes and close the Security dialog box.

Defining Windows NT Users

Using the *NT Users* tab in the Security dialog box, you can assign Timbuktu Pro privileges to Windows users and groups on Windows NT-based networks.

A Windows NT User account allows a Windows user (or user group) to access Timbuktu Pro services on your computer. Because these users are authenticated when they log in to Windows, Timbuktu Pro does not require them to use an additional password when they connect to your computer. If desired, you can require Windows NT Users to ask for permission after they have been authenticated but before they can connect to your computer.

Note: The *NT Users* tab in the Security dialog box appears only when you have privileges to read user/group settings from the operating system.

Adding a Windows NT User Account

To allow Windows-authenticated users access to your computer, you will define a Windows NT User account.

To add a Windows NT User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *NT Users* tab.
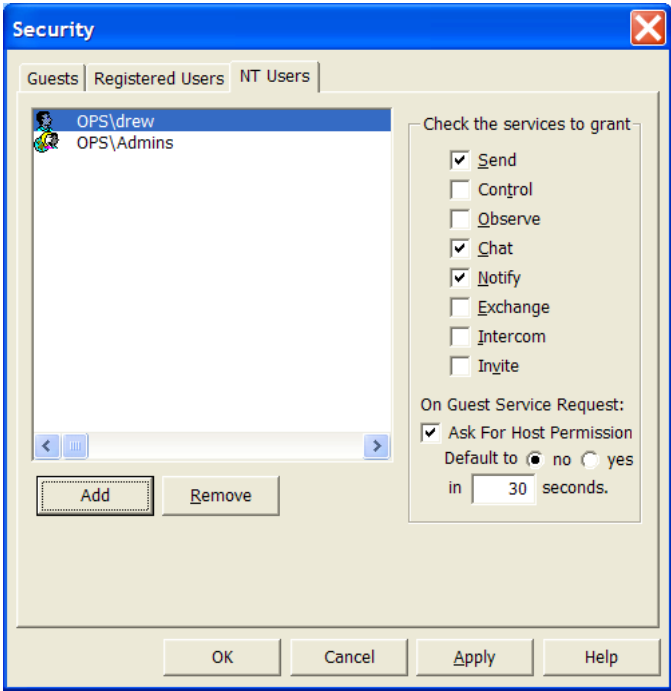
3. Click the *Add* button. The Add Users and Groups dialog box appears.

Add Users and Groups

List Names   OPS

Names

Accounts
alicew
drew

Add   Members

Add Names

drew

Check the services to grant

☑ Send
☐ Control
☐ Observe
☑ Chat
☑ Notify
☐ Exchange
☐ Intercom
☐ Invite

☑ Ask For Host Permission

Default to ● no ○ yes

in   30   seconds

Remove   OK   Cancel
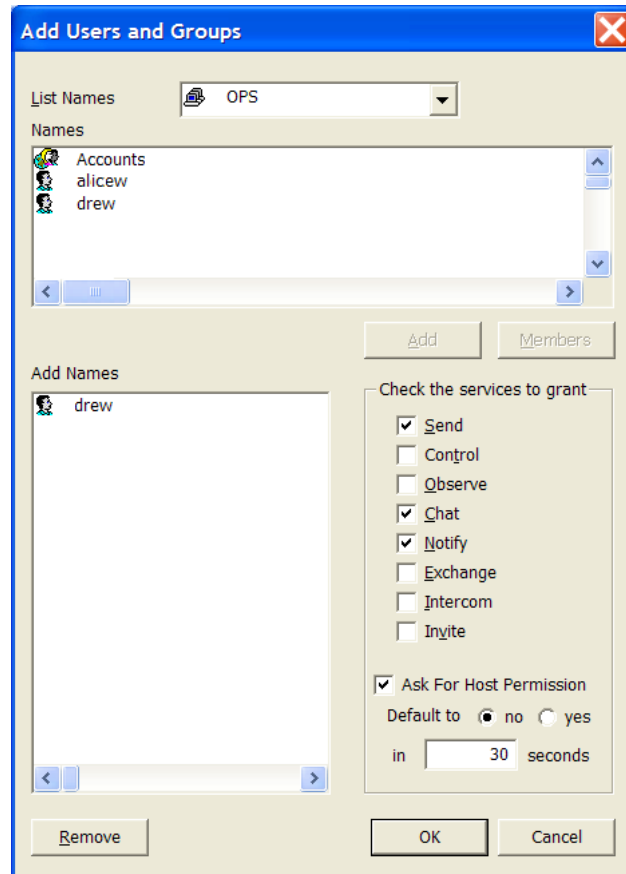
You can select existing Windows users and groups in the Add Users and
Groups dialog box. You cannot create new users or groups.

4. Select a Windows domain from the *List Names From* drop-down list. This will
    list the users and groups in the selected domain.

5. Select a user or group in the *Names* list and click *Add* to add it to the *Add
    Names* box.

    If you select a user group, you may also choose *Members* to list the users
    included in the group. You may then add individual members of that group,
    or add the entire group.

6.   Select a Windows user or group in the *Add Names* box and specify the services you wish to grant.

     Note: Services granted to all Guest Users in the *Guests* tab are automatically granted to all Windows NT Users as well. For example, if you grant the Observe service to Guest Users, you cannot deny it to Windows NT Users.

7.   Check the *Ask for Host Permission* box if you want the option to reject connection attempts by the selected user or user group.

     This allows you additional security beyond Windows authentication. After the Windows NT User's identity is verified, the Ask for Permission dialog box will appear on your screen. You can click *OK* to accept the connection or *Cancel* to deny it.

     Use a *Default To* radio button to automatically accept or reject the connection when you are unable to answer the request within the time period specified in the *Seconds* box.

     If the Windows NT User attempts to access services you have granted to Guest Users, you will not be given the opportunity to reject the connection. Guest User access will be granted automatically.

     If the Windows NT User attempts to connect using a service you have not granted, the attempt will appear to you as an Ask For Permission request. (See "Ask for Permission Access" on page 90.)

8.   Click *OK* to close the Add Users and Groups dialog box.

9.   Click *OK* to close the Security dialog box.

Changing or Removing a Windows NT User Account

If the privileges you have assigned a Windows NT User become inadequate for your needs, or if the user or group no longer requires access to certain services, you may wish to change or delete the Windows NT User account privileges.

To modify a Windows NT User account

1.   From the *Setup* menu, choose *Security*. The Security dialog box appears.

2.   Click the *NT Users* tab.

3.   In the *User List* box, select a Windows NT User.

4.   Select or clear the services you wish to grant or deny.

5.   Click *OK* to save and close the Security dialog box.

To delete a Windows NT User account

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *NT Users* tab.

3. In the *User List* box, select a Windows NT User.

4. Click *Remove* to remove the Windows NT User account.

    Note: Clicking *Remove* does not delete the Windows user or group from the network database. It only removes the Windows NT User account from your list of Timbuktu Pro authorized users.

5. Click *OK* to save and close the Security dialog box.

Attended Access

For security reasons, you may not wish to assign some privileges to remote users. When these users require one-time-only access to a certain service, they may connect to your computer as Ask for Permission Users or as temporary guests.

Ask for Permission Access

If a Guest User is asking for permission to use a service you have not granted to guests, the Ask for Permission dialog box will appear on your screen. The same dialog box will appear if you have enabled the *Ask for Host Permission* option for a specific Registered User or Windows NT User. (See "Defining Registered Users" on page 82 and "Defining Windows NT Users" on page 86.)
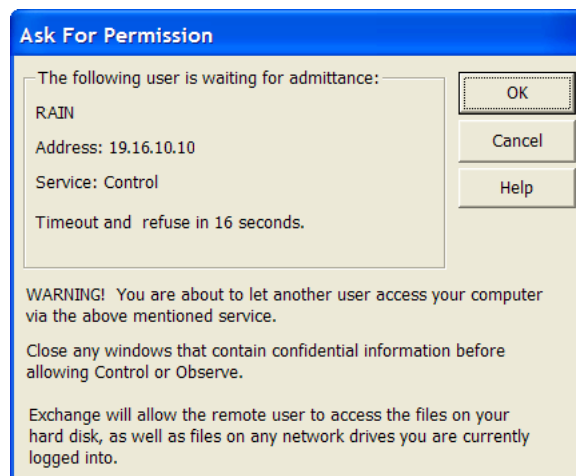
The Ask for Permission dialog box provides the name of the computer requesting the connection and the service that the remote user wishes to use. Click *OK* to accept the connection, or click *Cancel* to deny the remote user's request.

Note: If you grant Ask for Permission access to a user requesting the Exchange service, you automatically grant the user access to all Exchange subservices: Exchange (Read), Exchange (Write) and Exchange (Delete).

Enabling Ask For Permission Requests

If you enable *Guests May Ask for Permission to Use Unchecked Services* on the *Guests* tab in the Security dialog box (see "Assigning Services to Guest Users" on page 81), remote users can ask for permission to use services that have not been assigned to Guest Users.

If a remote computer attempts to access a service that has not been assigned to guests, a Log In dialog box will appear on the screen, asking whether the user would like to connect as a Registered User (by supplying a name and password) or as an Ask for Permission user. If the user chooses *Ask for Permission*, you (the host) are prompted to approve the connection before the remote user can connect.

Note: You cannot require users to ask for permission to use the Notify service.

To enable requests by Ask For Permission Users

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.
2. Click the *Guests* tab. If the service for which you wish to require Ask For Permission access is selected in this tab, deselect it.
3. Ensure the *Guests May Ask for Permission to Use Unchecked Services* checkbox is selected.
4. Click *OK* to save your changes and close the Security dialog box.

Disabling Ask for Permission Access

If you decide that a certain service—for example, Control or Exchange—should not be available to any user at any time, you must remove that service from the list of guest privileges and from the list of privileges for every user account. You may also disable the Ask for Permission feature.

To remove a service from Ask for Permission access

1. From the *Setup* menu, choose *Security*. The Security dialog box appears.

2. Click the *Guests* tab. If the service you want to remove from access is selected, deselect it. To prevent users from even asking for permission to use the service, deselect *Guests May Ask for Permission to Use Unchecked Services*. Keep in mind that deselecting the Ask for Permission option may lock out services you want to keep available for Ask for Permission Users.

3. Click *OK* to save your changes and close the Security dialog box.

Temporary Guest Access

The *Admit Temporary Guest* option allows you to grant temporary access to Timbuktu Pro users are who running older versions of Timbuktu Pro. Temporary guests are similar to Ask for Permission Users, but older versions of Timbuktu Pro are unable to request access. You must arrange the connection in advance.

To admit a temporary guest

1. Arrange an appointment with the user that wants to connect to your computer.

2. At the appointed time, click the *Connections* menu and choose *Admit Temporary Guest*. The Admit Temporary Guest dialog box appears.
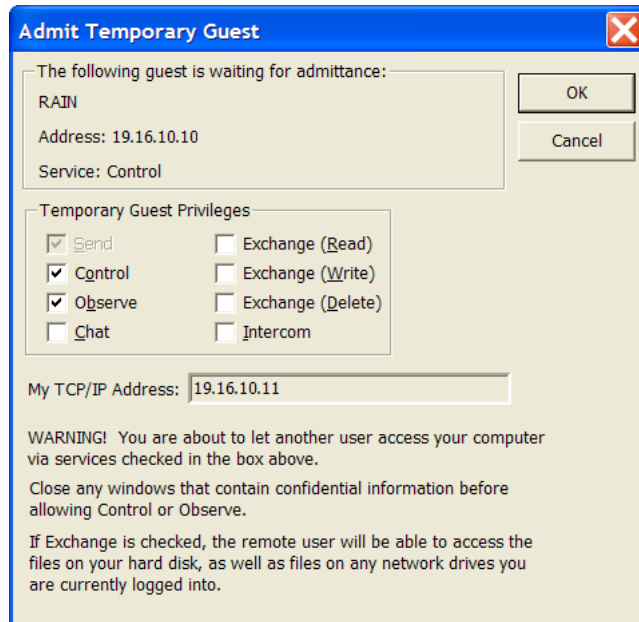
3. Select the services you wish to grant the temporary guest.

4. When the temporary guest connects to your PC, the guest computer's Timbuktu name and network address are displayed under *The Following Guest is Waiting for Admittance*, along with the access privilege the temporary guest has requested.

5. Click *OK* to begin the attended access session.

6. You can always deny a session if the unexpected occurs. For example, if a guest connects with a privilege you are not expecting—if the Control service is requested instead of Observe—click *Cancel* to break the connection.

Monitoring Remote Connections

There are a number of ways to keep track of and control Timbuktu Pro connections to your computer. When a remote computer connects, the Timbuktu Pro icon in the system tray on the taskbar alternates between the application icon and a service icon that indicates the service being used. (For a list of icons, see "Icon Legend" on page 103.) Right-click the Timbuktu Pro icon to display a list of current users and the services they are using. You can disconnect any or all users at any time.

In addition, the activity log tracks past connections, so you can check on previous users at any time.

Disconnecting All Remote Users

If you wish to disconnect all remote users from your computer (for example, you wish to shut down Timbuktu Pro), click the *Connections* menu and choose *Disconnect All Users*. Timbuktu Pro immediately terminates sessions with all the remote users listed below this command.

Disconnecting a Specific Remote User

If you wish to disconnect a specific remote user from your computer (for example, the user is using a service you did not intend to grant), click the *Connections* menu and choose the remote user from the remote user list below the *Disconnect All Users* option. Timbuktu Pro immediately terminates the session with the selected remote user.

Keeping Remote Users Out

You can prevent remote users from accessing your computer by removing all Registered User and Windows NT User accounts and removing all services from Guest User access. More simply, you can exit and shut down Timbuktu Pro by clicking the *File* menu and choosing *Exit and Shut Down Timbuktu Pro*. If you exit Timbuktu Pro without shutting down the application (by clicking the *File* menu and choosing *Exit*) remote users will still be able to use Timbuktu Pro to connect to your computer.

Clearing the Previous User List

The Previous User list consists of names of recent users who are no longer connected to your computer. Those names appear on the *Connections* menu under the *Clear Previous User Log* option, as well as in the system menu (right-click the Timbuktu Pro icon in the system tray on the taskbar). Remove names from the Previous User list by choosing *Clear Previous User Log* from the *Connections* menu.
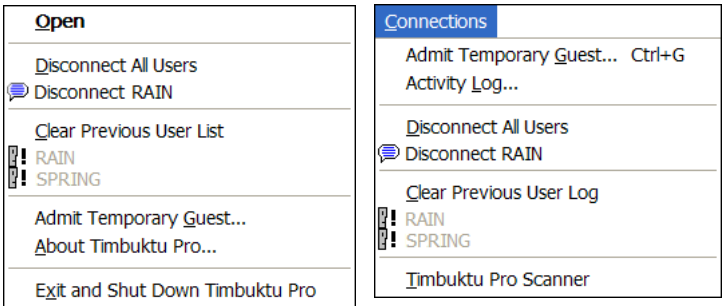
Timbuktu Pro system menu   Connections menu

The names that are listed below the *Clear Previous User Log* option are deleted.

Using Log Files

Timbuktu Pro supports a number of different logging features to allow you to track and record the Timbuktu Pro activity on your computer. See the following section, "Timbuktu Pro Logging."

Timbuktu Pro Logging

Timbuktu Pro supports a number of different logging features to allow you to track and record Timbuktu Pro activity.

- The Activity Log maintains a list of the all incoming and outgoing Timbuktu Pro connections on your computer.
- The Event Log file is a text document which records the same information that Timbuktu Pro records in the Windows Application Event Log. The text file format allows you to easily search the log for events you wish to review.
- The Windows Application Event Log also logs guest and host service events.

Timbuktu Pro also supports two different types of centralized logging for all the Timbuktu Pro computers on your network:

• The *Timbuktu Log Server* allows you to copy information from your Timbuktu Pro activity log or Event Log file to another Timbuktu Pro computer.
• The *NT Event Log Server* allows you to copy information about Timbuktu Pro events from your Windows Application Event Log to the Application Event Log on another Timbuktu Pro computer.

You may also now specify the maximum size for your log files, and you may specify that certain configuration changes are recorded in the log files.

To set up your logging options, use the *Logging* tab in the Preferences dialog box (see). See the following sections for more information about each type of log.

THE ACTIVITY LOG

The activity log maintains a list of the all incoming and outgoing Timbuktu Pro connections on your computer. The activity log is a useful record of Timbuktu Pro activities. You can also use the activity log to diagnose problems you encounter when using Timbuktu Pro.

Each line of the activity log contains a date, a time, and the activity that was carried out—for example, the Timbuktu Pro application was launched. The activity log also contains the Timbuktu Pro computer name and IP address of each remote user that connects to your computer, records when the user connected, and specifies which services the user accessed. For file transfers using the Send and Exchange services, the file name and the local directory involved in the transfer are logged on both computers. For Exchange file transfers, the guest computer also logs the remote directory.

Finally, the activity log reports when Timbuktu Pro was loaded, when previous users were cleared from the *Connections* menu, and when Timbuktu Pro was shut down.

At times you may wish to save or print the activity log for your records.

TO VIEW AND SAVE THE ACTIVITY LOG

1. From the *Connections* menu, choose *Activity Log*. The activity log appears.
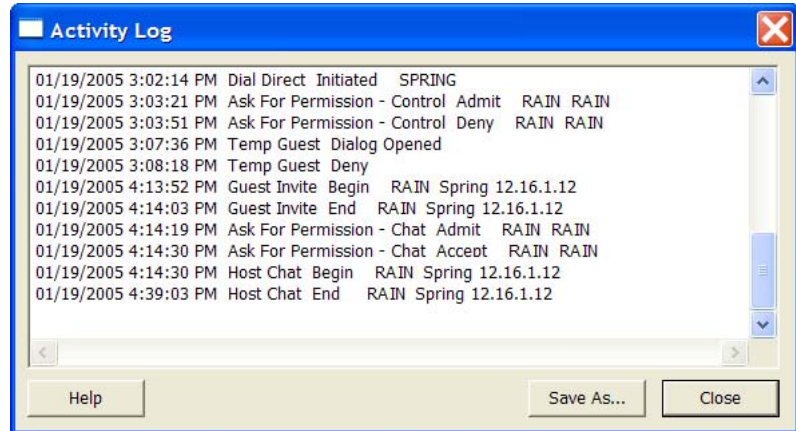
2. If you'd like to save a copy of the activity log, verify that your computer has at least 32K of available disk space, then click *Save As*.

3. In the Save As dialog box, enter a name for the saved activity log, and select a destination folder. The activity log is saved in *.txt* format.

In addition to saving a copy of the activity log, you may edit or print it at any time.

TO EDIT OR PRINT THE ACTIVITY LOG

1. To edit or print the activity log, click *Save As* in the Activity Log window and save the log as a text document. The text document can then be opened and printed by a word processing application such as Notepad, or imported into a spreadsheet or database document.

2. Click OK.

The activity log can preserve up to 32K of activity information before it begins to discard its oldest records.

The Event Log File

The Event Log file is a text document which records the same information that Timbuktu Pro records in the Windows Application Event Log. The text file format allows you to easily search the log for events you wish to review.

The Windows Application Event Log

Timbuktu Pro logs guest and host service events to the Windows Application Event Log.

To see these events in the Windows Application Event Log, open the Windows *Start* menu. Choose *Programs* ▸ *Administrative Tools* ▸ *Event Viewer* and choose the *Application* option.

Using a Master Password

In many situations it may be possible for multiple users to access your computer directly by sitting at your workstation. To protect your Timbuktu Pro settings, you can set a master password on the *Master Password* tab in the Preferences dialog box. Your master password prevents unauthorized users from accessing any of the options on the *Setup* menu, which is used to change Timbuktu Pro's configuration and security settings. When you use a master password, Timbuktu Pro will not allow you to access the Security, Preferences, and LDAP Options dialog boxes until you enter the correct password.

No one can bypass the master password. If you forget your master password, you will need to re-install Timbuktu Pro.

See "Setting Up Your Master Password" on page 36 for details on how to set and change your master password.

Chapter 7: Timbuktu Pro User Assistance

Timbuktu Pro was designed to be as intuitive and easy-to-use as possible. This manual should answer most of your questions. If you're still having difficulty, you can refer to the online Help for more comprehensive information. If you are still unable to solve your problem after referring to all the documentation, you may contact Netopia's Technical Support.

Getting Help in Timbuktu Pro

Timbuktu Pro's comprehensive online Help provides a variety of ways to answer your questions. It contains step-by-step instructions for all common procedures, as well as troubleshooting hints, keyboard shortcuts, and a glossary.

You can navigate through the online Help using the Table of Contents, Index, and hyperlinks between Help topics.

You may also wish to view the Timbuktu Pro Release Notes, which may contain feature and troubleshooting information that was not available at the time this document was created.

Opening Timbuktu Pro's Online Help

In the main Timbuktu Pro window, click the *Help* menu and choose *Contents*. Or press F1 from anywhere within Timbuktu Pro for context-sensitive Help. If a *Help* button is available in a window or dialog box, click it to display the online Help topic associated with that area of the user interface.

CONTACTING NETOPIA

If you require technical support, please browse Netopia's Technical Notes and Frequently Asked Questions, available 24 hours a day on our Web site at *http://www.netopia.com/support/*.

Most common questions and problems are addressed there.

If you are unable to resolve your issue using our online technical support, please use our online email form to send us a message. The form is at *http://www.netopia.com/support/contact_us*.*html*.

Please provide the following information (for both the host and guest computers) to assist us:

- Timbuktu Pro version and build number. Find this by selecting *About Timbuktu Pro* from the *Help* menu.
- Windows version, and any Service Packs installed.
- Error message or symptom.
- Steps to reproduce the error.
- Relevant system information:
    - PC manufacturer and model
    - CPU speed
    - Amount of RAM installed
    - Video card manufacturer and model
    - Video device driver version
    - Sound card manufacturer and model
    - Modem manufacturer and connection speed (if relevant)
    - Type of connection: DSL, cable, ISDN, modem, etc.

Netopia's web site is at *http://www.netopia.com/*.

When you are prepared, contact Netopia Customer Service on the Web, or by mail or fax.

Online Technical Support

Technical notes and Frequently Asked Questions which answer the most commonly asked questions and offer solutions for many common problems are available 24 hours a day on our Company Web site at

http://www.netopia.com/support/

Mail

Netopia, Inc.
Customer Service
Marketplace Tower
6001 Shellmound Street, 4th Floor
Emeryville, CA 94608
USA

Fax

(510) 420-7609

OUTSIDE OF THE UNITED STATES AND CANADA

If you are not located in the United States or Canada, you can get service locally by contacting your nearest Netopia reseller or distributor. For a worldwide list of our distributors, see our Internet information resources at *http://www.netopia.com/partners/*.

APPENDIX A: KEYBOARD SHORTCUTS AND SERVICE ICONS

Timbuktu Pro has a number of keyboard shortcuts that allow you to quickly access connection tabs, menu options, and dialog box options without using your mouse.

TIMBUKTU PRO KEYBOARD SHORTCUTS

Controlling a Macintosh computer is usually identical to controlling a Windows computer. However, their keyboards are slightly different. The following table shows how keys are mapped across platforms.

Note: If you type a keyboard shortcut while you are controlling a remote computer and the Control window is active, the shortcut is carried out on the remote computer only.

Cross-platform control keys	
Windows Keys	**Macintosh Keys**
ALT	Option
CTRL	Control
CTRL+ALT+DEL	Control+Option+Delete
Right-click (on mouse)	⌘ (Command)
Window	⌘ (Command)

When you control a Macintosh, the *Map Ctrl-› Cmd* option appears on the system menu in the screen-sharing window. (To open the system menu, click the Control or Observe icon in the upper-left corner of the screen-sharing window.) If you enable this option, pressing CTRL on your Windows keyboard will send the equivalent of a Command keystroke to the Macintosh.

Icon Legend

Timbuktu Pro's service icons allow you to quickly identify its many services.

The Timbuktu Pro icon is displayed in the system tray on the Windows taskbar whenever Timbuktu Pro is running. When a remote user connects to your computer, the standard Timbuktu Pro icon alternates with a service icon indicating the service in use. If the service icon is in color, a remote user is connected. If the service icon is gray, the connection is closed.
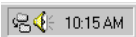
Timbuktu Pro Icons	
User Icon	**Meaning**
	A remote user is using the Send service with your computer.
	A remote user is using the Exchange service with your computer.
	A remote user is using the Observe service with your computer.
	A remote user is using the Control service with your computer.
	A remote user is using the Chat service with your computer.
	A remote user is using the Intercom service with your computer.
	A remote user is using the Notify service with your computer.
	A remote user is using the Invite service with your computer.

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