



INSTALLING AND USING ARTISOFT I.SHARE™

Sharing Internet access across your network

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INTRODUCING ARTISOFT I.SHARE

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Congratulations on your purchase of Artisoft® i.Share™ version 2.0. i.Share is an Internet-access sharing program for networked PCs. With i.Share installed on your network you can share an Internet connection as easily as you share files, printers and drives. Up to 32 users can share a single Internet connection simultaneously.

This chapter explains i.Share’s features and describes how to use online Help and other resources. Successive chapters walk you through the installation and instructions for sharing Internet access. Don’t miss the glossary at the back, which defines the terms used throughout this manual.

In this book, the word “Internet” is used throughout when referring to i.Share connections, but the connection could be to an intranet instead.

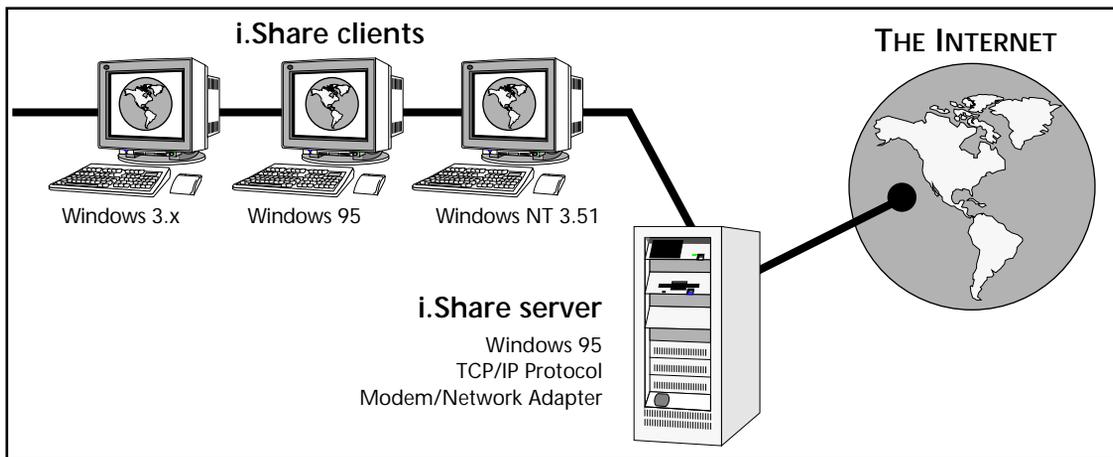
How i.Share works

With i.Share, you only need one Internet connection on a network computer running Windows[®] 95. This computer becomes your i.Share server. The other computers on your network become i.Share clients and are able to access the Internet by sharing the server computer's Internet connection.

What's the difference between a server and a client?

The i.Share software has two components, the i.Share server program and the i.Share client program. You install the server component on any computer with an Internet connection, and the client component on each computer that will share the connection. See Chapter 2 for installation instructions.

Note... The server doesn't need to be dedicated to the task of running i.Share; you can also use it as a workstation, modem server, etc. You can have multiple servers on your network, each sharing one or more of its resources. Each server must have its own Internet connection.



How a client connects to the Internet

When someone at an i.Share client computer wants to access the Internet, he starts an Internet application the way he normally would. The i.Share program starts automatically and connects him, across the network, to the server computer, which in turn connects him to the Internet. These connections occur in the background, so the person at the client computer can start using the Internet without ever thinking about i.Share.

What kinds of connections can be shared?

Artisoft i.Share lets you share the following kinds of connections:

- Any dial-up connection to the Internet
- Any direct connection to the Internet
- Any connection to a corporate intranet

How do I use e-mail with i.Share?

Each user can have his own e-mail account with your Internet Service Provider. Even though multiple users are reaching the Internet Service Provider through the same connection, their unique passwords still give them access to their individual accounts.

i.Share features

This section provides a brief explanation of Artisoft i.Share's features.

TCP/IP sharing

Any computer with an Internet connection needs to have memory-intensive TCP/IP programs (typically called a stack) installed. With i.Share, only one computer needs TCP/IP; your other computers take advantage of its stack to reach the Internet.

Built-in firewall

Artisoft i.Share provides built-in security for your network, eliminating the need to purchase expensive firewalls or routers. Because the Internet communicates on a TCP/IP protocol, and your network communicates on a NetBIOS network protocol, your network is automatically shielded from any unwanted Internet intrusion.

AutoConnect

When you're sharing multiple Internet connections, AutoConnect lets i.Share automatically choose the best one to use based on the amount of traffic on each. You can also set i.Share to always use the same access point, or to prompt you to manually choose one each time you start an Internet application.

i.Watch

The i.Watch feature lets you restrict the World Wide Web sites that users on i.Share client computers can visit. With i.Share you can disallow access to a few sites and allow all the rest, or allow access to a few sites and disallow all the rest. The i.Watch list is easy to keep up to date. You can even import and export the list to share between programs or other i.Share servers.

Password protection

You can assign two levels of password access on the Internet connection being shared. A basic password allows access to the Internet but applies i.Watch Web viewing restrictions. The second, higher-level password overrides i.Watch restrictions to allow full access to the Internet.

Activity log

From the i.Share server you can monitor and log information about how much and how often your Internet connections are being shared. The data includes the date and time when each i.Share client logged on and off, and the total number of bytes transmitted and received during the session. i.Share conserves disk space by automatically deleting old data according to a setting you define.

Monitor and control of client activity

From the i.Share server you can check to see what resources are being shared by which clients. You can also Disconnect any client with a single click of the mouse.

Dial-Up Networking control

For dial-up Internet connections, i.Share lets you hide the Dial-Up Networking window so that a user on the server isn't bothered by it. You can also specify how i.Share should respond if a dial-up connection terminates unexpectedly.

Using online Help ---

Refer to the online Help for a detailed description of each element on the screen, and complete step-by-step instructions for using i.Share. Context-sensitive Help is available on both server and client computers.

There are three ways to access the online Help:

- Click the Help button on a screen
- Press F1
- Double-click the i.Share Help icon in the i.Share program group

Where to go for technical support ---

If you can't find the information you need in this manual or in the online Help or Readme file, you may want to use Artisoft's technical support services. Artisoft is committed to offering quality support services to our valued customers. For complete instructions on using these services worldwide, see the Directory of Support Services that's included in your package.

Artisoft's support services, policies, prices and other details vary from region to region, and are subject to change without notice. Support services or policies may not cover all features or uses of a given product. To call your nearest Artisoft office and confirm the current services available to you, refer to the telephone numbers for these offices on the back cover of this manual. Artisoft's World Wide Web address appears on the back cover as well.

INSTALLING I.SHARE

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To use Artisoft i.Share, you must install the server software on a Windows 95 PC with an Internet connection, and the client software on each PC on your network that will be sharing that server's Internet connection. Client computers can be running Windows 3.x, Windows 95 or Windows NT 3.51.

During the installation process, you'll be prompted to select whether you're installing the client or server component.

System requirements

Network

One of the following:

- LANtastic® (NetBIOS over AILANBIO protocol)
- Microsoft® (NetBIOS over NetBEUI protocol)

Note... i.Share does not run on NetBIOS over IPX protocol

i.Share server computer

- Windows 95
- An Internet or Intranet connection
- A modem or other connection device, such as an adapter on a LAN, analog modem or ISDN.

i.Share client computers

Windows 3.1, Windows 95 or Windows NT 3.51.

Before you install i.Share on your server

Before you install the i.Share server program, you must complete the following steps to make sure your computer is configured to use Window 95's TCP/IP stack and Dial-Up Networking.

Note... If you've already installed the i.Share server program, you can follow the procedures described in this section now, and i.Share will still work properly.

If you have a direct connection to the Internet (no modem involved) you can skip straight to the installation. See "Installing i.Share on your server computer" on page 11.

If you have a dial-up connection to the Internet (a modem is used for connection) you only need to perform the steps in Parts III and IV. Skip to Part III on page 10 now.

If you haven't connected to the Internet before you need to go through the steps outlined in Parts I - IV. This makes sure that your server computer is set up properly. Have your Windows 95 CD-ROM (or installation diskettes) ready as you proceed.

Part I - Installing Dial-Up Networking

Check to see whether Dial-Up Networking has been installed. To do so, click Start, Programs, Accessories. If a folder for Dial-Up Networking exists, then it has already been installed. Skip to Part II.

If the Dial-Up Networking folder isn't listed, you need to install it now. Complete the following steps:

1. Click Start, Settings, Control Panel, then double-click Add/Remove Programs. Click the Windows Setup tab.
2. Click Communications, then click Details. Check the box for Dial-Up Networking. Click OK to close the two dialog boxes. Windows 95 will take a few minutes to copy files.
3. When prompted to restart your computer, click Yes.

Part II - Installing TCP/IP and the Dial-Up Adapter

You can check for the presence of TCP/IP and the Dial-Up Adapter in the same place. To do so, click Start, Settings, Control Panel, then double-click Network. (You may need to scroll down in Control Panel to see the Network icon.) The Network window appears. If the Dial-Up Adapter is listed, then it has already been installed. For TCP/IP, you must check to make sure that it has been installed and bound to the Dial-Up Adapter. Look for "TCP/IP -> Dial-Up Adapter." If it's listed, then it has already been installed and bound.

If both are already listed, skip to Part III. If not, you need to install the missing element(s), as follows:

To install the Dial-Up Adapter

1. From the Network window, click the Configuration tab, then click Add.
2. Double-click Adapter.
3. Under Manufacturers, click Microsoft.
4. Under Network Adapters click Dial-Up Adapter.
5. Click OK to return to the Network window.

To install TCP/IP and bind it to the Dial-Up Adapter

1. From the Network window, click Add (on the Configuration tab).
2. Double-click Protocol.
3. In the Select Network Protocol dialog box, click Microsoft, then click TCP/IP.
4. Click OK.

When you're prompted to restart your computer, click Yes.

Part III - Setting your Internet connection for use with i.Share

1. Click Start, Programs, Accessories, Dial-Up Networking.
2. In the Dial-Up Networking window, check to see if there's already an icon for your Internet Service Provider. If not, create one by double-clicking Make New Connection and following the on-screen instructions.
3. Click the icon for your Internet Service Provider once.
4. Click the File menu and Properties.
5. Click the Server Type button.
6. Under Allowed Network Protocols, make sure that TCP/IP and only TCP/IP is checked.
7. Click OK to close the two dialog boxes, but stay in the Dial-Up Networking window to perform the steps in Part IV.

Part IV - Saving your Internet Service Provider password

Important... If you don't save your password, i.Share clients won't be able to access the Internet through this connection.

1. From the Dial-Up Networking window, double-click your Internet Service Provider icon to initiate a connection to the Internet. A window appears asking for your Internet Service Provider's user name and password.
2. Enter your user name and password as given to you by your Internet Service Provider.
3. Make sure the Save Password field is checked.

If Save Password was already checked skip the rest of these steps, and go on to “Installing i.Share on your server computer” on page 11.

If Save Password wasn't already checked you'll need to make a connection to the Internet Service Provider for the password to be truly saved.

4. Click Connect and wait until the Internet connection is established. You'll know that the connection is established when the timer begins counting.
5. Once the connection is established, you can immediately disconnect. The purpose of this connection was only to save your password. i.Share will automatically open the connection again whenever you use an Internet application.

Note... If the Save Password option is grayed out, you'll have to click Start, Settings, Control Panel, then double-click the Passwords icon. Click the User Profiles page, and make sure the “Users can customize their preference...” option is selected. This will allow passwords to be saved.

Your server preparations are now complete. You're ready to install i.Share on your server computer.

Installing i.Share on your server computer _____

Important... Before performing the following steps, make sure you've read “Before you install i.Share on your server” in the previous section.

Note... During the installation you'll be asked to enter your serial number. The serial number is on the registration card that came in your i.Share package.

To install the i.Share server program, complete the following steps:

1. Put your i.Share CD-ROM in your CD-ROM drive.
2. From the Start menu, select Run, then type D:\ISHARE\SETUP (where D: is the letter of your CD-ROM drive). Press Enter.
3. Follow the instructions on the screen. When you get to the Select Station Type option, be sure that Server is selected.
4. Restart the computer when prompted at the completion of setup.

Once the i.Share server program is installed

The i.Share server program is placed in your computer's Startup group, so it will open automatically whenever you start up your computer, indicating that your Internet connection is now available to be shared. When you close the i.Share server program, it still runs in the background. You can access the program at any time by clicking its icon in the system tray at the bottom right corner of the Windows 95 taskbar.



Hint... You can set the i.Share server program so that it doesn't open at startup, but stays in the background. In the server program's Configure tab, clear the Display i.Share Status at Startup check box.

You can also start the i.Share server program in two other ways:

- Click Start, Programs, i.Share, i.Share Server.
- Click the i.Share server icon in Control Panel.

See Chapter 3 for instructions on using on the i.Share server program.

Installing i.Share on your client computers

Note... During the installation you'll be asked to enter your serial number. The serial number is on the registration card that came in your i.Share package.

To create your i.Share client(s), complete the following steps on each client computer:

1. Put your i.Share CD-ROM in your CD-ROM drive.
2. For Windows 95, click Start, then Run.
For Windows 3.x, choose File, then Run.
3. Type D:\ISHARE\SETUP, where D: is the letter of your CD-ROM drive.
4. Follow the instructions on the screen. When you get to the Select Station Type option, be sure that Client is selected.
5. Restart the computer when prompted at the completion of setup.

Once the i.Share client program is installed

The i.Share client program runs automatically whenever you start an Internet application, such as a Web browser or e-mail program. Simply start the Internet application as you usually would. The i.Share client program connects you to the i.Share server program, which in turn connects you to the Internet. Usually the whole process takes place in the background, and you'll be on the Internet without ever having to think about i.Share.

You can set the i.Share client program to open whenever you start an Internet application and prompt you to manually connect to an i.Share server and resource. This can be useful if you have more than one server and resource on your network and want to manually choose your connection each time. See Chapter 4 for instructions.

While the i.Share client is running, you can access it at any time to change connection settings by clicking its icon in the system tray in the lower right corner of the Windows 95 taskbar.



You can start the i.Share client program without running an Internet application:

- Click Start, Programs, i.Share, i.Share Client (Windows 95).
- or
- Double-click the i.Share client icon in Control Panel (Windows 3.x, Windows 95 or Windows NT 3.51).

RUNNING AND CONTROLLING THE I.SHARE SERVER

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The i.Share server program runs on the computer that has the Internet connection or connections being shared. Using the server program you can monitor and control access to the shared connections, set passwords and Web site restrictions, and keep logs of i.Share activity.

About the i.Share server

Once installed, the i.Share server program runs automatically whenever you start your computer. It operates in the background, but you can open it at any time by clicking its icon in the system tray in the lower right corner of the Windows 95 taskbar.



While the i.Share server program is running, it makes the Internet connections on its computer available for sharing on your network. To stop its Internet-sharing ability, see “Making your Internet connection unavailable for sharing” on page 17.

Exiting the server program

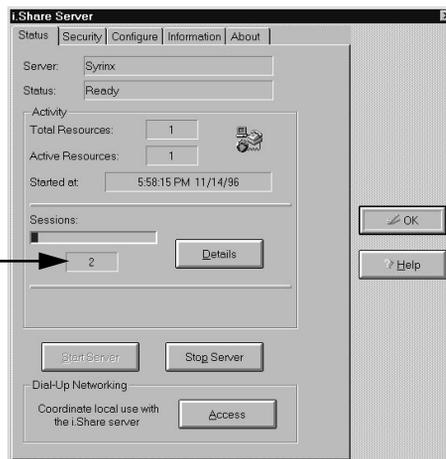
To exit the server program, right-click its icon in the system tray and choose Exit. This removes i.Share from the background, and makes the Internet connections on its computer unavailable for sharing on your network.

Note... When you exit the server program, any client computers currently connected to the Internet through this computer are disconnected.

To start the i.Share server program again after you’ve exited it, double-click its icon in Control Panel.

Status tab

The Status tab shows that this server’s Internet connection is currently being shared by two clients.



Use the Status tab to view connections to the server. Besides listing the server name, this tab shows whether the server is started or stopped, how many resources it has, and the names and number of computers currently sharing its Internet connection.

Click Help for a detailed description of the information displayed in the Status tab.

Making your Internet connection unavailable for sharing

At any time you can start and stop the i.Share server from sharing Internet access. When the server is stopped, the Internet connections on that computer are unavailable for sharing on your network.

Stopping the server isn't the same as exiting the server program. When the server is stopped the program remains open, and you can still use it to make changes to your i.Share settings.

Note... The server program always opens with the server started, even if you closed it with the server stopped.

Stopping the server

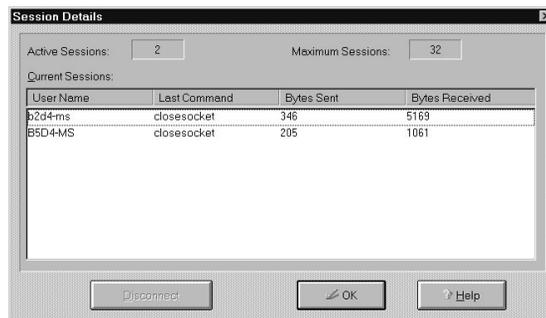
To stop sharing the server computer's Internet access, click Stop Server. All i.Share clients currently sharing Internet access through this computer are disconnected.

Starting the server

To make the server computer's Internet access available to be shared, click Start Server.

Monitoring client activity

To see a detailed list of which i.Share clients are currently sharing Internet access through the server, click Details. The Session Details window appears.



Click Help for a detailed description of the information displayed, including a list of the Winsock commands in the Last Command column.

Disconnecting a client

To disconnect an i.Share client computer from the resource it's currently sharing, click the client's user name in the list, then click Disconnect.

Running an Internet application on the server

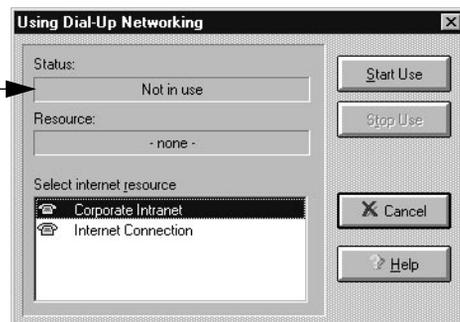
On an i.Share server computer, connecting and disconnecting from the Internet is a process that's controlled automatically by i.Share client activity. This can cause problems if you run an Internet application on the server itself. For example, if all client activity ceases, the server will automatically disconnect from the Internet, terminating the server's own session unexpectedly. To avoid this problem, complete the steps that follow.

To avoid this problem, it's necessary to coordinate with i.Share before and after using an Internet application on the server. In effect, you tell i.Share that you're another client using the shared Internet connection.

Note... The following steps are only necessary if you're using a dial-up Internet connection. If you have a direct connection to the Internet you can run an Internet application on the server without performing them.

1. On the Status tab, click Access. The Using Dial-Up Networking window appears.

The Status field shows whether or not the Dial-Up Networking program is currently being used by i.Share.

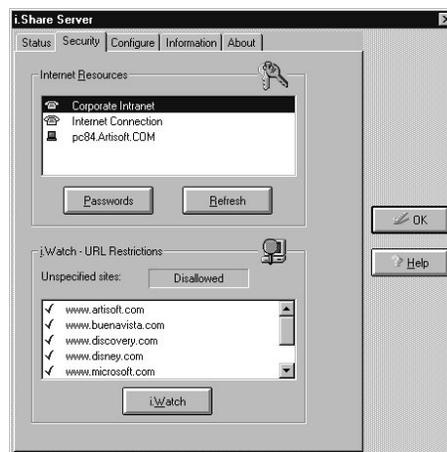


2. In the Select Internet Resource list, click the Internet connection that you want to use. This is similar to the process someone performs at an i.Share client computer.

Windows 95 can use only one dial-up connection at a time. If i.Share clients are currently sharing one of the dial-up resources, you must connect to that resource.

3. Click Start Use.
4. Run your Internet application as usual. When you're finished exit the application.
5. Return to the Using Dial-Up Networking window and click Stop Use. This tells the i.Share server that you're no longer sharing the connection.

Security tab



Use the Security tab to set and clear passwords for access to Internet resources on this computer, and to set i.Watch restrictions for viewing World Wide Web sites.

For more information about using i.Watch, see Chapter 5.

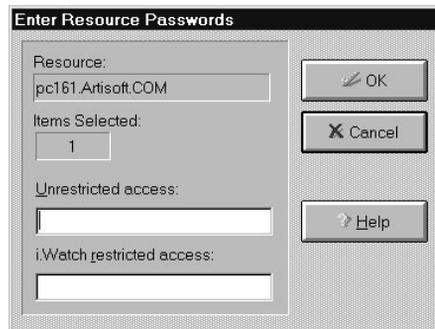
Setting password protection for a resource

You can set two levels of password protection for each resource on the server.

- **i.Watch Restricted.** A client who knows this password can connect to the Internet through this resource, but his World Wide Web activity will be limited by your i.Watch restrictions.
- **Unrestricted Access.** A client who knows this password can connect to the Internet through this resource and have unlimited World Wide Web activity, ignoring i.Watch restrictions.

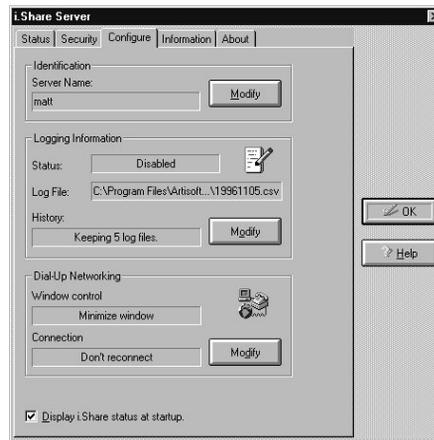
To set passwords for a resource:

1. In the Security tab's Internet Resources list, click the resource for which you want to set passwords. To select more than one, hold down the Ctrl key as you click.
2. Click Passwords. The Enter Resource Passwords window appears.



3. Enter passwords in the i.Watch Restricted Access and Unrestricted Access fields. Leaving both fields blank means that clients won't be prompted for a password to use the selected resource.
4. Click OK.

Configure tab



Use the Configure tab to change the server's name, set activity logging, control Windows 95 Dial-Up Networking activity and specify whether or not the server program opens at startup.

Changing the server name

The i.Share server name identifies the server computer to i.Share clients sharing its resources. It's distinct and separate from the server computer's network name.

To change the i.Share server name:

1. Click **Modify** in the Identification area of the Configure tab.
2. Enter the new name in the **Modify Server Name** window.
3. Click **OK**.

Using i.Share's activity logging feature

The i.Share server can save to disk a record of how often its resources were shared and by which clients. The information is saved in a file of .csv (comma-separated values) format. You can read the file with any word processing or spreadsheet program, such as Microsoft Word or Microsoft Excel. In a spreadsheet program you can perform calculations on the data.

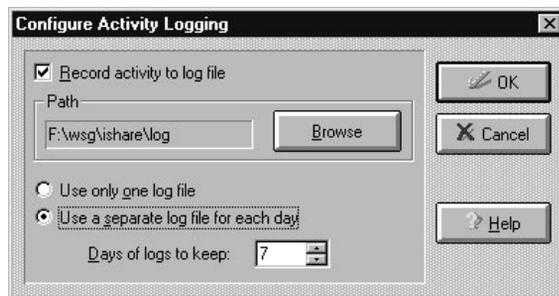
The activity logging file includes the following information:

- When the server was started
- When the server was stopped
- When a client logged on
- When a client logged off
- The total number of bytes sent and received during each client session

You can specify whether i.Share keeps activity logging data in one continuous file or a new file each day. You can also specify how many days i.Share retains old data before deleting it.

Setting up activity logging

1. In the Configure tab's Logging Information area, click Modify. The Configure Activity Logging window appears.



2. To turn on activity logging, check the Record Activity to Log File box.
3. Click Browse and select a folder where i.Share will create the activity logging file or files. You can't specify the file names, as i.Share creates them automatically based on the date, using the format YYYYMMDD. For example, 19961115.csv.
4. To have i.Share store all activity logging data in one file, click Use Only One Log File.

or

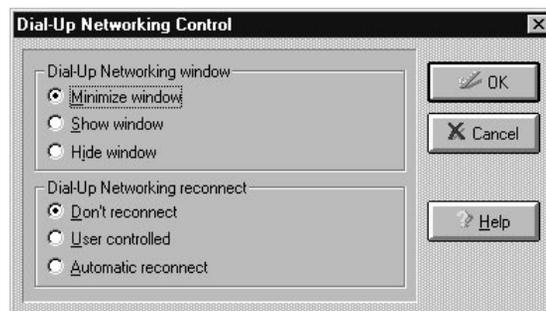
To have i.Share create a new activity logging file each day, click Use a Separate Log File for Each Day.

5. If you choose to have i.Share create a new file for each day, you must specify the number of days that old files are kept before i.Share deletes them. Enter a number in the Days of Logs to Keep field.
6. Click OK.

Controlling Windows 95 Dial-Up Networking

Dial-Up Networking is the Windows 95 program that allows you to access the Internet via a dial-up connection. You can control how i.Share interacts with Dial-Up Networking.

To open the Dial-Up Networking Control window, click Modify in the Dial-Up Networking area of the Configure tab.



Controlling the Dial-Up window

The Dial-Up Networking program automatically opens an Internet Connection window whenever a dial-up connection to the Internet is made. Because Internet connections may start and stop at any time due to i.Share client activity, this window can become a nuisance to someone working on the server.

Under Dial-Up Networking Window, choose how you want i.Share to display the window when an Internet connection is made:

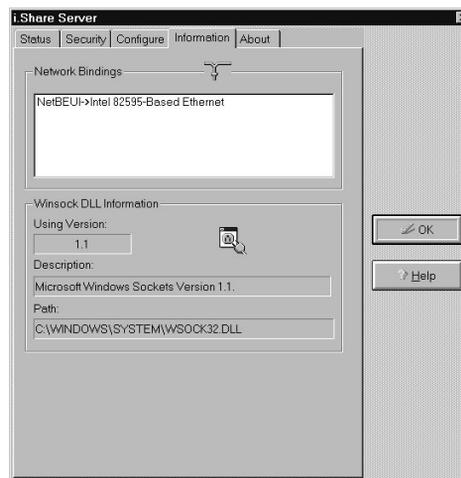
- **Minimize window.** The window is kept in a minimized state. You'll see it on your taskbar but it won't open on the screen.
- **Show window.** The window opens on screen as normal.
- **Hide window.** Dial-up networking occurs in the background, and you never see any indication of the window.

Controlling how i.Share responds to a terminated connection

Under Dial-Up Networking Reconnect, choose what you want i.Share to do if an Internet connection is terminated unexpectedly:

- Don't reconnect. i.Share does nothing, and the connection remains terminated until client activity reopens it.
- User controlled. You're offered the choice (on the server) of trying to reconnect or not.
- Automatic reconnect. i.Share automatically tries to reconnect to the Internet Service Provider.

Information tab



Use the Information tab to view general information about i.Share's network protocol bindings and Winsock connection.

Network Bindings list

A network protocol is a communication language that your computers use to communicate with each other on your network. When you installed i.Share, it automatically bound itself to all the protocols available on your network, enabling the i.Share server and client computers to communicate.

The Network Bindings list shows all the protocols to which i.Share is bound.

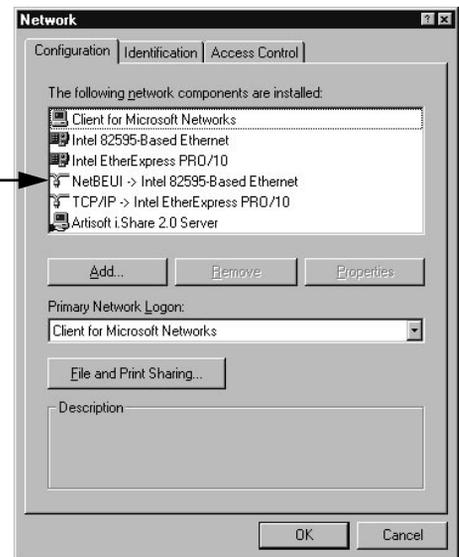
Removing a network binding

If i.Share is bound to more protocols than what it needs to communicate on your network, you can increase system performance by unbinding it from the superfluous protocols.

Important... If you don't know what protocol your network uses, check with your system administrator before performing the following steps.

1. In the Network Bindings list, make note of the protocols to which i.Share is bound that it doesn't need in order to communicate on your network.
2. From the Windows 95 taskbar, click Start, Settings, Control Panel. Double-click the Network icon in Control Panel to open the Network window.
3. In the Configuration tab, click the network protocol that i.Share shouldn't be using. You can identify network properties by the "network wire" icon, as shown in the illustration below.

The "network wire" icon identifies network protocols.



4. Click Properties, then click the Bindings tab.
5. Clear the check box for Artisoft i.Share 2.0 Server.
6. Click OK.
7. Click OK again to close the Network window. Restart your computer when prompted.

Winsock.dll information

The Winsock.dll file is used by Microsoft Windows to handle all communication with the Internet. The Information tab displays the version of the Winsock.dll file currently being used.

About tab

The About tab shows version and copyright information for i.Share. It also shows the serial number of your copy, which you'll need for technical support.

ACCESSING THE INTERNET FROM AN I.SHARE CLIENT

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The i.Share client program runs on each computer that's sharing an i.Share server's Internet account. Using the i.Share client program you can control which server and resource you're connected to and monitor traffic on that resource.

The first time you connect _____

The first time you run an Internet application after installing the i.Share client program, you'll be asked whether you want to AutoConnect to a server and resource.

- If you click Yes, the i.Share client program will automatically connect to an i.Share server and resource. If multiple servers and resources are available on the network, i.Share will connect to the one that currently has the least amount of Internet traffic.
- If you click No, you'll be prompted to manually choose an i.Share server and resource. See page 29 for instructions.

The choice you make here isn't permanent. You can change the way i.Share connects at any time.

Note... If you started the i.Share client program for the first time from Control Panel, you won't see this prompt.

Connecting to the Internet from a client computer _____

To connect to the Internet using i.Share, all you do is start an Internet application as you normally would. The i.Share client program starts automatically, and connects to an available i.Share server and resource. This process happens in the background, so you're on the Internet without ever having to think about i.Share.

You can also set the i.Share client program to open every time you start an Internet application, so that you can manually select the server and resource you want to use at that time. See page 30 for instructions.

Important... Because of Windows 95 Dial-Up Networking limitations, only one dial-up connection to the Internet can be used at a time. If you have a choice of multiple dial-up resources on an i.Share server, and one of them is already in use by another i.Share client, you must select that one.

Note... Connecting to the Internet from an i.Share server computer involves a different process. See "Running an Internet application on the server" on page 18 for instructions.

Opening the Connection Manager window _____

Once you start an Internet application, the i.Share client program runs in the background. You can open the window that lets you change the client program's settings by doing the following:

- In Windows 95, click the i.Share client icon in the system tray at the bottom right corner of the screen.
- In Windows 3.1 or Windows NT 3.51, double-click the i.Share client icon in the i.Share program group, or double-click the same icon in Control Panel.

When no Internet application is running, you can access the i.Share client program by clicking its icon in Control Panel.

Manually selecting a server and resource _____

If you have multiple i.Share servers on your network, or an i.Share server has multiple resources available, you can manually change which server and resource you're connected to. You can also set up i.Share to prompt you to make a manual selection each time you start an Internet application.



Note... To refresh the Artisoft i.Share Connection Manager window with current data, press F5.

To manually select a server and resource, complete the following steps:

1. Open the Artisoft i.Share Connection Manager window as instructed in the previous section.
2. Click the Computer drop-down list box to select an available server. When you've made your selection, a list of the server's resources appears in the i.Share Resource window.
3. Click one of the available i.Share resources.
4. Click OK to connect to the Internet using that resource.
5. If prompted, type the required resource password in the Enter Password window, then click OK.

Once you're connected, the i.Share client program returns to the background. When you start an Internet application, you'll connect to the Internet using the server and resource you selected.

Setting i.Share to prompt you for a manual selection each time

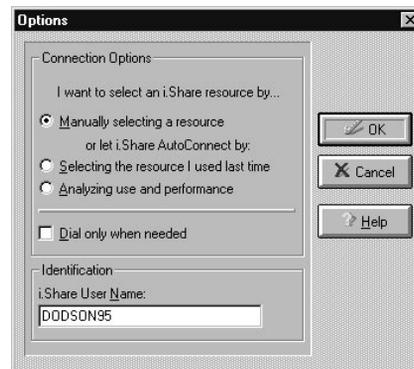
1. Open the Artisoft i.Share Connection Manager window as described on page 29.
2. Click Options. The Options window appears.
3. Click Manually Selecting a Resource.
4. Click OK.

With this setting, every time you start an Internet application the i.Share client program will open and prompt you to manually select a server and resource.

Automatically selecting a server and resource _____

With i.Share's AutoConnect feature, you can have i.Share automatically connect a server and resource for you. With this setting, when you start an Internet application i.Share remains in the background, and you're connected to the Internet without having to respond to any prompts.

To use AutoConnect, click Options in the Artisoft i.Share Connection Manager window. The Options window appears.



You can use AutoConnect in two ways, described below. When you've made your choice, click OK.

- Always use the same server and resource. Click **Selecting the Resource I Used Last Time** to have the i.Share client program automatically connect to the same server and resource every time. You should use this option if you have only one available server and resource on your network.
- Let i.Share choose a server and resource for you. Click **Analyzing Use and Performance** to have i.Share automatically connect to the server and resource with the least amount of Internet traffic each time you connect to the Internet.

Note... If traffic is relatively equal, i.Share picks a resource without password protection over a resource with it.

Changing your i.Share client's name _____

The i.Share client name is seen by the i.Share server whose Internet connection you're sharing. It's distinct and separate from the computer's network name.

1. Open the Artisoft i.Share Connection Manager window, as described on page 29.
2. Click Options. The Options window appears.
3. Enter a new name in the i.Share User Name field.
4. Click OK.

Using i.Share's dial-on-demand feature

With i.Share's dial-on-demand feature, you can specify whether the i.Share client program initiates a connection to the Internet when an Internet application is started, or when the application actually uses the Internet.

By default, i.Share connects to your Internet Service Provider whenever you start an Internet application. There may be times, however, when you want to use an Internet application without using the Internet. For example, you might use your browser to view files on your hard drive, or open your e-mail program merely to reorganize your mailing lists. In such cases it could be disadvantageous to have i.Share make a connection to your Internet Service Provider, especially if you're paying an hourly rate for a dial-up connection. With dial-on-demand, you can have i.Share make the connection only when you actually use the Internet, for example, by sending an e-mail or browsing the Web.

Setting dial-on-demand

1. Open the Artisoft i.Share Connection Manager window, as described on page 29.
2. Click Options. The Options window appears.
3. Check the Dial Only When Needed box to have i.Share initiate an Internet connection only when you actually use the Internet.

Uncheck the Dial Only When Needed box to have i.Share initiate an Internet connection whenever you start an Internet application.

4. Click OK.

Note... Making a connection to your Internet Service Provider can take a few seconds. If you've checked Dial Only When Needed, you'll experience a pause when you begin using the Internet, while the i.Share server computer dials.

USING i.WATCH TO RESTRICT WEB SITE ACCESS

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Basic World Wide Web terminology	34
Building your i.Watch list	35
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Editing a URL in the i.Watch list	36
Importing and exporting i.Watch URLs	37
Making a subsidiary Web page exempt	38
Setting up an i.Watch restriction notice	39

The i.Watch feature lets you restrict i.Share clients from viewing undesirable World Wide Web sites. Use the i.Share server program to set up i.Watch restrictions.

The two ways to use i.Watch _____

You can set up i.Watch in one of two ways:

- To allow access to the entire World Wide Web, except for the Web sites you specifically disallow.
- To disallow access to the entire World Wide Web, except for the Web sites you specifically allow.

At any time you can change the way in which i.Watch is set up.

Basic World Wide Web terminology _____

To use i.Watch, you'll need to be familiar with some basic terms as they apply to the World Wide Web.

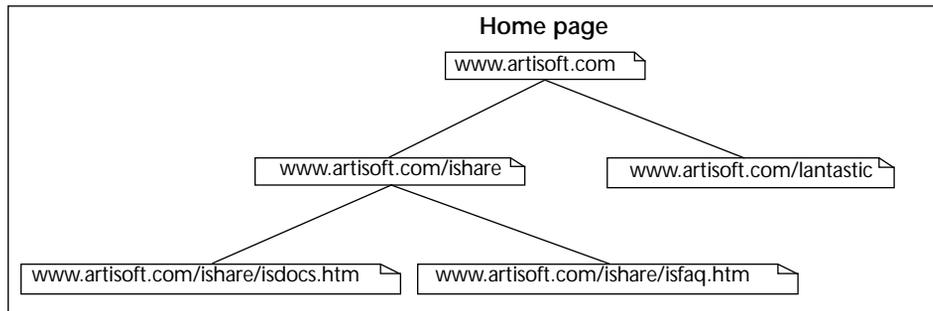
What's a Web page?

A Web page is the basic unit of the World Wide Web: it's what appears in a browser's screen at any one time. A Web page can have text, graphics, links to other pages and much more.

With i.Watch you can restrict access to individual Web pages.

What's a Web site?

A Web site is one or more Web pages grouped by a common address. Each site has one home page; the other, subsidiary pages are identified by additions to the address, as shown in the example below.



The i.Watch restriction that you place on a Web page applies to all pages underneath it. Placing an i.Watch restriction on the home page affects the entire Web site. However, you can make individual subsidiary Web pages exempt from the restriction placed on the site as a whole (see page 38).

What's a URL?

A URL, or Uniform Resource Locator, is a Web page's address – for example, <http://www.artisoft.com/ishare>. The i.Watch feature uses URLs to identify the Web pages you want to restrict.

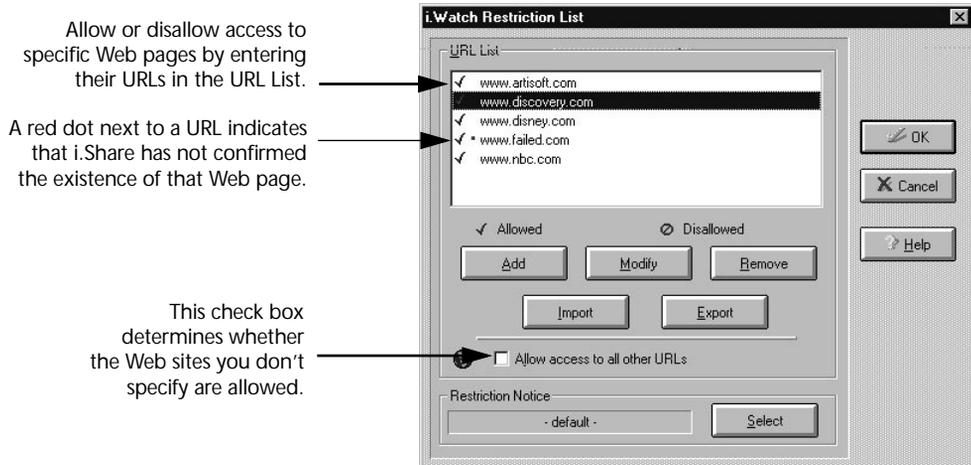
Building your i.Watch list

Your i.Watch restrictions consist of two elements:

- A list of URLs that you enter, each of which can be allowed or disallowed
- A setting that determines whether all other sites are allowed or disallowed.

To build your i.Watch list:

1. Click the Security tab.
2. Click i.Watch. The i.Watch Restriction List window appears.



Allow or disallow access to specific Web pages by entering their URLs in the URL List.

A red dot next to a URL indicates that i.Share has not confirmed the existence of that Web page.

This check box determines whether the Web sites you don't specify are allowed.

3. Set Allow Access to All Other URLs as follows:
 - Checked. i.Share clients can access all Web sites not specified in the list.
 - Unchecked. i.Share clients are prohibited from accessing all Web sites not specified in the list.
4. Click Add. The Add a URL to the i.Watch List window appears.



5. Type the URL of a Web page in the New URL field. You don't need to type the "http://" part.
6. Click either Allowed or Disallowed to determine whether or not clients can access this URL.
7. Click OK.
8. Repeat steps 4 – 7 to add as many URLs to the i.Watch list as necessary.
9. When you're finished, click OK to close the i.Watch Restriction List window.

Removing a URL from the i.Watch list _____

1. Click the Security tab.
2. Click i.Watch.
3. In the URL list, click the URL you want to remove.
4. Click Remove, then click OK.

Editing a URL in the i.Watch list _____

It's easy to change a URL or its allowed/disallowed setting in the i.Watch list. You don't have to delete it and add it again.

1. Click the Security tab.
2. Click i.Watch.

3. Click the URL you want to change in the URL List, then click Edit. You can also double-click the URL.
4. Make any changes in the Change a URL in the i.Watch List window, then click OK.

Importing and exporting i.Watch URLs _____

You can import a list of URLs from another program to add to your i.Watch list. Likewise, you can export your own i.Watch list to use in another program. If you have multiple i.Share server computers on your network, you can give them all the same i.Watch restrictions by exporting one server's list and importing it on the other servers.

For importing or exporting URL lists, files of .csv format (comma-separated values) are used. A .csv file can be read by any word processor or spreadsheet program, such as Microsoft Word or Microsoft Excel.

To import a list of URLs

1. Click the Security tab.
2. Click i.Watch.
3. Click Import, then select the .csv file containing the URLs you want to add to your i.Watch list.
4. The new URLs are added to the list, complete with an allowed or disallowed setting. To modify any URL, click it in the list, then click Edit.
5. When the new additions to the i.Watch list are set up the way you want them, click OK.

To export a list of URLs

1. Click the Security tab.
2. Click i.Watch.
3. Click Export, and specify a file name and directory for the .csv file that will be created. Then click OK to create the file.

Your entire i.Watch list is written to the file, complete with allowed or disallowed settings for each URL.

Making a subsidiary Web page exempt

There may be times when you want to allow or disallow a Web site, but have a different setting for a specific subsidiary page within the site.

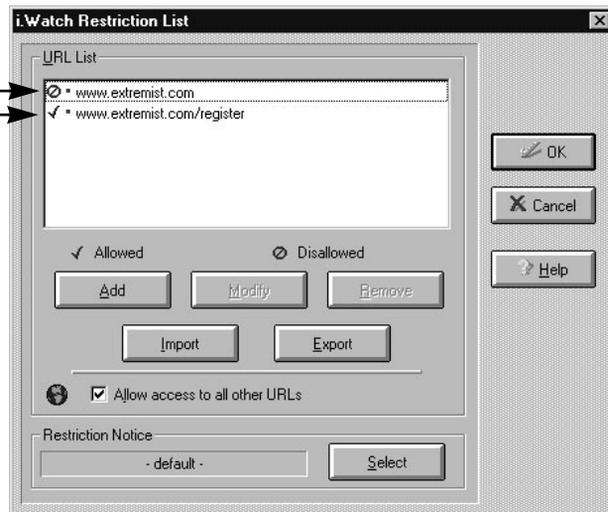
Examples:

- You want to disallow access to the partisan politics site *www.extremist.com*, but permit access to its page *www.extremist.com/register*, where you can register to vote over the Internet.
- You want to allow access to *www.todaysnews.com*, but disallow access to *www.todaysnews.com/violentcrimes*.

You can do this by entering two URLs in the i.Watch list, one for the site's home page, the other for the subsidiary page you want to make exempt. Give the two URLs different allowed/disallowed settings.

This entire Web site is disallowed...

...except for this subsidiary page.



For instructions on adding URLs, see “Building your i.Watch list” on page 35.

Setting up an i.Watch restriction notice_____

When an i.Share client tries to access a Web page disallowed by i.Watch, a restriction notice appears in his browser screen. i.Share provides four versions of a notice that you can use, shown in the next section. You can also select a notice of your own composition.

The i.Watch notices supplied by i.Share

The i.Watch restriction notices supplied by i.Share are listed below with their complete text. You can view a notice in your browser by choosing File, Open from your browser's pull-down menu, then selecting the notice's filename as listed below. The notices are stored in the i.Share server's directory.

Note... The default i.Watch notice can't be viewed in this way. To view the default notice, you must test it by trying to access a restricted site.

For instructions on selecting an i.Watch restriction notice, see page 40.

Default i.Watch notice

"Access Denied by i.Watch. Please contact your network administrator for access to this site."

Note... This notice is used unless you specify another.

Access Denied Contact Administrator.htm

"Access Denied by i.Watch. Please contact your Network Administrator to access this site."

A link to Artisoft's home page is provided.

Access Denied Contact Mom.htm

"Access Denied - You are not allowed to view this site. Please contact your Mom if you really need to access this site."

A link to Artisoft's home page is provided.

Access Denied Contact Dad.htm

"Access Denied - You are not allowed to view this site. Please contact your Dad if you really need to access this site."

A link to Artisoft's home page is provided.

Composing your own restriction notice

Because the restriction notice will appear in a browser screen, it must be an HTML document. You can create an HTML document with Web page authoring software such as Microsoft Front Page™.

The HTML document you create for your i.Watch restriction notice can't have any links to files outside the document itself. It can, however, have links to other pages on the Web.

Elements you can't include

- Graphics
- Background images
- Any other element that references another source file

Elements you can include

- Fonts of any size or color supported by your Web page authoring software
- Links to other Web pages
- Tables
- Horizontal rules (paragraph style HR)
- Background color (as opposed to a background image)

Selecting an i.Watch restriction notice

1. Click the Security tab.
2. Click i.Watch.
3. In the Restriction Notice area, click Modify. The Change Restriction Notice window appears.
4. To use the default restriction notice supplied by i.Share, click Use Default Notice. See page 39 for the text of the default notice.

To use another HTML document as your restriction notice, click Specify File Containing Notice, then click Browse and select the HTML document you want to use. See page 39 for the other restriction notices supplied with i.Share.

5. Click OK twice to return to the Security tab.

TROUBLESHOOTING

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If you don't find the solution to your problem in this chapter, refer to "Where to go for technical support" on page 5.

Dial-up connection problems ---

Important... The i.Share client and server computers must be running the same version of i.Share for a connection to be made. An i.Share 2.0 component can't connect to an i.Share 1.0 component, or the LANtastic Internet Gateway component that's included with LANtastic 7.0.

If you have any trouble with a connection from the i.Share client to the server, or from the server to your Internet Service Provider, follow these steps:

1. If you're using a Dial-Up Internet Service Provider, go to the i.Share server computer and open the Windows 95 Dial-Up Networking program. (Click Start, Programs, Dial-Up Networking.)
2. Make sure that Dial-Up Networking is configured correctly for the i.Share server, and that your password is saved, as specified in "Before you install i.Share on your server" on page 8.
3. Manually make a dial-up connection to your Internet Service Provider. Check to ensure that the dial-up connection was successful. (If not, you may have a problem with your modem or phone line.)
4. Go to the i.Share client and select the Internet resource associated with the application running on the server.

Your application should now run successfully. If it doesn't, you may have a configuration problem on the client, or your application may be incompatible with i.Share's Winsock 1.1 support.

If an Internet application terminates on a server ---

If an Internet application being run on an i.Share server computer terminates unexpectedly, it's usually because the application wasn't coordinated with i.Share's use of the Internet connection.

For instructions on coordinating use of an Internet connection, see "Running an Internet application on the server" on page 18.

General system problems ---

First try closing and restarting the application. If the problem persists:

1. Exit all Internet applications on the client computer.
2. Press Ctrl+Alt+Del, click the i.Share task, then click End Task.

The i.Share task will be listed as ishare32, ishare16, or ishare connection manager.

3. For Windows 3.x, restart Windows.
4. Restart an Internet application and reselect an i.Share server and resource.

If you still have problems, try restarting the i.Share client and i.Share server computers.

Application problems ---

The session between the i.Share client computer and the i.Share server no longer exists. This could occur because of a lost network connection, because the server was stopped and restarted while users were still logged in, or because your client computer was disconnected by a user at the server computer.

1. Exit all Internet applications on the i.Share client computer.
2. Open the i.Share client program by double-clicking its icon in Control Panel.
3. Manually select an available server and resource.

This forces the client computer to reconnect to the i.Share server.

Audio problems ---

If you are running the RealAudio Player™ software to play live sound from the Internet, and it's producing degraded sound, you might have to set the RealAudio Player to use the TCP protocol with a maximum bandwidth of 14.4 modem speed.

To change these settings:

1. Start the RealAudio Player without a sound file playing. On some PC systems you can do this by starting the RealAudio Player from the Start button on the taskbar. On others (for instance, under Microsoft Explorer) you must start the RealAudio Player by starting a sound file, then stop the sound file with the Stop button or wait for the file to finish.
2. From the View menu, select Preferences.
3. Click the Network tab.
4. In the Receive Audio Via field, click TCP.
5. From the Bandwidth drop-down list, select 14.4 Modem.
6. Click OK.
7. Close the RealAudio Player.

Note... Applications that use the UDP protocol rather than TCP (such as some Voice Internet Chat or some NFS programs) may have problems functioning with i.Share. If an application of this kind has problems, check to see if it has an option to switch to TCP protocol, as does the RealAudio Player described above. If it does, select the TCP option.

GLOSSARY

AutoConnect: The i.Share client program's ability to automatically connect to a server and resource whenever an Internet application is started, without the user needing to answer any i.Share prompts.

Internet application: Any software program that accesses the Internet, such as a Web browser or an e-mail program.

i.Share client: A computer running the i.Share client program. An i.Share client computer doesn't have an Internet connection itself, but accesses the Internet by sharing the Internet connection on an i.Share server computer.

i.Share server: A computer running the i.Share server program. An i.Share server computer has an Internet connection that it shares among i.Share client computers on the network.

i.Watch: The i.Share server feature that lets you restrict World Wide Web pages from being accessed by i.Share clients.

Resource: Any connection that's being shared by an i.Share server. A resource can be a connection to the Internet, either direct or dial-up, or a connection to a corporate intranet. An i.Share server can have more than one resource available.

Session: An open Internet application on an i.Share client computer that's sharing a resource on an i.Share server computer. A client computer can have more than one session at a time, if more than one Internet application is running. Artisoft i.Share can support up to 32 simultaneous sessions on each resource.

TCP/IP: Transmission Control Protocol/Internet Protocol is a standard for communicating between computers on the Internet.

URL: Uniform Resource Locator. A URL is a Web page's full address, for example, <http://www.artisoft.com/ishare>.

Winsock: Winsock, short for Windows Sockets, is a set of standards developed by Microsoft. Programmers use it to create applications for TCP/IP. Winsock-compatible programs like the Internet Gateway only work on Windows computers.

Web page: The basic unit of the World Wide Web: what appears in a browser's screen at any one time. Each Web page has a unique URL (address).

Web site: A collection of web pages grouped by variations on a common address. A Web site consists of a home page and one or more subsidiary Web pages.

World Wide Web: The Web is a network of computers using client/server architecture. The servers store files created using HyperText Markup Language (HTML). These files, called pages, contain links to text, applications, images, sounds and other pages. The client computers use a browser program, such as Netscape Navigator, to view pages and activate hyperlinks.

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