

# Internet Chameleon Version 4.11.3

NetManage, Inc.

3/15/95

*Internet Chameleon is a software package for Windows PCs that allows any user to easily navigate the Internet. The Automatic Internet application in Internet Chameleon automatically signs up a user for a new Internet user account and connects you to the Internet within 5 minutes. The application suite includes all the tools you need for exploring the vast resources of the Internet; including: **document browsing** (Gopher, WebSurfer), **file transfer** (FTP client and server), **personal communication** (Email, NEWTNews), **searching** (Archie), **terminal emulation** (Telnet), **diagnostics** (Ping, NEWT), **user information lookup** (Finger, WhoIs). A consistent graphical user interface makes each of these applications easy to use. Internet Chameleon is designed for mobile, home, or remote users who want dial-up access to the Internet through a modem.*

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Note: The Automatic Internet application was formerly called 'Instant Internet'. Any references in the documentation or on the registration servers to 'Instant Internet' apply to the application now called 'Automatic Internet'.

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Please read this document first before using Internet Chameleon. It contains important information not included in the user documentation. For easiest reading, maximize this window by clicking the Maximize button (Alt+Spacebar, X). You may also want to print it for future reference. This file contains the following sections:

1. New in This Version
2. Installation Instructions
3. Where to Begin
  - A. Signing up for a New Internet Access Account
  - B. Using an Existing Internet Account
4. Troubleshooting Tips
5. Exploring the Internet- What Now?
6. Other NetManage Products
7. How to Contact NetManage

## 1. New in This Version

Automatic Internet - an automatic account signup and configuration application  
WebSurfer - a World Wide Web browser  
Archie - a search tool for FTP sites  
Support for modem speeds up to 115.2K baud  
Support for ISDN high-speed connections  
More preconfigured scripts for Internet Service Providers

## 2. System Requirements

### Software:

Windows 3.1, running enhanced mode  
256 color video driver recommended for use with WebSurfer

### Hardware:

386 CPU or later  
RAM: 4MB

Disk space: 7MB  
1.44Mb disk drive  
Modem (14.4K baud or above recommended)

*Other:*

Credit Card for use with Automatic Internet

### **3. Where to Begin**     *(Please Read Before Starting)*

#### **Activate Your Software for Use**

Begin by selecting the Automatic Internet application to activate your software online through one of several Registration Servers. At this time, you may choose to sign up for a new Internet account, request an account and software demonstration free of charge, or configure your software for an existing account. Once your software has been activated, the remaining application icons will appear in the Internet Chameleon program group.

#### **Configure Your Software for Access to the Internet**

Internet Chameleon requires an Internet access account to connect to the Internet. You may choose to sign up for a new Internet account, request a demonstration account, or configure your software for an existing account.

#### **Signup for a New Internet Access Account or Demonstration Account**

*(See Section 3A.)*

If you do not have an access account yet, click on the **Automatic Internet** icon to sign up online with one of five national Internet access providers. You must have a credit card to use Automatic Internet. The signup process should take about five minutes. Your software will be automatically configured for connection.

#### **Use an Existing Internet Access Account**     *(See Section 3B.)*

**Or** if you want to configure the software for use with an **existing Internet account** register through the NetManage registration server in Automatic Internet.

#### **Connect to the Internet**

Open Custom and verify your access number in the Dial item under the Setup menu. Select **Connect** from the menu. After connecting, minimize the Custom window and you can now use any of the applications to start exploring the Internet. Enjoy!

#### **Backing Up Your Files**

Regularly backup your \windows\win.ini, \netmanage\slip.ini, and all the .cfg files in the \netmanag directory.

### **A .Signing up for a New Internet Account**

Each folder tab in Automatic Internet represents a different registration server. Choose the tab for the provider that you would like to sign up with. (NetManage is not a provider.) Select the More Info button for each provider to see their contact, service, and pricing information. Call the provider directly if you have questions about local access availability and pricing.

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**INTERNATIONAL USERS NOTE:** The current selection of providers offer United States and Canadian service only. If you are an international user, you should use the Custom application to configure your software for an existing account.

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Once you have decided on signing up with a specific provider, select the Signup button to register. Fill in the registration form completely. Depending on the provider, there may be more than one form. If you need to add a prefix or suffix to the registration phone number, choose the Phone List button. Verify the Com Port setting for your modem before sending your registration information. A credit card number is necessary to authorize the transaction.

Hit the Send button. Your registration information will be sent to the server at 2400 baud. Up-to-date pricing on the price of the account and the price that you will be charged for the Internet Chameleon software will be presented at the beginning of the online registration process. You will have the option of cancelling. Some providers will offer free trial periods. In this case, the provider will give you a demo serial number that is time-limited. Once the time has expired on your demo account, you must use Automatic Internet again to sign up for a permanent account. Demos are limited to one per person. Select OK to continue with the registration process. Automatic Internet will sign you up for an account and configure your PC for an Internet connection.

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**NOTE: All communication with the registration server is over a secure phone line, not the Internet. Your credit card will not be charged unless you explicitly sign up for a regular (non-demonstration) account and license. You will be given an opportunity to cancel the transaction after dialing into a registration server and before continuing with the signup process. Your credit card information will not be passed to the provider's server unless you agree to continue after receiving the initial pricing message.**

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Once registration is complete, Automatic Internet will create icons for each Internet Chameleon application in the program group. Open the Custom application and verify that your Dial, Port, and Modem settings in the Settings menu are correct for the interface(s) created by your Provider. The interface(s) shows up as line items on the bottom of the Custom window. If you are using an ISDN connection, you will also need to set the Hardware setting. You only need to verify these settings once.

Select Connect. Once the menu changes to "disconnect", the login process is complete. Minimize Custom and begin using the applications.

## **B. Using an Existing Internet Account**

If you have an existing dial-up account with an Internet service provider, begin by selecting the Automatic Internet application and choose the NetManage registration folder tab.

Fill out the two registration forms completely. Your provider should have given you information needed to fill out the second registration form when you signed up for an account.

*Provider identification number:* A unique number for each provider assigned by NetManage. If your provider does not have one, leave this blank.

*User account name and password:* Uniquely assigned to you by your provider. Your account name and password allows you to access the Internet through your provider.

*Your IP address:* A unique number assigned to you by your provider. If your provider uses dynamic IP assignment (e.g. you get a different IP address assigned to you each time you connect), fill this field in with '1.1.1.1' for SLIP/CSLIP accounts or '0.0.0.0' for PPP/ISDN accounts.

*Mail account name and password:* Uniquely assigned to you by your provider. Your mail account name and password allows you to send mail through the Internet.

*Type of account:* Choose from one of the following: PPP, SLIP, CSLIP, ISDN. Your provider will notify you of your account type.

Once you have finished filling out the form(s) completely, hit the Send button. A confirmation notice will appear that states the price that you will be charged for the Internet Chameleon software. You will have the option of selecting a 30 day no-charge demonstration period or activating the software permanently for a fee. Demos are limited to one per person. Select "configuration only" and click OK to continue with the registration process. Automatic Internet will configure your PC for an Internet connection and create icons for each Internet Chameleon application in the program group.

You may receive a message that your provider has not filed a configuration for their service with NetManage. In this case, you will need to open Custom and complete the configuration. Do this by filling in the domain name and dial (access phone number) in the Setup menu, and the domain name server in the Services menu. Do a Save in the File menu, exit Custom and restart Windows. Reopen the Custom application and select Connect. Minimize Custom and begin using the applications. If the login process does not complete, you may need to alter your script in /netmanag/slip.ini to properly login to your provider.

Follow the instructions in the manual to set up your mail gateway, mail server, (NNTP) news server and connection script.

Select Connect. Once the menu changes to "disconnect", the login process is complete. Minimize Custom and begin using the applications.

## 4. Troubleshooting Tips

### **Clicking on the Automatic Internet Traffic Lights Doesn't Do Anything**

In the registration folder tab, the traffic light and computer pictures are there to indicate the status of your registration with the provider. Clicking on them has no action. The Automatic

### **Internet Registration Phone Number Won't Work**

Do you need to place a prefix or suffix in the phone number to dial out? Select the Phone List button on the bottom of the folder tab and change the active phone number. Try sending again.

### **My Modem Connects in Automatic Internet, but Times Out**

Make sure your modem allows you to operate at 2400 baud. If not, check your initialization string.

### **My Modem Does Not Initialize or Dial in Automatic Internet**

Is your modem on? Check your com port settings by selecting the Advanced button on the bottom of the folder tab. Try sending again.

Normally the default initialization string under the Advanced button, Modem setting works fine. However, there may be some situations where you need to change it. If you experience modem-related problems, such as failing to initialize or dial, or lots of dropped packets after a successful login, follow the guidelines below.

- Make sure you can dial the same phone number using Windows Terminal. Unlike sophisticated

communication packages which can talk to your modem hardware directly, we go through Windows to dial and rely on it to access your modem. Terminal's defaults (under Settings|Communications) are usually the same as ours, except for Flow Control (change that to Hardware when you test in Terminal since that is what Custom uses). If Terminal cannot dial out the same port to the same number, with the same settings, then it is an issue with Windows addressing your modem.

- If Terminal dials okay, write down the initialization string from Settings|Modem Commands, exit Terminal and go back to the Automatic Internet's Advanced button, Modem setting. Make sure it is set to the same port as Terminal was. If it still does not dial, go to Automatic Internet and try the init string from Terminal. If that does not work, try resetting the modem to its factory defaults. (Other software may have left your modem in a non-default state.) **Refer to your modem's documentation or contact the manufacturer for its specific reset string.** It will usually be one of the following:

AT&F	AT&F1	ATZ
AT&F0	AT&F2	ATZ^M

You can follow the reset string with any other modem commands necessary, or insert it at the front of our default string in place of the plain "AT" (replace AT with your reset string and continue with "Q0V1E0M1" etc.). Note that it may be helpful in some cases, especially with internal modems, to reboot the computer so that the modem is physically reset as well. With an external modem of course, you can just turn it off and on.

**Below is a list of specific brands, models and initialization strings, compiled from user reports, that have solved specific problems:**

<u>Brand &amp; Model</u>	<u>String</u>
Boca 14.4	AT&FS95=0
Boca 28.8 v34 datafax	AT&F ATS0=0 Q0 V1 &Q0 &K4
Boca M144iw internal	ATQ0V1E0M1L0&Q6N0S37=11
GVC 9600	ATQ0V1E0M1X0
Intel 14.4 external	ATQ0V1E0M1&C1&D2
Intel 14.4 internal	ATQ0V1E0M1&C1&D2 or ATQ0V1E0M1\V2\Q3
Megahertz 14.4 PCMCIA Gold Series Fax Modem w/ XJACK, model #XJ2144	AT&F&C1&D2&Q&K&S1W2S95=%C\g or AT\N3%C1
Megahertz PCMCIA (general)	AT&F&C1&D2X4E0V1
Practical Peripherals 14.4 FXSA ext	AT&FS0=0 E1MOQ0V1X4 &C1&D2&K3
Practical Peripherals PM14400FXMT	ATW1Q0V1E0M1&Q6&K7
Supra-Fax 14.4 v32bis int	ATQ0V1E0M1&C1&D2 (may need Carrier Detect off under
Setup Port)	
Telebit	AT&FE0X4&C1&D2S58=2S59=15 (and blank out the Tx and Rx fields)
US Robotics 14.4 int	ATQ0V1E0M1&H1
US Robotics 28.8	ATFCD2 or ATQ0V1E0M1N8A3 or ATZ^M
Zoom 14.4	&Q5S48=7S36=7%C1S37=9S0
Zoom 14.4 internal fax modem	ATS37=11W1&C1&D2&K3
Zoom 14.4 PC Faxmodem	ATQV1E0M1L0X3
Zoom 14,400 Fax Modem v32bis	ATE0Q0S0=0V1X4&C1&D2
Zoom VFX modem	add "S95=1" or "S95=35" or "S95=0" to end of default

**Special Note for IBM Advantis accounts:** IBM has a detailed list of recommended initialization strings for connecting to their service. Contact IBM Advantis or NetManage Tech Support for more information.

**Which Interface do I Choose in Custom?**

Each interface shows up as a line item in the bottom of the Custom window. During the Automatic Internet new account signup process, some providers may create multiple interfaces in Custom to allow you to choose from a number of dial-up access numbers. Check the Dial value in the Settings Menu for the access number. If you do not see a number local to you, call your provider to see if they have recently added one.

**Configuring Multiple Accounts in Automatic Internet**

More than one account can be created by signing up through Automatic Internet multiple times.

Be sure to select the correct account interface at the bottom of the Custom window before connecting. If your software is already activated permanently, you will not be charged for software a second time. **WARNING:** Creating a second account from a new provider will overwrite the domain name server, POP server, NNTP News Server, and World Wide Web default home page.

#### **Custom: The Access Phone Number in my Internet Connection Interface Doesn't Work**

Do you need to place a prefix or suffix in the phone number to dial out? To replace the dial-up access phone number or add a prefix/suffix, go into the Custom application and select the Dial item in the Setup menu. Modify the number and select OK. Save the configuration in Custom's File menu and restart Windows.

#### **Modem dials in Custom but never connects.**

The modem may not be set to display standard result codes, such as the word "CONNECT" followed by the baud rate. Custom looks for the word "CONNECT" to signal it to start the login script. For Zoom modems, "S95=1" in the initialization string will generally force the "CONNECT" message. Find your modem's command to enable only the basic result codes (not extended), and add it to the initialization string.

Try adding commands to the init string to set your modem's normal Carrier Detect and Data Terminal Ready operations. Usually for Hayes and compatible modems the commands are "&C1" and "&D2" respectively.

#### **LAP-M error message**

This is an extended result code that needs to be disabled. Try adding "S95=1" or "S95=35" or "S95=0" to the end of the initialization string. These have worked for most Hayes and Zoom modems we have encountered.

#### **Connects and appears to log-in, but the other applications don't work.**

Test with Ping on "Continuous" (under Settings|Preferences). Ping allows you to validate that you are successfully able to communicate with other machines. Ping sends a brief message to another host, and a reply will echo back if you are able to reach that machine. It is best to test this by going to your provider's primary name server address. Note the percentage of lost packets along the bottom status bar.

If no packets are received you probably do not have a successful login. Review your login script, especially if your provider is not listed in Instant Internet. Refer to the manual (if you have one), or contact your provider or NetManage Tech Support for more information on dialup scripting.

If some packets come through but many are being dropped, try adding a command to the initialization string to enable your modem's own Hardware Flow Control. Usually for Hayes and compatible modems the command is "&H1".

If the pings by address come in steady, check to make sure your interface in Custom matches the type of account. A SLIP interface will not work properly to a CSLIP account or vice versa. In cases like this the login and pings by address will often work but not much else.

#### **Modifying Your Internet Interfaces Through Custom**

If you need to change any of the setup values for your interface, be sure to save the configuration in Custom and restart Windows before trying to connect.

### **Testing your Network Connection**

Ping allows you to validate that you are successfully able to communicate with other machines. Ping sends a brief message to another host, and a reply will echo back if you are able to reach that machine. A good test would be to ping the domain server IP address given you by your administrator, for example, 192.103.63.100, or try pinging your mail server name, for example, p-o.ans.net. You can also ping other hosts by either their IP addresses or by name. Note that in order to ping machines by name, you must have input a correct value for at least one Domain Name Server in Custom. The Domain Name Server translates domain names to actual IP addresses. If you try to ping a site by name and your Domain Name Server is not set up correctly, you will receive an error, "Failed to resolve host."

### **Clearing Your WebSurfer Cache to Save Hard Disk Space**

When using a cache, WebSurfer will save all documents that you have seen on your hard disk. This allows WebSurfer to bring up the document faster. **WARNING:** Be sure to clear unwanted documents from your cache from time to time in order to save your hard disk space. These files are found in your \netmanag\websurf subdirectory.

### **256 Color for WebSurfer**

The WebSurfer application in Internet Chameleon uses graphic display software to show the graphics on home pages. This software has been optimized to display colors as accurately as possible. To take full advantage of your color display, be sure to load your 256 color video driver for your monitor. Because the software does not map colors to the "closest available color" you may see a speckled look to graphics on 16 color computers. This mapping gives you the closest approximation of any color possible and is especially helpful on photographs.

### **Interrupting the Retrieval of a Page in WebSurfer**

If you wish to stop the retrieval of a page, go to the Connection Status dialog from the Retrieval menu and cancel the appropriate entries. You may wish to do this if the retrieval is taking too long.

### **Viewers for WebSurfer**

In order to take advantage of the multimedia items in the World Wide Web, you will need to load the appropriate viewers for your computer. For example, to play sound files, you will need a sound player. To see GIF files, you will need a GIF viewer. If you do not have multimedia viewers, you can download free viewers from the Internet. Locations of viewers on the Internet can be found in our NetManage home page [www.netmanage.com](http://www.netmanage.com). Select the Product Info button and go to "answers to common questions" under the Internet Chameleon heading. Select "viewers". After downloading the viewers, remember to associate the viewer with the corresponding file extensions in Window's File Manager.

### **Edit HTML in WebSurfer**

This feature displays HTML source code for the active page. You may change the default editor you use for viewing the HTML by going to Settings menu, Preferences item and choosing the correct Helper application file name for your HTML editor.

### **Subscribing to Newsgroups**

When you list all the newsgroups in subscribing, bear in mind that it will download over 6000 newsgroups. It may take several minutes. Please be patient.

### **My Mail Application Won't Work**

Did you reboot your computer after creating an Internet connection through Automatic Internet?

### **Adding Text to Toolbar Icons**

Want easier to understand toolbar icons? Use Smart Buttons to see larger icons and text. Just check the Smart Buttons item under the Settings menu.

### **Archie Isn't Returning Anything**

Open the Log windows from within the Preferences menu to see what is happening. The Archie server may have a high traffic flow. Try searching on another server. Try setting the maximum number of hits in the Preferences menu to a lower number.

## **5. Exploring the Internet- What Now?**

The Internet is actually a group of many networks linked together. The applications in Internet Chameleon allow you to access the information on each type of network.

Use the WebSurfer application to go to the NetManage Home Page *www.netmanage.com* and jump from there to the rest of the World Wide Web. Just double-click on the "Jump Points" button to get a comprehensive listing of great places to go.

Use the Gopher application to explore "All the Gopher Servers in the World" by double-clicking on "Bookmarks" and then "Other Gopher and Information Services." As you find interesting sites, be sure to save them as a bookmark so that you can jump back to them easily.

A great list of Gopher sites by subject and location is available from the USC host *cwis.usc.edu* in the *Other Gophers and Information Resources* directory.

Send an electronic mail message to a friend and attach a picture of yourself using MIME attachments. Send NetManage an email at *marketing@netmanage.com* to tell us how you like Internet Chameleon.

Subscribe to one of thousands of mailing lists such as an Internet Marketing list by sending a message to *listproc@inet.net* and include as the text of your message "SUBSCRIBE INET-MARKETING <Your full name here> OF <Your company name here>".

Create your own personal email signature that is attached to the bottom of every new message. Select the Signature item in the Settings menu in the Mail application. Common signatures range from 1 to 5 lines and include addresses, favorite quotes, and funny faces.

Use the NEWTNews application to read *news.announce.newusers* for introductory information on how to use newsgroups. Subscribe to *alt.chameleon* for news on NetManage.

Download documents covering Internet basics by logging onto the *nic.merit.edu* site as "anonymous" user using your email address as a password and go to the directory introducing the internet.

Read one of the many popular Internet guidebooks to get acquainted with the structure of the Internet and for listings of places to explore.



*If you experience other difficulties getting connected, please refer to your user's manual and check with your Internet Access Provider's technical support.*

*Enjoy your Internet Chameleon.*

## **6. Other NetManage Products**

Internet Chameleon is a package intended for dial-up use only, using either the SLIP, CSLIP, PPP or ISDN protocols. NetManage's flagship product, Chameleon TCP/IP for Windows, has the additional capability of running TCP/IP over Ethernet, Token Ring, or FDDI LANs -- creating your organization's own TCP/IP network. It also includes TN3270 and TN5250 emulation, Visual Script Editor and Visual Script Player applications, a front end to PROFS/Office Vision electronic mail, LPR/LPD support for printer sharing, and a Domain Name Server. ChameleonNFS includes all the functionality of Chameleon, plus a complete implementation of NFS client and server.

Other products from NetManage include Chameleon32 and Chameleon32NFS for Windows NT, X server products ChameleonX and ChameleonNFSX for Windows PCs, Software Developers Kits for developing WinSock and ONC RPC client/server applications, NEWTWatch -- a new Desktop Management and Packet Trace application suite for system administrators, and Ecco -- the leading personal information manager.

## **7. How to Contact NetManage**

To obtain information about other NetManage products, or be placed on NetManage's mailing list for upgrade and new product information please contact NetManage at the following address and specify that you are a user of Internet Chameleon.

NetManage, Inc.  
10725 N. De Anza Blvd.  
Cupertino, CA 95014  
(408) 973-7171 phone  
(408) 257-6405 fax

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Germany	+49 (0)8165/923428
Israel	+072 (0)4-550234
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Sales:	<a href="mailto:sales@netmanage.com">sales@netmanage.com</a>
Support:	<a href="mailto:support@netmanage.com">support@netmanage.com</a>
Product feedback:	<a href="mailto:marketing@netmanage.com">marketing@netmanage.com</a>
World Wide Web:	<a href="http://www.netmanage.com">http://www.netmanage.com</a>
Newsgroup:	<a href="mailto:alt.chameleon">alt.chameleon</a>