A Fresh Newsgroup List

Each time News is collected, Turnpike also collects a list of any new newsgroups that have become available at the news server(s) selected, since you last collected News. These newsgroups are then added to the list of available newsgroups stored on your machine.

All this happens automatically, you don't need to do anything.

If you start collecting your news from a different news server, ensure that you load a fresh list. This is because not all news servers carry the same range of newsgroups. You may wish to do this from time to time even if you do not change your news server.

To request a fresh list of newsgroups to be downloaded check the option to **Update newsgroup list at next connection** in the **Configure News Server** dialog.

The next time News is collected, Turnpike will pick up a complete list of newsgroups. When this has been done this option will be unchecked. The list won't be picked up again until you check the option again.

The complete list may take some time to download.

Wait for the load to finish. If the list is not fully downloaded and filed, Turnpike will continue to try to download this list each time News is collected until it succeeds. Only then will the **Update newsgroup list** option be cleared.

Related Topics
Configure News Server dialog

Abandoning a Telnet output

If you want to stop any further output being sent to your machine, try pressing F4. This sends the Telnet 'Abort output' command to the remote computer.

Some systems ignore this command.

Related Topics
Introduction to telnet
keyboard layout.

Abandoning a Telnet command

If you've started an action at the remote computer by mistake and you don't know how to stop it, try pressing F3. This sends the Telnet 'Interrupt Process' command to the remote computer, which should have the desired effect - though some systems ignore this command.

Related Topics
Introduction to telnet
keyboard layout.

Access Provider dialog

This dialog is called by selecting **Service Access** from the **Configure** menu.

This dialog is used to set which Access Provider you are currently using and the details of your access to the Internet using that Access Provider.

Connection	The name of your Access Provider
Hostname	See Host Configuration dialog
Login Password	The password used when contacting your Access Provider
DNS Address 1 and 2	The Domain Name Servers you will be using

The information in this dialog is set from the '**script**' installed for your Access Provider and from the answers you gave when your Access Provider was first recorded. This dialog enables you to confirm the settings made and when necessary to change them. *If you are in any doubt about any setting, you should contact your Access Provider.*

⚠ **It should not be necessary to change any of the information given in this dialog.**

Alter
1. Click the **Alter** button, the **Internet Access Provider** dialog appears.
2. Click the down arrow and select the Access Provider you want to use.
3. Click **OK**.
4. Click **OK** again.

New
When you click this button, the **Internet Access Provider** dialog appears this time with a **More** button. You can use this dialog to reinstall your existing Access Provider e.g. the details of your account with this Access Provider have changed or to install a **New** Access Provider.

Click **here** if the Access Provider you want to use is not listed.

· **To install a new Access Provider**:
1. Click the **New** button on the **Access Provider** dialog.
2. Click the **More** button on the **Internet Access Provider** dialog.
3. Select one or more Access Providers from the **Select Access Provider** dialog.
4. Click the **Continue** button to return to the **Internet Access Provider** dialog.
5 Click the down arrow and select one of the new access providers you have added.
6. Click the **OK** button and work through the sequence of questions about your account.
7 If you want to exit from these questions press the Esc key

Related Topics
Going On-line
Installing a new access provider script

Adding new users

Before someone can sign-on and use Turnpike, they first need to be allocated their own 'seat' on the system (principally so that their mail is correctly delivered to them). The person who installs Turnpike is automatically allocated seat number 001 and given the administrative power to allocate the other seats that are available on the system. **New users are allocated to seats from the main Turnpike program**.

For further information, read the section on Allocating users to seats in the Set-Up book.

Address

The multipart name (such as **turnpike.com** or **demon.co.uk**) that gives the address of a computer on the Internet by identifying its position within the Internet's <u>Domains</u> structure.

Alert: Incorrect entry

Correct what you typed, then try again.

Alert: Invalid UK Post Code

Check the post code entered has the following form and is entered correctly:

- Start with either one or two letters, followed by one or two digits
- Then leave a space, followed by a single digit and two letters

If you don't know your postcode or you live abroad, <u>click here</u>.

Alert: Abandon Online Registration

If you really want to abandon Online Registration, click **Yes**.

If you want to review or change information you entered earlier, click **No**. You will then return to the first screen of this Online Registration Wizard, with the information you entered earlier all still there. You can then work through making any changes you need.

Alert: Credit Card Expiry Date

Only expiry dates from the current date to 10 years hence are accepted. Any other date entered is assumed to be an error.

Alert: Enter the Product Code

Enter the Product Code supplied with the CD from which you are installing.

Note

This slot must not be empty.

Alert: Phone Number Error

Phone numbers inside the UK should normally be given as a simple sequence of digits. You can include spaces, hyphens and parentheses if you wish. Do not use spaces in extension numbers.

Numbers outside the UK should be given in the standard 'International' form of a + then the country code, followed by the appropriate number.

Check that number entered is correct.

Alert: Phone number too short

To check the number, click the No button and make the necessary correction.

If you are sure the number is correct, click the Yes button and proceed.

For further help refer to <u>Connection Settings</u>

Alert: Set Logon Password

You must set a logon password, made up of at least 6 ASCII characters (no spaces).

Click here for advice on choosing a good password.

Anonymous FTP

This is a system whereby you can copy files from the public areas of certain computers' disks.

To access a computer's public area, you need to FTP to that computer, log-in as 'Anonymous' and give your email address as the password.

Archie

Archie is a system that enables you to search through indexes of the files available through Anonymous FTP. These indexes are amended month by month - and sometimes more frequently.

You give Archie either the main name of the item you are searching for or a word that's likely to be in the file's description. Archie then responds with a list of entries containing this main name, from which you then note the details of the file you want.

The main way to access Archie from Turnpike is to:
* _Telnet_ to a suitable (public) Archie client and log in as 'archie'.

The commands to give to find the information you want then depend on the Archie client you've selected. The initial 'Welcome' screen may contain instructions. If not, you may be able to see a list of the commands supported by this Archie client by typing **help [Return]**.

If you have WS_Archie v0.5 (the version supplied with DISWIN), you will need to upgrade this to the latest version to run it alongside Turnpike. You can download the new version by FTP from:

ftp://ftp.demon.co.uk/pub/mirrors/simtel/win3/winsock/wsarch_xx_.zip

Article Requests

When discussion threads are expanded, they frequently include entries shown only as [image]. These represent articles that form part of the discussion thread but aren't included in the current newsbase.

Similarly, where you've opted just to 'browse' a particular newsgroup, you will find the entries in the discussion threads marked [image] or
[image] to show that just the header of the article has been downloaded.

If you want to read either a missing article or one you currently only have the header of, you can ask for it to be downloaded the next time you go on-line - see ***Requesting a missing articles*** in Turnpike Help.

[Note]

You cannot change the list of article requests while news is being collected.

·   *To cancel requested articles*

If you change your mind about requesting an article, you are able to cancel requests one at a time in the Turnpike program.

If a large number of articles have been requested you are able to cancel all or some in Connect.

1. Select **News Collection** from the **Configure** menu
2. Click the **Requests** button in the **Configure Usenet News** dialog to display the **Edit Requested Articles list** dialog.
3. Select either the **System, User,** or **All** options
4. Click the down arrow and select a News Server from the list or accept the All Servers option. The requested articles will be listed in the main window
6. Use Shift click and Ctrl click to select the articles you want to remove
7. Click the **Remove** button.

To cancel all requests, click the **Remove all** button.
To reinstate all requests, click the **Restore all** button.

[Note]

Only those articles listed in this dialog will be removed or reinstated.

[image]

When requested articles are cancelled they are marked [image]. To request an article just click on the symbol as before. An attempt will then be made to retrieve the article the next time you go on-line.

Related Topics
Browsing a Newsgroup

'Are you there?'

Select this option to check that the remote computer you've logged into is responding.

If you don't get a reply it won't necessarily mean that the computer has 'died' as not all computers answer this question.

Quick keystroke: F2

Backing up your Turnpike files

As in any program, it is good practice to keep back-up copies of the following files:

From the Turnpike directory	**TURNPIKE.USR**
	CALLS.TPK
	The **.INI** files
	Any **.ACC** file that has been modified
	Any **.MDM** file that has been modified
From the Mail directory	**MSPOOL**
	MAILBASE
	ADDRBOOK
From the News directory	**NSPOOL**
	NEWSBASE

plus

the whole of each user's directory (these have names of the form USER*xxx*).

Tip

Other files don't need to be backed-up because they can, if necessary, be recovered either by reinstalling Turnpike or, in the case of the additional files in the News directory, by re-building the Newsbase.

Related Topics
Rebuilding the Mailbase etc
Merging databases
Moving Turnpike to another machine or system
File paths dialog

Bind error, address in use

If Connect crashes whilst you are online, you may find that the next time you connect you see the message "Bind error. Winsock ERROR: address already in use" and no email is delivered to you.

This usually occurs because previously Connect did not shut down cleanly and was therefore unable to inform the Winsock that it was no longer 'listening' for email. When you next start Connect, the Winsock thinks that an email server is already running and declines to start up another. Of course, if you are actually running another Email server, you should shut it down, as only one such device can be used at a time.

The fix is simply to restart Windows. This launches the winsock afresh, with no memory of previous listeners, and everything will work fine.

Browsing a Newsgroup

To browse a newsgroup is to download just the header of each article. This saves a considerable amount of disk space while still allowing you to see whether there is anything of interest to you. If you want to browse a newsgroup, in the **Newsgroup Subscriptions dialog** set the **Type** of the newsgroup to **Browse**.

COM ports

Most PCs are supplied with two COM or Serial ports, referred to internally as 'Com1', 'Com2' etc. You may have more. Typically one of these ports will have your mouse attached to it. Each port is associated with an IRQ and an I/O Address. Confirm your setup as follows:-

1. From the Windows 95 **Start** menu select **Control Panel**.
2. Double-click on **System**.
3. Select **Device Manager**.

Examine the properties of the COM ports listed and amend settings as required for your modem. Information may be given in the books supplied with your PC and any plug-in cards you've added.

· *You can plug your modem into any free serial port*

If you just have the standard two ports with your mouse fitted into one of them, plug your modem into the other port. Now identify which port is 'Com1' and which is 'Com2'. Look on the connectors on your PC they may be marked, if not then try each connector in turn until you are able to access your modem.

· *If you have fitted a 16550 (or similar) serial card*

Plug your modem into the serial port supplied on that card. This port will typically have been configured as Com3. You may need to connect your mouse to Com2.

Notes

If your PC has an internal modem ensure that there is no IRQ conflict with the mouse.

If your PC has a Com4, avoid connecting your modem to this port as it may cause interference with your video card.

If you are still in doubt, consult your hardware supplier.

Related Topics
Which modem to pick
Installing your modem

Call Costs Tariff file example

[Title]
ident=Friendly Phone Company

[Data]
ValidFrom=10/6/97
Days=1,2,3,4,5
ConCharge=200
MinCharge=455
Band=0;100
Band=28800;350;t * (((1 - min(1, s)) * 60) + (max(e, 60) - max(s, 60)))
Band=64800;100
CostFunction=t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

[Data]
ValidFrom=10/6/97
Days=6,7
Also=25/12,26/12
Moveable=GdFri,EMon,MayD,MBnk,ABnk

Band=0;90

Related Topics
Call costs: Tariff file format
Call costs:Tariff file calculations
Call costs

Call Costs: Colour Selection dialog

This dialog is called by selecting the **Colour** option from the **Call costs Options menu**. The dialog enables you to select the colour used for text and background in the call cost displays.

The Colour selection dialog offers both a palette of colours from which to pick and, on the right, a complete colour spectrum from which to select a 'custom' colour. If you want, you can add the colours you select from the colour spectrum to an additional palette of Custom colours.

To select a Custom Colour
1. Click on the colour you want in the spectrum.
2. Click on the sample bar to the right of the spectrum to set the colour luminosity. This is the amount of white/black you want in the colour.
3. Click the **Add to Custom Colors** button to add this custom colour to the Custom palette.

To replace an existing colour in the Custom palette, select the entry in the Custom palette before setting up the new colour. The 'old' colour will be replaced by the new one when you click the **Add to Custom Colors** button.

· *To set or change a Call cost colour*

1. Click **Options**.
2. Click **Colour**, the **Colour selection** dialog is displayed.
3. Click the down arrow in the selection box at the bottom of the dialog to select the text or background item you want to change. The current colour is shown in the Colour Solid box.
4. Select the new colour you want to use from the pallete or use a custom colour.
5. Confirm the colour you want is shown in the Colour Solid box.
6. Click **OK** to confirm.

ColourSolid box.
Text is only ever displayed using the 'Solid' part of the colour you select. So when setting the colour for text, be sure to check the 'Solid' part of the sample shown in the dialog because this is what will be used.

Related Topics
Call costs: Options menu
Call costs: Font

Call Costs Options menu: Font

Displays a Font dialog from which you can select the typeface and type size (and type style) used to display commands and responses on the <u>call costs</u> screen.

ⓘ   This option only sets the font used for **the call costs display**. The font used when printing is set through the Print font option in the File menu.

Call costs

Turnpike automatically logs the time, duration, destination and cost of calls made by each user of Connect.

Turnpike enables you to subtotal these records either on a regular basis, or at dates to correspond with your phone bill. You are able to keep detailed records for ever, choose to discard old records or amalgamate them into summaries. You are also able to print records and export them, for example to a spreadsheet program.

· *To access your record of calls and the various configuration options:-*

select **Call costs** from the **Function** menu;
or, click the **Call costs** button on the toolbar.

The main log screen opens showing a detailed view of the log. You can sort this log in a number of ways. You are also able to highlight records in the log to get an instant analysis of time and cost for a particular group of calls.

Turnpike estimates the cost of calls by applying information about telephone tariffs. The available tariffs include those for a number of phone companies and include standard discount packages such as BTs Friends and Family and Premier Line.

It is not essential to set the correct tariff before logging begins. Providing detailed records have not been deleted, you are able to apply a different tariff to all or part of the log at any time. You are also able to apply **what if** scenarios by changing the phone tariff and inspecting the new totals.

The logging system applies the correct rate for the time and day of the week. Even if a call spans more than one charge band It takes account of any minimum charge for each call.

The logging system does not include the VAT payable on telephone charges.

Turnpike are not experts on telephone tariffs. You are advised to use the information provided only as a general guide for your actual telephone bill. You should check that the calculations made are accurate enough for your needs. The precise moments at which calls are connected and terminated are not reported by modems, so Turnpike's records can differ slightly from the times logged by your telephone company.

The information in the tariff files has been compiled from public sources. They may not be complete, errors may have been made in transcription, the original data may have been incorrect or may now have been superseded. The tariffs used may not be applicable to your circumstances.

Note

Only users who have Connect admin permission can view the entire log and make changes to it.

Other users will only see a record of their own calls. Although they can make changes to this on screen, any alterations made, including importing a modified log will not be permanently recorded.

Related Topics
Call costs Menus

Call costs: Options menu: Colour

Displays a <u>Colour Selection dialog</u> from which you can select the colours used to display call cost text on your screen.

Call costs: export example

State	Date & time	Phone number	Duration	Cost	User	Carrier
completed	Tue 10 Jun 97 9:06	01234 123456	1:23:10	2.79	wombat	BT - Basic Rate

day	**10**
month	**6**
year	**1997**
hour	**9**
minute	**6**
second	**0**
phone	**01234 123456**
duration	1 hour 23 minutes 10 seconds - **4990**
cost	**279.44** pence
carrier	**BT - Basic Rate**
user	seat number of wombat - **3**
state	**completed**
summary?	No - so blank

Since it is not a summary record all other fields after state are blank and can be left out.

The record (with actual carriage returns marked CRLF) looks like this:

10, 6, 1997, 9, 6, 0, 01234 123456, 4990, 279, BT - Basic Rate, 3, completed CRLF

Related Topics
File menu: Export
Call costs
Call costs Menus

Call costs: Change Carrier

This option enables you to select a different carrier to associate with the existing selected record(s). You might wish to use this option to change the carrier set when you configured your Call costs.

ⓘ You will need Connect admin permission, to make a permanent change to the records.

Call Costs File menu: Close

Exits from Call costs.

Call costs: Configure Carriers

The **Associated carriers and connection** dialog displays the telephone carrier associated with each connection you have setup. This association determines the tariff Turnpike will use to cost your calls.

· *To change an association*

Select the connection and click **Alter Carrier**
Or, to change all connections to the same carrier, click **Alter All**.
Choose your new carrier from the list.

 If the carrier you want is not listed, click the **More** button to see a complete list of tariffs available for various carriers.

If you choose to associate a connection with the (free) option, only time on-line will be logged, not costs.

You are also able to change carriers from the Edit menu.

Related Topics
Call costs: Tariff file format
Call costs
Configuring Call costs

Call costs: Configure Delay

This option calls the **Configure Connection delay** dialog. This dialog enables you to set the time in seconds between the start of dialling and the point at which the remote machine answers the call. This may help to avoid logging a cost for calls that do not connect e.g. number engaged.

Note

This setting is ignored if you connect through a third-party dialler and winsock. There may be a delay between the time when the call is connected and when you click the **Connect now** button (which is when logging will begin). You can allow for this delay by adding an appropriate number of seconds in the box in the lower part of the dialog.

The phone number(s) you dial will be recorded as **other dialler** if you do not dial in through Connect.

Only users who have Connect admin permission can make permanent changes to the configuration settings or to the actual Call cost records.

Related Topics
Call costs
Call costs Menus
Configuring Call costs
Call costs: Configure menu

Call costs: Expiry

This option calls the **Expiry of call records to create summaries** dialog. Use this dialog to avoid keeping more detail than you need.

Turnpike can expire Call cost records. When expired, details of individual calls will no longer be available. Turnpike will maintain a summary of calls by Date, User, Carrier and Telephone number.

The choices for expiry are:
· Manually created summaries only i.e. no expiry of detailed records.
· Automatically summarises records.

Note

If you choose *automatic summaries*, options enable you set how many **individual records, days** or **months** Turnpike should keep in full. After this number has been reached, full details will no longer be available and will be automatically replaced by summaries.

· When you open the Call costs window, Turnpike will expire the records,

· If you choose *Automatically summarise records*, Turnpike will immediately replace detailed records with summaries for all records that have expired, according to the criteria you have set. If you do this by mistake, you can abandon the process by selecting **Revert** from the **Edit** menu at any time until you close the Call costs window.

· To compare detailed Call cost records with your telephone bill, ensure that any expiry set covers the billing period

🛈　　Only users who have Connect admin permission can make permanent changes to the configuration settings or to the actual Call cost records.

Related Topics
Call costs
Call costs Menus
Configuring Call costs
Call costs: Configure menu

Call costs: Subtotals

This option calls the **Configure subtotals** dialog. Use this dialog to set how subtotals are displayed in the **Call costs log**.

When you have configured Call Costs to display subtotals, these will be displayed highlighted by a coloured bar, when viewing the log in Detail mode.

The choices are
·   No automatic subtotals
·   Monthly subtotals
·   Subtotal at billing dates, as shown on your telephone bill

·   *Subtotal at billing dates*
   1. Enter the dates in the **New billing date** fields.
   2. Click the **Add** button to apply.

🛈 You will receive a warning if you attempt to <u>duplicate</u> a date already listed.

·   *To delete a billing date*
   1. Select the date in the right hand box
   2. Click the **Delete** button

🛈 Previous billing dates for which details have been summarised are shown greyed out. These dates will be automatically deleted when you delete the associated summary records.

Note

You are able to change the date to generate new subtotals at any time until you convert them to summaries. This will **freeze** your records. Subtotal dates prior to the summary date cannot be deleted or added.

🛈 Only users who have Connect admin permission can make permanent changes to the configuration settings or to the actual Call cost records.

Related Topics
Call costs
Call costs Menus
Configuring Call costs
Call costs: Configure menu

Call costs: Configure menu

Carriers
Subtotals
Expiry
[Delay.](Delay)

Only users who have Connect admin permission can make permanent changes to the configuration settings or to the actual Call cost records.

Related Topics
[Call costs](Call-costs)
[Call costs Menus](Call-costs-Menus)
[Configure Call Costs](Configure-Call-Costs)

Call costs: Copy

Copies the currently selected record(s) to the clipboard.

Call Costs Options menu: Date format

This dialog enables you to select the way dates and times are shown in the Call record log.

You are able to set:
·   The **Display order** for Date, Day and Time.
·   The **Date order** for Day, Month and   for Day, Month and Year.

Check boxes enable you to set whether or not to show Time, show Day, Months as text and to use a 24-hour clock.

The example slot at the bottom of the dialog will show the effect of any changes you make.

Related Topics
Call Costs: Options menu
Call Costs

Call costs: Delete

Deletes the selected record(s).

ⓘ You will need Connect admin <u>permission</u>, to make a permanent change to the records.

⚠️

 Once deleted, the records will be lost. However, providing you haven't closed the Call costs window, you can change your mind by selecting **Revert** from the **Edit** menu.

Call costs: Delete before

Deletes all call records before the selected date and time.

ⓘ You will need Connect admin permission, to make a permanent change to the records.

⚠

Once deleted, the records will be lost. However, providing you haven't closed the Call costs window, you can change your mind by selecting **Revert** from the **Edit** menu.

Call Costs: Detailed Log

This is screen is displayed when you select **Call Costs** from the main connect display.

The log comprises individual call records, with separate columns for:

State   Date & time   Phone number   Duration   Cost   User   Carrier

· To change the width of the columns
Drag the vertical bars between each of the column headings.

· To scroll through the records
Use the arrow keys and the mouse. Use PgUp and PgDn to move a screen full at a time. Use the
End key to go to the **last** entry and **Home** to go to the **first** entry in the list.

· To change the sort order
Either
Select **Sort** from the Call cost menu bar
Select the sort order you want to use
Or
Click a column heading.

Note

- A second click on the same heading   will reverse the sort order.
- When you sort by **User**, each user's records will appear in chronological order.
- **Time** and **Date** are separate commands.
- When you sort by **Time,** records are listed in duration order.
- When records are sorted by any category other than Date or time, the Date & time fields are used as a secondary key.
- The **phone number** will be recorded as 'other dialler' if you do not dial in through Connect.
- The status bar shows whether you are viewing the log in **Detail** or in **Summary**. To change the view, click the adjacent down arrow and select from the list.

· Instant analysis
For any group of selected records, the status bar shows the total time and cost of calls. Use shift click and cntrl click to select the records you want used.

Tip

You may find it easier to make your selection if you change the sort order of the log first. For example, to analyse the cost of just your longest calls click on the **Duration** heading before making your selection.

· Subtotals
If you have configured Call Costs to automatically display subtotals, these will be displayed, highlighted by a coloured bar, when viewing the log in Detail mode.

Related Topics
The log in Summary mode.
Call costs
Call costs Menus

Call costs: Edit menu

Revert

Copy

Select all
Invert selection

Summarize before
Delete
Delete before
Change carrier

Related Topics
Call costs
Call costs Menus

Call costs File menu: Export

This option enables you to export your complete log of call costs as a Comma Separated Value(CSV) data file.

When you select this option a file selector is displayed asking you where you want to save the file. You save the log as a **.txt** file. This can then be used typically to create a spreadsheet. The comma delimiting character will define the columns. Each record will be a row.

```
8,12,1997,10,55,0,other dialler,110128,0.0,(free),1,completed,,,,,
3,12,1997,12,46,51,other dialler,93550,0.0,(free),1,completed,,,,,
1,12,1997,16,46,1,other dialler,86736,0.0,(free),1,completed,,,,,
24,11,1997,17,27,0,other dialler,57195,0.0,(free),1,completed,,,,,
6,11,1997,9,42,11,other dialler,27252,0.0,(free),1,completed,,,,,
```

A typical .txt file is shown above. Entries are arranged one to a line.

An entry may be either,
·   an ordinary record representing a single call; as shown above;
·   or a summary record representing a number of calls made over a period of time.

A description of each item of information, separated by commas is given below.

·   *Details of each entry*

   Date of start of call (in an ordinary record) or **the end of the range of dates covered** (in a summary record).
   ·   1 ... 31
   ·   month 1 ... 12
   ·   year   1970 ... 2099

   Time of start of call (in an ordinary record).
   ·   hour   0 ... 23
   ·   minute   0 ... 59
   ·   second 0 ... 59

Phone number   as given in the Phone number column
Duration of call   seconds
Cost of call   pence (left blank if unknown)
Carrier   as given in the Carrier column
User   the Turnpike seat number of the user who made the call.

   Last recorded state of the call
   ·   Ok, dialed
   ·   Or, incomplete
   ·   Or, no charge. This is in an ordinary record only. Blank for summary records

   Whether this record is a summary record (written **summary**) or left blank.

   Start of range dates for a summary record (left blank for ordinary records).
   ·   1 ... 31
   ·   month 1 ... 12
   ·   year   1970 ... 2099

   Whether the recorded cost is,

an exact total, (written **exact**)
or a minimum, (written **minimum**), for summary records only, left blank for ordinary records.

Any further fields on a line are ignored. The space before or after any entry is ignored.

Note

Where any of these items is blank, the comma that separates it from the next piece of information must still appear. This will ensure that the remaining pieces of information are associated with the correct parts of the Call record. If the remaining entries are themselves all blank, the record can be finished with a carriage return: Turnpike will then automatically make the remaining items of the record blank.

Related Topics
Detailed example of an export file
Call costs
Call costs Menus

Call costs: File menu

Save changes
Import
Export.
Close

The following items are common to the main Connect File menu
Print
Print Preview
Print Setup...
Print Font

Related Topics
Call costs
Call costs Menus

Call Costs File menu: Import

Enables you to import suitably formatted data into your call cost log. See <u>export</u>. for details of the CSV format used.

ℹ️ If you do not have **Connect admin** permission, using this option will not make a permanent change to the records.

Call Costs: Invert Selection

Deselects the current selection of records, and instead, selects those that were not previously selected.

Call costs: Menus

When you launch Call costs, you will see the Log screen and the following items on the menu bar:

File
Edit
Configure
Sorting
Options
Window
Help

Tip

Click the right mouse button while in the Call costs window to select available menu options.

Related Topics
Call costs

Call costs: Options menu

The Options menu enables you to set how your PC displays information for the following:

Font
Colour
Date format

Related Topics
Call costs
Call costs Menus

Call Costs Reverse the sort order

If the current order is low to high (0...9 or A...Z) the list will be re-ordered as high to low, and vice-versa.

Call costs: Revert

Abandons any changes you have made in the current session, and any expiry done at the start of the session.

Call Costs File menu: Save changes

Saves any changes you make to your Call costs.configuration.

Call Costs: Select All

Selects all call records.

Call costs: Sorting

This menu enables you to sort the Call costs log by date, time, user, phone number, cost, <u>carrier</u>, duration of call or <u>state</u>. A further option enables you to <u>reverse the sort order</u>.

You can also change the sort order by clicking on the relevant column heading in the log itself. A second click on the same heading will reverse the primary sort order.

Related Topics

<u>Call costs</u>
<u>Call costs Menus</u>

State

The **state** of a call may be recorded as:

OK	The call was successfully dialed, connected and terminated.
no charge	No call charged for (e.g. the number was engaged or unobtainable).
dialed	The call was initiated, but it was not known if any connection was successfully made.
incomplete	The call was connected, but Turnpike was unable to recognise a normal termination of the call.

Call costs: Summarise before

Converts call records up to and including the selected date, from **detailed** to **summary** form.

ℹ️ You will need Connect admin <u>permission</u>, to make a permanent change to the records.

⚠️

Once converted, the detailed records will be lost. If you want to abandon the conversion, and you haven't closed the Call costs window, select **Revert** from the **Edit** menu.

Call Costs: Summary Log

The summary view of the Call Cost Log Screen condenses the database of individual call records into totals for each user, <u>carrier</u> and telephone number.

If Call Costs has been configured for <u>automatic subtotalling</u> separate summaries are displayed for the periods you have defined.

The status bar shows whether you are viewing the log in **<u>Detail</u>** or in **Summary view**. To change the view, click the adjacent down arrow and select from the list.

Related Topics
<u>The log in Detail view</u>
<u>Call costs</u>
<u>Call costs Menus</u>

Call costs: Tariff File format

The pricing information for a carrier is held in a tariff file (with a .CST extension) in the \turnpike directory. This is a text file in the format described below.

Tariff files are packed together in the tariff.tpk file and are extracted, as needed using the **Alter carrier** dialogue.

Turnpike provides tariff files for a range of telephone services.

You should not normally need to write your own .CST file. If you do find that you need to write your own tariff file, look at the existing tariff files first. These will provide a template you can use in conjunction with the information given below.

A tariff file consists of a [Title] section followed by one or more [Data] sections.

- **The [Title] section**
  contains an entry giving the name of the carrier and charging scheme, e.g. **Ident**=BT Friends & Family.

- **Each [Data] section**
  contains the information required to determine the cost of any part of a call after a given date and on given days of the week.

  A [Data] section must contain an entry giving the date on which the section becomes valid e.g. **ValidFrom**=10/6/1997, and an entry giving the days of the week on which the section applies Days=1,2,3,4,5.   where 1 = Monday, 2 = Tuesday, etc.

  A [Data] section may also contain an entry giving additional dates (such as fixed public holidays) on which the section applies regardless of the day of the week. For example, the following line indicates that a section is valid on Christmas day and boxing day.
  Also=25/12,26/12

  There may also be an entry to specify any moveable public holidays for which the section applies, e.g.
  Moveable=GdFri,EMon,MayD

  The recognized holidays are:
  GdFri   Good Friday
  EMon   Easter Monday
  Ascn   Ascension
  WtMon   Whit Monday
  MayD   May Day
  MBnk   May bank holiday (UK)
  ABnk   August bank holiday (UK, except Scotland)
  SABnk   August bank holiday (Scotland)

  There may be entries giving a minimum call charge and a per-call connection charge, in 1/100ths of a penny. e.g.
      MinCharge=300
      ConCharge=150

  Each day for which the [Data] section is valid is partitioned into time bands during which different tariffs apply. For each time band there should be an entry in the [Data] section giving the start time of the band in seconds since 00:00 and the tariff for the band in 1/100ths of a penny per minute, e.g.

Band=26600;100

A time band is assumed to end when the next band begins, or at the end of the day in the case of the final band.

Tip

You can allow for planned changes by having two or more DATA sections for one charge band, for example
Current charges (ValidFrom=1/1/1998)
Future changes (ValidFrom=1/4/1998)
The system will process these in date order. The order in which they are listed makes no difference but for clarity you are advised to list them in date order.

Related Topics
Typical tariff file.

Call costs:Tariff file calculations
Call costs

Call costs: Configure subtotals dialog: duplicate date

You cannot enter a date which is already in the list or which is before the date at which your detailed call records currently begin.

Calling up information by Telnet

1. Connect to your <u>Access Provider</u>.
2. Click the **Telnet** button.
3. Enter the address for the computer / service you want in the **Telnet to** slot of the dialog.
4. Set any special port that's required in the Port box of this dialog. If no port is specified, leave this set to Telnet.
5. Click the Connect button.

Turnpike will contact the computer/service you have selected, and negotiates which terminal emulation to use.

If one of the DEC emulation's is selected (VT52, VT100 etc.), Turnpike will also set the numeric keypad area of your keyboard to mimic the keypad on a DEC keyboard: see DEC / PC layouts.

The remote computer / service will then ask for a login name and, if appropriate, a password. The details to give here should be clear either from the information displayed by the service itself or from the listing of Internet services from which you found out about this service.

The application will now run at the remote computer. Read its sign-on message to determine how to call up instructions on how to use the service you've logged onto. If any of this information has already scrolled off the screen, press F9 to switch the screen into 'Session review' mode. You will then be able to scroll back over everything that has been displayed. Press F9 again to continue. If no such instructions are given, try typing **? [Return]**.

To finish the session, do whatever the application tells you to 'quit' the service you've called up and then select the **Close** option from the **File** menu.

When you want to telnet to a site you have visited before, pull down the list of addresses from the **Telnet to** slot of the dialog and select the address you want. Turnpike remembers previous addresses that you have used.

Related Topics
<u>Telnet keyboard options</u>
<u>Logging the Telnet session</u>
<u>Taking a snapshot of the screen</u>
<u>Terminal emulation</u>
<u>DEC / PC layouts</u>

Changing subscription information

When first subscribing to a newsgroup, Turnpike is initially set to:
·   Download articles from this newsgroup to your disk in full
·   Expire these articles from your disk after 3 days

Anyone with News Admin <u>permission</u> is able to change either of these details.

You are able to choose to download just the article headers.
You are also able to choose to have the articles from the newsgroup automatically marked 'to be kept'.
These articles will then only be removed from your disk after you have cancelled the 'Keep' marker on the article.

🛈   **These changes are made in the** main Turnpike program.

Collecting News

If there are any new articles that have been submitted to the newsgroups that you subscribe to when you go on-line, you will probably want to have these copied to your system. By default, this will happen as soon as you click the **Connect** button on the **Connect to Internet** dialog.

If you have **Connect Admin** permission, you are able to change the default.

· *To have new articles downloaded automatically*
   1. Click **Configure**
   2. Select **News** collection - the **Configure Usenet News** dialog appears
   3. Check the **Automatic** collection option.

· *To keep this action under your control*
   1. Click **Configure**
   2. Select **News** collection - the Configure Usenet News dialog dialog appears
   3. Leave the **Automatic** collection option **clear**
      To collect news click the **Start** button in the News collection area of the display. To see what is being downloaded, click **Window** in the menu and then select the **News Client**.

Note

   The number of articles to be downloaded won't necessarily match the number of new articles that appear to be read in your newsgroups.

ⓘ   If you want to see what is being downloaded click **Window** in the menu and then click **News Client**.

⚠️   If you close the main connect window while active the download will stop; however you may minimise it.

   Stay connected to your Access Provider at least until the message **News collection closed - filing continues** appears.

   Stay in the Connect program until the message **News completed**, *xxxx* **articles fetched and filed** message appears. If you do not stay in the connect program the list won't be filed correctly and will have to be collected again the next time you connect to your Access Provider.

   There's no need to wait for all news to be filed before you click the **Disconnect** button. **However you must wait for filing to be complete before you exit the Connect program.**

   When all the mail and news has been collected and you have completed any other on-line actions click on the **Disconnect button**.

Related Topics
Configure Usenet News dialog
Mail and News Service Indications

Collecting the list of newsgroups

Before you can subscribe to any of the Usenet newsgroups, you must collect a list of the newsgroups available from your Access Provider's news server.

Turnpike automatically collects this list the first time you use Turnpike to connect to your Access Provider. After that, any new newsgroups that become available at the news server are automatically added to your original list. Although the amended list will work, it is a good idea to collect a fresh copy of the list every so often.

· *To arrange for a fresh list to be downloaded the next time you collect news*
   1. Click **Configure**;
   2. Select **News collection** option - the **Configure Newsnet News** dialog appears;
   3. Check the **Update newsgroup list at next connection** option.

Although there are over 20000 newsgroups, it should be possible to collect the complete list in approximately 5 minutes. This may take longer if it is a particularly busy time. If it takes much longer than 5 minutes, check your machine setup.

Whatever is making collection of the list slow is likely to affect every transfer of information you make in the future. *Let Turnpike finish collecting the list before taking any action.*

· **Stay connected to your Access Provider** until the message **News collection closed - filing continues** appears.

· **Stay in the Connect program** until the message **News completed, xxxx articles fetched and filed** message appears. If you do not stay in the connect program the list won't be filed correctly and will have to be collected again the next time you connect to your Access Provider.

Related Topics
Enhancing the speed of collection
Updating the list of newsgroups
Browsing a newsgroup

Commands menu (in Telnet)

This menu enables you to select commands for the following standard facilities. Note that some of these commands are actually transmitted to the remote computer. Any action taken will depend on the remote computer.

Are you there?
Interrupt Process
Abort Output
Erase Line

Commands menu: Abort Output

This command option is the Telnet command for abandoning any further output from the current action.
Note: Response will depend on the remote computer you are connected to.
Quick keystroke: F4

Commands menu: Are you there?

Allows you to check whether the remote computer you are logged into is still responding. However, the lack of a reply won't necessarily mean that the computer has 'died' as not all computers answer this question.
Quick keystroke: F2

Commands menu: Erase Line

Deletes the current command line (where commands are being sent line-by-line).
Quick keystroke: Ctrl + <

Commands menu: Interrupt Process

Sends the Telnet command for halting the current action.

Response to this command is dependant on the remote computer

Quick keystroke: F3

Configure Call Costs

Your time on-line will be logged automatically without the need for you to take any special action. However, you should check the options in the Configure menu to ensure that the settings are correct for your system.

ⓘ Only users who have **Connect admin** permission can make permanent changes to these settings or to the actual Call cost records.

Choose the Carriers option from the Configure menu and ensure that the correct carrier is associated with each Connection you use. The carrier is set to BT basic rate (local) by default. If you need to change carrier, click one of the **Alter** buttons: if the carrier you want is not shown, click the **More** button to see the full list of tariffs. See also Format of the tariff files.

To set automatic dates for subtotalling e.g. to match the dates of your telephone bills, choose the Subtotals option.

The Expiry option enables you to set if and when detailed records should be deleted and replaced by summary information.

Improve the accuracy of your records by recording the Delay that occurs on your system, between the start of dialling and the point at which the remote machine answers the call.

Related Topics
Call costs
Call costs Menus
Configure menu
Format of the tariff files

Configure Email send and receive dialog

This dialog is called by selecting **Email Transfer** from the **Configuration** menu.

Data will be set for your initial mail account from the script installed for your Access Provider and from the answers you may have given when your Access Provider was first selected.

The Configure Email send and receive dialog enables you to confirm the settings made and when necessary to change them. The associated Configure POP3 Mail Collection dialog enables you to setup further POP3 mailboxes as you require.

If you are in any doubt about any setting, you should contact your Access Provider.

· *Sending email by SMTP*
   Mail gateway.   This is your current Access Provider's Mail <u>gateway</u>.
   This will change automatically if you select a different Access Provider.

   Send automatically. When this option is **checked**, any mail that is waiting in an out tray will be automatically sent after the time set, after you go on-line. If you want mail to be sent only when you prompt for it, this option should be clear.

· *Receiving Electronic Mail*
   Determined by the Access Provider you use, you may receive all your mail by SMTP or you may have one or more POP3 mailboxes from which you want mail to be collected. Your Access Provider will be able to advise you on whether to receive mail by SMTP or to use POP3 mailboxes.

   Receive automatically: If you want any mail that is waiting for you to be automatically collected whenever you go on-line, check this option. If you want mail to be collected only when you prompt for it, clear this option.

   SMTP, POP3. Select the type of mail service you use.

Note

Demon users should check either SMTP or POP3 but not both. When both are checked you are asking Demon to send two copies of messages. You will receive a message informing you that a message has already been sent.

   With SMTP collection enabled.
   When you enable SMTP and check the *Return Receipt to* option, a message receipt will be automatically sent (in response for a request for one).

Tip

   When this option is selected a receipt is sent automatically with no user intervention. Although you can use this option, for a better method that is under user control refer to MDN in Turnpike Help

   The DSN option is similar to a function implemented by ESMTP and is not currently supported by Demon Internet.

   With POP3 collection enabled

To add an account, click the **Add** button and then complete the **Configure POP3 Mail Collection** dialog.

To edit account details, select the **Edit** button. This will also display the Configure POP3 Mail Collection dialog, enabling you to change the details of the selected account.

To remove an account, select the account and then click the **Remove** button.

Move up, Move down Use these buttons to change the order of accounts. Connection will be made in the order set.

Enable POP3 server: to enable the POP3 server check this box. This will allow users of your system to access their mailboxes from outside Turnpike.

Note

To access this facility the Serve POP3 permission must be explicitly set for each user.
Consider this option carefully before selection. When selected it will open a route whereby people from outside could access your users' mail.

Produce debug information: Check this box if prompted to do so by your Access Provider's technical support department.

Click the OK button to confirm the settings

Related Topics
Sending and Receiving Mail
POP3 Server Option
Configure POP3 Mail Collection.

Configure Menu

[Host](#)
[Timezone](#)
[Email Transfer](#)
[News Collection](#)
[Service Access](#)
[Site Key](#)
[Telnet Emulation](#)
[Telnet Keyboard](#)
[Toolbar buttons](#)

Related Topics
[Configuring Turnpike Connect](#)

Configure Menu Telnet Keyboard

When you have Administrator permission selection of this menu option will display the **Telnet keyboard** dialog.

Configure News Server dialog

This dialog is called when you click either the **Add** button or the **Edit** button on the Configure Usenet News dialog.

1. Enter or edit the **Server name.**
2. If required enter or edit the **User name** and a **Password**.

Note

The Server Name must be unique
Each User Name for each server must also be unique

3. Set the following options

   Use NEWNEWS commands.   If the server is Demon this option will be set by default. Generally for other servers this will not be set. If you are in doubt contact your news supplier.

   Update newsgroup list at next connection. Check this option to pick up a fresh newsgroup list.

   Retry every xx   minutes Set this to a time that suits you. The default set is 10 minutes

4. When you are satisfied with the settings, click the **OK** button to save.

Related Topics
Configure Usenet News

Configure POP3 Mail Collection

This dialog is called by selecting **Add** or **Edit** from the **Configure email send and receive** dialog.

Details such as where mail needs to be picked up from for your initial mail account is set from the script installed for your Access Provider and from the answers you may have given when your Access Provider was first selected.

Server name. Typically POP3.demon.co.UK

Username. Enter your hostname, i.e. if your domain is *sample.demon.co.uk,* enter *sample*. If you wish to collect mail for just one user on your system, enter user+hostname e.g. fred+sample.

Password Enter a suitable password for Demon *not* your Turnpike password. However, if you have set a special POP3 password e.g. to access your mail when away from home, enter this password instead.

Use 'APOP' authentication: if your Access Provider offers APOP authentication (to avoid broadcasting your password), this option should be checked. *If you are unsure, consult your supplier*

Fetch all, Mirror : Choose between having the mail downloaded to your Access Provider machine i.e. fetched or left in your POP3 mailbox so that it can be seen from another site e.g. home as well as work.

· **Fetch all.** When your machine receives mail, the messages currently in your POP3 mailbox will be copied to your system and then deleted from the POP3 mailbox. Check this option for email to be deleted from Demon's server when it has arrived on your machine.

Tip

Mirror is useful if you want to dial in and read your mail from more than one place.

Retry every: Enter how often you want Turnpike to look to see if new mail has arrived while you are on-line. The default of 15 minutes represents a reasonable compromise between spending a lot of time looking and not missing messages that arrive while you are on-line.

Related Topics
Sending and Receiving Mail
POP3 Server Option
Configure email send and receive dialog

Configure Service Access

When you select Service Acces from the Configure menu, the **Access Provider** dialog appears. This dialog enables you to set/edit the following details about your account.

- Login name
- IP address
- Login Password
- Domain Name server(s) you are using

ℹ️   You are only able to access these options when you have Admin permission.

The information given is taken from the script for this Access Provider together with the answers given when this Access Provider was first selected. If any of the settings are given as **Automatic** this means that these are set directly from information exchanged when you connect to your Access Provider.

While you are unlikely to need to change any of the information given in this dialog, you are able to change the password given here if you wish. You can also change the DNS addresses here if instructed to do so by your Access Provider.

To switch the current connection to an alternative Access Provider, click the **Alter** button and select from the drop-down list.

To make a new connection, click the **New** button and complete the Configuration questions.

Related Topics
Making a New Connection
Access Provider dialog
New Connection dialog
Edit Connection dialog

Configure Usenet News dialog

This dialog is called up by selecting **News Collection** from the **Configure** menu. Use this dialog to set where you will get **Usenet** news articles from and how news will be handled. You are also able to cancel article requests.

The address of your initial server is taken from the information given in the 'script' for your Access Provider. This dialog enables you to download news articles from up to eight different servers.

Note

For a server to be active, the box to the left of the server name must be selected (ticked)

- *Common details for selected server(s)*

    Automatic collection: When checked, any new articles will be automatically copied to your disk whenever you go on-line.

    Automatic expiry: When checked, Turnpike will automatically expire any old news articles whenever you run Turnpike Connect.

    Automatic posting: When checked, any mail/articles in your out tray will be posted

    Produce debug information.   Check this box when prompted to do so by your Access Provider's technical support department.

.

    Mail moderators @: The address to which contributions to moderated newsgroups will be sent.

    News Servers
    A list of servers from where you are able to choose to get your news feed.

Note

You are able to subscribe to a newsgroup available from one or more of the news servers selected in this dialog. For further details see Newsgroup Subscription dialog in Turnpike Help.

- *To Add a News Server*

    Click the Add button to display the Configure News Server dialog

- *To Remove a News Server*

    1. Highlight the server in the News Servers list
    2. Click the **Remove** button
    3. Click the **OK** button

- *To Edit News Server options*

    1. Highlight the server in the News Servers list
    2. Click the **Edit** button to display the Configure News Server dialog
    3. Set/reset the options as required.

Note

    Use NEWNEWS commands   If the server is Demon this option will be set by default. Generally

for other servers this will not be set. If you are in doubt contact your news supplier.

4. Click the **OK** button.

- ***Move Up/ Move down***

Connections are made in the order listed and may be limited. Use these buttons to set the priority for the initial connection.

Related Topics
Article Requests
Updating the list of newsgroups
News service details
Difficulty Connecting
Browsing a Newsgroup
Moderated Group

Configure menu - Telnet Emulation

When you have Administrator permission selection of this
menu option will display the **Telnet Sessions default** dialog.

Configure menu: Email transfer

When you select this option the **Configure email send and receive** dialog is displayed. Use this dialog to set whether mail is sent or received automatically or just when you prompt for this to happen. When receiving mail you are able to select either SMTP or POP3 and whether to honour requests for a Return Receipt. For POP3 you are also able to Add/Remove servers.

    🛈   You are only able to access this option when you have Connect Admin permission.

Configure menu: Host

The **Host configuration** dialog enables you to see and, where appropriate, set your local domain, the domain name of the machine you use (your host machine) and the domains for which your machine will accept mail.

You are only able to access this option when you have Connect Admin permission.

For further details see Host configuration dialog.

Configure menu: News collection

When you select this option the **Configure Usenet** dialog is displayed. Use this dialog to set where you obtain Usenet news from, and select for new news articles to be automatically copied to your disk whenever you go on-line.

You are only able to access this option when you have Connect Admin permission.

Configure menu: Site Key

When you select this option the **Site Specific Details** dialog appears. This dialog enables you to inspect, and if necessary change, the basic registration information about your system including the Site ID, the Site Key and the Password.

 You are only able to access this option when you have Administrator permission.

Configure menu: Timezone

If you have Connect Admin <u>permission</u> you will be able to access the <u>Timezone</u> dialog by selecting **Timezone** from the **Configure** menu. The Timezone dialog enables you to set the timezone you are working in and any summertime rules which may apply.

Configure menu: Toolbar buttons

The **Toolbar Configuration** dialog box enables you to add, remove or re-assign the buttons on the Connect toolbar.

You are only able to access this option when you have Connect Admin permission.

Configuring Turnpike Connect

There are many aspects of **Connect** that your are able to configure to suit your needs. Some features are set from the main **Turnpike** program. Some only apply when several people share the same system.

- *Configuration features set from the Connect program*
  - Details of the Host, including your local domain
  - What time zone you work in
  - Access Providers and Connections
  - Email Transfer
  - News Collection
  - Add new and alter details of your Access Provider
  - See and change your Site Key
  - Telnet functions
  - Add/Remove Toolbar buttons

For details of the following features select Help from the main Turnpike program
  - Set Permissions
  - Adding new users and the sign-on names they use.
  - Setting up workgroups
  - The range of email names recognised by your system
  - The email names recognised by your system
  - Who can use specified email names
  - Where mail messages for each email name are routed

Related Topics
Configure Menu

Connect to Internet dialog

ℹ   The following applies where **Turnpike** is used to dial. If you use another supplier's software to dial, refer to the literature provided by that supplier.

When you initially load Connect, and where applicable have signed on, the **Connect to Internet** dialog is displayed super-imposed over the main Connect display.

If this dialog is not shown and you want to go online, click the button with the telephone icon located in the upper left of the main Connect display, under the toolbar. The **Connect to Internet** dialog will then reappear.

Turnpike will dial the connection shown for you, and then go online. When the connection is established, the Connect to Internet dialog will close, exposing the Main Connect Display.

- To change settings in the Connect to Internet dialog:

    1. If the autodialling starts, click the *Dialling status* **Stop** button.

    2. **Connection**   Confirm this is the connection you want to use. If you want to use a different name, click the down arrow In the Connection box and select a name from the list.

    3. If the Access Provider you want isn't listed, click the **New** button to display the **New Connection dialog**.

    4. To confirm/change details of the selected connection, and to see which Access Provider is being used, click the **Edit** button to display the **Edit Connection dialog.**

Note

If you have one connection to one Access Provider, the Connection name will be the same as the Access Provider by default. You can change the connection name if you wish. If you have more than one connection to an Access Provider you must use different names for each Connection.

Details button   Click to expand/collapse a box at the bottom of the dialog. Set the following as required:

Auto dial   If you want Turnpike to automatically dial for you, check this option. If you want a delay before dial up starts, set a time in seconds.

Options

Redial count   The default set is 5. You can also change this if you want.

Debug script   Check this to produce a report should you have problems connecting.

Disconnection:

Idle timeout The default is set to 120s. You can change this if you want.

Exit after disconnect
            Check this box if you want Connect to close after disconnection.

Note

Connect will wait for News filing to finish before disconnection.

- *To dial the Connection*

    If the auto dial option has been set, Turnpike will auto dial for you. If this has been disabled, click the dialling status **Start** button. If the auto dial is not set, just click the **Connect** button.

    Turnpike will initialise your modem and dial up your Access Provider. Turnpike will try dialling again, up to the number of **Redials** you entered in the dialog. If the No dial tone or No carrier messages persist, or if the number remains engaged, click the **Connect** button again or try again later. During the redial attempts, you are able to click the **Redial now** button to reset the redial counter and continue to redial.

    Messages in the lower half of the details section of the dialog show the progress of the connection.

Related Topics
Mail and News Service Indications and Controls
New Connection dialog
Edit Connection dialog
Making a new connection
Difficulty connecting
Errors
Configure Email Transfer

Connection settings

· *UK PoP phone numbers*

If the PoP you want is new or has changed its phone number, the number you require may not be included in the drop down list of Points of Presence in the <u>Edit Connection</u> dialog or <u>New Connection</u> dialog.

If you know the new number or want to enter the phone number of a PoP you know, type this number over the one currently shown in the Phone number slot. Take care to type the <u>correct number</u>.

· *Area Code and Country settings*

The settings for the phone area code and the country you are dialling to, are set by selecting Dialup Networking (DUN) from My Computer or by selecting either:

Windows 95   Start Menu/Programs/Accessories/Dialup networking.
or
Windows 98   Start Menu/Programs/Accessories/Communications/Dialup networking.

1. Double-click on the DUN icon you use to display the **Connect to** dialog.
2. Click the **properties** button to display the **Dialling properties** dialog.

The phone number shown in the **Connect to** dialog and the **Area Code** and **Country** given in the **Dialling Properties** dialog for the Default Location will have been entered by you when you installed your first modem.

· *To dial from additional locations.*

Where I am
1. Click the **New** button on the Dialling properties dialog and enter a name you will remember in the **Create New Location** dialog;
2. Enter the area code you will be dialling to;
3. Select the country you will be dialling to the drop down list.

How I dial from this location
Accept the default options set, or choose options to suit your location.

When you are satisfied with the entries set, click the **OK** button to save.

Related Topics

<u>Making a New Connection</u>

DEC/PC layouts (in Telnet)

If your PC is set to emulate a DEC terminal when you telnet to a remote computer, its keyboard is automatically set up to mimic the keyboard used on a DEC terminal.

The important difference between the keyboard used on a PC and that used on a DEC terminal is in the numeric keypad, which on a DEC keyboard is like this:

The effect of setting the PC keyboard to mimic the DEC keyboard is that:
- The four keys at the top of the PC keypad (Num Lock, /, * and -) act as the DEC PF1 - PF4 keys. The Num Lock key continues to switch the Num Lock light but it doesn't have any effect on the keypad keys.
- The 'number' keys of the keypad either generate the numbers shown or the appropriate escape sequences, depending on the mode selected by the remote computer.
- The grey '+' key on its own acts as the DEC '-' key, or with Ctrl, as the DEC ',' key.

If you prefer, you can set the keyboard to have its usual PC layout by taking the **Keyboard** option from the **Options** menu and selecting **PC layout** in the **VT100 keyboard layout** area of the dialog that is displayed. The effect of this is as follows:

If the PC layout is selected and Num Lock is set:
- The 'number' keys and the grey '/', '*' and '-' keys either generate ascii characters or the appropriate escape sequences.
- The grey '+' key acts as the DEC ',' key.
- Function keys F5 - F8 act as the DEC PF1 - PF4 keys. (Note these keys <u>only</u> work as PF1 - PF4 when Num Lock is set.)

If the PC layout is selected and Num Lock is <u>not </u>set:
- The grey '/', '*', '+' and '-' keys generate ascii characters
- The Up, Down, Left and Right keys act as alternative cursor keys
- Home, End, PgUp, PgDn, Ins and Del don't have any effect.

Related Topics
<u>Keyboard layout choice</u>
<u>Introduction to telnet</u>

Defining function keys (in Telnet)

Some of the function keys are pre-set to issue some of the more common commands you may require when using Telnet. To set up other function keys to give standard commands for you, select the **Keyboard** option from the **Options** menu and then type the command strings you wish these keys to give in Telnet Keyboard dialog.

Note

The function keys give different commands in combination with the shift keys Shift, Ctrl and Alt.   Use the options to the right of the list of function key meanings to select the shift state (Normal, Shift, Ctrl and Alt) in which you are setting this meaning.

Related Topics
Telnet Function Keys
Introduction to telnet

Demon Trial Account Setup - Account Details

Note

If you would prefer to pay by cheque (annual subscriptions only) contact **Sales Registration.**

The Wizard can only set up an account for you if you enter the details for a direct debit or enter the details of a valid **credit card**. Visa, Access or Mastercard credit cards are accepted.

Click the down arrow and select the appropriate title (Mr, Mrs, Ms etc.) from the drop-down list, or type up to 7 characters in the Title slot.
Enter the appropriate information in the other slots.

Note

1. You must fill in your Title, Forename, Surname, Address and Postcode. The entry for Organization may be left blank.
2. If the appropriate title isn't included in the drop down list, select **Other.**. In the adjacent box enter a title using no more than 7 characters. Don't use the **Other** option when your title is available in the Title box.
3. Details must be entered in the same form as they are known to your credit card company or your bank.

Demon Internet uses this information for sending you complementary copies of the Dispatches magazine and other relevant literature.

Click here if you need any further information.

Demon Trial Account Setup - Contact/Security

Enter phone numbers and extension numbers as simple strings of digits. You can have spaces in the main phone numbers. You can also give the International form of the number if you wish (+xx....).

Note

   You must enter at least one contact number.

Enter a short security phrase (no more than 30 characters long - including spaces). The phrase should be easy for you to remember but not easy for someone else to guess. You use this phrase to identify yourself when you want to ask Demon Internet to make changes to your account over the telephone.

DON'T tell other people your security phrase.

Click here if you need any further information before making your selection.

Demon Trial Account Setup - Credit Card

This dialog appears when you choose to pay by **Credit Card.**

You must enter a valid card number and it's expiry date.

The card must be either **Visa**, **Access** or **Mastercard**, and it mustn't be due to expire before the end of your free period.
Only expiry dates from the current date to 10 years hence are accepted. Any other date entered is assumed to be an error.

The Title, Surname, Address and Postcode shown will be as entered in the details entered ealier.

Details must be as known to the relevant Credit Card company. If are using someone else's card to pay, check the *Different Cardholders details* box and enter the new details.

Check that the details shown are correct for the **Credit Card** you've opted to use.

Note

It's important to ensure that these details are correct. If the information you give isn't valid, your free trial account will be cancelled.

When you are satisfied that the details are correct, check the option to *Accept Demon Internets Conditions of Use* and to *authorize Demon Internet to charge your credit card.*

Note

If you would prefer to pay by cheque (annual subscriptions only) click here.

Click here if you need any further information.

Demon Trial Account Setup - Hostname

Two things are under consideration here - the 'hostname' for your computer and the password associated with your Demon account.

Note

This password is not the password you set earlier for running Turnpike. It is recommended that you set a completely different password. Someone with knowledge of your Demon password will then not be able to access to your Turnpike files or vice versa.

For specific advice on choosing your hostname or choosing your Demon password, click the associated **Advice** button.

Make a note of the password you set.

Click here if you need any further information.

Demon Trial Account Setup - Hostname Advice

Hostnames can be between 3 and 16 characters long.

You can use any mixture of lower-case letters, digits and hyphens except you must start with a letter and you mustn't end with a hyphen or have two hyphens together.

Ideally, use a hostname that clearly represents you, but don't be surprised if your first name or your surname has already been taken.

It's worth taking care over choosing your hostname because Demon will charge an administration fee for changing your hostname later. They also reserve the right to cancel your account if the name you choose is in any way offensive.

Ultimately, you will get to pick your hostname from a list of available hostnames that are at least similar to the ones you suggest, so it's a good idea to use the slots offered here for a range of possible names, rather than for 6 very similar ones.

Click here if you need any further information before making your selection.

Demon Trial Account Setup - Hostnames

This list shows the hostnames you suggested, perhaps together with some other possible names.

If a hostname you suggested is available for you to use, it will be ticked. If it isn't available, it will be marked with a cross and followed by a list of similar names which are available. The list may include some similar names also not available.

Select the hostname you'd like to use - or click **Redo** to suggest further possible hostnames.

Note

Take care choosing your hostname and make a note of it. Demon will charge an administration fee if you want to change it later. Demon also reserve the right to cancel your account if the name you choose is in any way offensive.

Click here if you need any further information before making your selection.

Demon Trial Account Setup - Marketing

We would appreciate it if you gave the details requested here.

It is not necessary to fill in this page to complete the installation.
.

Demon Trial Account Setup - Payment

You must then choose whether to pay monthly or to pay annually.

If you would prefer to pay by cheque (annual subscriptions only) click here.

Card Type
- Specify whether it is a company or personal credit card.

Payment frequency
- Set whether you would prefer to pay monthly or annually.

Note

VAT receipts cannot be issued for monthly payments.

Reference
If you want a particular reference number to be quoted on any invoices, enter this here.

Click here *if you need any further information*.

Demon Trial Account Setup - Review

To review the answers you've given on the previous pages, click the **Back** button.

To finish this part of the procedure, and go on to the next, click the **Connect** button.

Demon Trial Account Setup - Terms and Conditions

Read these terms and conditions carefully.

Now check the box as confirmation.

Note

See also the TERMS&C.HTM file in your Turnpike directory. You can display and print this file using Microsoft Internet Explorer or another Web browser.

Click here if you need any further information before making your selection.

Demon Trial Account Setup - Welcome

The **Wizard** takes you through a series of steps that:

- Take your name and address
- Enable you to set how you'll pay for your account at the end of the Trial period
- Record your choice of 'hostname', 'password' and 'security phrase' to be associated with your account
- Take you through a set of screens which get you to confirm the hostname you will actually use.

Enter the required information or make the appropriate selections required for each stage of the Wizard, then click the **Next** button.

To go back to a previous screen, click the **Back** button.

If you click the **Cancel** button a message will ask you whether you really want to exit from this Online Registration procedure. If you click **No**, you will restart the Online Registration procedure from this screen but with all the information you typed before already in place.

Clicking the **Help** button to get further information about the selections you are currently being asked to make.

Dial-up script for Windows NT4

If you dial up using the Windows NT4 RAS, you will need to setup a dial-up <u>script</u> similar to the following. The example given here is the one you will need if you use Demon as your Access Provider. The script for other Access Providers will be similar.

[Demon Internet]
    COMMAND=<cr>
    ERROR_NO_CARRIER=<match>"NO CARRIER"

    OK=<match>"ogin:"
    LOOP=<ignore><cr><lf>
    COMMAND=*insertyourhostnamehere***<cr>**
  or **COMMAND=olr<c>**   *(if about to sign up for Trial account)*

    OK=<match>"word:"
    COMMAND=*insertyourpasswordhere***<cr>**
  or **COMMAND=olr<c>**   *(if about to sign up for Trial account)*

    ERROR_NO_CARRIER=<match>"NO CARRIER"
    OK=<match>"otocol:"
    COMMAND=IDLE=600,PPP<cr>

    OK=<match>"PPP"
    CONNECT=<match>"HELLO"

Save this as a *text* file called **switch.inf** within your **RAS directory** (usually c:\winnt\system32\ras)

In the above script, the idle=600 instruction sets the <u>Idle timeout</u> at your Access Provider to 600 seconds or 10 minutes. You are free to set a different time if you wish.

Dialling up from idle

To dial up from idle, click the **Connect** button on the main Turnpike Connect display.

· *If your system is set up to use Turnpike to dial*

When you have signed on the <u>Connect to Internet</u> dialog will appear. Click the **Connect** button in this dialog, or, if autodial is set, allow Turnpike to dial for you. When the connection is established the main **Connect** screen will appear. This uses an internal script located in the Turnpike **.**ACC file.

· *If Turnpike isn't used to dial*

An external script is used. How this is set, depends on how you use Windows 95. When you go on-line, the <u>Connect to Internet</u> dialog will appear as above, however some of the details may not be shown.

Related Topics

<u>New Connection dialog</u>
<u>Edit Connection dialog</u>
<u>Connect to Internet dialog</u>
<u>Mail and News Service Indications and Controls</u>
<u>Making a new connection</u>
<u>Difficulty connecting</u>
<u>Errors</u>

Difficulty connecting

If you experience difficulty connecting, you will probably see one of these messages in the Progress area of the **Connect to Internet** dialog:

ERROR   your modem hasn't responded to the initialisation sequence, perhaps because it isn't switched on or perhaps because it isn't plugged into the correct port on your PC.

NO DIAL TONE   the modem hasn't been able to get a dial tone.

BUSY   the number is engaged. You may also get BUSY if the number it is dialling is unobtainable.

NO CARRIER   the modem hasn't had any response from the modems at your Access Provider's PoP.

·   *If the error is not obvious check the following:*

Turn up the volume on your modem, check that you hear the dialling tone and then the Access Provider's equipment answering. If you don't, click on the dialling button and check the settings in the Dial settings dialog.

Access Provider has a number of PoPs (Points of Presence) confirm that you've selected the appropriate one. See **Edit Connection** dialog.

Windows 95 Control panel. Check settings such as the port used.

·   *If you continue to have problems*

Contact your Access Provider. You may be asked to select the **Debug** script option selected in the **Connect to Internet** dialog and then asked to try dialling again. The main window will then display the commands that Turnpike sends. From these commands your Access Provider will be able to work out what changes are required (if any) to enable you to dial up successfully. Any changes may mean a change to your Access Provider script.

Related Topics
Installing a new Access Provider script
New/Edit Connections dialog
Troubleshooting

Domain Name Servers (DNS)

Domain Name Servers convert the <u>domain names</u> used to specify where a message needs to be sent, into the <u>IP addresses</u> that are actually used to direct messages etc. across the Internet.

They are identified in the <u>Access Provider dialog</u> by quoting the IP addresses of the computers on which they run.

Domain name

The multipart name that gives the address of a computer on the Internet by identifying its position within the Internet's Domain structure. For further details refer to <u>Domains and Hostnames</u>.

Domains and Hostnames

In the email address: RonD@hq.msfc.nasa.gov the **hq.msfc.nasa.gov** part is the hostname.

Hostnames are based on Internet Protocol (IP) addresses. Each hostname identifies a particular machine (server) on the Internet. Each server connected to the Internet also has a numerical IP address. The IP address comprises four sets of numbers connected with dots. For example, the IP address for the mail server at the University of Alabama is 130.160.4.100.

Because names are easier to remember than numbers, the planners of the Internet's mail transport protocols (standards) created the **hostname** system. The part of an Internet address to the right of the @ is often referred to the **domain** for the address. Everything to the right of the @ is more properly referred to as the **hostname**.

The **hostname** is paired with a specific IP address. The **domain** refers to an entire physical location, or site, where the connection, or Point-of-Presence (PoP), with the Internet occurs for example, Turnpike.com.

Note. Some domains don't use registered hostnames; you have to address email to them by their IP numbers. Fortunately, the use of hostname addressing predominates.

Domain types are typically the organisation and the nation where the domain is located. Some examples are:-

.GOV   US Government
.EDU   Educational sites
.COM   Commercial sites
.ORG   Organisations that don't fit into other categories
.UK   United Kingdom

Domain names are registered with the InterNIC.

Generally, if the address does not end with a register abbreviation similar to those listed above, it is NOT an Internet email address. However, you may still be able to send mail to non-Internet addresses through an email gateway service such a Compuserve.

Edit Connection dialog

The **Edit Connection** dialog appears when you click the **Edit** button on the **Connect to Internet** dialog.

ℹ️   The **Edit** button will only be active if you have **dialling Admin** permission.

Note

The details in the New and Edit connection dialogs are similar, the dialogs differ only in dialog name and usage. If you want to use a New Access Provider refer to the New Access Provider dialog.

Complete the following dialog entries:

·   **Connection**; Select the down arrow and select from the list.

Note

The case of the connection name is ignored.
The name entered must be unique.

Use Turnpike dialler. If you are using Turnpike to dial, the option box should be checked, see Dialling up from idle.

·   **Modem**: Enter the modem you are using.

To switch to a different installed modem, click the down arrow and select modem from the drop-down list.

If you are using **ISDN,** check the associated box.

Note

If you uninstall a modem using the Windows 95 control panel, that modem will remain in Turnpike's memory and hence in the list of modems in the **Edit Connection** dialog, until you select a different modem from the list. If you then try to connect using a modem that is listed but has been uninstalled, an error message dialog will appear.

Select any other modem from the modems list in **Edit Connection** dialog then click the **Save** button. Click the **Edit** button on the **Connect to Internet** dialog again and only those modems currently available will be listed.

To install a new modem click the Install Modems   button and then follow the Windows 95 Wizard.

·   **Access Provider**: as set in the Internet Access Provider dialog.

·   **Point of Presence (PoP)**. This is where you dial to connect to your Access Provider. Click on the down arrow and select a name from the list - the phone number will be filled in automatically.

⚠️

If the PoP you want is new or has changed its phone number, the number you require may not be included in the list of Points of Presence. If you know the new number, type the new number over the one currently shown in the Phone number slot. **DO NOT** amend the Point of Presence or the number you have typed will be lost. Take care to type the correct number.

*When you are satisfied with the details entered **click the Save button***.

· **_Changes made at the Access Provider end of the connection_**

The information used to contact your Access Provider is taken partly from the 'script' file for this Access Provider and partly from the answers given to the sequence of questions Turnpike asks when you make a new connection.

If changes are made at the **Access Provider** end of the connection - for example, the provider changes any of the following:

· Address of their mail gateway

· IP address of a DNS server

· New PoPs are introduced or they change the phone numbers of existing ones, then these changes will be in the latest version of the Access Provider's script file.

Note

Ensure you don't miss any news. The range of news articles held at any time differs from news server to news server. When you change the Access Provider you use, you should also set the **Last NewNews** date in the **Newsgroup Subscriptions** dialog back a day or so - at least for those newsgroups you're most interested in.

Related Topics
Access Provider dialog
New Access Provider dialog
Which modem to pick
Changing POP3
Connect to the Internet Dialog
Newsgroups subscriptions
Installing a new Access Provider script
Connection settings

Edit menu

Copy
Paste

Edit menu: Copy

Copies the currently-selected section of the record
of commands and responses. Enables you to
copy logging records and call cost details.

Quick keystroke: Ctrl + C

Edit menu: Paste

Inserts a text copy of the information copied from the
logging or call costs displays

Quick keystroke: Ctrl + V

Email names

The email name (written before the @ in the email address) identifies the user to which a particular piece of mail is being sent. This 'name' can include digits and some punctuation marks but not spaces or commas. It must be different from other email names used on your system.

Each user usually starts with just one email name, but it is often useful to add others - e.g. for dealing with friends, business colleagues, sales enquiries, Usenet postings ... and so on.

On a multi-user system, you can also arrange that some email names are private i.e. can only be used by one person. You are also able to arrange for email names to be used by a whole range of people - for example allowing everyone in a Sales department to both send out and process messages from sales@yourcompany.com. Mail based on email names with multiple users is known as Group Mail and is a powerful feature of Turnpike.

One email name is set when you install Turnpike. Others are setup (and changed) from the main Turnpike program. Assuming you have the appropriate permission, you select Configure from the File menu of that program, then pick Email names from the submenu that appears. This calls up the **Email names dialog** which gives a list of all the email names currently in use, together with a Create button through which new names can be setup and an Edit button to use to change any aspect of names which have already been setup. Selecting either of these options calls up a **Usage of email name dialog** in which the details of the email name can be set.

For further information, see the section on Special features for multiple users in the Turnpike Mail&News book.

Enhancing the speed of Mail and News collection

While news is being collected you will see a message giving the speed of collection in characters per second (CPS) and the percentage complete. If the figure remains around 0 for a lot of the time, you've dialed up at a very busy time. A figure will also show the number of errors, (unless you have chosen to use the comm.drv option for your modem).

Ideally, you should be getting between 1600 and 3000cps with a 14400 modem (depending on the amount of encoded or compressed information that's being transferred) or twice that with a 28800 modem. If the rate of collection is lower than this, and maybe even dropping to zero at times, the problem could simply be that you have dialed up at a very busy time. Try again at a less busy time.

If filing the news is taking a long time, try defragmenting your hard disk. Try using a recent version of SMARTDRV, or some other disk cache; enable write caching.

If you are using a disk compression program such as Stacker or DoubleSpace, this will be making filing slower. It would be better to arrange that your news and mail are stored on an uncompressed section of your hard disk. Articles would then be filed much faster at a cost of very little extra disk space, news and mail files are already compressed.

Remember Turnpike isn't simply writing the information to disk: it is also encrypting your mail for privacy, compressing it and indexing it ready to give you easy access when you come to read the articles.

Related Topics
Troubleshooting

Errors and Overruns

While news is being transferred, messages on the news area of the main Connect window show how many items to expect, how many have been collected, and how many have been filed. When transfer is complete, data states the rate at which data was transferred in characters per second (cps) and reporting errors (overruns) in this transmission (unless you have chosen to use the comm.drv option for your modem).

Each error represents a character lost, because your PC is not able to transfer it to memory before the next character turns up. Such errors are known as overruns and they have a bad effect on the speed at which you collect data because, whenever an error occurs, a whole packet of some 500 characters has to be re-fetched. Moreover, the packet can't necessarily be re-sent immediately, so a single lost character can cause a great deal of delay.

There are three ways of getting rid of overruns:

· *Reduce the serial link speed*

The serial link speed is set in the Windows 95/98 Control Panel. If your PC can cope, this speed should be set at least four times the modem speed. If not, then setting a lower speed will make the characters turn up at longer intervals: for example, changing from 115200 to 38400 would give your PC three times as long to deal with arriving characters. There is only a marginal advantage in running 14400 modems above 38400 or 28800 modems above 57600, so it is worth trying these speeds.

Running at less than twice the modem speed is not an ideal solution because this takes it below the rate at which the modem is trying to transfer data. Because modems compress the data stream across the phone lines, even a 14400 modem will regularly give you 3000cps or more for text transfers, while running at 19200 will restrict performance to a mere 1920cps and create an unwanted bottleneck. So even if you find that dropping the serial link speed below twice the modem speed improves performance by getting rid of overruns, you need a longer term solution.

· *Arrange that your PC reacts faster*

To improve the responsiveness of your PC you need to identify the software that is stopping it responding to interrupts as fast as it should. The usual suspects are the disk driver; the video driver (especially old S3 drivers) and software designed to improve disk performance (because some of this improvement may come at the expense of the performance of the rest of the system).
The first thing to do is to get the latest drivers for your hardware, as the ability to work alongside high speed comms has only become a requirement relatively recently.

· Fit a serial chip with more buffering than a 8250
Actions you may like to try include;
  • Turning on 32bit disk access (and 32bit file access in WfWG)
  • Using SMARTDRV caching
  • Turning off the IDE Block Mode Transfer option in the BIOS.
  • Removing special disk controller cards

If your PC uses an 8250 serial chip, the advice is to replace this by a 16550A or equivalent "high-speed" serial chip. The 16550A contains a 16 byte buffer, so your PC has many times longer to respond to incoming characters. If you still get overruns after upgrading this chip, you need to turn your attention to your disk and your video driver as described above.

Related Topics
Enhancing the speed of collection
Mail and News Services

<u>Troubleshooting</u>

Expiring News

Before downloading new news articles, you will probably want to erase from your disk any news articles that have passed their Expiry date.

You can arrange for this to happen automatically whenever you run the Connect program - or you can arrange that news is only expired when you prompt for this to happen.

If you have Connect Admin permission;

· ***Arrange for news to be expired automatically***

1. Click on **Configure**.
2. Select **News collection** the **Configure Usenet News** dialog appears.
3. Check the **Automatic expiry** option.

Note

If you want news to be expired only when you prompt for this to happen leave the **Automatic expiry** option clear. Select the **Expire News** option in the **Services** menu to prompt Turnpike to expire the news when you want this to happen.

> While the old news articles are being deleted, you will see messages at the bottom of the screen recording Turnpike's progress.

· ***To change the length of time the articles from a particular newsgroup stay on your disk***

Set a different Expiry time for the group in the Newsgroup Subscriptions dialog. For further information, see either the Turnpike Mail&News book or call up the on-screen Help from within the main Turnpike program.

· **To keep particular articles past their Expiry date**

In the main Turnpike program select the articles within the appropriate newsstand and use the **Keep** option in the **Article** menu to mark them to be kept. For further information, see either the Turnpike Mail&News book or call up the on-screen Help from within the main Turnpike program.

Related Topics
Configure Usenet News dialog

Expiry

News articles are only kept for a limited amount of time, after which they are erased from the newsbase. The date at which a news article is due to be erased is known as its Expiry Date. This is calculated from the date the article was downloaded and the Expiry time currently set for the group in the <u>Newsgroup</u> Subscriptions dialog. The process of erasing those articles that have passed their Expiry Date is known as <u>Expiring the news</u>.

FTP

File Transfer Protocol (FTP) is the facility that enables you to upload and download files to and from a remote computer across the Internet. The program supplied with Turnpike that enables you to transfer files in this way is called WS-FTP Pro.

A wide range of files are available for you to copy over the Internet including public archives, pictures, maps, 'shareware' and 'public domain' programs. Details of the files that are available may appear in articles in Usenet newsgroups, catalogues of Internet services or other on-line or printed information.

There's also a system known as **Archie** that can be used to search for files available free through a system known as Anonymous FTP.

·   To transfer a file:

1. Click the **WS-FTP** button on the Connect program toolbar.
2. Enter the remote computer's address, the appropriate log-in name, password, account etc.in the dialog that's displayed - or pick from the drop-down list of predefined 'Session Profiles'.
3. Click **OK** to connect to the selected computer.
4. Open the directory containing the file (or files) you want to copy and the directory into which you want to copy them on the main FTP screen.
5. Drag and drop the files you want to transfer between the directory on the Remote system and the one on your Local system (or use the Arrow buttons between the two lists if you prefer).

For further information about using FTP, press F1 after you have called up the main FTP screen to call up the WS-FTP software's own Help information. This information is held separately from this Help file.

Related Topics
Hints and Tips on using FTP

FTP: Hints and Tips

Working out which file to copy may not be easy if there are a number of very similar entries.

When there are a number of very similar entries, check the following before deciding which file(s) to copy:

1. That the file is in a suitable format for use on your machine. A program that has been set up for a Macintosh is absolutely no use on a PC!

2. That you will be getting the latest version.

3. The file is coming from a reputable source. The last thing you want is to copy a file that's been infected with a virus.

4. If the file is compressed.

- ## *Compressed files*

Look at the filetype. A file that has been compressed using the PKZIP program will have the filetype .ZIP, while a file with the suffix .tar was created using a tar command and contains a compilation of files.

To make use of these files, you will need the appropriate tools available on your computer to 'decompress' and 'de-tar' the files once they have been transferred. The program that did the compilation or the compression may be specific to one particular type of computer.

You should be able to find (by FTP) programs for PCs that will de-compress and de-tar the files for you.

There's more information on filetypes and file suffices in the FTP section of the Turnpike Connect book.

- ## *Forms of file transfer*

Two forms of transfer are used:

- Binary transfer gives you a simple bit-by-bit copy of the source file. This is the type to use where you are copying a program

- ASCII transfer copies the file character-by-character, allowing for the difference in the codes used to represent different characters on the two machines.

Note

You must use the correct form of transfer for the type of file you are copying.

Use ASCII if the file you want to transfer contains text, or when you are transferring a UUencoded file (a mixture of text and data encoded as text).

If a file has been compressed, transfer as a binary file. This will usually apply with program files.

- ## *FTP Netiquette*

FTP demands considerable resources from the source computer. It is FTP 'netiquette' that you transfer files at times when the remote computer isn't being used for real work ie. outside working hours at the remote computer. Some computer systems only allow Anonymous FTP between certain times.

The computer you are accessing may be in a different time zone to you. California, for example, is eight hours behind the UK, so while midnight may seem late enough in the UK, it is only 4 o'clock in the afternoon in California, well within working hours there.

Related Topics
FTP

File Menu: Merge databases

When you upgrade Turnpike from one version to another, you would normally replace data in the old version with the new data. If for any reason you put the new version in a different directory you will not be able see the data in your old mailbase.

This facility enables you to <u>Merge</u> your current database with any other database you may have.

File Menu: Mouse

The Mouse options dialog enables you to use either the Windows 3.1/95 scheme or the Windows 98 scheme for the function of the mouse.

Windows 3.1 and Windows 95 scheme.
Both option boxes **clear**. Single click the mouse to select an item and double click to open it.

Windows 98 scheme.
Both option boxes **checked**. To select an item **point** at it (hover over it). To open the selected item **single click** the mouse.

Note

When you select to *highlight items using the system colours*, and you hover to select items eg in the call costs log, the default colours will be used. Any custom colours you have set will be ignored.

File Menu: Print Preview

When you select this option, the screen displays the current page as it will appear in print. Dialog   buttons provide the following facilities:

Print	Prints the display that you are currently previewing
Next Page / Prev Page	Enables you to step page-by-page through the display you are previewing
One Page / Two Page	Switches between a Single-page and a Two-page view. This is only available at the lowest zoom level
Zoom In / Zoom Out	Enables you to enlarge or reduce the display
Close	Closes the Preview display

File Paths dialog

The **File Paths dialog** is displayed by clicking the **Paths** button within the Sign-on dialog.

This dialog lists the location of:

· Your personal Turnpike files (the Server path)
· The Mail received and sent from your machine (the Email path)
· Usenet News copied to your system (the News path)

If you find that any of the above items have been moved, click the adjacent **Browse** button. Use the File Selector to pick out the new location for these files.

Tip

Start by selecting the Server path; the other two paths will then automatically change to match.

Related Topics

Setting where mail and news is stored
Moving Turnpike to another machine/system
Sign-on dialog

File Selectors

Several actions within Turnpike require you to select a file or a directory to work with.

In each case, Turnpike offers a standard Windows File Selector dialog for you to use to select the file or path that is required. This dialog will be automatically setup to show what is needed in its title and, where appropriate, to select files with the required filetype extension. You also have the option of setting the list of files to **All files** when required.

Use the right-hand file selector to set the directory, then the left-hand file selector to select the specific file or path that's required.

File menu

Rebuild database

Merge databases

Print...
Print Preview
Print Setup
Print Font...

Mouse

Exit

Close

File menu: Close

Closes the on-line function you're currently using
(FTP, Telnet, Finger, Ping or Traceroute).

File menu: Exit

Exits from Turnpike Connect.

File menu: Print

When you select the **Print** option from the **File** menu, the standard Windows Print dialog   appears. Use this when you want to print a message or an article. The main features of the dialog are:

Printer   This entry shows your current printer. If you want to use a different printer, click the Setup button.

Print Range   Use this option to set the number of pages or the whole message/article.
You can find out how a message or article divides into pages by previewing it.

Setup   Click this button to check or change the printer or paper you will use.

Copies   Set the number of copies you want.

Quick keystroke: Ctrl + P

File menu: Print Font

This dialog enables you select the combination of font, font size and font style used either when printing or when displaying text on the screen. This dialog is also called by selecting the Font option from an Options menu.

Simply select the Font, then the Style and Size of the font from the set of three lists in the dialog. The dialog also includes a sample piece of text so that you can see the effect of the selection you've made.

File menu: Print Setup

This dialog enables you set the printer and paper used to print. The main features of the dialog are:

Printer Select either your Default printer or a specific printer as you require.

Paper Select the size and source from the drop-down lists.

Orientation Select either Portrait or Landscape as required.

Options Click this button to call up a further dialog in which you can set more advanced features such as printing to a file and duplex printing.

File menu: Rebuild database

With Rebuild Files <u>permission</u> this option enables you to recover disk space by creating a new version of the mailbase, newsbase or address book You can also use this facility to recover corrupted databases. For further information see; <u>Rebuilding your mailbase etc</u>

Fingering people or computers

The Finger feature enables you to check whether a particular person accesses the Internet via a given host and to find out their login name on that system - assuming that there's a Finger server on their host. (If there isn't a Finger server, you won't get any reply.)

It can also be used to find out who is currently logged on at a particular host and to examine the contents of a user's 'Project' and/or 'Plan' file. (These files are principally intended to be used for a summary of what the user is working on but they are sometimes used for such things as weather reports and football scores.)

· **To find out who is currently logged on to a particular host:**

1. Click on the Finger button.
2. Enter the Domain name for this host in the dialog that's displayed. Enter the domain name in full, even where you are fingering one of your Access Provider's sites.
3. Click the Connect button.

· **To find out specific information:**

Proceed as above but enter the appropriate email address in the dialog that is displayed.

Turnpike remembers previous addresses that you have fingered. When you want to finger one of these again, simply pull down the list of addresses from the Finger slot of the dialog and select the address you want.

Tip

If a Finger button is not shown on your toolbar, it is easy to add one -- refer to Toolbar Configuration.

Full Name dialog

When you first run Connect, a message may be displayed asking for your full name, so that this can be included in messages.

Simply fill in the name you want Turnpike to use.

Note

This name can be changed later by selecting the **Configure** option from the **File** menu in the main Turnpike program, then selecting **Users** from the sub-menu that appears.

For further information, **call up Help from the main Turnpike program** and search for **Full name**, or turn to the section on *Giving yourself a different sign-on name or password* in the **'Set-Up'** book.

Function menu

Mail/News
Connect/Disconnect

Telnet
Finger
Ping
Traceroute

Call costs

WWW
WS-FTP

Function Menu: Call costs

Opens a window to setup or view the <u>Call costs</u> records.

Alternatively click the Call Costs button on the toolbar

The Call costs logging system enables you to keep records of the time and money you spend whilst on line. It provides detailed logs, summaries and subtotals.

Function menu: Connect/Disconnect

Select to connect to / disconnect from your Access
Provider.

Alternatively click the button with telephone icon on
the main connect display.

See Mail and News Services.

Function menu: Finger

Opens a window through which you can <u>'finger'</u> other sites to see details of users at that site and other information available to read.

Alternatively click the Finger button on the toolbar.

Function menu: Mail/News

Calls up the main Turnpike program so that you can, for example, see what mail messages have arrived, prepare further messages to send etc.

Alternatively click the Mail/News button on the toolbar.

Function menu: Ping

Opens a window through which you can <u>ping</u> other sites in order to see whether you can get a response from them.

Alternatively click the Ping button on the toolbar.

Function menu: Telnet

Opens a window through which you can log in to a remote computer e.g. to search a database held there.

Alternatively click the Telnet button on the toolbar.

Function menu: Traceroute
Opens a dialog through which you can find out
about the route currently being taken between your
computer and a given Internet address.

Alternatively click the Traceroute button on the
toolbar.

Function menu: WS-FTP
Opens a window through which you can link to other sites in order to copy files from them.

Alternatively click the FTP. button on the toolbar.

Function menu: WWW
Calls up the Microsoft Internet Explorer program
for you to browse the World Wide Web.

Alternatively click the WWW button on the toolbar.

Gateways

A gateway is a site on the Internet through which access is made to the Internet. Your Access Provider will either advise you directly of the addresses of the gateways you will use or they will be provided through the standard script for this Access Provider, in which case the information may be shown as Automatic.

Group Mail

'Group mail' is based on 'group <u>email names</u> . Mail that arrives addressed to one of these group email names appears in the mailbox of everyone in the group - but disappears again from everyone else's mailbox the moment someone processes it so there is no duplication of effort.

Group email names are simply email names with several users rather than just one. Within a company, you might well have names like 'sales' and 'support' setup as group email names with the members of your Sales team as users of the sales email name and the members of your Support department as users of the support email name.

Group mail is setup in the main <u>Turnpike program</u>.

For further information, turn to the section on Email names in either the Set-Up book or the Mail&News book.

Help Menu

[Index.](#)
Using Help
Show Hints & Tips
About Turnpike Connect

Related Topics
Using Turnpike Connect Help

Help menu: Index

Calls up the Contents, Index or Find
page of Help. The page that appears
will be the last page you accessed.

Help menu: About Turnpike Connect

This display gives brief details about the version of the Turnpike program you are using. Details given include the version number, the date of issue and whether your copy has been registered.

Help menu: Show Hints & Tips

Click this option to show a sequence of useful tips about
using Turnpike. From the initial screen you can select to
show the next tip in sequence. A check box enables you
to select for the system to show the next tip each time
you load Turnpike or to disable this facility.

Help Menu: Using Help

The Help Topics dialog is displayed with
Contents, Index and Find tabs.

The active tab will be the one you last used.

Hex Number

A **hex number** is simply a number expressed in Base 16 (rather than the normal Base 10) with the digits 0...9 representing 0...9 and the letters A...F representing 10...15.   The number is usually followed with an **h** to indicate its a hex number.

Host configuration dialog

This dialog is called by selecting **Host** from the **Configure** menu.

The data in this dialog is automatically filled in for you from the **script** provided by your Access Provider. Information may also include that set by you when the Access Provider was first selected.

This dialog enables you to confirm the settings made and when necessary to change them. *If you are in any doubt about any setting, you should contact your Access Provider.*

It should not be necessary to change any of the information given in this dialog.

Domain Name: as written after the @ in your email address

This machine: the address of your specific machine. This will be the same as the domain name except on a networked system

Organisation: the name of the organisation represented by users of the system. For example a company name or trading name, an individual's name or possibly a nickname by which you want to be known.

Local email: the domain over which mail can be sent without connecting to your Access Provider - normally the local domain represented by your domain name.

Accept email for: the domain(s) on the Internet for which mail will be accepted by this host. This will normally be the domain name shown above, but you may have a requirement to accept mail addressed to other domains.

It is a requirement of the Internet that mail is rejected if not properly intended for a site.

Allow mailbox/newsstands to use other domain names: clearing this check box will stop anyone personalising the domain name in messages sent from this system.

Allow mailbox/newsstands to use other organisation text: clearing this check box will stop anyone personalising the organisation details quoted in messages sent from this system.

Related Topics
Domains and Hostnames
Configuring Turnpike Connect

I/O Address

A port (or other device)'s **Address** is its location within your computer's Input/Output address space, expressed as a <u>hex number</u>.

You can get this information by calling up the Control Panel, double-clicking on **System**, selecting the **Device Manager** and then examining the properties of the <u>COM</u> ports that are listed. (Or you can try seeing whether this information is given in the books supplied with your PC and any plug-in cards you've added.)

When you select any of the standard Com1...Com4 options, the Address is automatically set to the default address for this port in Windows (displayed in the Address slot). If the port to which your modem is attached has a different address, you need to select the **Other** option then enter the required address in the **Address** slot alongside.

The form in which this address needs to be entered can be seen from the addresses shown in this slot when Com1... Com4 are selected.

| Note |

If a range of addresses are given for a port e.g. 02F8h-02FFh, just quote the one at the bottom of the range i.e. 2F8.

IP addresses

IP addresses take the form of four-part 'dotted quad' numbers. You will either have been given your own IP address when you registered on the Internet or had this set for you (in which case it may be shown as 'Automatic').

IRQ

A port or other device's IRQ or 'Interrupt Request code' is a number between 0 and 15 which is used to label the data and instructions that are intended for that particular port or device.

The Com1 and Com2 serial ports conventionally use IRQs 4 and 3 respectively. Unfortunately, so do Com3 and Com4.

To avoid conflicts, each port or device that's in use has to have a different IRQ. So if you find yourself wanting to use Com1 and Com3 together, you either need to change one of their IRQ numbers or arrange to use (say) Com2 and Com3 instead.

Idle timeout

The **Idle timeout** period is set in the **Connect to the Internet** dialog. This is the length of time (in seconds) that **Turnpike** will wait for a response. The default setting is two minutes (120).

If you find that typically you have to wait longer than two minutes for a response, feel free to increase the time. If you do increase the time, you may then find that you are then cut off when you've exceeded your Access Provider's standard waiting time.

For **Demon** users the waiting time before disconnection is set to two minutes longer than the **Idle timeout** set .

If no response is received after the idle time, **Turnpike** will display a message giving you the choice of timing out in 20 seconds or waiting for a further period of idle time.

Note

If you set the **idle timeout** to 0 the timeout message will be disabled and the Demon disconnection time will be 10 minutes (600s).

Initial Setup - Answer is Blank
You must give an answer to this question.

Installing a New Access Provider

To install a new Access Provider you will need to install the appropriate 'script' and record details of the account you have with this Provider.

If you have just taken out an account with a new Access Provider you will have to install a new script. **This will be necessary whether you use Turnpike to dial up this Access Provider or not.**

When you select the new Access Provider in the procedure below, the script file is used to automatically complete the required dialog box entries.

If the Access Provider you require isn't included in the Select Access Provider list, replace the **ACCESS.TPK** file on your system with the latest version, and then try again. You can copy the latest file from the following ftp site.

    ftp://ftp.demon.co.uk/pub/mirrors/turnpike/

If the script for you Access provider is not listed you can record the basic information Turnpike needs to know about your Access Provider by selecting the - **Unknown Access Provider** - option offered in the **Select Access Provider** dialog;.

Information that allows Access providers to tell us about their systems and procedures so that the access scripts can be produced is given in the **Scripts.txt** file included in the above directory. Though possibly of interest to individual users, it is not particularly aimed at them!

- *To install a New Access Provider:*

    1. Click the **New** button in the **Connect to Internet** dialog. The **Internet Access Provider** dialog appears showing the current provider;
    2. Click the down arrow and select the Access Provider you want from the list;
    3. If the Access Provider is not listed, click the **More** button and select a name from the **Select Access Provider** dialog;
    4. Click the **Continue** button to proceed;
    5. When you have selected the Access Provider you want to install, click **OK** to confirm. A sequence of configuration question boxes will then appear;
    6. Answer each question or press Esc;
    7. Check the settings in the <u>New Connection</u> dialog and when you are satisfied that your settings are correct click the **Save** button.

Your copy of Turnpike is now configured to work with your new Access Provider. Before dialling, you may wish to confirm the configuration of the system is as you require. Click the browse buttons to see the relevant Help screens or refer to the Setup manual

If later, you want to edit the details of a connection, click the **Edit** button on the <u>Connect to |Internet</u> dialog.

The New Connection and the Edit Connection dialogs only differ in title

Related Topics
<u>New Connection</u>
<u>Connect to |Internet</u>

Installing your modem

You are able to install your modem from the windows control panel or by selecting the **Install Modem** button on the <u>New Connection</u> and <u>Edit Connection</u> dialog. Either method invokes the **Install a Modem Wizard**

1. Confirm that your modem is connected to your PC.
2. From the Windows 95 Start Menu, select **Settings**.
3. Select **Control Panel**.
4. Double-click on the **Modems** icon, the Modem Properties dialog will appear.
5. Click the **Add** button and the **Install a Modem Wizard** will appear.

Note

> As stated above the same Wizard will appear when you click the **Install Modem** button on the Edit Connection dialog.

6. Ensure that the tick box by the **Don't detect** option is cleared.

7. Click **Next.**
    If you see a display asking you "What type of modem do you want to install"
    select either *PCMCIA modem card*, if you have one, otherwise select *other*

Note

The above screen is only displayed where relevant

8   Click **Next**. Windows will attempt to identify your modem.
    ·   If your modem is correctly identified, simply click the **Next** button.
    ·   If the modem isn't correctly identified, click the **Change** button and select the modem's manufacturer and model from the list displayed.
    ·   If your modem isn't listed and a disk was supplied with the modem, select the Have disk option Or, select the Standard modem of the appropriate baud rate - from the top of the Manufacturer's list.

9. Click the **Next** button.

10. Confirm the <u>modem port</u> is set correctly. If you are installing a modem for the first time, enter details of your location and your phone system.

11. Click the **Finish** button.

· *Setting Modem Properties*
   a) Confirm that you have your modem connected to your PC.
   b) Select the My Computer icon
   c) **Right-click** on the dial-up icon for the connection you are using and choose **Properties** from the drop down menu
   d) Check that the information stated on the **General** page is correct
   e) Click the **Configure** button

   · **General Properties**

      Speaker volume. To suit local conditions.

Maximum Speed. The speed to set will depend on the modem and the type of UART in the COM port. How fast your PC is able to respond also has an effect.

· If the COM port uses a 16550 UART set the maximum speed to 38400,
· If it uses an 8250 UART, set the speed to 19200.

Tip

If you don't know what type of UART is used, you can find out by returning to the Modem Properties dialog, switching to the Diagnostics display, selecting the appropriate port and clicking the **More info** button.

· *Connection properties*

1. Click on the **Connection** tab.

   Connection preferences: The default settings are Data bits 8, Parity None, Stop bits 1.

   Call preferences:
   Wait for dial tone Select this option if your modem is able to detect the dial tone.
   Cancel the call if not connected within. Set to 60 secs or as you require.
   Disconnect a call if idle more than. Set to 30 secs or as you require.

2. Click the **Advanced** button. The **Advanced Connection Settings** dialog will appear.

Use error control:	This is automatically selected where it is supported by your modem.
Use flow control:	Select Hardware flow control.
Modulation type:	Select the **Standard** setting.
Extra settings:	These may be required if Windows 95 didn't recognise your modem.
Record a log file:	Check this option is you want a record of the DUN modem initialisation, dialling etc.

3. When you have completed setting your modem's properties, click **OK/Close** to save the properties you have set.

Related Topics
Which modem to pick
COM Ports

Internet Access Provider dialog

This dialog is displayed when you select:

·   **New** from the **Access Provider** dialog or **Connect to Internet** dialog;
·   or **New** or **Alter** from the **Access Provider** dialog.

The **Connect to Internet** dialog appears when you first logon to Connect and when you click the **Connect** button on the **Main Connect display**.

The **Access Provider** dialog is displayed when you select **Service Access** from the **Configure** menu.

For further details refer to related topics below.

Related Topics
Access Provider dialog
Connect to Internet dialog
Main connect display

Internet information services

The Internet offers a wide range of other information services, such as:
- *Gopher* - helps you to locate information through a series of menus.
- *WAIS* - enables you to search for articles on different topics by keyword.
- *Archie* - can tell you where particular files are available by Anonymous FTP.

Turnpike does not support these services directly but you can access them through the Web Browser. It is also possible to run Winsock-compliant clients for them alongside Turnpike, using Turnpike's Winsock. Such software is freely available on the Internet.

The other way of accessing these services is to telnet to a host which offers an appropriate client program - but don't expect the response time to be quick.

Keyboard layout choice (in Telnet)

It is generally easier to follow the instructions you receive from the remote computer if the numeric keypad on your keyboard is set to mimic the numeric keypad on a DEC keyboard. This keyboard includes four programmable function keys PF1 - PF4 on the top row of this keypad.

So Turnpike automatically selects this 'DEC layout' for your numeric keypad whenever your PC emulates a DEC terminal, but you can opt for the keypad keys to have their normal 'PC layout' if you prefer. (Then function keys F5 - F8 take on the role of PF1 - PF4.)

Alternatively, you can take the **Keyboard** option from the **Options** menu, then set the layout you require in the VT keyboard layout area of the dialog that's shown. The main purpose of this dialog is to enable you to setup the function keys to issue commands for you.

Related Topics
Telnet Function Keys
DEC/PC layouts
Defining function keys
Introduction to telnet

Kill Rules

Kill rules are specifications for types of articles that you don't wish to have downloaded in full.

The rules are setup through the **Kill** option offered in the main Turnpike program. Each rule just applies to the newsgroup in which it was created, giving rise to different sets of rules for each newsgroup.

When Turnpike is downloading articles from a newsgroup, it will only download the headers of those articles that are picked out by the corresponding set of kill rules.

Leaving Turnpike Connect

To leave the Connect program, simply take the **Exit** option from the File menu.

Logging

Select this option from the **Window** menu to display the log file.

Alternatively click the **Log Window** button on the main **Connect** display.

If you want to record the commands and responses given while you are using any of the On-line services, select the **Log** option from the **Snapshot** menu, then select either **Log entire session** or **Log from here** as required.

The various commands and responses will then be saved in a log file (which you pick out through a File Selector).

When you've logged as much as you want, select the same **Log** option but this time select **Stop logging**.

Login name / Hostname

The name which you (or your site) is known to your Access Provider. This name will be used to identify your site when you connect to the Internet. You should only need to change the name recorded in this dialog if your Access Provider allocates you a new one.

Your login name is not usually regarded as confidential and so is shown in clear in this menu, but the password that's given alongside the login name is confidential and is therefore shown as asterisks.

Mail and News Service Indications

· *Off line Mail and News Service indications*

Note

By default all services are active as soon as you click the **Connect** button on the <u>Connect to Internet</u> dialog.

To enable a service, click the **Start** button. The text in the service area changes from **disabled** to **enabled**. The legend on the adjacent buttons indicates **Disable**. When a service is **offline** the background colour is white.

Expiring Newsgroups initially indicates the number expired and the total. The legend on the button indicates **Stop**. When expiring is complete the legend on the button changes to **disable** and the text shows the time finished and the number of items expired.

· *On-line Mail and New Service indications*

The back ground colour of each service indicates the current state as follows:

Grey:　　　　disabled
Dark blue:　　enabled
Yellow:　　　waiting for an enabled action to start
Green:　　　active - sending or receiving mail or news
Red:　　　　error. If this occurs, click the **Logging** button to determine the cause of error

These colours are as initially installed. If you want to change the font or the colours used, click the <u>options</u> menu.

Posting News　　When complete the text indicates **Posting news complete at 15:45** (typical). The legend on the button indicates **Stop**.

News Collection enabled changes to **Collecting news at 13742 cps　49% complete** (typical). The number of items collected so far and the number still to be collected are also shown. When complete the text indicates **News collection complete at 15:37** (typical)**.** The legend on the button indicates **Stop** until collection is complete when it changes to **Disable**.

Note

The <u>number of articles</u> to be downloaded won't necessarily match the number of new articles that appear to be read in your newsgroups.

If you want to see what is being downloaded click **Window** in the menu and then click **News Client**.

If you close the main connect window when you are connected, and active, the download will stop. However, you may minimise this window.

Stay connected to your Access Provider - at least until the message **News collection closed - filing continues** appears.

Stay in the Connect program until the message **News completed**, *xxxx* **articles fetched and filed** message appears. If you do not stay in the connect program the list won't be filed

correctly and will have to be collected again the next time you connect to your Access Provider.

There's no need to wait for all news to be filed before you click the **Disconnect** button. **However, you must wait for filing to be completed before you exit the Connect program.**

When all the mail and news has been collected and you have completed any other on-line actions, click on the **Disconnect button**.

For **offline activities** click the **Mail/News** button. **For further details refer to Help in the Main Turnpike program.**

Related Topics
The Main Connect Display
Sending and Receiving mail
Configure Email Send and Receive dialog
Collecting News
Configure Newsnet News dialog
Errors and overruns

Mailing Lists

Mailing lists do a similar job to newsgroups in that they provide people with special interests with a way of sending a message to everyone that shares that interest. Indeed, some Mailing lists double as newsgroups so that everything that's sent to the newsgroup is also sent to the Mailing list and vice versa.

The main difference between Newsgroups and Mailing lists is that Mailing Lists contact people via the Internet Mail system, rather than via the News feed. Indeed, the reason for having Mailing lists as well as newsgroups is that not everyone on the Internet has access to the newsgroups. In particular, people who don't use the Internet directly but instead log on to a network that has a gateway to the Internet may not have access to the News feed.

To join or to leave a particular mailing list, you need to send a message to the list's administrator, telling him/her that you want to subscribe to or unsubscribe from their list. The standard way of doing this is by sending the appropriate email message to the mailing list's administrator. The messages from the mailing list will then be delivered to you in amongst the other mail you receive.

If you have List Subscribe permission, you can get Turnpike to prepare and send these messages for you. Turnpike also arranges that the mail you receive from the mailing lists you subscribe to is handled within a special newsgroup, rather than mixed in with other mail. This is not only to keep items of mail from the mailing list separate from your other mail, but to also arrange to thread items that follow on from each other and to expire old items after a set time.

These changes are made in the main Turnpike program.

Related Topics
Mailing Lists in the **Set-up** book
The Turnpike Mail & News book
From **Turnpike Help,** select **Mailing Lists**

The Main Connect Display

The main **Connect** display comprises:
- The **menu** bar
- The toolbar with **control buttons**
- **Mail and news and mail service** indications and controls

The **Mail and News Services** indications and controls occupy the main area of the Main Connect display under the toolbar. In the upper left of this area is a button with a telephone icon.

When **offline**, the telephone icon has a **green** up-arrow and is labelled **Connect**. When you are **online,** the icon has a **red** down-arrow and is labelled **Disconnect**.

Adjacent to the connect button are the following **General Indications:**
- Text states if you are **connected** or **disconnected**
- The name of the **Access Provider** you have selected
- The **user name**
- The **auto-diconnect time** This indication appears if there is no activity after repeated redials (time expired)
- When connected, incrementing **counters** indicate the **period of time** you have been on-line and the **cost**.
- When you have completed online activity and you press the **Disconnect** button, data in the upper right of the screen indicates:
  - the number of items sent and received
  - the rate at which data was transferred in characters per second (cps)
  - and the number of reporting errors (overruns) in this transmission

When you click the **Log Window**, in the upper right of the window a connection activity file is displayed.

When you click the **Details** button on the right of the display the **<u>Mail and News Service</u>** indications are displayed. If you click this button again these indications will close.

Related Topics
<u>Connect to Internet Dialog</u>
<u>Mail and News Service indications</u>
<u>Errors and overruns</u>

Main Menus

[File](#)
[Edit](#)
[Configure](#)
[Functions](#)
[Options](#)
[Snapshot](#)
[Window](#)
[Help](#)

Making a New Connection

In addition to installing additional Access Providers you are also able to make as many connections as you like to each Access Provider you use, each using a different modem if you wish. The default Connection name in the associated dialogs is the same as the Access Provider. When you use more than one connection you must change this default to a name you recognise.

You can make a new Connection from the Connect to Internet dialog or from the Access Provider dialog.

- *To make a new connection*
    1. Click the **New** button on the Connect to Internet dialog.
    2. Click the down arrow and select the Access Provider you want to use or just click OK.
    3. Enter a new name for the Connection in the New Connection dialog and change other details required for this connection.

Note

The case of the name is ignored. The name entered must be unique.

    4. Click OK to save.

Tip

If you want to change information for an existing connection click the **Edit** button.

Related Topics
Configure Service Access
Edit Connection dialog
New Connection dialog
Connect to Internet dialog
Which modem to pick
Connection settings

Merge Databases

When you upgrade Turnpike from one version to another, you would normally replace data in the old version with the new data.

If for any reason you put the new version in a different directory you will not be able see the data in your old mailbase.

This facility enables you to merge your current database with any other database you may have.

- · To Merge a Database
  1. Click **File** in the menu.
  2. Click merge database, the Merge database dialog appears.
  3. Enter paths or click the **Browse** button to select the Server path and email paths of the directories you want to merge with your current mail databases.

     The following files must be included:
     From the **Mail** directory **Mspool** and **Mailbase**
     and from the Turnpike root directory **Turnpike.usr**

  4. Click the **OK** button and a dialog will appear that will quote the following three stages:
     Stage 1: You may be asked for a password
     Stage 2: The other database will be rebuilt
     Stage 3: Messages will be merged

  5. If you wish to continue click the **Yes** button.

     If encryption has been lost you will be asked to enter a Password.

Notes

When mail is merged you will see a statement like 7 copies, 5 messages merged.
This discrepancy will occur for messages that you sent to yourself. The sent and received copy of the message is treated as one message.

The statement may also state that some messages have been imported. Normally messages will be copied to the same seat, mailbox, etc. If any of this data is not available the message will be treated as a new message and will be stored in accordance with the rules for the current databases.

Related Topics
Rebuilding the Mailbase etc.
Backing up your Turnpike files
Moving Turnpike to another machine or system

Mirror

If you are downloading mail by POP3 you can choose to **mirror** your email. This means that the contents of your mailbox on your Access Provider's server will match that of your Turnpike mailbox. If you leave email in a Turnpike mailbox, a copy will also remain on the server. If you file or delete the email in Turnpike or move it to the pending tray, it will be deleted from the server next time you connect.

This option is useful if you want to dial in and read your mail from more than one place.

Moderated groups

A moderated newsgroup is one in which contributions aren't posted directly to the newsgroup but instead are initially mailed to a moderator. The Moderator decides whether the articles are appropriate for inclusion in the newsgroup. This procedure improves the quality of the contributions to the newsgroup and keeps the discussions on target, but at the cost of a slower response rate.

Moving Turnpike to another machine/system

If you want to move Turnpike to another PC or upgrade to a PC with a different operating system;

⚠️ ***Don't try just copying all the old files from your old system to the new one.***

· **You should complete the following procedure:**

1. setup a new directory, for example c:\Turnpike

2. Copy the following from the old Turnpike directory to the new directory.
   TURNPIKE.USR
   CALLS.TPK
   NEWS directory
   MAIL directory
   USER*xxx* directories
   All ACC, .CST or .MDM files you use

3. Use the Turnpike Setup program to install an appropriate version of **Turnpike** on the new system.

   The installation program will ask you to select either a Typical, Compact or Custom installation and will state the directory in which Turnpike will be installed.
   Installation is normally to a **\Turnpike** directory on which the setup program is run (step 1). If you want Turnpike to be installed in a different directory, use the **Browse** button at the bottom of this dialog and select the directory you require.

4. When installation has been successfully completed, run both the main Turnpike program and the Connect program.

5. Check that each program is set up and configured as you require. For details refer to:
   · the Setup book
   · In Turnpike Help Contents. Relevant topics in the Configuring Turnpike 'book'.
   · In the Connect Help Contents: Relevant topics in the Configuring Connect 'book'.

Related Topics
Rebuilding data files
Backing up your Turnpike files
Merging databases
File paths dialog
Setting where Mail and News is stored

Multiple Access

The standard Turnpike software can be used by up to 99 people, but it is a 'single user' version, which means that you can only have one copy of Connect and one copy of Turnpike running at the same time (although they do not necessarily have to be on the same machine).

If you wish to install Turnpike on a LAN (Local Area Network), with a copy of the offline software on each workstation, run the Turnpike Setup program on your central server, choose 'custom install' and then select **Turnpike Workstation Setup**. This will place a special setup program on your central server from which Turnpike can be installed onto each workstation.

LAN administrators should note that mail that has been collected by Turnpike can be accessed across the network by other mailreading software if you enable the POP3 Server option, although again only one person at a time can use the standard version of Turnpike.

If you require more than one person to be able to use Turnpike simultaneously, you will need a **Multiple Access** version of the program. This still uses just one copy of Connect, but allows you to have multiple copies of the Turnpike program running; up to the number of seats purchased. Email **info@turnpike.com** for further details.

NVT

NVT stands for Network Virtual Terminal. This is a very simple terminal type which any remote computer should be able to work with.

New Connection dialog

This dialog is displayed by clicking the **New** button on the **Connect to Internet dialog** or the **Access Provider** dialog.

Note

If you click the **Edit** button in the **Connect to Internet dialog** the **Edit Connection** dialog will appear.

The details in the New and Edit dialogs are the same, the dialogs differ only in dialog name and usage. If you only want to **Edit** details of your connection, refer to the Edit Connection dialog. You can only add a **New** Access Provider if you have **dialling admin** permission.

· *To add a New Access Provider*

1. Click the **New** button. The **Internet Access Provider** dialog appears showing the current provider.
2. Click the **More** button, the **Select Access Provider** dialog appears.
3. Select a **new name** from the list. If the Access Provider you want to use is not listed, refer to Installing a new access Provider script.

Note

    If you want to keep the option of dialling up using the 'old' details for this Connection, ensure you enter a different name in the **New Connect** dialog. If you do not change the Connections entry, any new details entered will simply replace the old ones when you click the **Save** button.

4. Click the **Continue** button.
5. Click the **OK** button to confirm.

6. A sequence of configuration question boxes will now appear. Answer each question or press **Esc** to escape. Full details are given with each question. Brief details are as follows:
   a) To select the **Mail forwarding** option, click on the **Yes** or **No button**.
   b) If you select **Yes,** accept or enter a new **Domain** name.
   c) Accept or enter a new **Hostname**
   d) Accept or enter a new **password**
   e) Accept or enter **Organisation**

7. The **New Connection** dialog appears. Complete the entries as follows:

   · **Connection** as set in the **Access Provider** dialog.

Note

    The case of the connection name is ignored.
    The name entered must be unique

    Use Turnpike dialler. If you are using Turnpike to dial the option box should be checked, see Dialling up from idle.

   · **Modem**: Enter the modem you are using. To switch to a different modem, click the down arrow and select from the drop-down list. Click the check box if you are using **ISDN**. If the modem you are using is not listed see Installing your modem.

- **Access Provider** as set in the **Access Provider** dialog.

- **Point of Presence (PoP)**. This is where you dial to connect to your Access Provider. Click on the down arrow and select a name from the list - the phone number will be filled in automatically.

If the PoP you want is new or has changed its phone number, the number you require may not be included in the list of Points of Presence. If you know the new number, type the new number over the one currently shown in the Phone number slot. **DO NOT** amend the Point of Presence or the number you have typed will be lost. Take care to type the <u>correct number</u>

8. When you are satisfied with the details entered click the **Save** button.
9. To proceed refer to <u>Going On-Line</u>

Related Topics
<u>Going On-Line</u>
<u>Edit Connection dialog</u>
<u>Installing a new Access Provider script</u>
<u>Access Provider dialog</u>
<u>Making a New Connection</u>
<u>Installing your modem</u>.
<u>Connection settings</u>

News Collection

Selection of this option displays the **Configure Usesnet News** dialog. Use this dialog to set where you will get **Usenet** news articles from and how news will be handled.

Newsstands

Newsstands are simply collections of newsgroups that each Turnpike user sets up for themselves in order to follow discussions on topics they are interested in. For more information, either see the Turnpike Mail&News book or call up the Help file from within <u>the main Turnpike program</u>.

Number of News Articles Downloaded

The number of articles to be downloaded won't necessarily match the number of new articles that appear to be read in your newsgroups. The counts in the newsgroups don't include articles in threads that have been marked 'Not interesting'; also, they don't include articles killed by kill rules.

These articles are included in the count of articles downloaded because the headers have been downloaded and these are included in the count. In addition, articles that pass the kill criteria are counted twice because the headers and the bodies are downloaded separately.

A further possible reason for having more articles downloaded than you are offered to read is that you've got rid of a newsgroup you require from a newsstand but not from the overall subscription list.

Options menu

This menu on the main connect screen offers the following options:-

Colour

Window Font
Window Colours

The **Colour** option enables you to set the default colours on the *Main connect screen*. The **Window Colours** option enables you to set colours in the *Logging, Telnet* and *Ping* screens.

If you use the **Font** or **Colour** options from within a function, this will make a temporary change i.e. it will apply for the current session only. The colours set this way will revert to the default colours for the next session.

The following additional options are available from the **Telnet Options** menu:

Emulation.
Keyboard

Related Topics
Show Toolbar
Show status bar

Options menu: Colour

Displays the **Status Colours dialog**. This dialog shows you the colours currently used for the Mail and News service areas on the main connect display.

To change a colour click the **Alter** button. Select the new colours in the **Colour selection -**Status colours dialog

To return all colours to the default, click the **Default** button

Options menu: Show Toolbar

Click this option to show or remove the toolbar from the main Connect display.

Options menu: Show status bar

Click this option to show or remove the status bar from the main Connect display.

Options menu: Windows Font

Displays the **Font for Turnpike Connect dialog**. Use to select the typeface, typesize and typestyle used to display commands and responses on the screen.

This option only sets the font used for the main Connect display. The font used when printing is set through the Print font option in the File menu.

POP3 Server option

The POP3 Server options included in Turnpike enable users to access the mail in their Turnpike mailbox from outside their Turnpike system. This can be from a copy of Turnpike running on a machine that doesn't have direct access to your mailbase or from another mailreader.

This is a specialist facility and is intended for use in an office where mail for everyone in the company is collected using Turnpike but people don't necessarily always want to use Turnpike to read their mail.

It is not intended for use on a single-machine dial-up system. To use this facility the Connect program must be running. Also there must be a live TCP/IP connection between the machine on which Connect is running and the machine from which the mailbox is accessed.

 This facility will open a route whereby people from outside the company could potentially access users' mail.

For this reason, this facility has to be specifically enabled:

either through the '**Enable POP3 Server**' option in the Configure Email send and receive dialog;

or for each individual user who is allowed to access their mailbox in this way. (By giving them **Serve POP3** permission from the Configure Users dialog in the main Turnpike program);

The system also requires any user wishing to access their mail in this way to give their Turnpike sign-on password.

 Ensure that any users for whom this facility is turned on **do not** have a blank password. If the password is blank it will be just too easy for someone outside the company to impersonate them.

Calling up a Turnpike mailbox from outside counts as an access to the Turnpike system. With the standard 'Single access' version of Turnpike, you can't call up your mailbox while anyone is using the main Turnpike program and vice versa. With the 'Multiple access' version, users are able to call up their mailboxes at the same time as others use the main Turnpike program but only up to the number of seats on the system.

Related Topics
Configure email send and receive dialog

Passwords

Turnpike includes the option of making access to the system, and in particular to someone's personal mail files, dependent on giving the correct password. You will either have had this password set for you by your system administrator or set it yourself in the **Edit Sign-on details** dialog. If you forget your password, a new password can be set by the administrator or by anyone with Alter Users permission.

For security, whenever a password is typed or displayed, the screen only shows * characters.

ℹ️ ***New Passwords are setup from the main Turnpike program.***

Related Topics
Turnpike Help Password setup
Set-Up book. - Giving yourself a different sign-on name or password.

Permission

Turnpike has sixteen administrative functions. Permission to use these functions applies generally to a multi-user system where family members share the same computer, or where a number of users share **Turnpike** on a network. <u>The permissions</u> are set through the main Turnpike program, as part of the **Configure Users** and **Configure Workgroups** procedures.

ⓘ Permissions are set from the main Turnpike program.

Pinging

The Ping feature enables you to test whether a particular computer on the Internet is running. This can be very useful when troubleshooting.

· To ping a computer from Turnpike:
1. Click on the **Ping** button.
2. Enter the computer's <u>Domain name</u> in the dialog that is displayed. This needs to be given in full, even where you are pinging one of your Access Provider's sites.
3. Click the Ping! button.

If you don't get a response, possible reasons may be:

· The remote computer is switched off
· Something within either the Internet itself or your connection to the Internet (i.e. your phone link or your Access Provider) is not working
· You're not giving the correct machine name.

  Turnpike remembers addresses of previous sites you have pinged. When you want to ping one of these again, select it from the pull down list in the dialog.

  If you are using Ping to discover where a problem lies, use the computer's dotted-quad IP address if possible in place of its domain name. Then the test you make won't involve the Domain Name Server.

  Your Access Provider should be able to help you if you do not know the domain name or <u>IP address</u> for pinging.

  Tip

If a Ping button is not shown on your toolbar, it is easy to add one -- refer to <u>Toolbar Configuration</u>

"A serious problem has occurred in the Connect program"

When this message is displayed, the Turnpike program has encountered a situation where it was about to terminate with a *General Protection Fault*.

Instead of terminating, Turnpike writes a report file in your Turnpike directory, which contains diagnostic information. You are advised to note the events leading up to the problem in the description box; this may help us to solve your problem.

Email the file to: PROBLEMT.TXT to **problems@turnpike.com** for investigation.

In some circumstances, you can choose to **Continue** the program. If this does not cause the problem dialog to reappear, you are advised to close down and restart anyway at the first convenient opportunity.

If it was not possible to continue, or the problem occurs again, press **Terminate**. You may in this case need to rebuild the databases the next time you run Connect, if prompted to do so.

Related Topics
Troubleshooting

Progress Dialog

A progress dialog is shown whenever Turnpike '**Connect**' starts an operation that will take more than a few seconds to complete. To give you an estimate of how long it will take the progress is shown in terms of a count or percentage.

You can **Cancel** the operation if you wish, but usually you would then have to start it again from the beginning.

ALERT: Abandoned configuration

You will need to re-run Turnpike Connect and complete this initial configuration before you can use any of the Connect program's facilities.

ALERT: Access denied

The action you are trying to take is contrary to the access that's allowed to the object you are trying to process. You may, for example, be trying to write to a read-only file or to open a directory as a file.

You probably need to select a different filename.

Alert : Area code not set.

You have not entered an area code. Click the **No** button and check that an **Area Code** is entered in the **Dialling Properties** dialog. For further help, refer to <u>Connection Settings.</u>

Alert: Article requests

This message is for advice only, click OK to continue.

For further help refer to <u>Article Requests</u>

ALERT: Auto-Wrap

The Auto-wrap column number must be set to a value between 10 and 200.

ALERT: Bad signature

Either you've tried to combine files from different versions or from different users, *or* this file has become corrupted.

Make <u>a back-up of the important files in your system</u> - separate from any previous back-up you've taken - then try to sort the problem out, for example by restoring files from a previous back-up or, if a datafile has been corrupted, by <u>rebuilding</u> the affected file.

ALERT: COM Port problem

Check the COM Port settings in the Dial Settings dialog (or Modem setup Wizard) against the ones in the Windows Control Panel and the MSD report.

There's a mismatch somewhere.

Alert: Call costs Summarize

Answering yes will make a permanent change to your records. However, providing you haven't closed the Call costs window, you could still abandon this action later by selecting **Revert** from the Edit menu.

Alert: Call subtotal duplicate

You cannot enter a date which is already in the list or which is before the date at which your detailed call records currently begin.

Alert: Can't Change list of Article Requests

Wait for news collection to complete or disconnect, request the articles you want and then connect again

ALERT: Can't rebuild

You need to ensure that all copies of the Turnpike program are shut before you can re-build this datafile.

ALERT: Cannot run application

There is a problem with the application that you are trying to run.

Check that the path details are correct and that this application is correctly installed.

Alert: Clock Wrong
Set the time and date by going to the Windows Control Panel and selecting the Time/date option.

This is advice only, click OK to continue.

For further help refer to <u>Configure News Server</u> dialog.

Alert: Connect is still active

Click **OK** then click the **Disconnect** button on the main Connect display and then shutdown the Connect program again.

If you close the main Connect window while active the download will stop.

Stay connected to your Access Provider at least until the message **News collection closed - filing continues** appears.

Stay in the Connect program until the message **News completed**, *xxxx* **articles fetched and filed** message appears. If you do not stay in the connect program the list won't be filed correctly and will have to be collected again the next time you connect to your Access Provider.

There's no need to wait for all news to be filed before you click the **Disconnect** button. **However you must wait for filing to be complete before you exit the Connect program.**

When all the mail and news has been collected and you have completed any other on-line actions click on the **Disconnect button**.

Alert: Connection Name

The name entered must be unique. The case of the connection name is ignored. For futher details refer to <u>Making a New Connection</u>

ALERT: Contact Support

Either **email info@turnpike.com** or **phone Turnpike Support on** 0845 272-2666* with details of your Site ID (which you can find out by editing the CONNECT.INI file in your Turnpike directory).

* Calls to 0845 272-2666 may be monitored for training purposes. This information may be used for marketing purposes.

ALERT: Continue ?
Click the **Yes** button to cancel or the **No** button to continue without cancelling.

ALERT: Correct Secret/Password

The mailbase is about to be re-encrypted and rebuilt.

Your Address book will also be rebuilt. If the ADDRBOOK file in your mail directory comes from the same system as the mailbase, the new Address book will naturally contain address etc. information taken from that mailbase. But the rebuild won't add these addresses to the Address Book from your current system.

If you want these addresses in an Address Book and you don't have the 'original' ADDRBOOK file, 'hide' your current Address book either by renaming it or by moving it to another directory. Turnpike will then build a fresh Address book from the information in the mailbase which you can subsequently combine with your current Address book by exporting the addresses from either this or your original Address book, then importing these addresses into the other Address book. For further information on this operation, call up the Help file within the main Turnpike program and look for information on Importing / Exporting addresses.

ALERT: Corrupt datafiles

The datafile(s) needs to be rebuilt. To rebuild the files, either the System administrator or another user with <u>Rebuild files permission</u> needs to take the **Rebuild database** option from the **File** menu and follow the instructions on the screen.

Note

Rebuilding these files may take some time.

ALERT: Corrupt or damaged program files
This file has either been deleted or it has become damaged in some way.

You probably need to reinstall Turnpike.

Alert: Credit Card
You must enter wether you are using a Company or Personnal credit card.

Click OK to continue

ALERT: DOS error

This is a system-level problem.

For a detailed explanation, look up the error message in the information on 'DOS errors' or 'System errors' (or just 'Errors') in the documentation supplied with your machine or with the operating system you are using.

ALERT: Database files missing

The chances are your mail/news files have been moved but this move hasn't been recorded in the File Paths dialog.

To sort this out, click **OK**: then back in the Sign-on dialog, click the **Paths** button to display the File Paths dialog and check that the correct directories are selected.

If necessary, use the Windows File Manager / Explorer to check the location of:

- Your **TURNPIKE.USR** file (the Server path - probably a **TURNPIKE** directory)
- Your **MAILBASE**, **MSPOOL** and **ADDRBOOK** files (the Email path - probably a **MAIL** directory)
- Your **NEWSBASE** and **NSPOOL** files (the News path - probably a **NEWS** directory)

ALERT: Delete original?

Turnpike has kept the previous version of this file (suitably renamed) in case you added any special features to it which you want to copy over into the new file.

If you didn't change the previous version or the change you made is no longer needed, click the **Delete original** button. There's no point keeping the earlier version of a file unless it contains special information you need to copy to the new file.

ALERT: Demon already
You have already setup a <u>Demon Internet</u> account.   It is probably a mistake to setup another. You should use the existing account.

ALERT: Demon only

The Trial version of Turnpike you are using can only be used in conjunction with a Demon account.

If you have a Demon account, take **Service Access** from the **Configure** menu and use the <u>Access Provider dialog</u> that is displayed to select your Demon account.

If you don't have a Demon account and you want to continue using Turnpike, you will need to buy a full copy of Turnpike. For further information, contact **Demon Sales** on **0**845 272-2666*

* Calls to 0845 272-2666 are monitored for training purposes. This information may be used for marketing purposes.

ALERT: Device Driver problem

To correct this problem, you need to leave not just the current program but any other applications that you are currently running and edit your SYSTEM.INI file - which you will find in your C:\WINDOWS directory.

When this file is displayed, find the section headed **[386Enh]** and check that this contains four **device=** lines as follows:

device=c:\turnpike\ntstim.386
device=c:\turnpike\ntsakr.386
device=c:\turnpike\vtcprac.386
device=c:\turnpike\ntspsd.386

Any duplicates or other variants of these lines should be deleted.

Save your changes, then restart Windows and run the Connect program included in the Turnpike folder/program group.

Note

These instructions assume you installed Turnpike in the root of your C: drive. If you installed it somewhere else, you will need modify these **device=** lines accordingly.

Alert : Different Country set.

You appear to be attempting to dial from a different country. Click the **No** button and check that the correct country is selected in the **Dialling Properities** dialog.

If you are sure the country you set is correct click the Yes button to continue.

for further help refer to <u>Connection Settings</u>

ALERT: Different encryption

The mailbase you've picked out to use has come from an earlier version of Turnpike which either had a different Site ID or used a different Site Secret.

To use this mailbase within your current Turnpike system, update the system the mailbase comes from to the current version. Then select the mailbase within that updated system. Once you have done that, the Turnpike you're currently using will initially see it as an invalid file but should then be able to re-encrypt and rebuild it.

ALERT: Disconnect ?

If you click **Yes** Turnpike will close all the open clients and then disconnect.

Click **No** if you want to check that you've really finished with these clients before disconnecting.

ALERT: Disk full

You are strongly recommended to switch to the Windows File Manager / Explorer and make some space available on the drive named in the message. Having made space, you should then return to the message and click the **Retry** button.

Doing anything else is not recommended.

ALERT: Disk problem

This is a disk/drive problem.

If it's obvious to you what you need to do to correct the problem, look up the error message in the information on 'DOS errors' or 'System errors' (or just 'Errors') in the documentation supplied with your machine or with the operating system you are using.

Alert: Edit Requested Articles List.

If you want to cancel the changes you have made to the list of requested articles - Click Yes
To accept the changes - Click No

For further help see <u>Article Requests</u>

ALERT: Failed rebuild

There is a serious problem with this database. You probably need to replace it with your back-up copy.

Important: Replace NEWSBASE and NSPOOL together; similarly replace ADDRBOOK, MAILBASE and MSPOOL together.

ALERT: File Error
This file is either missing or corrupt. You may need to reinstall Turnpike.

ALERT: File location problem

Check the file details you are giving. They are probably out of date.

ALERT: Full version

If you are doing this deliberately, fair enough - but otherwise you are missing out on a couple of features quite unnecessarily.

You can pick up a full version by FTP from:
   //ftp.demon.co.uk/pub/mirrors/turnpike/

The files are quite big, so different 'flavours' are offered, covering the choice of 'Windows 3.*x*' version (for 16bit systems) or 'Windows 95' version (for 32bit systems), with or without Microsoft Internet Explorer. Study the **Readme** file in the directory for information on which file you need to copy.

Alert: Initial Setup - Select an ISP from list

Click **OK**, then select an ISP by clicking on the
appropriate entry.

If you don't know which entry to select, click the
Help button shown below the list.

ALERT: Install Modem

You may be trying to use a modem that has been uninstalled.

If you uninstall a modem using the Windows 95 control panel, that modem will remain in Turnpikes memory and hence in the list of modems in the **Edit Connection** dialog until you select a different modem from the list.

If you then try to connect using a modem that is listed but has been uninstalled, an error message dialog will appear.

Select any other modem from the modems list in **Edit Connection** dialog then click the **Save** button. Click the **Edit** button on the **Connect to Internet** dialog again and only those modems currently available will be listed.

To reinstall the modem or to install a different modem refer to Installing your Modem.

Click the **OK** button to continue

ALERT: Insufficient resources

You probably need to close some of the other applications you are currently running.

It may even be a good idea to restart Windows.

Alert: Internal Error
This is for advice only. Click OK and try again.

ALERT: Invalid gateway

Call up the 'Configure Email' dialog and check that the address given for the Mail gateway is correct.

If necessary, reinstall your Access Provider.

ALERT: Invalid script

The script for your current Access Provider (.ACC file) / your modem (.MDM file) has been modified in such a way that it no longer has the correct format.

If possible, replace it with a back-up copy of the unmodified file.

ALERT: Invalid timings

Restore the settings you changed in the Connect.ini file e.g. by going back to your back-up copy of this file.

ALERT: Line too long
Turnpike is unable to handle this file.

Are you sure you picked the file you meant? Are you sure it is a text file?

ALERT: Lost seat recreated
To start with, the lost seat is assigned to **user***xxx* where *xxx* represents a number.

To access the files associated with this seat, the System Administrator or someone else with <u>Configure Users permission</u> needs to go into <u>the main Turnpike program</u>, call up the 'Configure Users' dialog and edit the user*xxx* entry to give it a suitable sign-on name and password.

The files can then be inspected by someone signing on using this sign-on name and password.

ALERT: Mail Password dialog

The mailbase that you have asked to re-build needs to be re-encrypted in order to make its contents viewable from within the current Turnpike.

Before doing this, Turnpike wants to check that you are a proper person to be accessing the mail in this mailbase. Hence the request for either the <u>Site Secret</u> of the system from which the mailbase comes or for the <u>password</u> of the occupant of Seat 1 on that system (who will usually also be the system administrator on that system).

Without one or other of these, Turnpike won't re-encrypt and rebuild the mailbase for you (though it will allow you to try again if you get the Site Secret / password wrong at the first attempt).

Type either of these in the slot provided and click **OK**.

ALERT: Make selection
Simply pick the option you prefer.

ALERT: Modem

Enter the modem you are using in the New or Edit connection dialog.

ALERT: Modem file error

There is an error in the Modem file you are attempting to use. Uninstall the modem from the Windows 95 control panel and then <u>reinstall</u>.

Click **OK** to continue.

ALERT: Must rebuild

First check that you are using the files you intend (i.e. that the file shown in the dialog is one you intended to use). If it is, either take the option to rebuild this file (if this is offered) or rebuild it yourself.

If you ever replace any of your datafiles from backup copies, be sure to replace the NEWSBASE and NSPOOL files together and the MAILBASE, MSPOOL and ADDRBOOK files together. Don't try to combine files from different back-up sets.

ALERT: Network problem
Consult your system administrator.

ALERT: No Share

Turnpike needs to access an active copy of either SHARE or VSHARE.

The chances are that all you need to do to activate one of these programs is restart your machine: indeed, the option to re-start may be automatically offered when you click OK.

If restarting your machine doesn't make the problem go away, consult your System Administrator.

ALERT: No Tariff Info

Turnpike cannot find the information it requires to calculate call costs. You may be able to correct the problem by re-selecting a Carrier from Call Costs' Configure menu.

ALERT: Not an exe

The program will not run because the file you have specified is either corrupt or is not an executable (.exe or .com) file.

ALERT: OK to Continue

This message is for advice only. Click OK to continue.

Alert: Phone Line Dropped

The reason this message may the following

· 　the idle timeout at your Access Provider has expired
· 　there is a noisy line
· 　Someone has picked up an extension or call notification is breaking.

Confirm connection by reference to your modem indications.

If you find that you frequently loose connection to your Access Provider, check both the quality of your phone line with your telephone provider and that you haven't got call notification (or any such similar service) turned on.

The phone line may not have dropped, there may be a fault in the cable between your machine and the modem. More rarely it will be a problem with the COM port on your machine or on the modem itself. To resolve these problems replace each component in turn by another of the same type until the problem is cleared.

Alert: Phone number too short

To check the number, click the No button and make the necessary correction.

If you are sure the number is correct, click the Yes button and proceed.

For further help refer to Connection Settings

ALERT: Pics file
This pics file cannot be used.

ALERT: Ping and Trace
You cannot use <u>Ping</u> and <u>Traceroute</u> at the same time.   You must close one before you can run the other.

ALERT: Proceed ?
Click the **Yes** button to continue or the **No** button to cancel.

ALERT: Reinstall
To resolve this, you need to reinstall Turnpike.

ALERT: Reinstall Access Provider

Reinstall your Access Provider.

ALERT: Rebuild advised

The database files need to be <u>rebuilt</u> to incorporate the new information, and wherever possible, Turnpike offers the chance of doing this now. But as this will take some time, Turnpike offers the option of leaving the database files as they are by clicking the **No** button. However you won't then get the changes.

Database files can also be rebuilt by taking the **Rebuild database** option from the **File** menu - assuming you have <u>Rebuild files permission</u>.

ALERT: Restart Windows

You can opt not to restart Windows when Turnpike advises you that this needs to be done (for example, because you have other applications running), **but you must restart Windows before you next try to run the Turnpike Connect program.** The Connect program will not be able to run until you have restarted Windows.

ALERT: Restart Windows advised

We recommend shutting down all applications and restarting Windows.

ALERT: Rule Error
There is an error in this rule at the position indicated. This must be corrected.

ALERT: Seat record missing

To sort this problem out, the System Administrator or some other user with <u>Configure Users permission</u> needs to call up the **Configure Users dialog** within <u>the main Turnpike program</u>.

ALERT: Sensible selection
You need to choose at least one from the supplied list - but no more than five.

ALERT: Sharing violation

The file you are trying to access is being used by another application - possibly on another machine if your computer is on a network.

ALERT: Shouldn't appear

An error has occurred in the program.

Please email **helpdesk@demon.net** with details of the message seen and the circumstances under which this message appeared.

ALERT: Smart Too Long

The text you have entered here is too long.

ALERT: Sorry not implemented yet

Sorry, this feature has not been implemented yet.

ALERT: System error

Exit from the program as 'gracefully' as you can, then restart.

It may also be a good idea to restart Windows.

Alert: Too many requests

This is for advice only. Click OK to continue.

ALERT: Too many users

With the standard 'single-access' version of Turnpike, you can only have one copy of the Connect program and one copy of the Turnpike program running at any time - though not necessarily always from the same machine. With the 'multi-access' version, you still can only run one copy of Connect but you can have multiple copies of the Turnpike program running, up to the number of seats purchased.

ALERT: Too much
Are you sure about what you are trying to insert ?

As you've triggered this message, the chances are that what you are trying to do won't work anyway.

Alert: Traceroute is not available.

Reinstall TCP/IP from Network in the Windows Control panel.

Click OK to continue.

ALERT: Trial version expiry

The trial version of Turnpike gives access to the Internet for 30 days, with an optional 15-day extension for anyone ordering a full copy of Turnpike before the Connect program 'expires'. (*To order your full copy of Turnpike, ring **Demon Sales** on 0845 272-2666**)

If the program expires before your full Turnpike package arrives, either **email info@turnpike.com** (if you can) or **phone Turnpike Support on 0845 272-2444*** with details of your Site ID (which you can find by editing the CONNECT.INI file in your TURNPIKE directory). They will then provide you with a 'Site Key' to unlock your copy of Turnpike.

* Calls to 0845 272-2666 and 0845 272-2444 may be monitored for training purposes. This information may be used for marketing purposes.

ALERT: Try again

Correct the details that you've entered, then try again.

ALERT: Unable to execute program

There's something wrong with the way the button that calls up this program is configured. The program may have been moved. Select **Toolbar buttons** from the **Configure** menu.

In the dialog displayed ensure that the program details are correct. For further details refer to Toolbar configuration dialog.

ALERT: Windows won't close

Windows will not close while you are still connected to the Internet.

Click **OK** then click the **Disconnect** button at the left-hand end of the Connect toolbar to continue.

Alert: Wrong Winsock

This version of Turnpike should be using the Windows 95/98 Winsock by default.

If you need further advice or help you can ring support on 0845 272-2444 any time of the day, any day of the week.

* Calls to this number are monitored for training purposes. This information may be used for marketing purposes.

ALERT: Wrong emulation

The characters that are being received suggest that you are probably using the wrong emulation e.g. **ASCII** instead of **NVT** or **NVT** instead of one of the DEC terminal emulation's - **VT100** or **VT52**.

You can either switch to this emulation now by clicking the appropriate button. Or you can continue using your current emulation if you know that what was received wasn't what it appeared to be.

ALERT: Wrong name or password

Click **OK** to return to the Sign-on dialog and enter the correct information.

If you don't know or can't remember either your sign-on name or your password, consult your System Administrator or some other user who has <u>Configure Users permission</u>. They should be able to tell you what your sign-on name is and to set a new password for you. Once you've signed on using this password, you'll be able to set a new password for yourself by running <u>the main Turnpike program</u>, selecting **Configure... Users** from the **File** menu and setting this in the Edit sign-on details dialog that is displayed.

ALERT: Wrong version

The file you are trying to use was created on an incompatible Turnpike system. At the time of writing, no such system existed but it is always possible that one could have subsequently been created.

If you have access to a newer version of Turnpike, try using that.

ALERT: Call cost file corrupted
You must discard this file.

Reading/Preparing mail or news

If you want to read the mail and news that arrives - or to prepare new messages to send out - click the **Mail/News** button on the **Connect** toolbar. This will call up the main Turnpike program.

Note Turnpike Connect will stay running (unless you choose to Exit from it). Return to Connect by using the Windows Alt Tab facility.

Rebuild Database

The main purpose of Turnpike's Re-build option is to recover wasted disk space left in your newsbase, mailbase or address book after earlier entries have been erased. You can also use this option to recover your databases, should they become corrupted.

ℹ   This option is only available when you have <u>Rebuild Files permission</u>.

1. Close the **Turnpike program**
2. Run the **Connect program**
2. Click on **File** in the menu
3. Select **Re-build database**
4. Select **Mail**, **Address Book** or **News** as appropriate from the message that is displayed

click **Cancel** if you decide not to rebuild any files after all.

Turnpike will build a new version containing just the current information from the old version - recovering both wasted disk space and as much as possible of the information from the old files.

Related Topics
<u>Software error</u>
<u>Merging databases</u>
<u>Backing up your Turnpike files</u>
<u>Moving Turnpike to another machine or system</u>

Running other Winsock applications

Other applications that use a Winsock can be run while Turnpike is on-line - for example alternative FTP programs or WWW browsers. Many of these are available as "shareware" applications and can be fetched from the Internet using FTP.

To use such an application, you will need to install the application as an icon on your Windows desktop in the usual way. If you have difficulty doing this, you will need to consult the supplier of the application.

To run the application, start Turnpike Connect and Connect to your Access Provider in the usual way, then return to the Windows Program Manager and simply double click on the icon for the other Winsock application.

Related Topics
Winsocks
Going On Line

Sending / Receiving mail

When you go on-line, you will probably want to send any mail messages or news articles that are sitting in an Out tray and to receive any mail that has been sent to you.

Before email can be received or delivered, information such as where your email messages will arrive from needs to be recorded - e.g. the details of your POP3 mailbox(es) if you have any.

Initially all the information that's needed will either be available to Turnpike from the standard *script* for your Access Provider or from answers given when this Access Provider was first selected. Turnpike will also have arranged that mail will automatically be sent and received whenever you go on-line.

The default is for both of these actions to be carried out automatically whenever you go on-line.

To configure email transfer you must have Connect Admin **permission:**

1. Click on **Configure**;
2. Select **Email Transfer**, the **Configure email send and receive** dialog appears.

· **If you want mail to be sent and received automatically**, check the **Send automatically** and **Receive automatically** option boxes.

· **To keep either action under your control**, clear one or both the **Send automatically** and **Receive automatically** options boxes.

The Configure Email send and receive dialog enables you to confirm the settings made and when necessary to change them. The associated Configure POP3 Mail Collection dialog enables you to setup further POP3 mailboxes as you require.

Configure Email send and receive dialog also enables you to set an option to return confirmation that a message has been received.

While news is being transferred, messages in the details section of the main Connect display show how many items to expect, how many have been collected, and how many have been filed.

The rate at which data is currently being transferred in characters per second (cps) and reporting errors (overruns) in this transmission is also given.

Related Topics
Configure email send and receive dialog
Reading and Preparing Mail
Going on-line
Mail and News Indications and Controls

Sending commands line by line (in Telnet)

When you telnet to a remote computer, the commands you issue will normally be sent character-by-character, but if your computer is emulating either an NVT or a simple ASCII terminal, these commands can also be sent line-by-line.

Line-by-line is often preferred to character-by-character because it allows you to edit your commands before they are sent. It also avoids the character-echoing effect you can get when commands are sent character-by-character.

To arrange that commands are sent line-by-line, take the **Emulation** option from the **Options** menu, then check the **Buffer lines** box in the dialog that's displayed.

Related Topics
Introduction to telnet
Telnet terminal emulation

Setting the Timezone

To determine when a mail message was sent, all times are converted to Universal Co-ordinated Time (UTC). The adjustment required to convert your local times into UTC depends on the timezone in which you work.

· ***Timezone Dialog***

This dialog is called up by selecting **Timezone** from the **Configure** menu.

Synchronise with: the address of the <u>timeserver</u>, which **Turnpike** will use as a time reference. Generally this will be set for you.

Automatically set the PC clock
· If you want **Turnpike** to set your host PC's clock to match your time server; **check** this option.
· If you want your PC to remain synchronised to some other time standard, leave this box clear.

Local timezone: Enter your *winter* timezone - either by its standard abbreviation or the number of hours and minutes you are ahead or behind GMT in winter. Enter this as a four-digit number hhmm, preceded by a + if you are ahead of GMT or a - if you are behind GMT.

Examples:
East Coast of America   5 hours behind GMT.   Timezone entry.   - 0500.
South Australia 10½ hrs ahead of GMT.   Timezone entry.   +1030.

Summertime: select one of the options to apply local summertime or Daylight Saving rules at your location.

The next change will be: For users in the UK this will be set for you. If you want to set or change it, select the **other** option and enter the details in the text box.

When the clocks go... Select either forward or back 1 hour.

To help you ensure that you set the Timezone correctly, Turnpike responds to the setting you make with an indication of where you are probably located. If it is very wrong, check if your entry is minus where is should be plus (or vice versa).

Setting where Mail and News is stored

When Turnpike is installed, it automatically creates **NEWS** and **MAIL** directories alongside the **Turnpike Connect** program and sets up both **Turnpike Connect** and the main **Turnpike** program to use these directories. If you run out of space on the current disk, you will need to move either the NEWS directory or the MAIL directory (or perhaps both) to a different disk.

If you need to move the whole of Turnpike to another machine or another system, <u>click here</u>).

Close the Turnpike programs both on the host machine and on any other machine on your system.
Use standard File Manager actions to move the directories to their new location.

Record the new File Path information within both **Turnpike** and **Connect**.
If these files are accessed from other machines across a network, inform your colleagues of the new location of these files. Ensure that they record the new details in the copies of Turnpike they use.

There are two ways of recording these details:

·   *If the Sign-on dialog is displayed when the program is run*

    1. Click the **Paths** button in the **Sign-on dialog.** The File Paths dialog appears.

    2. Set the new path information.

·   *If the Sign-on dialog isn't displayed*

    1. Edit the TURNPIKE.INI and the CONNECT.INI files in your **Turnpike** directory.

    2. Record the new Newspath and Mailpath in the [PATHS] section of these files.

Related Topics
<u>File Paths dialog</u>
<u>Moving Turnpike to another machine/system</u>

Setup - Password Advice

Your password can be any mixture of 6 or more upper-case letters, lower-case letters, digits and punctuation marks and may not include spaces.

Use something you can remember, but not something that's easy for someone else to guess. It is not advisable to use the name of someone in your family, your birth date, your National Insurance or your car registration number. Avoid sequences of digits and letters that are easy to type, words picked out of even very obscure dictionaries or simple variations of the above - because such things would be easily found by a computer cracker program.

It is recommended that your password is 6 - 8 characters, fitting one or more of the following descriptions:

- A word with unusual capitalisation;
- A word with unlikely misspelling;
- The first letters of a phrase;
- A phrase stripped of both spaces and vowels;
- Interleaved words;
- A mixture of two or more short words and digits or punctuation marks.

You should also note that while you can set passwords up to 16 characters long, only the first 8 characters will actually be checked. These first 8 characters should contain a mixture of letters and digits.

Click here if you need any further information before making your selection.

Setup - Help

If you need further advice or help on how to complete the setup Wizard, you can ring **0845 272 2666*** - any time of the day, any day of the week.

You can also use this number for any of the following:

- For details about opening an account with Demon Internet;
- You would rather pay by cheque;
- You can't use the setup Wizard to sign up for your Free Trial e.g. because you don't have a credit card or you don't have a UK address.

* Calls to this number are monitored for training purposes. This information may be used for marketing purposes.

Sharing buffer overflow

This message usually means that the **SHARE** command in your config.sys or autoexec.bat is not setting enough buffer space and/or file locks.

If you need **SHARE** for DOS programs that you run prior to loading Windows, change the parameters of your share command to give more buffer space and more locks. If you are not sure how to do this, consult your DOS manual or type **share /?** at a DOS prompt.

However, if you do not need **SHARE** then remove references to it from your config.sys and/or autoexec.bat file. File sharing for Windows is normally handled by **VSHARE**. This is loaded by the command device=*vshare line in the [386Enh] section of \windows\system.ini. If you do not already have **VSHARE** on your system, reinstalling Turnpike will install it for you.

Note

If Turnpike reports 'sharing buffer overflow' and you are *not* using **SHARE**, you may be running an out-of-date version of **VSHARE**. Try removing the ini command line, then reinstall Turnpike.

Related Topics
Troubleshooting

Sign-on names

Sign-on names are the names by which the different users of your system are known to Turnpike. If you are the person who installed this copy of Turnpike your sign-on name will be the email name you gave at that time. Otherwise ask your system administrator for the sign-on name. Generally the same rules apply to sign-on names as email names. Typically a user's sign-on name will also be their principal email name, though this does not have to be so. For further details refer to the **Set-Up book** - Allocating users to seats.

Signing on

If you are the sole user of your copy of Turnpike when you run either the main **Turnpike** program or the associated **Connect** program, that program will simply open.

If you share your system with other users or you have chosen to protect your mail files against unauthorised access with a password, Turnpike's **Sign-on** dialog box will appear.

Enter your Sign-on name, or if you have used this name before, select it from the drop-down list.
Enter your password (if any).
Click the **OK** button and Turnpike will open.

Turnpike remembers the last Sign-on name and file paths to be used. If you were the last user, just enter the password and then click **OK** or just click **OK**.

The Sign-on dialog, Sign-on names and allocation of seats are set from the main Turnpike program.

Related Topics
Sign-on name
Paths
Please type Site ID dialog

Site ID

The **Site ID** is the serial number of your copy of Turnpike. The Site ID of any Evaluation copy of Turnpike is generated automatically. You will find the Site ID for a full copy of Turnpike on the CD pack. You will have been asked to enter this ID the first time the full copy of Turnpike was run. Anyone who has permission to run this Connect program can inspect the Site ID by:

clicking **Configure** and then selecting **Site Key;**
or Clicking the **Site Key** button on the main Sign-on dialog.

In either case the **Site Specific Details** dialog will appear. If you know the Site Secret you are able to change the Site ID.

ⓘ Only the System Administrator or someone who knows the Site Secret can change the Site ID.

Please type Site ID dialog

This dialog is displayed when you install the Connect program.

·   Enter the **<u>Site ID</u>** for the copy of Turnpike you are using. This is proof that you have a legal copy of the program. **The Site ID is on the Registration Card**.

     You can use upper or lower case letters when you enter your site ID (they will be changed to upper case for you). 0 or the letter O is accepted as 0.
     1 is interpreted as the number one, a lowercase or uppercase L.

·   Enter a **<u>Site Secret</u>.** This will be used to encrypt your mail messages and will prevent any mail being read simply by opening the mail files.

     The **Site Secret** is up to you. Any word or phrase will do. Keep a record of it. If you ever have to reinstall your Turnpike system from scratch you **must** use the same site secret.

     If you reinstall at any time you must use the same Site Secret. If you use a different Site Secret, *you won't be able to read any of the mail messages received using the previous installation.*

Related Topics
<u>Signing on</u>

Site Key

You will require a site key if you are using the trial version of Turnpike and you want to update to a full version. You will also require a new site key if you want to increase the number of users of your copy of Turnpike

Site keys can be issued for one user or for multiple users (up to 99).

For further details refer to the Site Specific Details dialog.

Site Secret

The **Site Secret** is a code word that is used (together with the Site ID) to encrypt mail messages so that they can't be read by simply opening the mail files. You may leave the Site Secret blank. If you do your mail messages will only be encrypted with the Site ID. Another user may know this.

When you enter a Site Secret, anyone who tried to read your mail files would need to know both your Site ID and your Site Secret. You will probably only need to enter your Site Secret once.

 Ensure you keep a record of both your Site Secret and your Site ID in the event that you ever have to reinstall your Turnpike system. If you don't use the same Site Secret again, you won't be able to read any of the mail messages that were received using the previous installation.

 If a Site Secret is lost the system administrator can set a new Site Secret for you.

Site Specific Details dialog

This dialog is displayed when you select either the **Site Key** from the **Configure** menu or you click the **Site Key** button on the <u>Sign-on dialog</u>.

The Sign-on dialog shows the Site ID and any <u>Site key</u> that has been set. Any password set is shown as ******. The details given are generally for information. However, you may need to refer to this dialog if you add new users.

ⓘ   You are only able to change the details in this dialog if you have Administrator permission - or if you know the **Site Secret**.

·   To verify you have the correct site:
1. Enter the <u>Site Secret;</u>
2. Click the **Check Secret** button.

When this is verified, you can also set a different Site Secret.

Tip

You can use upper or lower case letters when you enter your site ID (they will be changed to upper case for you).
0 or the letter O is accepted as 0.
1 is interpreted as the number one, a lowercase or uppercase L.

Snapshot Menu

Select the Snapshot option to record the current screen contents and save it to a file on disk.

Related Topics

Logging Options.

Software error *nnn*

Software Error followed by a number means that one of Turnpike's internal consistency checks have failed. This may happen if a file is damaged due to the power being cut, or if some other program crashes, while Connect is saving data.

If the error occurs frequently, it could suggest the machine has a problem with,
·   the reliable storage of data; faults with RAM or the hard disk
·   an over-clocked processor.
·   software, perhaps a virus.

These errors are usually associated with either the news database or the address book.
Turnpike takes actions that minimise affects to the mail database.

·   To clear the error
    1.   Shutdown Turnpike
    2.   To ensure your file and directory structure is valid, run the Windows utility SCANDISK.

    ·   ***If the error IS reported to be in the file USERNEWS***, **delete the USERNEWS file.**
        Information about which threads you have read and marked as interesting or uninteresting will be lost

    ·   If the error is NOT reported to be in USERNEWS, rebuild the affected database.
        Rebuilding a database recreates all the indexes and other secondary information, and discards any damaged data.

Notes

Sometimes it is clear that you have a problem with your mail or news databases, but Turnpike reports an error before it has run long enough to give you a chance to do a database rebuild. To correct this, rename the \turnpike\news\newsbase (or \turnpike\mail\mailbase) file to something else and then start Turnpike. The program will spot the missing file and offer to rebuild. ***Before accepting the offer***, switch task (e.g. to File Manager or Windows Explorer) and rename the file back to its original name. Turnpike will then rebuild. If you don't rename the file back again, more information will be lost than necessary.

If the error is reported to be in the file **USERNEWS** then rebuilding the news database will not help. Instead, you need to delete the **USERNEWS** file. Note that this will lose information about which threads you have read and marked as interesting or uninteresting. Once again, use SCANDISK before running Turnpike again.

Related Topics
Troubleshooting
Rebuilding databases

Colour Selection: Status Colours dialog

This dialog is opened bychoosing either:

- Colour from the <u>Options</u> menu
- <u>Windows Colour</u> from the Options menu and then click the Alter button on the <u>Status Colours</u> dialog

Click the down arrow in the selection box at the bottom of the dialog.

If you have opened this dialog from the Colour option the menu will list colour locattions fro Logging, Telnet, Finger and Ping.
If you have opened this dialog by clicking Alter on the Status colours dialog, the menu will list colour locations on the main connect window.

In either case for each item in the menu the colour currently set is shown in the ColorSolid box.
The dialog offers both a palette of *Basic* colours and a complete colour spectrum from which you are able to select a custom colour. If you want, you can add the colours you pick out from the colour spectrum to an additional palette of 'Custom' colours.

To use a colour from a palette, click on the colour in the palette.
To choose a custom colour from the spectrum, click on the colour you want in the spectrum. Set its 'luminosity' (the amount of white/black you want in the colour) by clicking on the sample bar to the right of the spectrum.

To add this custom colour to the Custom palette, click the **Add to Custom Colors** button.
If you want the new colour to replace an existing colour in the Custom palette, select the entry in the Custom palette before setting up the new colour. The 'old' colour will be replaced by the new one when you click the ***Add to Custom Colors*** button.

If you want to return to the default colours, click the ***Default*** button on the dialog.

Related Topics
<u>Options menu</u>

Subscribing to newsgroups

To follow the discussions in a particular newsgroup, you must subscribe to it. You will then have the articles that are contributed to this newsgroup downloaded to your PC. To read the articles, the newsgroup must be included in a newsstand.

You will only be able to subscribe to a Newsgroup if you have News Admin permission. To subscribe to a Newsgroup either select a newsgroup for inclusion in a newsstand or add them to the master list of subscribed newsgroups that Turnpike keeps.

In addition to adding further newsgroups through the **Newsgroup Subscriptions** dialog, you are also able to:
·   remove newsgroups that are no longer required
·   set the length of time each article is held (the Expiry time)
·   specify whether the newsgroup is to be downloaded in full or just 'browsed'.

🛈   *For further details of subscribing to Newsgroups refer to Help in the main Turnpike program.*

Related Topics
Changing Subscription information
Browsing a Newsgroup
Moderated groups

Taking a snapshot

If you want a snapshot of the current screen display, simply select **Snapshot** from the menu bar. This saves the contents of the current screen to a file.

Note

If your PC is being used as a Network Virtual Terminal (NVT) to telnet to a remote computer, the snapshot will record the last 25 lines of commands and responses.

Related Topics
Logging

Telnet Emulation option

This option calls up the Telnet Sessions dialog. You use this dialog to set which type of terminal your system emulates when you log in to a remote computer using Telnet. You also use this dialog to set the rules by which output on your screen is wrapped from line to line and whether your command lines are sent character by character or line by line when your computer is emulating either an NVT or a simple ASCII terminal. You are able to call up this option, either from the main **Configure** menu or from the **Options** menu when you are using Telnet.

Telnet Keyboard dialog

This dialog enables you to configure your PC's keyboard in whichever way you find best when using Telnet.

Phrases: Use this part of the screen to define any command strings including <u>special characters</u> that you would like have available on your PC's function keys.

![Notes]

1. The shift in which the current set of phrases will be available is selected by clicking the Normal, Shift, Alt and Control options to the right of the list.
2. The Phrases shown against the background of the dialog cannot be changed.

VT100 keyboard layout: If your PC is currently emulating a DEC terminal, use this part of the dialog to set whether the keypad area of your keyboard will have the standard PC layout or mimic that on a DEC terminal.

![Note]

The option you select affects whether F5 - F8 are available to issue command strings. If you opt for the standard PC layout, F5 - F8 take on the role of PF1 - PF4. (In the DEC layout, the top four keys of the keypad act as PF1 - PF4.).

Related Topics
<u>Introduction to telnet</u>
<u>Telnet terminal emulation</u>
<u>DEC/PC layouts</u>

Telnet Keyboard option

Calls up a dialog through which you can setup function keys to issue frequently used Telnet commands and set whether the numeric keypad on your PC has the standard PC layout or emulates the numeric keypad on a DEC terminal.

Note

If you opt for the standard PC layout, function keys F5 - F8 will take on the role of the programmable function keys PF1 - PF4 (set by the remote application). If you opt for the DEC layout, the top row of the numeric keypad will act as PF1 - PF4.

Click here for further information about the Keyboard Emulation dialog or press F1 to call up this Help file when the dialog is on your screen.

Telnet Session Defaults dialog

This dialog enables you to set information about how your PC will act as it communicates by Telnet with a remote computer.

Emulation Select the option that's required. If Automatic is selected, the emulation that is used will be set by negotiation between Turnpike and the remote computer when you connect to this computer.

Cursor Select Solid (or thin); Flashing (or not flashing) as required.

Buffer lines Check this box if you want commands to be sent line-by-line.

Auto-wrap If the output from the remote computer needs to be wrapped from line to line by Turnpike at a particular column, check this box and set the column (number of characters) at which the lines should be wrapped.

Related Topics
Introduction to telnet
Telnet terminal emulation

Telnet Terminal emulation

The terminal your PC emulates when you are connected to a remote computer is usually set to the best possible option by negotiation between Turnpike and the remote computer.

Should you need to set a specific emulation, select the Terminal emulation option from the Options menu to display *the Telnet Sessions default dialog*. This dialog enables you to set the emulation, and details such as the type of cursor (thin or solid, flashing or static) and the column at which output to the screen should be wrapped.

As far as Telnet is concerned, there's no difference between a VT102 terminal and a VT100 terminal.

Related Topics
Introduction to telnet

Telnet function keys

The standard assignments for the function keys
during Telnet are:

F1	Help
F2	Are you there
F3	Interrupt Process
F4	Abort Output

F5-F8   In <u>DEC keyboard layout</u>, user defined
         In <u>PC keyboard layout</u> PF1-PF4

F9	Switch view
F10	Toggle menu bar

F11-F12   User defined

Telnet menus

File
Edit
Commands
Options
Snapshot
Window
Help

Telnet special characters

Special characters can be included in Telnet function key phrases as follows:

\R	carriage return followed by line feed
\L	line feed only
\T	tab
\\\	

Notes

Lower case r, l and t have the same effect as the upper case shown.

\ followed by any other character or at the end of the phrase represents \

Introduction to Telnet

Telnet enables you to log into and use another computer on the Internet.

A wide range of information resources held on computers on the Internet are accessed using Telnet - catalogues, news listings, stock exchange reports etc. In some cases, you need to open an account before you can use the information; in other cases, the information is available for free.

Details of the information resources available by Telnet are given in catalogues of Internet services. The entry for the service will tell you:

· The address that you need to telnet to
· Any special 'port' you need to quote

Where appropriate, it should also tell you the log-in name that you will need to use.

Turnpike automatically keeps a list of the addresses and port numbers of the services you call up.
When you want to log in to one of these services again, you can readily call up the information you need.

A feature of telnetting from Turnpike is that Turnpike automatically 'negotiates' with the server on the remote computer the best terminal emulation to use and the best settings for the various operating parameters. You don't need to set these things yourself (though you can set a specific emulation if you want).

If your PC is set to emulate any of the DEC terminals, you are able to setup your PC keyboard so that the numeric keypad mimics the numeric keypad on a DEC terminal. In particular, the top four keys of this keypad take on the role of the programmable function keys PF1 - PF4. (If you opt to keep the standard PC layout for this keypad, PF1 - PF4 are put onto function keys F5 - F8.) You may well find selecting the DEC layout makes it easier to follow the instructions given by the application you select.

While some commands are preset, you are able to set your PC function keys to issue the command you use most often.

| Tip |

If a Telnet button is not shown on your toolbar, it is easy to add one -- refer to Toolbar Configuration

Related Topics
Calling up information by Telnet

The Main Turnpike Program

The 'main Turnpike program' is the TURNPIKE.EXE program which is used to prepare and read Mail and News. It can be started from within the Connect program by clicking the Mail / News button on the Connect program toolbar.

The Permissions

The different permission(s) that users may be given are as follows:

Administrator   Able to configure Users. This includes adding new users, setting other users sign-on details and permissions and permission to rebuild datafiles. The administrator can also set (and apply) all other permissions.

Connect Admin   Able to alter the Host, Timezone, Mail Transfer, News Collection and Service Access details recorded through the Configure menu in the Connect program. Also allowed to Configure the Toolbar in the Connect program and to make permanent changes to Call cost logging.

Dialling Admin   Able to alter the New/Edit Connection dialog in the Connect program.

Email Admin   Configure Email Routeing in the main Turnpike program. Able to set how email is distributed to different users and who handles Dead Letter Mail.

News Admin   Configure Newsgroups in the main Turnpike program. Able to select which newsgroups are subscribed to, to set how long articles remain on your disk before being expired and to restrict access to particular newsgroups.

Alter Users   Configure Users. Able to add new users, set other users' sign-on details and permissions.

Alter Workgroups   Able to Configure Workgroups using the main Turnpike program.

Alter Names   Able to setup Email names for any user, using the main Turnpike program.

Add Email Names   Able to setup Email names for themselves, using the main Turnpike program.

Connect to Net   Able to run the Connect program and connect to your Access Provider.

Keep articles   Able to mark articles to be kept beyond their normal expiry time.

Kill articles   Able to kill individual news articles and to setup Kill rules.

List Subscribe   Able to setup mailing lists as pseudo-newsgroups available to any user.

Rebuild Files   Rebuild the news database, the mail database or the address book as required.

Ratings Admin   Able to set the newsgroup ratings controlling which newsgroups can be seen by different users.

Serve POP3   Able to access the mail in their Turnpike mailbox from outside their Turnpike system.

Permissions are set from the main Turnpike program.

Time Server

A Time server is a computer on the Internet that is setup to issue <u>UTC</u> time.

Toolbar Configuration dialog

When **Turnpike** is installed, you will have four buttons on the Toolbar. These default buttons are **Call costs,** Mail/News, WWW, and FTP**.**

If you click the Default all button, Telnet, Finger, Ping and Traceroute buttons will be automatically added to the toolbar for you.

You are also able to access these applications and others, from the Function menu.

You are able to have up to 20 buttons on the Toolbar. The **Toolbar configuration** dialog enables you to add (and remove) buttons as you wish.

Tip

> If have you used all 20 buttons and want to add further buttons for external programs, initiate the internal commands from the Function menu.

· ***To set a button to call a particular application***

    1. From the **Configure** menu, select **Toolbar buttons** and the **Toolbar Configuration** dialog will appear. Separate pages are used to set each button. The page number represents the button position from left to right along the toolbar. You can leave spaces blank if you wish.

    2. Select the page for the button you want to set:

      · **Button Text:**   Enter the text you want to appear on the button.
                             The number of characters you are able to use for Button text will depend on the font you use but should generally be limited to 10.

      · **Prompt Text:**   As you move your cursor over the toolbar button, the text entered here in the dialog will appear in the status bar at the bottom of the screen.

      · **Internal Command:** Select the internal command option, then click the down arrow and select an item from the list.

Tip

> If you don't want the button to be used, check **Internal command** and select **Unassigned** from the list.

      · **External Command**
        1. Select the **External Command** option.
        2. Use the Browse button to locate an **.**EXE file of the program you want it to run.
           The working path will be set for you. Use the Browse button if you want to change the path.
        2. Enter any parameters you want to set.
        3 Make any changes you want to the Button text and the Prompt text.

      · **Default all** click this button to restore the toolbar to the eight button default state as stated above.

When you've made all the assignments you want, click the OK button to save your changes.

Related Topics
Function menu

Traceroute

The Turnpike Traceroute option, provides information about the route currently being taken between your machine and another Internet address.

To use this option:

· Click the **Traceroute** button on the toolbar
· Enter the appropriate <u>domain name</u> in the dialog that's displayed
· Then click the **Start** button.

Turnpike works out, from a series of sample messages, the sequence of machines through which messages sent from you to the specified host will pass. A report is then produced listing the address of each machine and the different times taken by the sample messages, for each stage of the journey; except where they've met with no reply.

It also reports whether the host at the destination was on-line (shown as **!E**) or off-line (shown as **!H**).

Note

> You should only use Traceroute under direction from your Access Provider or some other authority who is able to interpret the information in the report. This tool makes intensive use of Internet resources and should not be used for idle investigation.

Tip

If a Traceroute button is not shown on your toolbar, it is easy to add one -- refer to <u>Toolbar Configuration</u>

Troubleshooting

Turnpike Initial Setup - Demon Internet Account

Demon Internet is today's largest and fastest-growing Internet provider in Europe and the market leader in low-cost Internet access in the UK.

With the copy of Turnpike you're installing, you can also have a FREE trial of Demon Internet's service, which gives you:

- Full access to the Internet direct from your own computer.
- Local call access to Demon's network thus helping you to cut the cost of staying on-line.
- Unlimited Email; allowing you to send and receive as much email as you like.
- Access to all the different news discussion groups (currently over 28,000) via Demon's local News server.
- Unlimited access to the World Wide Web.
- FREE 15Mb Web space.
- Access to information anywhere in the world, using Demon's high-speed international links and modems.
- Free 24-hour, 7-days a week technical support.

<u>Click here</u> if you need any further information.

Even if you have an Internet account with someone else, why not see what Demon Internet has to offer?

Turnpike Initial Setup -   Enter Hostname

Enter at least one hostname, between 3 and 16 characters long.

You can use any mixture of lower-case letters, hyphens and digits but you must start with a letter and you mustn't end with a hyphen or have two hyphens together. Do not include spaces.

Turnpike Initial Setup - Have account with another ISP

If your Access Provider doesn't appear in this list, then in the first instance contact your Access Provider and ask if they can provide a 'script' (or .ACC file) for using their service with Turnpike. If they can't, call Support on **0845 272-2444***.

If you won't be using Turnpike to dial, you can record the information Turnpike needs to know about your Access Provider by taking the **Unknown Access Provider** option offered at the top of the list of Access Providers.

* Calls to this number are monitored for training purposes. This information may be used for marketing purposes.

Turnpike Initial Setup - Host

Your hostname is the part of your demon.co.uk address immediately before the **demon.co.uk**. For example, if your demon.co.uk address is **fred@anywhere.demon.co.uk** your hostname would be **anywhere**.

Your login password is the one you give when logging on to Demon.

For details of the number to ring for further help refer to <u>Demon Internet - Subscriber Registration</u>.

Turnpike Initial Setup - Modem and Connections

Note

Before you are able to select a modem you must install the modem(s) you use, using the Windows 95/98 Control panel.

Click the down arrow and select the Modem you want to use. You will be able to change this choice later if you wish by selecting the **Edit** button on the **Connect to Internet** dialog. This dialog will be displayed when you have completed this setup procedure.

Where applicable, check the ISDN box.

- *I would like an account with Demon Internet*

  Connection: Enter the phone number you will be dialling from.

- *I have an existing account with Demon Internet or another provider*

  Click the down arrow and choose a PoP to dial to. The phone number will be entered for you.

  If you have been given a special number to dial to, type this over the number given.
  Take care not to touch the Point of Presence slot again. If you do, the number you have entered will be lost.

  When necessary you are able to change the PoP when you have completed this procedure, by selecting Email Transfer from the Configuration menu.

Turnpike Initial Setup - Names

Full name: Enter the name you want Turnpike to use for any email messages or news articles you prepare. These names will then be automatically included for you. You can change the names entered here in <u>the main Turnpike program</u>, by selecting **Configure... Users** from the **File** menu.

Email name: Your email name will be the part of your email address before the **@**. If you want your email address to be **fred@yourhost.demon.co.uk**, enter **fred** as your email name. This can also be changed later.

You are able to give yourself a range of email names to use. For details see <u>Email names</u>.

<u>Click here</u> if you need any further information before making your selection.

Turnpike Initial Setup - Review

To review the answers you've given on the previous pages, click **Back**.

To finish this part of the procedure, click **Continue.**

Turnpike Initial Setup - Site ID

Enter your <u>Site ID</u> in the top slot. This can be found on the CD package.

Then enter a suitable <u>Site Secret</u> in the second slot.

Only click the **Site Key** button if you have been told a <u>Site Key</u> to enter.

| Tip |

When typing the Site ID, you can use any combination of upper and lower case characters you like as any lower case characters will be automatically switched to upper case for you. You also don't need to worry whether **0** is a zero or the letter O, or **1** is the number one, a little l or a capital 'i': they're actually numbers but the letters will also be accepted.

<u>Click here</u> if you need any further information.

Turnpike Initial Setup - Welcome to Turnpike Connect

This Setup Wizard will ask you for information such as which Access Provider (Internet Service Provider) you want to use.

Tip

If at any stage you want to review or change the information you gave on an earlier screen, use the **Back** button to work through the previous screens. If you click **Cancel** you will have to restart the installation procedure

This Help text applies to Turnpike v4.02

In this version the functions of the previous evaluation and full versions of the program have been merged into a single integrated version.

Otherwise the program is the same.

Version 4.02S is the standard version and is available for a free trial period through Demon Internet only.
Version 4.02U is the full version with access available throungh all ISPs
Version 4.02M is as version U and allows multi user access

A site key is required for version U
A site key is required for each user of version M.

To start, click the **Next** button at the bottom of the display.

UTC

Universal Co-ordinated Time(UTC) This an international standard formerly known as GMT (Greenwich Mean Time). The initials are UTC rather than UCT because the abbreviation is based on French not English.

Unregistered Evaluation Version dialog

This dialog automatically appears whenever an Evaluation copy of Turnpike is run, to advise when this time-limited copy of Turnpike will 'expire'.

Separate dates are given for the main Turnpike program and the Connect program.

The main Turnpike program will continue to run for a few more days to enable you to export any mail.

Tick the box at the bottom of the dialog when you have ordered a full copy of Turnpike.

Note

If the full copy hasn't arrived by the time this Evaluation version has expired, ring Technical Support on **0845 272-2444*** and ask for a 'Key' with which to extend the life of the Evaluation version.

* Calls to this number may be monitored for training purposes. This information may be used for marketing purposes.

Tip

To show what version of Turnpike you are using, click Help and select the *About Turnpike* option.
See also **Upgrading** in Turnpike Help.

Updating the list of newsgroups
New newsgroups appear and old newsgroups disappear almost daily so
whenever **Turnpike** picks up articles it also picks up a list of amendments
to make to the list of newsgroups it offers.

Alternatively, if you have Connect Admin permission, you are able to select
a new list by selecting the **Update** option in the **<u>Configure News Server</u>**
dialog.
This is particularly useful if you change the News server you use e.g.
because you change Access Provider. This is because not all News
servers carry the same range of newsgroups.

Using Turnpike Connect Help

Use the following facilities to get help in Turnpike:
- · For help on the current display press the F1 key;
- · By pressing **Shift F1** and then clicking on that part of the screen from which you require further information;
- · Use a browse sequence to learn about a subject as a whole;.
- · Click on any item displayed green and underlined - see Jumps and Pop ups below;
- · Click **Help** in the menu to display a submenu for Index, Using Help, Show Hints & Tips and About Turnpike;
- · Read the Tutorial.

· **Browse Sequences** ⟨⟨ ⟩⟩

As far as possible, the help files for each subject have been arranged in a sequence. From any topic click the browse buttons to read each subsequent or previous topic in the sequence. In the Help **Contents** tab page each sequence is shown as a book icon. If you are new to a subject you may find it useful to print the complete sequence to study at your leisure.

· Help Topics : Turnpike Help

When you select **Help**, and then **Using Help**, the **Help Topics** window opens with the following three pages:

· **Contents:** A list of topics similar to the Table of Contents in a book. Subjects are listed as books and topics. Click on a book icon to show the next level of information, this may be a further book or a list of topics. Click on a question mark icon to open the help text for a topic.

· **Index:** Lists key phrases in alphabetical order. Either enter an item to search for or select an item. Double-click on the selected item or click the display button to display the help text. If a sublist is displayed, repeat the process by double-clicking on an item to display the required help page.

· **Find:** From this tab you are able to perform a full text search of the help files for any word or phrase.

· *Jumps and Pop ups*

When you click on a word fully underlined in green you will jump to that topic page, replacing your current window. Click **Back** in the menu to return to previous help pages.

When you click on a word with a dotted underline, a 'Pop up' help box will open over your current window. Pop ups are often used for definitions of terms. Click anywhere to close the Pop up box.

Use the tab key to highlight each jump or Pop up on a help topic page

· *To return to a Help page*
- · Click on a forward or back browse button on the toolbar.
- · Click on **Options** in the help menu and select **History**. Double-click on any item in the list displayed.

From any help page click **Contents** or **Index tab** to display the **Help Topics** window.

Tip Use Bookmark in the Help menu to mark a help pages you want to return to later.

Tip You are able to move, resize and close a help window as for any other window.

· **Dialog Boxes**
For help on the current display, click **F1** to display associated   help text. Alternatively, click the help button on the dialog.

Tip

To show which version of Turnpike you are using, select click Help and select the **About Turnpike** option. For further details on using Windows help select **Using Help** from the **Help** menu.

Related Topics
Welcome to Turnpike Connect

Viewing a Telnet session

Press F9 to switch between the Terminal Screen and the Session Screen
Alternatively, select the option from the Windows menu.

The 'Terminal Screen' screen shows the contents of the current terminal screen. It is normally shown while commands are being given or when responses are received.

In quiet periods, you are able to switch to 'Session review' mode. In this mode you can look back over a log of the entire session.

| Tip |

When your PC is emulating a Network Virtual Terminal (NVT), there is no separate Session view as the Terminal screen itself provides a log of the entire session which you can scroll back over during quiet periods.

Related Topics
Windows menu: Terminal screen
Windows menu: Session review

World Wide Web

The World Wide Web - or 'WWW' or 'the Web' as it's more commonly known - is an exciting and powerful way of calling up information over the Internet.

What you call up over the Web are pages of information, typically laid out like the pages of a magazine with lots of pictures and other graphics. The system allows different text styles and graphics to be used so it's pretty much *de rigeur* for anyone setting up 'Web pages' to use these to make their pages as attractive as possible.

There are pages on a vast range of topics - from world events to obscure musical instruments.   You can find weather reports, stock market reports, restaurant reports, product information, news pages and articles from magazines.

A feature of these pages is the links they provided to other pages of information. Just click a link to go to further pages of information. Links may be underlined words or phrases, but may include pictures. Whereas the links in a Help file just call up a different part of the same file, the links on Web pages use a system known as 'hypertext' to call up completely separate files. Through the magic of the Internet these files may be held anywhere in the world.

The information available through the Web is called up by using a program known as a Web browser (so called because the process of searching the Web is described as 'browsing'). The browser provided for use with Turnpike is Microsoft Internet Explorer.

When you want to get information from the Web:
• Connect to your Access Provider.
• Then click the **WWW** button on the toolbar to start Microsoft Internet Explorer.

To start with, you will see whichever Web page is currently set as its 'starting page'.

You can use the links on the page that's currently displayed to call up other pages and so on until you find the information you want.

Alternatively, you can enter the address of the page you want. This address is called a Uniform Resource Locator(URL). All URLs start **http://**....)

ⓘ
   If there isn't an Address slot at the top of the screen, call up the View menu and select **Address Bar**.

If you don't know the address click the **Search** button. Enter a word or phrase and then press **enter.** You may find a very large number of possible addresses. Most of the search facilities enable you to refine your search.

Some sites may be many pages long. To save you time on-line just save the page to a file and either print the file or read it off line.

For further information about using Micosoft Internet Explorer, press F1 when you are using Internet Explorer to call up its own Help information.

Turnpike mail and news provides a facility to browse URLs from mail and news - go to **Browsing URLs** in Turnpike Help

Welcome to Turnpike Connect

From this part of the Turnpike program you are able to:

- **·   *Configure Connect***

  - · Set details of the <u>Host</u>, including your local domain
  - · Set the <u>time zone</u> you work in
  - · Set up how you want to send and receive <u>Email</u>
  - · Determine where you will get <u>Usenet news</u> articles from, and how news will be handled
  - · Add new, and alter details of your <u>Access Provider</u>
  - · See and change your <u>Site key</u>
  - · Add / Remove <u>Toolbar buttons</u>

  - · Go on-line to <u>send and receive email</u> messages
  - · Download articles from the <u>newsgroups</u> you subscribe to
  - · Use the various on-line services that the <u>Internet</u> offers
  - · Browse the <u>World Wide Web</u>
  - · Use <u>Telnet</u> to consult library catalogues and databases the world over
  - · Use <u>FTP</u> to pick up copies of software and other files available over the Internet.

For information on any of the above topics, simply click on the topic you are interested in.

<kbd>Tip</kbd>   If you are new to Turnpike, read the **Tutorial** in the main Turnpike program.

Related Topics
<u>Using Turnpike Connect Help</u>
<u>Reading and Preparing Mail</u>

Which modem to pick

The Universal modem setup will work well for most types of modem. If you need to use a specific modem setup, look at your modem and/or its manual and determine both the name of its manufacturer and its full model name. If stated note the name of the modem(s) your modem is said to be compatible with. Now scan the part of the list below the 'Generic' entries for this make and model.

Turnpike supports many modems, but it's always possible recently released modems may not be included.

If your modem is not in the list, look for a modem with a very similar name to yours. If none of the similar names work, try the Universal setup. If that doesn't work, try one of the generic modem entries, though please note that you may not then be running your modem as fast or as reliably as possible.

There are several families of generic modem driver files, and you need to select the right family. If the hints below, or reading the modem manual don't help then just try them... start with Rockwell, then Practical Peripherals, then Microcom and lastly US Robotics. Select one of the following:

·   **Generic Rockwell** for modems that use &K commands to select flow control and \N to select auto-reliable error control mode. Merely having a Rockwell chip is not a reason for using a Rockwell driver file.

·   **Generic Practical Peripherals** if your modem uses &K commands to select flow control and &Q to select auto-reliable error control mode.

·   **Generic Microcom** if your modem uses \Q commands to select flow control and \N3 to select auto-reliable error control mode....BUT look in your modem manual for a "UK compliance information" section: if it says the modem is supplied by the GVC Corporation, then select Generic GVC instead. In this case it will be using \N6 to select auto-reliable error control mode.

·   **Generic US Robotics** if your modem uses &H and &R commands to select flow control and uses &K to select auto-reliable error control mode.

If none of the options above appear to be suitable, try the general AT&F or ATZ entries. The former assumes that the manufacturer has set up the modem sensibly, the latter that you have managed to do so, and got it roughly right!

Please write to modems@turnpike.com for help. If your modem is not recognised, we may ask to borrow the modem manual for a few days. We will then endeavour to add your modem to the Turnpike list for the benefit of other users.

If you need further help, click here for details of the number to ring.

Related Topics
Com Ports

Window menu

Cascade
Logging

The following functions are not applicable to Turnpike connect. They are therefore greyed out.

Tile
Arrange icons

Window menu: Cascade

Opens Turnpike windows in a cascade i.e one on top of the other, starting from the top left-hand corner of the main Turnpike screen area.

Window menu: Session review (Telnet only)
Switches into the 'Session view' of a Telnet session in which
you can scroll through the different commands and responses
that have been given throughout the session.

Tip

This option should only be selected in 'quiet' periods when you
aren't expecting data from the remote computer. The display
needs to be switched back into the standard 'Terminal screen'
view when such information arrives.

Quick keystroke: F9

Window menu: Terminal screen (Telnet only)

Switches back to the standard Terminal display within a Telnet session. *Quick keystroke:* F9.

Status Colours dialog

This dialog is is displayed by choosing **Colour** option from the Option menu

The dialog shows the colours set for the main areas of the main connect window.

· *To set or change a colour*
    Click the **Alter** button to display the **Colour selection - status colours** dialog.

Related Topics
Options menu

Windows logging
Select this option from the **Window** menu,
to display the log file.

Alternatively click the **Log Window** button
on the main **Connect** display.

For further details see Logging.

Windows NT4

Turnpike works fine under Windows NT4 but you will need to use NT4's RAS.

· *Use Windows NT4's Remote Access Service (RAS).*

1. From the **Windows NT Start** menu, select the **Control Panel**.
2. Select Networks 'Add software' and install the **RAS** software and the **TCP/IP** protocol on your machine.
3. Ensure that the **RAS** is configured to have TCP/IP as a dial-out protocol.
4. Select the **TCP/IP** protocol Configure option.

5. Select **DNS** and set your host, domain and the DNS servers you will be using.

· If you are about to sign up for a Trial account with Demon, you need to give olr as the Host, demon.co.uk as the Domain, and 158.152.1.58 and 158.152.1.43 as the DNS Servers.
· In other cases, you can find out the addresses that you required by running the Turnpike Connect program and selecting the Service access option from the Configure menu.

6. Save the appropriate dial-up script for the service you intend to use.

If you are signing up for a Trial account with Demon, you will need to edit this file after you've signed up to record the hostname and password you set up for your Trial account.

· *Set up the Edit Phonebook dialog.*

On the 'Basic' page:
1. Set a name for the service you will be dialling e.g. Demon Internet;
2. If you are about to sign up for a Demon Trial account, enter the phone number you will be dialling 0845 353 5666;
3. Select the modem you will be using from the list of modems installed on your machine;
4. To contact Demon, check that this modem is configured to enable hardware flow control, plus modem error control and modem compression (if your modem supports these).

On the Server page
Select **PPP** as your dial-up server type and **TCP/IP** (suitably configured for your Access Provider) as the network protocol.
For contacting **Demon**, configure the **TCP/IP** to take a server-assigned IP address.

· If you're about to sign up for a Trial account, set 158.152.1.58 and 158.152.1.43 as the DNS Servers and use VJ Header Compression and the Default gateway on the remote network.
· If you use Demon, select the Enable PPP LCP extensions option.

On the Script page
1. Click Refresh list (to make your new script available).
2. Select your script to run, from the list of scripts offered.

On the Security page
Select the option to Accept any authentication, including clear text and click the **Unsave password** option (if offered).

Tip Once set up you will be able to edit details from Turnpike Connect.

Related Topics

NT4 dial-up script
Service Acess

Windows error

Consult your Windows documentation.

Winsock error - no buffer space

Under some circumstances, the Winsock will report that it has run out of buffer space. This doesn't cause you to lose any email or news, but it can be inconvenient.
If you find this happens, edit the NTSX.INI file in \windows and change the SendLimit= setting in the [WINSOCK] section to 2048 (usually 8192). This will limit resource usage and avoid the error.

Winsock

The Winsock you use is the ultimate interface through which Turnpike and Internet applications you run alongside Turnpike, send and receive information across the Internet. Refer also to Running other Winsock applications.

Workgroups
A workgroup is a group of users on a multi-user system in which any one can reply to, file etc. mail that arrives for this workgroup. Workgroups are particularly useful within a company where you might setup workgroups to handle such things as Sales enquiries or Customer Support enquiries.

When a piece of mail arrives for a workgroup, it appears in the In-tray of every member of the group but the moment any member reads it, it then becomes theirs to deal with and disappears from other members' In-trays.

Workgroups are setup from the main Turnpike program. For further information either call up the on-screen Help within that program and search for information on Workgroups or read the section on Organising users into workgroups in the Set-Up book.

Paths

If the mail and/or news files have been moved to a new location or you want to find out where these are stored, click the **Paths** button on the **Sign-on dialog**. If you have permission you will then be able to set new paths for these files in the dialog that's displayed. For further details refer to <u>Setting where mail and news is stored</u>.

Alert: Trial Account Setup - Account Name

As stated you must enter an account name before you can proceed further.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert: Trial Account Setup Account No.

You must enter an account number before you can proceed further.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert: Trial Account Setup Sort Code

Check the sort code you have entered.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert:Trial Account Setup   Bank Name.

You must enter the bank name before you can proceed further.
If you require further help click the Help button on the dialog
Click the **OK** button to continue

Alert: Trial Account Setup - Bank Branch

You must enter the bank branch before you can proceed further.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert: Trial Account Setup - Bank Address

You must enter the bank address before you can proceed further.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert: Trial Account Setup - Conditions of Use

You must check the box to accept the Conditions of Use, before you can proceed further.
If you require further help, click the Help button on the dialog.
Click the **OK** button to continue.

Alert: Trial Account Setup   Details Correct

You must check the box to confirm that the bank account details are correct, before you can proceed further.

If you require further help, click the Help button on the dialog.

Click the **OK** button to continue.

Alert: Trial Account Setup - Select Host

You must select a Hostname before you can proceed further.

If you require further help, click the Advice or Help buttons on the dialog.

Click the **OK** button to continue.

Demon Trial Account Setup - Introduction

You may wish to read all the Help pages that follow to see what questions you will be asked.

Ensure that your modem is installed and switched **ON**.

If after reading the associated help text, you do not understand any of the questions asked, contact Demon Internet on   **0845 272-2444**

Call costs: Tariff File Calculations

Usually the basic cost of a call is calculated by:
- partitioning the call into sections each of which falls in a single time band
- multiplying the duration of each section by the tariff for the appropriate band
- and then summing the costs for all sections.

The cost of the call is then adjusted according to minimum and connection charges.

Sometimes this will be inadequate to express a pricing scheme. For instance when the minimum charge is expressed as a minimum call length. In order to handle unusual pricing schemes an arithmetic expression, called a cost function, can be specified for calculating the cost of part of a call.

A cost function can be any arithmetic expression using
> unsigned integer numbers,
> the operators +, -, *, /,
> the tokens s, e and t,

> where   s = seconds elapsed since start of call of start of section to cost,
>> e = seconds elapsed since start of call of end of section to cost,
>> t = tariff for this band in pence per second,

the functions max(x,y) and min(x,y),
the functions floor(x) and ceil(x),
and brackets (,).

The order of precedence is the usual one:
1. (,)
2. *, /
3. +, -

A cost function can be specified for individual bands by adding the expression to the end of the Band entry.
Band=0;150;t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

or once for all bands in the [Data] section in a separate entry
CostFunction=t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30)))

If no cost function is specified for a band then the cost function specified in the CostFunction entry will be used. If there is no CostFunction entry then the default function t*(e-s) will be used.

Tip

The function is applied once for each section a of a call which falls in a single time band. Hence t * max(e - s, 30) does not enforce a minimum call length of 30 seconds. If a call spans two time bands it will be applied twice, once to calculate the cost of the section of the call falling in one time band and once to calculate the cost of the section of the call falling in the other time band, giving a minimum total call length of 60 seconds for that particular call. To enforce a minimum total call length of 30 seconds the cost function should be t * (((1 - min(1, s)) * 30) + (max(e, 30) - max(s, 30))).

The grammar for a cost function expression:

expression = [term] | [[expression], ["+" | "-"], [term]]

term = [atom] | [[term], ["*" | "/"], [atom]]
atom = [variable] | [digit-string] | [function] | ["(", [expression], ")"]

variable = "s" | "e" | "t"
digitString = <non-negative decimal integer>
function = unary-function | binary-function

unary-function = ["floor" | "ceil"], "(", [expression], ")"
binary-function = ["max" | "min"], "(", [expression], ",", [expression], ")"

Related Topics
Typical tariff file.
Call costs: Tariff File format
Call costs

Demon Internet Modem and ISDN Access Numbers

The COLT ROMP (0845 353 5666/7) and the Cable and Wireless ROMP (0845 301 1666/7), previously used to dial up Demon Internet, have now been discontinued.

Users previously using either of the above ROMPs should now be using the Green ROMP.

If you are using a modem the number is 0845 212 0666

If you are using ISDN the new number is 0845 212 0667

For further details and other ROMPS available refer to Demon Internet web page http\\ www.demon.net/connect/pop/pops.html.

Related Topics
Installing a new Access Provider