

# DocuMagix HotCargo Express™ README

## Getting Started

To get started using DocuMagix HotCargo Express, go to your Express window and use the Help -> Topics menu command to bring up the Help table of contents.

## Troubleshooting

The part of configuration that is most likely to cause difficulties is the configuration of proxy settings in your browser and your Express window. Here's what to check if you have difficulties:

- 1) Find the preferences or configuration option that your browser uses to set proxies, and set the http\_proxy to Host 127.0.0.1 and Port 8000. (For example, in Netscape Navigator, these preferences are on the Network Preferences dialog.)
- 2) In Express, go to the Retrieval -> Preferences menu command, bring up the Advanced page, and check to see if your firewall is set correctly. If you are behind a firewall, this dialog should include the name and port of your firewall; if you are not behind a firewall, the host and port should be empty.
- 3) Restart your browser.
- 4) Restart Express.

Whenever you set either proxy, either the one in the browser or the one in Express, you should exit and restart both the browser and Express. If you continue to have problems, check our Website to make sure that you are using a networking software package that we support.

## The Initialization File

The initialization file for HotCargo Express is called omxpress.ini, in the HotCargo Express installation directory (e.g., c:\dmhce\omxpress.ini). This file is documented on our Website.

## Removing HotCargo Express

To uninstall HotCargo Express, click on the "HotCargo Express Setup & Remove" icon in the DocuMagix Applications Program Group.

If the uninstall program doesn't work properly, here's how to uninstall manually:

1. Delete the application directory containing Express, typically c:\dmhce.
2. On Windows NT and Windows 3.11, delete the icons from the DocuMagix Applications program group, then delete the program group itself, using the File | select menu command. In the StartUp group, delete the HotCargo Express icon.
3. On Windows 95, delete the DocuMagix Applications folder from the taskbar's Start button by clicking Start | Settings | Taskbar.... Click on the Start Menu Programs tab, and use the Remove command. In the StartUp folder, remove HotCargo Express.
4. In your Windows directory (typically c:\windows or c:\winnt35), delete the files omarket.ini and ominstal.exe.

5. In your browser window, reset the proxy settings manually. If you are not behind a corporate firewall, you should clear the proxy settings; if you are behind a firewall, you should set the proxy settings to the name and address of your firewall proxy. (See your network administrator if you don't know what to type.)

Here are detailed instructions for how to reset the proxy settings for particular browsers:

**\*\*\*\*\* Netscape 2.0**

Select Options -> Network Preferences... and click on the Proxies tab.

For no firewall: Select No Proxies. Click View and clear the HTTP Proxy field completely.

Behind a firewall: Select View. Set the HTTP Proxy and Port fields to the name and address of your firewall proxy.

**\*\*\*\*\* Internet Explorer 3.0 on Windows 95**

Select Start | Settings | Control Panel. Double click on the Internet icon and select the Connection tab.

For no firewall: Uncheck the option Connect through a Proxy. Bring up the Settings dialog and clear the field http\_proxy.

Behind a firewall: Turn on the option Connect through a proxy. Bring up the Settings dialog and set http\_proxy to the name of your firewall proxy server.

**\*\*\*\*\* Internet Explorer 3.0 on Windows NT 4.0**

Select Start | Settings | Control Panel. Double click on the Internet icon and select the Connection tab.

For no firewall: Uncheck the option Connect through a Proxy. Clear the field http\_proxy.

Behind a firewall: Turn on the option Connect through a proxy. Set http\_proxy to the name of your firewall proxy server.

**\*\*\*\*\* Internet Explorer 2.0**

Select Start | Settings | Control Panel. Double click on the Internet icon and select the Advanced tab.

For no firewall: Uncheck the option Use Proxy Server. Clear the Proxy Server.

Behind a firewall: Set the HTTP Proxy server to the host and port of your firewall proxy.

**\*\*\*\*\* Internet Explorer 1.5**

Select View | Set Proxy Server.

For no firewall: Unselect Use Proxy Server. Clear the field proxy Server.

Behind a firewall: Select Use Proxy Server. Set the HTTP Proxy and Port fields to the name and address of your firewall proxy.

6. Click OK to save your new proxy settings. Exit your browser. Reboot.

### **Contacting DocuMagix**

DocuMagix HotCargo Express comes with 30 days of free Customer Support. After 30 days, you will be charged a \$25 fee per incident.

Before contacting us for support, be sure to do the following:

#### **1) Try to identify the problem's source**

Verify that your computer and Web Browser are functioning properly. Windows, Windows 95 and Windows NT should be installed and working properly. If you are having difficulty with your browser, please contact the manufacturer of your browser. If you are unable to connect to your local provider, please contact your local Internet Provider. For issues related to Windows, please contact Microsoft.

#### **2) Check your documentation**

Once you have verified your browser, connection and Windows are functioning properly, you should read the Help and Readme files as well as our Web site.

#### **3) Have your information ready**

Please include or be ready to provide your serial number whenever contacting DocuMagix Customer Support. To find your serial number, use the Help -> About HotCargo Express menu command. In addition, we need to know your Windows version, amount of RAM on your system and available hard disk space as well as the browser you are currently using.

If you choose to write or Fax us for assistance, please be sure to write **Attn: Customer Support** on the envelope or cover sheet. Also, please include your daytime phone number and the best time to reach you.

If you choose to call for support, please be at your system so that you may provide any additional information which may be necessary.

For frequently-asked questions, installation instructions, and other documentation, check the DocuMagix Website.

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