Internet Neighborhood™ v1.1

Internet Neighborhood
Version 1.1

Users Guide

Chapter 1
Getting Started

What is Internet Neighborhood?

Internet Neighborhood is a 32-bit shell extension that allows you to browse remote FTP sites from within the Windows 95 or Windows NT Explorer. From within a single instance of Explorer, you can browse everything from your local hard drive, to FTP sites around the world.

Features of
Internet Neighborhood

Internet Neighborhood provides you the ability to:

- Set up frequently accessed FTP sites within Internet Neighborhood, and assign them names

- Browse an FTP site using Windows 95 or Windows NT Explorer

- Upload and download files using a simple drag-and-drop interface

- Support for common types of firewalls

System
Requirements

Because Internet Neighborhood is a shell extension, it requires Windows 95 or Windows NT 4.0 or greater as the client operating system.

System requirements for running Windows NT or Windows 95 will be sufficient for Internet Neighborhood   In Addition, Internet Neighborhood requires:

- A Modem with a minimum baud rate of 14.4 (28.8 recommended)

- Microsoft's TCP/IP protocol stack (32-bit)

- 4 Mb available hard drive space

Installing
Internet Neighborhood

The following outlines the steps for downloading the shareware version of the product. The registration code received when purchasing Internet Neighborhood is entered after the download to enable the full functionality of the product.

1. Once you have downloaded Internet Neighborhood from the web site, double-click on the zip file from within Explorer. This will launch winzip or other zip extraction tool. Click on the "Extract" button. Select destination folder for the files to be unzipped.

2. Winzip will extract and decompress the files.

3. In Explorer, open the folder that you selected as the destination. Double-click on the setup file. This will launch the install program

4. Follow the instructions in the install program. On-line help is available by pressing the "?" in the upper right area of the screen and then clicking on the field for which you want help. You can also hit <F1> to get help on the field which currently has focus.

Entering Your
Registration Code

In order to enable the full functionality of Internet Neighborhood, you must enter your registration code that you received when you purchased Internet Neighborhood. To do this, click on the globe icon at the far right end of your Internet Neighborhood toolbar. You can also select "Help" and then select "About Internet Neighborhood" from the Main Internet Neighborhood menu. The about box will be displayed.

In the about box, you can click "OK" to exit the about box, or click "unlock" to enter your registration code. The following screen will be displayed when you click "unlock".

Type your key into the edit box as shown above, and click "OK".

You do not need to reboot your machine for the key to take effect.

Upgrading to
New Versions_____

As a registered user of Internet Neighborhood, you are entitled to free product upgrades until version 2.0.   New Versions of the software will be made available on the KnoWare home page. In addition, registered users will be notified via email as new versions of the software become available. For additional information, check the KnoWare home page at www.knowareinc.com.

Uninstalling
Internet Neighborhood_____

Since Internet Neighborhood is a shell extension, it is loaded and unloaded by Explorer. Windows 95 Explorer will make calls to each shell extension on regular intervals to determine if the shell extension can be unloaded from memory. If it can, Explorer will unload the shell extension; if not, it leaves it in memory for another period of time (usually 15 to 30 seconds). The Windows95 uninstall (InstallSHIELD) will not successfully uninstall any programs which are currently running or are in memory.

To uninstall Internet Neighborhood from your system, use the following procedure:

1. You must reboot your machine BEFORE uninstalling Internet Neighborhood. Do not run Internet Neighborhood again after rebooting.

2. Run the Add/Remove programs from Control Panel. The Internet Neighborhood icon will remain on your desktop. this is because windows has not refreshed itself with the new contents of the registry.

3. Either reboot your system again, or click once anywhere on the desktop, and hit <F5>.   This will tell Windows to refresh itself with the new registry contents.

Chapter 2
Configuring Internet Neighborhood

This section details the procedures for configuring Internet Neighborhood for your system, and for setting up new FTP sites. Details of the options set in the property pages are covered in the first section of this chapter, *Setting Internet Neighborhood Properties*. The second section of this chapter describes the use of the FTP Site Wizard.

You can access the following property pages by selecting 'View' then 'Neighborhood Options…' from the main Internet Neighborhood Menu.

Setting Internet Neighborhood Properties

General

This section details the configuration options on the "General" property page of the "Internet Neighborhood Properties" sheet. This tab page contains basic preference information for how you want Internet Neighborhood to operate. The settings for the General sheet are described below.

Email Address: Your valid email address. Most anonymous FTP sites require that the FTP client send the user's email address as the password when logging into the remote server.

Default Transfer Directory: The directory where Internet Neighborhood will store files downloaded to your PC. This value is filled in to the Default Transfer Directory text box in the FTP Site Wizard when setting up new FTP sites.

Show messages from FTP sites: If enabled, informational messages from the FTP site are displayed in a dialog box.

Hide files starting with '.': If enabled, files starting with a period do not display

Hide directories starting with '.': If enabled, directories starting with a period will not be displayed.

Resolve symbolic links: If checked, Internet Neighborhood will attempt to resolve all symbolic links. A symbolic link is a reference to some other directory or file on the server. Each time a directory listing is generated, Internet Neighborhood will detect symbolic links and resolve them to determine if they are links to a directory or to a file.

NOTE:	If Resolve symbolic links is unchecked, Internet Neighborhood will assume that all symbolic links are directory links. This will make links to files appear as directories and they will not be available! Not resolving links is faster, but resolving links is more accurate. The preferred method is to resolve links.

Date Format: You can alter the display format for the file dates when Internet Neighborhood is running in *Details* mode. Choose between US format (M/D/Y) or European (D/M/Y) format.

Time Format: Choose either a 12 or 24 hour clock format.

File Transfers

This section details the options on the "File Transfers" property page of the "Internet Neighborhood Properties" sheet. This tab page contains file transfer and communications parameters necessary for Internet Neighborhood to operate properly. The settings are described below.

Transfer Buffer Sizes: The send and receive buffer sizes specify the size of the buffer used to send or receive data to or from the remote server. Enter a value between 32 and 4096 bytes. The default of 255 bytes is usually sufficient. Adjust these values if you are having communication problems. If you are running on a LAN with a direct connection to the Internet, you can usually increase these values for better performance.

Timeout Period: the amount of time Internet Neighborhood will wait for the remote server to reply before aborting a command. Enter a value between 5 and 90 seconds.

File Conversions

Preserve Case: Select this option if you want Internet Neighborhood to ignore all filename conversions during uploads. If selected, filenames are stored on the remote server with no case conversion. This is the preferred choice.

Convert Names to Upper Case: Select this option if you want Internet Neighborhood to convert filenames to all uppercase during uploads.

Convert Names to Lower Case: Select this option if you want Internet Neighborhood to convert filenames to all lowercase characters during uploads.

Double-Click Action

Open/View the File: If selected, double-clicking on a file will have the same affect as if you double-clicked on the file locally from within Explorer. Internet Neighborhood will launch the application associated with the file. For example, double-clicking on a .txt file would most likely launch notepad and open the file for viewing

Download the File: If selected, double-clicking on a file will download the file to the default download directory on your local PC.

Transfer Modes

This section details the options on the "Transfer Modes" property page of the "Internet Neighborhood Properties" sheet. FTP relies on two ways of transferring data between the remote server and the local computer. When transferring in 'Binary' mode, data is transferred byte for byte with no translation made. ASCII mode transfers will attempt to convert data into a form which is understandable to the computer receiving the data. For instance, when transferring a text file from a UNIX box to your local windows machine, an ASCII transfer will convert the UNIX <carriage-return><line-feed> characters into windows <new-line> characters. The settings for this tab page are described below.

Always Transfer File As

Binary Mode: Select this mode to ensure that all data is transferred byte-for-byte.

ASCII Mode: Select this mode to ensure that all data is converted to ASCII data.

Auto Detect: Select this mode to have Internet Neighborhood select which files are transferred as ASCII files.

NOTE: Selecting ASCII Mode will damage binary files!!

Auto File Types

ASCII Files: Enter a list of file types (extensions) which Internet Neighborhood will always transfer as ASCII. For Example, .TXT, .HTML, and .HTM files. Any files encountered which do not have a file extension matching the ones in this list will be transferred as BINARY. Type the information in the list box, and click the "Add" button to add the new extension to the list. Items may be removed from the list by selecting the item in the list which will be deleted and then click the "Delete" button.

<u>Firewall</u>

This section details the options on the "Firewall" property page of the "Internet Neighborhood Properties" sheet. This tab page contains information on how to use Internet Neighborhood through your firewall.

Firewalls are systems which sit between your internal network of computers and the Internet. The purpose of a firewall is to allow internal networked computers to access the outside world, but limit the outside world's access to the sensitive data of the internal network. If you do not know the appropriate settings for your firewall, contact your network administrator. The settings for the "Firewall" property page are described below.

Firewall Access: If checked, Internet Neighborhood will implement one of the following selected firewall types.

Firewall Access Type: Choose the type of firewall installed on your network.

User with Login: If selected, Internet Neighborhood will establish a connection to the remote FTP site by issuing the USER username@remotesite command. Internet Neighborhood will first establish a connection to the Firewall Host computer and log into it using the supplied Firewall Username and Firewall Password.

User without Login: If selected, Internet Neighborhood will establish a connection to the remote FTP site by issuing the USER username@remotesite command through the firewall. Internet Neighborhood will first open a connection to the firewall computer specified by the Firewall Host, but will NOT log into it.

Proxy: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. Once the connection is established, Internet Neighborhood will issue the OPEN remotesite command to connect to the actual remote FTP site. You are not logged into the firewall.

Site with Login: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. You will then be logged into the firewall using the Firewall Username and Firewall Password. If you are successfully logged into the firewall, Internet Neighborhood will open a connection to the remote FTP site by issuing the SITE remotesite command.

RAPTOR firewalls: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. Once opened, Internet Neighborhood will open the remote FTP site by issuing the USER username@remotesite fw_username command. The fw_username is the Firewall Username. When requested, Internet Neighborhood will then send over your Password followed by the Firewall Password as the account name.

Firewall Host Information

Firewall Host: Enter the domain name or IP address of your firewall.

Firewall Port: the port number for the firewall. The default port of 21 is usually sufficient.

Username: Enter your firewall username here if you are required to log into your firewall.

Password: Enter your firewall password here if you are required to log into your firewall.

Use Passive Mode: Some firewalls/gateways require that the remote FTP server be a PASSIVE server during file transfers. If your firewall requires this, check this box. Contact your network administrator for more information.

Debugger

This section details the options on the "Debugger" property page of the "Internet Neighborhood Properties" sheet. This tab page is used to turn on the logging capability of Internet Neighborhood which is used for troubleshooting purposes. The location of the log file is also defined on this tab. The settings for the debugger are described below.

Generate Logfile: Check this check box of you want to create a debug log file for Internet Neighborhood.

Logfile Name: Enter the full path and file name for the debug log file.

NOTE:	Once enabled, you will need to restart Windows 95/NT so that the debugger can initialize itself correctly.

Index Files

This section details the options on the "Index Files" property page of the "Internet Neighborhood Properties" sheet. This tab is used to control the processing of any index files which may be located on the remote FTP server. An index file is a file, usually named index.txt or 00index.txt, which contains the names & short descriptions of all of the files in the current drectory of the remote FTP site which you are connected to. The settings for the debugger are described below.

Use Index Files when Available: Select this option to have Internet Neighborhood download and process any index files which it may find on the remote FTP server.

New Index Filename: Enter the name of a file to be added to the list of index filenames.

Index Files: Contains the list of filenames which will be processed as index files.

Add: Click this button to add a new filename to the list.

Remove: Click this button to remove the currently selected file(s) from the Index Files listbox.

Use only index files smaller than: Enter the maximum size, in kilobytes, of the file to be processed. Internet Neighborhood will not process index files which are larger than this value.

Setting up a
new FTP Site

To set up a new FTP site, run Internet Neighborhood and double-click on "FTP Site Wizard" icon. The Site Wizard will be started. For most FTP sites, you will only need to be concerned with the information contained on the first page of the Site Wizard. This page contains the most important information needed to setup your new FTP site. The fields from the first screen of the New Internet Neighbor wizard are displayed below.

Screen 1 of FTP Site Wizard
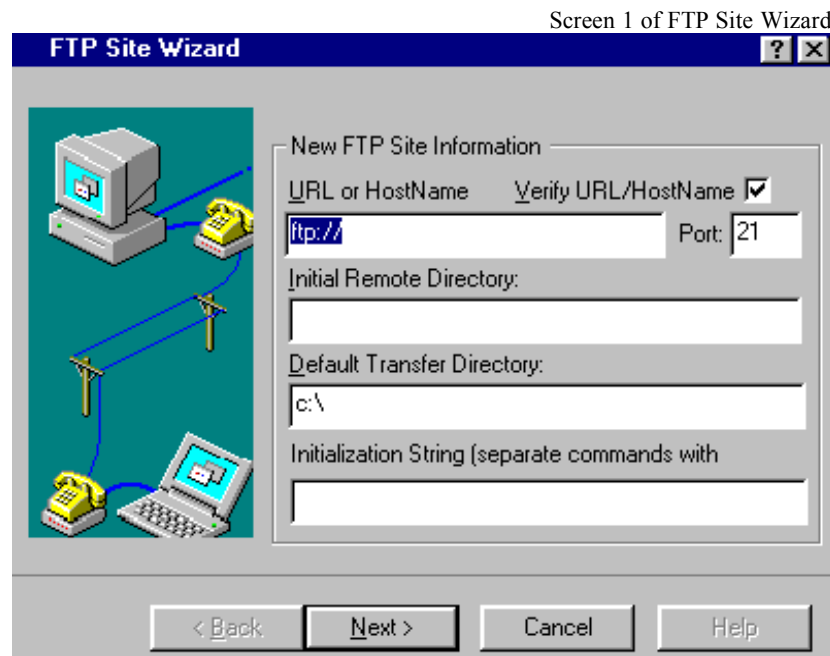
URL or HostName: Enter the URL (Uniform Resource Locator), the domain name, or the dotted IP address of the site you wish to connect to. For example, if you want to connect to Netscape's FTP site, you could enter the full URL of FTP://FTP.NETSCAPE.COM or you could enter Netscape's FTP domain name of FTP.NETSCAPE.COM. You could also enter Netscape's IP address. Internet Neighborhood will accept any of the these.

NOTE: You should not enter only NETSCAPE.COM. Internet Neighborhood cannot consistently resolve names of this format. You are required to add the FTP or WWW prefix to the second level domain name.

Verify URL/HostName: If checked, Internet Neighborhood will attempt to verify that the address which you have just entered is valid. It accomplishes this by querying, the remote FTP site when you click the "Next" button. If the URL is valid, this should take no longer then 1 -3 seconds.

NOTE:	if the URL is incorrect, when verify URL is checked, Internet Neighborhood could 'hang' for up to 45 seconds until it times out. The disadvantage of UNchecking it is that if the address is wrong, you will get an error while trying to connect to the site and you will have to re-run the wizard

Initial Remote Directory: this is the 'default' directory on the remote FTP site. When you first establish a connection to the remote FTP server, you will be placed into a starting directory. If you wish to change where you start off, enter a different directory here. This can either be an absolute directory like '/pub', or a relative directory like 'pub'. The absolute directory is a specific directory; the location that the FTP server decides to put you is ignored. The relative directory is relative to whatever directory you are initially placed into by the FTP server. You can leave this entry blank for most FTP sites.
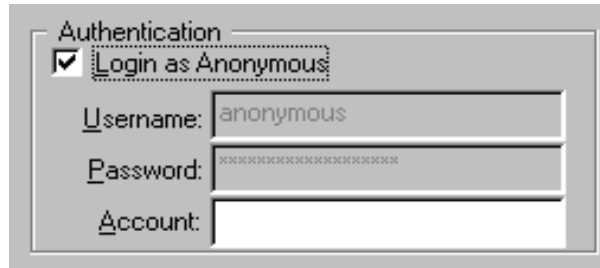
Default Transfer Directory: The directory where Internet Neighborhood will write the files when they are downloaded from an FTP server to your machine. When you first run the Site Wizard to setup a new site, Internet Neighborhood will prime this edit box with the contents of the Default Transfer Directory on the "General" property page of the "Internet Neighborhood Properties" sheet. Refer to *Setting Internet Neighborhood Properties* earlier in this chapter for further information on this setting.

Initialization String: to specify how your FTP session operates, you can enter any commands that need to be issued to the remote system in this box. Use a semicolon (;) as a separator for multiple commands.

After all information has been entered correctly, click the "Next" button to continue on to the next Wizard page. The second screen of the wizard will be displayed.

The second screen of the wizard is used to set the login parameters. For most FTP sites, you will be logging in Anonymously. For anonymous logins, you use *anonymous* as the username, and your email address as the password. Internet Neighborhood defaults all of the settings on this wizard page to those required for Anonymous FTP connections. Unless you have an account on the FTP server that you are connecting to, you should not need to alter these settings. The settings for this screen are described below.

From FTP Site Wizard Screen 2

Login as Anonymous: If checked, you will be logged into the remote FTP server with the username of *anonymous* and your email address will be sent over as the password. This information is required for Anonymous FTP access.

Username: If you have an account on the remote FTP server, enter your username in this box. If you leave this box empty, Internet Neighborhood will prompt you for your username when it connects to the remote FTP server.

Password: If you have account on the remote FTP server, enter your password in this box. If you leave this box empty, Internet Neighborhood will prompt you for your password when it connects to the remote FTP server.

Account: Enter your account name in this box. If you leave this box empty, Internet Neighborhood will prompt you for an account name, if required, when it actually connects to the remote FTP server.

Once all of the information has been correctly entered in this screen, hit the "next" key. The next screen of the wizard will be displayed.

The next screen of the FTP Site Wizard is used to set firewall access. If you are not using a firewall, leave the firewall access box unchecked and hit the "Next" button, to go to the next screen of the wizard

Firewalls are computers that sit between your internal network of computers and the Internet. The firewall allows internal networked computers to access the outside world, but limits the outside world's access to the sensitive data of the internal network. If you do not know the appropriate settings for your firewall, contact your network administrator.

The settings for the firewall screen of the wizard are described below.

Firewall Access: If checked, Internet Neighborhood implement on of the following selected firewall types.

Firewall Access Type: Choose the type of firewall installed on your network.

User with Login: If selected, Internet Neighborhood will establish a connection to the remote FTP site by issuing the USER username@remotesite command. Internet Neighborhood will first establish a connection to the Firewall Host computer and log into it using the supplied Firewall Username and Firewall Password.

User without Login: If selected, Internet Neighborhood will establish a connection to the remote FTP site by issuing the USER username@remotesite command through the firewall. Internet Neighborhood will first open a connection to the firewall computer specified by the Firewall Host, but will NOT log into it.

Proxy: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. Once the connection is established, Internet Neighborhood will then issue the OPEN remotesite command to connect to the actual remote FTP site. You are not logged into the firewall.

Site with Login: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. You will then be logged into the firewall using the Firewall Username and Firewall Password. If you are successfully logged into the firewall, Internet Neighborhood will open a connection to the remote FTP site by issuing the SITE remotesite command.

RAPTOR firewalls: If selected, Internet Neighborhood will open a connection to the firewall computer specified by Firewall Host. Once opened, Internet Neighborhood will open the remote FTP site by issuing the USER username@remotesite fw_username command. The fw_username is the Firewall Username. When requested, Internet Neighborhood will send your Password followed by the Firewall Password as the account name.

Firewall Host Information

Firewall Host: Enter the domain name or IP address of your firewall.

Firewall Port: Enter the port number for the firewall.

Username: Enter your username if you are required to log into the firewall.

Password: Enter the firewall password if you are required to log into the firewall.

Use Passive Mode: Some firewalls/gateways require that the remote FTP server be a PASSIVE server during file transfers. If your firewall requires this, check this box. contact your system administrator for more information.

After all of the information has been correctly entered in the firewall screen, click the "Next" button to go to the last screen of the wizard.

The final screen of the wizard prompts you for the name of your new FTP site. Enter the name which you would like to use to refer to this site. The name will be displayed under or next to the icon for this site.

After you have correctly entered the name for the new site, click "Finish". You have now created a new FTP site within Internet Neighborhood. The new site icon or listing will be displayed within Internet Neighborhood.

You can now connect to the site by double-clicking on the icon.

Chapter 3
Using Internet Neighborhood

General
Navigation_____

This section covers the use of the toolbar in Internet Neighborhood for navigation, setting preferences and general operations. The following describes each toolbar button and its function.

Button	Description
	Go one level up in the directory structure.
	Delete the currently selected object.
	Display the properties of the currently selected object.
	Cut the currently selected folder or file item(s) to the clipboard.
	Copy the currently selected folder or file item(s) to the clipboard.
	Paste the contents of the clipboard into the currently selected folder.
	Display files and folder as large icons.
	Display files and folders as small icons.
	Display files and folders in a list.
	Display files and folders in a list with details, such as size and creation date.
	Refreshes the display of the remote site. Useful for seeing results after uploads, renames, and deletes.
	The Internet Neighborhood About Box. This is where your registration code is entered.
	Connect/Reconnect to the currently active FTP site.

  Disconnect from the currently active FTP site.

Using
Online Help

Internet Neighborhood provides context sensitive help for each control within the various dialog boxes. There are two methods of getting help on a specific control. These procedures are described below

Using the <F1> Key to get Help

1. Set focus to the control for which you need help

2. Press the <F1> key to display the context sensitive help for the control.

3. Click anywhere on the screen and the help window will close (or hit <ESC>).

Using the Question Mark to get Help

1. Click on the question mark in the upper right corner of the current screen or dialog box.

2. Click on the control for which you need help.

3. A help box with a detailed description of the control and its function will be displayed.

4. Click anywhere on your screen or hit the <ESC> key and the description will disappear.

Renaming
Files and Folders_____

In order to rename files and folders on remote systems, you must have the appropriate file permissions on that remote system. To determine your permissions for an object on a remote system, right click on the file or folder from within Internet Neighborhood and select properties.

Internet Neighborhood provides two ways to rename a file or folder on a remote system. These are described below.

Renaming Files and Folders Using the Icons

1. Select the remote system from within Internet Neighborhood.

2. Single click on the file or folder which you want to rename. This will highlight the object.

3. Single click again on the file or folder which you want to rename. This will keep the highlight and add a cursor.

4. Type the new name and hit enter. The file or folder has been renamed

Renaming Files and Folders Using the Menu

1. Select the remote system from within Internet Neighborhood.

2. Single click on the file or folder which you want to rename. This will highlight the object.

3. From the File menu, select "Rename". This will place a cursor at the end of the highlighted object.

4. Type the new name and hit enter. The file or folder has been renamed

Renaming Files and Folders Using the Keyboard

1. Select the remote system from within Internet Neighborhood.

2. Single click on the file or folder which you want to rename. This will highlight the object.

3. Hit the <F2> key. This will place a cursor at the end of the highlighted object.

4. Type the new name and hit enter. The file or folder has been renamed

Deleting
Files and Folders

In order to delete files and folders on remote systems, you must have the appropriate file permissions on that system. To determine your permissions for an object on a remote system, right click on the file or folder from within Internet Neighborhood and select properties.

Internet Neighborhood provides three ways to delete files and folders. These are described below.

Deleting Objects Using the Toolbar

1. Within Internet Neighborhood select the file(s) to be deleted.

2. Click the "delete" key on the toolbar.

3. Internet Neighborhood will prompt, "delete selected objects?"

4. Click "yes". The selected objects will be deleted.

Deleting Objects Using the Menu

1. Within Internet Neighborhood select the file(s) to be deleted.

2. From the "File" menu, select "Delete".

3. Internet Neighborhood will prompt, "delete selected objects?"

4. Click "yes." The selected objects will be deleted.

Deleting Objects Using the Delete Key

1. Within Internet Neighborhood select the file(s) to be deleted.

2. Hit the Delete key on your keyboard.

3. Internet Neighborhood will prompt, "delete selected objects?"

4. Click "yes." The selected objects will be deleted.

Chapter 4
Transferring Files

Uploads

There are various methods for uploading files to the remote computer. You may use the menu system from within Internet Neighborhood, you may drag and drop files using the Explorer interface, or you can transfer the files using the Windows clipboard functionality. Each of these methods is detailed below.

Using the Menu to Upload

Performing uploads from the menu will only allow you to upload files. Folders can not be uploaded using the menu system.
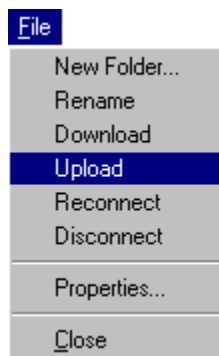
1. Within Internet Neighborhood, select the FTP site to which you wish to upload files. Select the target folder for storing the uploaded files.

2. From the "File" menu in Internet Neighborhood, select "Upload". The standard Windows "Open" dialog box is displayed. You can also right-click on the destination folder and select "Upload" from the pop-up context menu.

3. Select the file(s) and click "Open". To select multiple files for uploading, hold down the <CTRL> key and click on each file that you want to upload. The upload dialog box will display and the upload will begin.

On the upload dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the upload that is currently in progress. If you have selected multiple files for uploading, you will be prompted to continue uploading the remaining files or to cancel the entire transfer.

Using Drag and Drop to Upload

Because Internet Neighborhood uses the Windows Explorer interface, the capability to do drag and drop works exactly the same as dragging and dropping files to different folders on the same computer. This method can be used to upload both files and folders.

1. Double-click on the Internet Neighborhood icon. Explorer will launch and Internet Neighborhood will be selected in the left pane, with the list of FTP sites below it. The FTP sites are also displayed in the right pane.

2. Within Internet Neighborhood, select the target FTP site. Select the target folder within the site where the uploaded files will be placed. Negotiate through the sites and folders until the target folder is visible in the **left** pane of Explorer.

3. If necessary, scroll the contents of the left pane back to the top so that your local 'Desktop' and disk drives are visible. Negotiate/click your way through your local PC and select the folders and/or files which you wish to upload to the target FTP site. To select multiple files, hold down the <CTRL> key and click on each individual file or folder.

4. Begin dragging the files into the left pane of Explorer and down until you find the target folder where they will be dropped. If the target folder is not visible because it has scrolled off of the bottom of Explorer, simply drag your cursor near the bottom of the left pane and Explorer will automatically scroll the contents of the left pane up until the target folder is visible.

5. Once you have dragged the selected items over the target folder, simply drop them onto it and Internet Neighborhood will begin the upload process and the upload dialog will be displayed.

On the upload dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the upload that is currently in progress. If you have selected multiple files for uploading, you will be prompted to continue uploading the remaining files or to cancel the entire transfer.

Refer to your Windows Help System for more information on using the drag and drop capabilities of Explorer.

Uploads Using the Clipboard

Because Internet Neighborhood uses the Windows Explorer interface, the capability of the Windows clipboard have been incorporated into Internet Neighborhood. This means that you can select files and folders, copy them to the clipboard, then paste them into a folder on a remote FTP site. This method of upload can be used for both files and folders.

1. Run Explorer and browse through your local PC until you find the items that you are going to upload to the remote FTP site.

2. Select the item(s) and then from the main Explorer menu, select "Edit - Copy". This will place the file information on the clipboard.

3. Within Internet Neighborhood, and browse through the FTP site until you come to the destination folder where the uploaded information will be stored.

4. Make sure the folder is selected and then, from the main menu, select "Edit" and then "Paste" to begin the upload process. You can also right-click on the desired destination folder and select "Paste" from the pop-up context menu. The upload dialog box will be displayed.

On the upload dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the upload that is currently in progress. If you have selected multiple files for uploading, you will be prompted to continue uploading the remaining files or to cancel the entire transfer.

Refer to your Windows Help System for more information on using the clipboard capabilities of Explorer.

Downloads

There are many ways to perform downloads from remote systems in Internet Neighborhood. You may use the menus to download to your default folder, you may drag and drop files using the explorer interface, you may download from the file menu to a target folder different that your default, or you can use the Windows clipboard features. Each of these methods is detailed below.

Using the Menus to Download to the Default Folder

File
Open
Rename
Download
Download To...
Reconnect
Disconnect
Properties...
Close
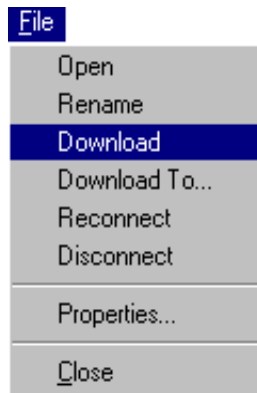
1. Within Internet Neighborhood, select the file(s) to be downloaded

2. From the main menu in Internet Neighborhood, select "File - Download". A confirmation dialog box will be displayed. Click "OK" to start the transfer. You can also select the item to download, then right-click on it and select "Download" from the pop-up menu.

3. Internet Neighborhood will begin downloading the files to the default folder that you specified during setup. The download dialog box will display.

On the download dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the download that is currently in progress. If you have selected multiple files for downloading, you will be prompted to continue downloading the remaining files or to cancel the entire transfer.

Using the Menus to Download to a Specific Folder

File

> Open
> Rename
> Download
> **Download To...**
> Reconnect
> Disconnect
>
> Properties...
>
> Close
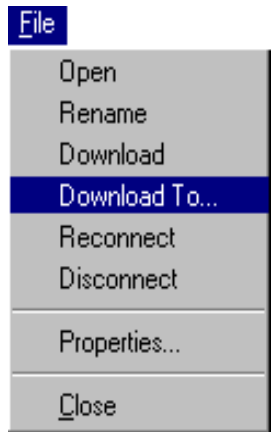
1. Within Internet Neighborhood, select the file(s) on the remote computer that you wish to download.

2. From the main menu in Internet Neighborhood, select "File - Download To...". The standard "Save As..." Dialog will box will display. You can also right-click on the item and select "Download To…" from the pop-up context menu.

3. Select the location of the folder where you want the downloaded files to be written. Click "Save" to begin the transfer.

4. The download dialog box will display. Internet Neighborhood will begin downloading the files to the folder that you have specified.

On the download dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the download that is currently in progress. If you have selected multiple files for downloading, you will be prompted to continue downloading the remaining files or to cancel the entire transfer.

Using Drag and Drop to Download

Because Internet Neighborhood uses the Windows Explorer interface, the capability to do drag and drop works exactly the same as dragging and dropping files to different folders on the same computer.

1. Double-click on the Internet Neighborhood icon.

2. Select the site and the folder that contains the files that you want to download. The item(s) which you will be downloading will need to appear in the right pane of Explorer.

3. Make sure that the target folder on your PC is visible. If it is not, click to open the folders above it until the target folder is visible. The target folder will need to be visible in the **left** pane of Explorer.

4. Select the file(s) on the remote systems to be downloaded. Drag them to the folder on your PC. If the target folder is not visible because it has scrolled off of the bottom of Explorer, simply drag your cursor near the bottom of the left pane and Explorer will automatically scroll the contents of the left pane up until the target folder is visible. The download will begin and the dialog box will display.

On the download dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the download that is currently in progress. If you have selected multiple files for downloading, you will be prompted to continue downloading the remaining files or to cancel the entire transfer.

Refer to your Windows Help System for more information on using the drag and drop capabilities of Explorer.

Downloads Using the Clipboard

Because Internet Neighborhood uses the Windows Explorer interface, the capability of the Windows clipboard have been incorporated into Internet Neighborhood. This means that you can select files and folders on remote FTP sites, copy them to the clipboard, then paste them into a folder on your local computer.

1. Run Internet Neighborhood as you normally would, and browse through the FTP site until you come to the item(s) which you will be downloading.

2. Select the item(s) and then from the main Explorer menu, select "Edit - Copy". This will place the file information on the clipboard. You can also right-click on the item(s) and select "Copy" from the pop-up context menu.

3. Run Explorer and browse through your local PC until you find the folder that will hold the downloaded information.

4. Make sure the folder is selected and then, from the main menu, select "Edit - Paste" to begin the upload process. You can also right-click on the desired destination folder and select "Paste" from the pop-up context menu.

On the download dialog, Internet Neighborhood displays an estimate of the time it will take to complete the transfer. This estimate is updated during the transfer. The percentage of the transfer that has been completed and the number of bytes that have been uploaded are also displayed and are updated during the transfer.

The "Cancel" button on the dialog will abort the download that is currently in progress. If you have selected multiple files for downloading, you will be prompted to continue downloading the remaining files or to cancel the entire transfer.

Refer to your Windows Help System for more information on using the clipboard capabilities of Explorer.

Appendix A
Trouble Shooting Internet Neighborhood

This appendix is a reference for troubleshooting Internet Neighborhood. Answers to frequently asked questions are covered. The questions are grouped by topic. For more information, refer to the Internet Neighborhood on-line help or Windows help system. If you are still having difficulties, contact KnoWare Technical Support at *support@knowareinc.com.*

Installation

Q: I have just installed the newest version of Internet Neighborhood on my computer and now all of the icons seem to be messed up; what should I do?

A: From the "Start" menu, select "Find" and then "Files" and search for the file "ShellIconCache", in your windows directory. Delete this file and restart windows; the file will regenerate itself.

Q: I have just installed Internet Neighborhood. I've rebooted my machine, yet when I double-click on the Internet Neighborhood icon, nothing happens; or sometimes the screen just flashes. Also, if I run Explorer and click on Internet Neighborhood from within Explorer, the selection goes right back to my C drive. What can I do?

A: You probably need some of Microsoft's support DLL's. These DLL's can be acquired from http://www.knowareinc.com/software/msdlls.zip. Download and unzip this file. You should have OLEAUT32.DLL, COMCTL32.DLL, and COMDLG32.DLL. Copy these files to your windows system directory. NOTE: Only copy those files which do NOT exist in the windows system directory, or which are NEWER than the existing file!

Licensing and Registration

Q: I have just purchased Internet Neighborhood. What do I do with the registration code I received?

A: Select "About" then "Internet Neighborhood" from the main menu. This will bring up the About Box for Internet Neighborhood. Click on the "Unlock" button to bring up the registration code dialog box. Enter your registration code and click "OK". If you get an error, make sure that you entered the code correctly. If successful, you will receive the following message:

Congratulations and Welcome to the fully functional Internet Neighborhood!

Q: I've entered my registration code correctly, but Internet Neighborhood still gives me errors stating that I am running the shareware version. What should I do?

A: Reboot your machine. If the problem persists, contact KnoWare technical support.

Making Connections

Q: I'm trying to configure Internet Neighborhood so that I can connect to my local ISP. I Want to be able to upload my web pages to their FTP server. How do I do this?

A: Your ISP will most likely have given you an account on their server and a home directory where you can upload your web pages. The configuration procedure is to

- Run the Internet Neighborhood Wizard to create a new FTP site
- Enter the *URL* of your ISP. For example, if you subscribe to www.myisp.com you would enter *www.myisp.com.* You should contact your ISP to ask for this information.
- You can usually leave the "Initial Remote Directory" since you should be automatically defaulted to your home directory when you log in.
- On the *username/password* wizard page, enter your username and password which you use when connecting to the Internet through your ISP.
- Save this profile and log in.

If you still cannot connect, you should contact your ISP's help desk for the proper *URL* and *Initial Remote Directory*.

Q: If I open a connection and the server times out, or if I leave it idle for a period of time, I get errors when changing directories? What can I do?

A: Click the "Disconnect" button on the toolbar and then hit <F5> to refresh your screen. This will log you back into the FTP site.

Uploads and Downloads

Q: Every time I upload a file to my FTP server, the first character of the file name gets converted to uppercase; or the entire filename is converted to uppercase. How can I keep my filenames all lowercase when they are uploaded?

A: Open the main *properties* for Internet Neighborhood and select the *File Transfers* property page. In the group of radio buttons labeled *File Conversions,* select *Convert Names to Lower Case*. Once selected, close the *properties* and the change will take place immediately.

Q: How can I get Internet Neighborhood to download files to a certain directory? It seems like when I download a file, it never ends up where I wanted it.

A: To change an existing FTP site, highlight the site and select "properties" from the main "File" menu. This will launch the Wizard. The first wizard page has an area for entering the "Default Transfer Directory". Enter the fully qualified directory of where Internet Neighborhood will download your files. See *Chapter2 - Configuring Internet Neighborhood* in this manual for details on configuring properties.

Files on the Remote Server

Q: I've setup my FTP site and logged into the remote server, but all the file and directory names come up as garbage; or sometimes it looks like the file date is part of the file name. When I try to open a directory, I either get an error, or nothing happens.

A: The most likely cause of this is that you are logging into a remote FTP server who's directory format is not currently supported by Internet Neighborhood. The solution is to enable Internet Neighborhood's *debugger* feature. Follow this procedure:

- From within the program's *properties* enable the debugger (see chapter 3 for more details)
- Restart windows so that the log file can initialize itself.
- Connect to the site as you did before
- After you are connected, close down Internet Neighborhood and Explorer.

Internet Neighborhood will now have generated a log file containing the directory structure for the FTP site which you are connecting to. Mail that log file along with any other pertinent information to support@knowareinc.com.

Navigating Internet Neighborhood

Q: When I double-click on the Internet Neighborhood icon I get a list of FTP sites; but when I double-click on an FTP site, it presents the information in the same window instead of creating a new window. I have configured my options for *'browse folders using a separate window for each folder'* yet Internet Neighborhood still uses the same window. What's wrong?

A: This is a known problem in Internet Neighborhood and is currently being addressed. Try *Exploring* Internet Neighborhood by right-clicking on the desktop icon and selecting *Explore* instead of double clicking on it.

Q: When I double-click on the Internet Neighborhood icon I get a list of FTP sites; but when I double-click on an FTP site, it presents the information in the same window instead of creating a new window. How do I go 'up' a level in the directory structure?

A: This is a known problem in Internet Neighborhood Although there is an icon on the toolbar which is supposed to let you go 'up' on level in the directory tree, Internet Neighborhood does not currently recognize this command. You'll need to select the parent directory from the drop down listbox located to the left of the "up one level" toolbar button.

Turning on Logging

Q: How do I turn on the debugger feature of Internet Neighborhood?

A: You can turn on the debugger by right-clicking on the Internet Neighborhood icon on you desktop and then select "Properties". This will bring up the Internet Neighborhood Properties Sheet and the last property page on the right will be labeled "debugger". Click on this property page to bring the debugger information to the foreground. Next, make sure that the "Generate Logfile" checkbox is checked and that you have specified a valid logfile name in the "Logfile Name" box.

For more information on configuring the Internet Neighborhood Debugger, refer to the *Debugger Properties* Section in *Chapter 2 - Configuring Internet Neighborhood.*