Internet Neighborhood™ v1.1 On-Line Help

Hide directories starting with "."

If checked, Internet Neighborhood will not display any directories which begin with a period ".". Uncheck this box if you want Internet Neighborhood to display all directories, regardless of their format.

Hide files starting with "."

If checked, Internet Neighborhood will not display any files which begin with a period ".". Uncheck this box if you want Internet Neighborhood to display all files, regardless of their format.

Resolve Symbolic Links

If checked, Internet Neighborhood will attempt to resolve all symbolic links which it encounters. A symbolic link is basically the UNIX/FTP equivalent to a Windows 95 shortcut. It's a reference to some other directory or file on the server.

If checked, 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 links to a file.

If unchecked, Internet Neighborhood will assume that all symbolic links are directory links. This   will make links to *files* appear as directories and they will be unavailable!   The trade-off is performance. Not resolving links is faster, but resolving links is more accurate.   The preferred method is to have Internet Neighborhood resolve symbolic links.

Show messages from FTP sites

If checked, Internet Neighborhood will display informational messages returned from the remote FTP server. Some FTP servers will send brief 'welcome' or status messages when you log into their site. Internet Neighborhood can detect these messages and display them in a dialog box for your review. Uncheck this box if you do not wish Internet Neighborhood to display any informational messages which it encounters.

E-Mail Address

Anonymous FTP requests that you send your EMAIL address to the remote server as the password when logging into the system. Each time you set up a new FTP site, the Wizard will prime the *Password* field with this email address (given that you are logging in anonymously).

Default Transfer Directory

Enter the name of the local directory where Internet Neighborhood can store files which are downloaded from remote systems.   You can customize your *Default Transfer Directory* on a per-site basis. You can also select *Download To..* from the menu which will allow you to dynamically change the *Default Transfer Directory* for the current download session.

Send Buffer Size

Specify the size of the internal buffer used to send data to the remote FTP server. You can enter any value between 32 bytes and 4096 bytes, inclusive.   The default value of 255 bytes is usually sufficient for   most implementations. If you are having communication problems, this number may need to be adjusted.

Receive Buffer Size

Specify the size of the internal buffer used to receive data from the remote FTP server. You can enter any value between 32 bytes and 4096 bytes, inclusive.   The default value of 255 bytes is usually sufficient for most implementations. .   If you are having communication problems, this number may need to be adjusted.

Preserve Case (no conversion)

Select this option if you want Internet Neighborhood to ignore all filename conversions during uploads. If selected, filenames are stored 'as is' on the remote server with no case conversion whatsoever. 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

Use PASSIVE Mode

Check this box to enable PASSIVE mode file transfers between Internet Neighborhood and the remote FTP site. In certain instances, usually when you're behind a router based firewall, you will need to turn this option on. Check with your system administrator for the correct setting of PASSIVE mode.

Timeout Period

Specify the number of seconds which Internet Neighborhood will wait for a reply from the remote FTP server before canceling the current operation.   You can enter any value between 5 and 90 seconds. If you are experiencing periodic ‘timeouts’ from remote servers, you may want to increase this value.

Binary Mode

Select this mode to ensure that Internet Neighborhood transfers data byte-for-byte between your local computer and the remote FTP site (and vice-versa). If selected, no translation of any kind will occur to the data during transmission. This is the default.

ASCII Mode

Select this mode to have Internet Neighborhood treat all file transfers as ASCII text. This mode is NOT suggested for transferring binary (.exe) files.

Auto Detect

Select this mode to have Internet Neighborhood choose which file types will be transferred as ASCII text. All files which have extensions, or whose filenames end in any one of the strings specified in the *ASCII Files* listbox will be transferred as an ASCII text file. ALL remaining types will be transferred as BINARY types.

ASCII Files

This box contains the list of file extensions and endings which Internet Neighborhood uses when attempting to determine which files to transfer as ASCII text.

Auto File Types

Enter a new file extension and/or ending in this space. You can then click the '>> Add >>' button to add this item to the list of valid file extensions which Internet Neighborhood will use in AUTO mode.

Add extension

Click this button to add the new file extension to the listbox of available file extensions.

Delete extension

Click this button to remove the currently selected file extension from the list of available items.

Generate Logfile

Check this button to enable Internet Neighborhood's internal logging option. If checked, Internet Neighborhood will generate a logfile (specified by   the Logfile Name) containing important information about the current Internet Neighborhood session.   You can turn debugging OFF at any time, but   once you enable debugging, you will need to restart Windows in order for it to become enabled.   Information in this file is used by KnoWare's customer support representatives to track down the cause of any problems which you may encounter.

Logfile Name

Enter the fully qualified path and filename for the file which will contain the debugging information. Internet Neighborhood will write its log information to this file. Information in this file is used by KnoWare's customer support representatives to track down the cause of any problems which you may encounter.

User with Login
(USER ftpusername@ftpsite)

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 w/out login
(USER ftpusername@ftpsite)

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.

Site with Login
(SITE ftpsite)

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 then open a connection to the remote FTP site by issuing the SITE remotesite command.

Proxy

(OPEN ftpsite)

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.

Raptor
(USER ftpusrnam@ftpsite fw_usrnam)

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 Name

Enter the domain name or IP address of your firewall host machine. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Username

Enter the username used for logging into your firewall host. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Password

Enter the password used for logging into your firewall host. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Access

Check this box if you are behind a firewall. If so, you will need to configure the remaining firewall settings. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

Firewall Port#

Enter the PORT number of your firewall host. The default of 21 is sufficient for most installations. Contact your system administrator for assistance in configuring Internet Neighborhood for use with your firewall.

URL or Host Name

Enter the full URL (Uniform Resource Locator), the domain name, or the dotted IP address of the site you wish to connect to. For example, to connect to Netscapeʾs FTP site, you could enter the URL of FTP://FTP.NETSCAPE.COM or you could enter Netscapeʾs FTP domain name of FTP.NETSCAPE.COM. You could also enter an IP address, such as 195.23.124.88 or ftp://195.23.124.88   Internet Neighborhood will accept any of the these.

Verify URL

If checked, Internet Neighborhood will attempt to verify that the URL, Host Name, or IP address is valid by querying, or pinging, the remote FTP site. If the information is valid, this should take no longer than 1-3 seconds. But if the information is incorrect, Internet Neighborhood will 'hang' for up to 45 seconds until it times out. The disadvantage of UNchecking it is that if the address is wrong, you will not get an error until trying to connect to the site and you will have to re-run the wizard to change the address.

URL Port Number

Enter the port number used to identify the FTP server. The default of 21 is usually correct. Contact the FTP site's administrator if you need to change this setting

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 need to be placed into a starting directory. Most FTP servers will put you into some basic default directory, but 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 difference is that the absolute directory is just that, absolute; it will ignore the location that the FTP server decides to put you, and put you in the '/pub' by force. The relative directory is relative to where ever the ftp server decides to put you.

If you have an account on the FTP server which you are connecting too, you can usually leave this entry blank.

Initialization String

Enter any additional commands which will be sent to the remote FTP server initially after logging in. You must separate each command set with a semi-colon.

Login as Anonymous

If checked, Internet Neighborhood will send 'anonymous' as the username, and your EMAIL address as the password when logging into the remote site. Your EMAIL address is specified on the main Internet Neighborhood property sheet.

Username

Enter your username on the remote FTP site.

   If 'Login as Anonymous' is checked, 'anonymous' will be sent as your username.

   If 'Login as Anonymous' is not checked, you may either enter your username for the remote site, or you may leave this box blank. If you leave this box blank, you will be prompted for your username when you initially connect to the remote site.

Password

Enter your password on the remote FTP site.

If 'Login as Anonymous' is checked, your EMAIL address will be sent as your password. Your EMAIL address is specified on the main Internet Neighborhood property sheet.

If 'Login as Anonymous' is not checked, you may either enter your password for the remote site, or you may leave this box blank. If you leave this box blank, you will be prompted for your password when you initially connect to the remote site.

Account

Enter your account name on the remote FTP site.

   There are certain FTP sites which will setup individual accounts for various users. If you have an account on the target FTP site, you can enter the account name here. If you leave this box blank, and an account name is required on the remote FTP server, you will be prompted to enter the account name.

Save As

You can enter up to a 255 character user-friendly name for your new FTP site.

Unlock

Clicking this button will bring up the Registration/Serial Number dialog box, which you can use to enter a valid registration number for Internet Neighborhood.

Visit Us!

Clicking this button launch your default browser and send you to the KnoWare, Inc. homepage.

Serial Number

Enter a valid Internet Neighborhood product registration code. This code is supplied to you by KnoWare, Inc. or one of its certified resellers.

New Folder Name

Enter a valid name for the new folder. The folder will be created as a sub-directory of the currently selected FTP site or directory.

Owner - Read

This box will be checked if the owner of this object has 'read' permissions on it.

Owner - Write

This box will be checked if the owner of this object has 'write' or 'delete' permissions on it.

Owner - Execute

This box will be checked if the owner of this object has 'execute' permissions on it.

Group - Read

This box will be checked if members of the owner's group have 'read' permissions to the object.

Group - Write

This box will be checked if members of the owner's group have 'write' permissions to the object.

Group - Execute

This box will be checked if members of the owner's group have 'execute' permissions to the object.

World - Read

This box will be checked if everyone has 'read' permission on this object.

World - Write

This box will be checked if everyone has 'write' permission on this object.

World - Execute

This box will be checked if everyone has 'execute' permission on this object.

Object Name

This is the name of the file or folder. If this is a link, the left side of the '->' is the 'link name' and the right side is the real path and name.

Domain

This is the domain name of the FTP server which the file or directory resides on.

Full Path

This is the fully qualified path of the object.

Object Type

This is the object type; which can be:

Object - this is a standard file object.

File Link - this is a symbolic link which points to another file.

Directory - this is a folder or directory

Directory Link - this is a symbolic link which points to a directory

Size

This is the size, in Kilobytes and in bytes, of the object.

Date

This is the last modification date of the object.

Group

This is the name of the group to which the owner of this object belongs.

Owner

The name of the owner of the object.

OK

Click on this button to save your changes and close the current window.

Cancel

Click on this button to close the current window; ignoring any changes which were made.

Product Version

Displays the current Internet Neighborhood version information

Copyright Information

Displays KnoWare copyright information.

Product Information

Displays information about Internet Neighborhood

Destination

Displays the destination/target directory for the current activity.

Filename

Displays the name of the file which is currently being transferred.

From

Displays the source directory for the current activity.

Message list

This list box contains messages returned from the remote FTP site. You can enable/disable this message window from within the *Properties* of Internet Neighborhood.

Username

Enter your username for the remote FTP site.

Password

Enter your password for the remote FTP site.

Account

Enter your account name on the remote FTP site.

Save Information

If checked, the supplied information will be saved with the FTP site's profile.   In the future, you will not be prompted to enter this information

File Description

Warning!

HIDC_PROG_STATUS
HIDC_PROG_TIME
HIDC_PROG_METER
HIDC_TAB_CASE_NONE
HIDC_TAB_CASE_LOWER
HIDC_TAB_CASE_UPPER

D/M/Y - Euro Format

Displays dates in European Day/Month/Year format.

M/D/Y - US Format
Displays dates in US Month/Day/Year format.

12hr clock (am/pm)

Displays time with a 12 hour clock format using am & pm suffixes.

24hr clock

Displays time using a 24 hour clock format.

Open/View the file

Select this option to have the file opened/executed using the standard application associated with this object type. For example, if the file is a .DOC file, double-clicking on the file will open it in your default document viewer such as wordpad.

Download the file

Select this option to have the selected file downloaded to the default download directory when you double-click on it.

Use Index Files

Select this option if you would like Internet Neighborhood to download and process any index files which it may find on remote FTP sites. 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 directory of the remote FTP site which you are connected to. Internet Neighborhood can process this file and match up the descriptions to the filename & display them on your screen.

Index Filelist

This list contains names of files which, if encountered on the remote FTP server, will be processed as index files for the current directory.

Index Filename

Enter the name of the file to be added to the of index files.

Add

Click this button to add the new filename to the list.

Remove

Click this button to remove the selected file(s) from the list.

Index File Size

Enter the maximum size, in Kilobytes, of an index file to be processed. If Internet Neighborhood encounters an index file which is larger than the size specified in this field, it will not be processed.

```
++ ============================================== ++
                    KnoWare, Inc.
         Internet Neighborhood(tm) - Purchase Order
++ =============================================== ++
```

Yes, Please send me _____ registered copies of KnoWare's
Internet Neighborhood(tm). Since each copy is $24.95, I am
enclosing a check (in US Dollars drawn on a US bank) or an
international postal money order for the total amount
of $ _____.

Your Name: _____

Organization: _____

Address1: _____

Address2: _____

City: _____

State: _____

Zip: _____

Country: _____

E-Mail: _____

How did you find out about KnoWare's products?

_____

_____

_____

_____

Please send payment with this form to:

KnoWare, Inc.
P.O. Box 43610
Baltimore, MD 21236-0610
USA
```
++ =============================================== ++
                  Thanks for your order!
                     KnoWare, Inc.
++ =============================================== ++
```

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Getting Started

This section is designed to give users a general overview of Internet Neighborhood, what it is, and how to install it.

[What is Internet Neighborhood](#)
[Features of Internet Neighborhood](#)
[System Requirements](#)
[Installing Internet Neighborhood](#)
[Entering Your Registration Code](#)
[Upgrading to New Versions](#)
[Uninstalling Internet Neighborhood](#)

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 users the ability to:

- Setup 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 and folders using a simple drag-and-drop interface.

- Access the Internet and FTP sites through your firewall.

System Requirements

   Because Internet Neighborhood is a 32-bit 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:

• An Internet Connection. Either a direct connection or a Modem with a minimum baud rate of 14.4 (28.8 recommended).

• Microsoft's 32-bit, or compatible, TCP/IP protocol stack

• 4 Mb available hard drive space

Installing Internet Neighborhood

   The following outlines the steps for installing the shareware version of KnoWare's Internet Neighborhood. The registration code received when purchasing Internet Neighborhood is entered after installation to enable the full functionality of the product.

1. Once you have downloaded Internet Neighborhood from the web site, you will need to extract the setup program from the zip file which you have just downloaded. If you have installed a Windows based Zip program such as WinZIP, you can double-click on the file from within Explorer. This will launch WinZIP. Click on the *extract* button. Select destination folder for the files to be unzipped. WinZIP will extract the Internet Neighborhood setup program and support files into the specified directory.

1. In Explorer, open the folder that you selected as the destination. Double-click on the **setup.exe** file. This will launch the Internet Neighborhood installation program

1. Follow the instructions in the installation 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.

NOTE: Once the Internet Neighborhood installation program has completed, you will be prompted to restart Windows; select YES to restart your Windows session. Internet Neighborhood will not function properly unless you restart your operating system after you install or update the program.

Once you have restarted your operating system, you will see the Internet Neighborhood icon on your desktop. To launch Internet Neighborhood, simply double-click on the desktop icon.

Entering Your Registration Code

In order to enable the full functionality of Internet Neighborhood, you must enter your registration code which you received when you

purchased the program. To do this, click on the icon at the far right end of your Internet Neighborhood toolbar, or select *Help* then *About Internet Neighborhood* from the main menu. Internet Neighborhood's *About Box* will be displayed.

Click on the *Unlock* button from within the *About Box* to bring up the registration code dialog box. Enter your Internet Neighborhood registration code in this box and click the *OK* button. If successful, you will receive the following message:
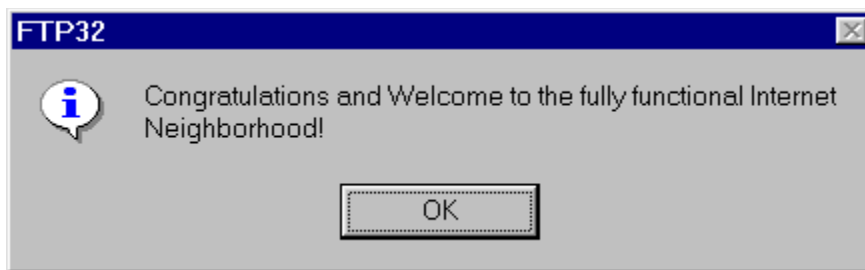
If you get an error, double check to make sure that you entered the registration code correctly. If you still get an error message, contact technical support at support@knowareinc.com for further assistance. Please include your registration code *as the subject of the message* along with a brief description of your problem.

Upgrading to New Versions

As a registered user of Internet Neighborhood, you are entitled to free product upgrades until version 2.0. You can periodically check our homepage for the latest build of Internet Neighborhood. KnoWare, Inc. will also notify you of new versions as they are made available to the public.

Our Internet Address is: **http://www.knowareinc.com**

Also, as a registered user, you are automatically entered into the Internet Neighborhood Beta Site Database. As a member of the Beta team, you will receive notification of new Beta builds of Internet Neighborhood as they are made available. This gives you the opportunity to try out new versions of Internet Neighborhood before they are made available to the public.

Registered users can checkout the latest news directly from within Internet Neighborhood by selecting 'Help', 'From the Web', then 'Get the Latest News!'. This will bring you online with the KnoWare, Inc. News page.

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 program (InstallSHIELD) may not successfully uninstall any programs which are currently running or are in memory.

To successfully 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.

1. After your machine restarts, immediately 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.

1. 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.

1. At this point, Internet Neighborhood has been removed from your system. If you still have the Internet Neighborhood Icon on your desktop, simply click on the icon and hit the <DEL> key to delete it from your desktop.

Detailed information about uninstalling Internet Neighborhood can be found at http://www.knowareinc.com/uninstall.html

Configuring Internet Neighborhood

This section details the procedures for configuring Internet Neighborhood for your system, and for setting up new FTP sites.

Setting Internet Neighborhood Properties

 To configure general or overall settings for Internet Neighborhood, simply select *View – Neighborhood Options…* from the main Explorer/Internet Neighborhood menu.

General Properties

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

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

Default Transfer Directory: The directory where Internet Neighborhood will store files which are downloaded to your PC. This value is basically used to 'prime' 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 will be displayed in a dialog box.

Hide files starting with '.': If enabled, files starting with a period are not displayed.

Hide directories starting with '.': If enabled, directories starting with a period are not 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 Transfer Properties

This section details the options on the *File Transfers* property page of the *Internet Neighborhood* property sheet. This tab contains communications and file transfer parameters necessary for Internet Neighborhood to operate properly. The settings for the *File Transfers* property page 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. The value can be 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 'as is' on the remote server with no case conversion whatsoever.

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

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

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 from within Explorer. Internet Neighborhood will launch the application associated with the file. For example, double-clicking on a .txt file may launch notepad and open the file inside of notepad.

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

Transfer Mode Properties

This section details the options on the *Transfer Modes* property page of the *Internet Neighborhood* property 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 translations being made. ASCII mode transfers on the other hand, 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 system to your local Windows operating system, an ASCII transfer will convert the UNIX <carriage-return><line-feed> characters into Windows <new-line> characters. The settings for the *Transfer Modes* property page are described below.

Always Transfer File As

Binary Mode: Select this mode to ensure that all data is transferred byte-for-byte with no conversions being performed. This is the preferred setting.

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: Attempting to transfer binary files in ASCII Mode will damage the 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 could be transferred in ASCII mode. Any files encountered which do not have a file extension matching the ones in this list will be transferred as BINARY file types. Enter the information in the edit box, and click the *Add* button to add the new extension to the *ASCII Files* list. Items may be removed from the list by selecting the item in the *ASCII Files* list which will be deleted and then click the *Del* button.

Firewall Properties

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

Firewalls are usually computers 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 worlds' access to the sensitive data of the internal network. If you are located inside of a firewall and 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 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 then open a connection to the remote FTP site by issuing the SITE remotesite command.

RAPTOR: 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 system administrator for more information.

Debugger Properties

This section details the options on the *Debugger* property page of the *Internet Neighborhood* property sheet. This tab 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.

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

<u>Logfile Name</u>: Enter the full path and file name for the debug log file.

NOTE: Once enabled, you will need to restart your Windows operating system 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* property 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 directory of the remote FTP site which
you are connected to.*

<u>Use Index Files when Available</u>: Select this option if you would like
Internet Neighborhood to download and process any index files which
it may find on remote FTP sites.

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

<u>Index files</u>: Contains the list of filenames which will be processed
as index files.

<u>Add</u>: Click this button to add a new filename to the list.

<u>Remove</u>: Click this button to remove the currently selected file(s)
from the index files list.

<u>Use only index files smaller than</u>: 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 FTP Sites

   Internet Neighborhood implements a Site Wizard which will help you
setup access to remote FTP sites. The following section details the
procedures for using the Internet Neighborhood FTP Site Wizard

   To set up a new FTP site, run Internet Neighborhood and double-
click on the FTP Site Wizard icon.

Using the FTP Site Wizard

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 FTP Site Wizard. This page contains the most important information needed to setup your new FTP site. The fields from the first screen of the FTP Site Wizard are described below.

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. 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 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, or pinging 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, and 'verify URL' is checked, Internet Neighborhood could 'hang' for up to 45 seconds until it times out. The disadvantage of UN-checking this button is that if the address is incorrect, you will get an error while trying to connect to the site and you will have to re-run the wizard to correct the URL for your FTP site. The default it to have this option turned on.

Port#: Enter the port number used to communicate with the FTP server. The default of 21 is usually correct. In the unlikely event that you should need to change this value, contact the administrator of the remote FTP site for the correct port setting.

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 the 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* property sheet. Refer to <u>Setting Internet Neighborhood Properties</u> earlier in this chapter for further information on setting this value.

<u>Initialization String</u>: Enter any additional commands which will be sent to the remote FTP server initially after logging in. You must separate each command set with a semi-colon.

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.

Site Wizard Screen II(Login Parameters)

The second screen of the wizard is used to set the login parameters. For most FTP sites, you will be logging in *Anonymously*. Essentially, this means that you are allowed to connect to the remote FTP site as a guest, provided that you use *anonymous* as the username, and your email address as the password. This is referred to as "Anonymous FTP" which most FTP servers on the Internet support. Internet Neighborhood defaults all of the settings on this Wizard page to those required for Anonymous FTP connections; therefore, 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.

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

<u>Username</u>: 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 actually connects to the remote FTP server.

<u>Password</u>: 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 actually connects to the remote FTP server.

<u>Account</u>: 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.

Site Wizard Screen III(Firewall Parameters)

This screen of the FTP Site Wizard is used to setup 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 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 worlds 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 then 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.

<u>Username</u>: Enter your firewall username here if you are required to log into your firewall.

<u>Password</u>: Enter your firewall password here if you are required to log into your firewall.

<u>Use Passive Mode</u>: 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.

Site Wizard Screen IV(Save Site)

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.

Using Internet Neighborhood

   This section covers the use of the toolbar and the pull-down menus
in Internet Neighborhood for navigation, setting preferences and
general operations. Specific functions, such as upload and download
are described in detail later in this chapter.

   General Navigation
   Using On-Line help
   Renaming File & Folders
   Deleting File & Folders

General Navigation

The following diagram describes those toolbar buttons and menu items which are used by Internet Neighborhood. For more information on Windows 95/NT commands please refer to your Windows 95/NT reference manual.

Main Menu Command	Sub-Menu Command	Icon	Description
	Up One Level		Takes you one level up in the directory structure
FILE	New FTP Site		Launch the FTP Site Wizard to create a new FTP Site.
	New Folder…		Create a new folder under the current directory.
	Delete		Delete the currently selected folder or file object.
	Rename		Rename the currently selected folder or file object
	Properties		Display the properties of the currently selected object. For FTP sites, this will launch the FTP Site Wizard for your currently selected site.
	Download		Download files and folders from the remote computer
	Download To...		Download files and folders to a location other than the default.
	Upload		Upload files and folders to the remote computer
	Reconnect		Connect/Reconnect to the currently active FTP site.
	Disconnect		Disconnect from the currently active FTP site.
	Close		Close Internet Neighborhood
EDIT	Copy		Copy the selected files or folders to the clipboard
	Paste		Paste the contents of the clipboard into the currently selected folder. The clipboard must contain dos files or folders.
View	Toolbar		Toggle display of the toolbar.
	Status Bar		Toggle display of the status bar at the bottom of the screen.
	Large Icons		Display files and folders as large icons.
	Small Icons		Display files and folders as small icons.
	List		Display files and folders in a list

	Details		Display files and folders in a list with details such as date and size
	Arrange Icons		Display the *Arrange Icons* submenu which allows you to choose how your icons are arranged with Internet Neighborhood.
	Transfer Mode		Display the *Transfer Mode* submenu which allows you to choose between ASCII, AUTO, and BINARY transfer modes.
	Neighborhood Options…		Display the main properties for Internet Neighborhood.
	Refresh		Refresh the display of the remote site.
	Options…		Display the *Options* submenu
HELP	About Windows 95		The Windows 95 About Box
	About Internet Neighborhood		The Internet Neighborhood About Box. This is where your registration code is entered.
	Contents		Display the Internet Neighborhood help file
	From the Web		Display submenus which are links to on-line news and information about Internet Neighborhood.

Using On-Line 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

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

1. 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.

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

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

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

Renaming Files & 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.

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

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

1. 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.

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

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

1. 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.

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

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

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

Deleting Files & 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.

1. Click the delete key on the toolbar.

1. Internet Neighborhood will prompt *Delete Selected Objects?*

1. Click *Yes*. The selected objects will be deleted.

Deleting Objects Using the Menu

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

1. From the *File* menu, select *Delete.*

1. Internet Neighborhood will prompt *Delete Selected Objects?*

1. 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.

1. Hit the Delete key on your keyboard.

1. Internet Neighborhood will prompt, *Delete Selected Objects?*

1. Click *Yes.* The selected objects will be deleted.

Transferring Files

One of the main features of Internet Neighborhood is its robust feature set when it comes to transferring files between computers. This section details how to upload and download files using Internet Neighborhood.

Uploading Files
    Using the Menus
    Using Drag-Drop
    Using the clipboard

Downloading Files
    Using the Menus
    Using Drag-Drop
    Using the clipboard

Uploading Files

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.

Uploading Files - Using the Menus

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 then select the target folder for storing the uploaded files.

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

1. Select the file(s) to upload and click "OK". To select multiple files for uploading, hold down the <CTRL> key and click on each file that you want to upload. The File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Uploading Files - Using Drag-Drop

   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. Right-click on the Internet Neighborhood icon and select *Explore*.
   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 and then
   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 File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Uploading Files - 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 - 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 File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Downloading Files

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.

Downloading Files - Using The Menus

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

1. From the main menu in Internet Neighborhood, select *File* then *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.

1. Internet Neighborhood will begin downloading the files to the default folder that you specified during setup. The File Transfer Dialog Box will be displayed.

On the File Transfer 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

1. Within Internet Neighborhood, select the file(s) on the remote FTP site that you wish to download.

1. From the main menu in Internet Neighborhood, select *File* then *Download To*. The standard *Save As* dialog box will be displayed. You can also right-click on the item and select *Download To* from the pop-up context menu.

1. Select the location of the folder where you want the downloaded files to be written.

1. Click *Save* to begin the transfer. The File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Downloading Files - Using Drag-Drop

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. Right click on the Internet Neighborhood icon and select "explore".

1. 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.

1. 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.

1. 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 File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Downloading Files - 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* then *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* 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 File Transfer Dialog Box will be displayed.

On the File Transfer 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.

Trouble shooting - Introduction

If you have trouble with Internet Neighborhood, please browse through the following information prior to contacting technical support. We are continuously enhancing our list of the most common problems encountered by Internet Neighborhood users.

Entering your registration code
Registration code problems
Connecting to your local ISP
Directories are displayed incorrectly
Filenames are being converted during uploads
Changing your default download directory
Icon troubles
Double-clicking on the desktop icon does nothing
Browsing folders in multiple windows
Browsing 'up' one level in Internet Neighborhood
Connection timeouts
Specifying ASCII and BINARY transfer types
Obtaining techincal support

Trouble shooting Internet Neighborhood

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

A: Select *About* then *Internet Neighborhood* from the main menu, or click on the
 button on the tool bar, to bring up the Internet Neighborhood About Box.
Click on the *Unlock* button to bring up the registration code dialog box. Enter
your Internet Neighborhood registration code in this box and click the *OK*
button. If successful, you will receive the following message:
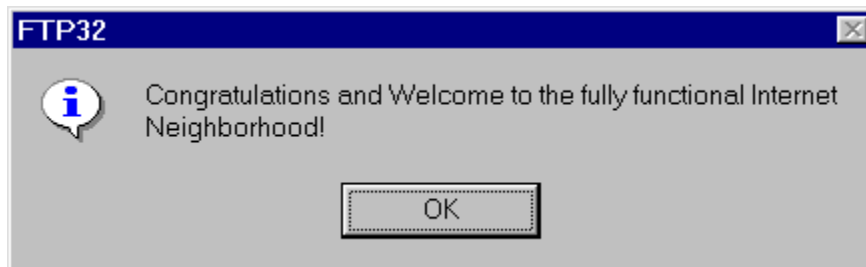
If you get an error, double check to make sure that you entered the
registration code correctly. If you still get an error message, contact
technical support at support@knowareinc.com for further assistance.

Trouble shooting Internet Neighborhood

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

A: Reboot your machine. If the problem persists, contact KnoWare technical support at support@knowareinc.com.

Trouble shooting Internet Neighborhood

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 to. The general configuration 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 probably enter www.myisp.com (you may want to contact your ISP to ask for this information).

 You can usually leave the *Initial Remote Directory* blank since you should be automatically defaulted to your home directory when you log in. (you may want to contact your ISP to ask for this information too).

 On the username/password wizard page, enter your *username* and *password* which you use when connecting to the Internet through your ISP.

 That's pretty much it. 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* settings.

Trouble shooting Internet Neighborhood

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 from within the programs **_properties_**. Once enabled, you will need to restart windows so that the log file can initialize itself. Next, simply connect to the site as you did before and after you are connected, just 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 the logfile along with any other pertinent information to support@knowareinc.com.

Trouble shooting Internet Neighborhood

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 to remain all lowercase when they are uploaded?

A: Open the main *properties* for Internet Neighborhood by right-clicking on the Internet Neighborhood icon and selecting *properties*, then click on the *File Transfers* property page. You'll notice a group of radio buttons labeled *File Conversions*. You will most likely want to select Convert Names to Lower Case. Once selected, click *OK* to close down the properties and the change will take place immediately.

Trouble shooting Internet Neighborhood

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

A: To change an existing FTP site, highlight the desired FTP site and select

properties from the *File* menu, or use the button to 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.

     If you select the Internet Neighborhood icon and choose properties from here, the General property page will also contain a Default Transfer Directory edit box. Setting your *Default Transfer Directory* here will ensure that any new FTP sites which you setup will default to this new value.

Trouble shooting Internet Neighborhood

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-Files and search for a file called ShellIconCache which will be in your windows directory. Delete this file and restart windows (the file will regenerate itself).

Trouble shooting Internet Neighborhood

Q: I have just installed Internet Neighborhood. I rebooted my machine, yet when I double-click on the Internet Neighborhood icon, nothing happens; or sometimes the screen just flashes and then nothing happens. 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 which are not shipped with Internet Neighborhood but can be acquired from http://www.knowareinc.com/software/msdlls.zip. Download this zip file and unzip its contents. You should have OLEAUT32.DLL, COMCTL32.DLL, and COMDLG32.DLL. Copy these files to your windows system directory. NOTE: Only copy those files which either do NOT exist in the windows system directory, or where the version in the windows system directory is OLDER than the one which you are copying into the directory.

Trouble shooting Internet Neighborhood

Q: When I double-click on the Internet Neighborhood icon I get a list of FTP sites which is good; 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 bug in Internet Neighborhood and is currently being addressed. It will be fixed in a future release of Internet Neighborhood. Until then, we suggest Exploring Internet Neighborhood by right-clicking on the desktop icon and selecting Explore instead of double clicking on it.

Trouble shooting Internet Neighborhood

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

A: This too is a bug. Although there is an icon on the toolbar which is suppose 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.

Trouble shooting Internet Neighborhood

Q: If I open a connection and the server times out, or if I leave it idle for a period of time and then come back to work with some files, I get all sorts of errors changing directories? What can I do?

A: You have been disconnected from the remote server. Select *Reconnect* from

the *File* menu or click on the the button on the toolbar; This will log you back into the FTP site. You will then need to refresh your screen by hitting the <F5> key or clicking on the

 button

Trouble shooting Internet Neighborhood

Q: I upload .cgi, .pl, .gif, and .jpg files to my web site all the time. Is there any what that I can specify to upload the .cgi and .pl files as ASCII files and the .gif/.jpg files as BINARY files?

A: Yes. Go the to properties for Internet Neighborhood by right-clicking on the Internet Neighborhood icon and selecting *properties*. Click on the *Transfer Modes* property page to customize the transfer types.

Obtaining Technical Support

In the event that you need to contact technical support; we ask that you include the following in your email to support@knowareinc.com

1) Your registration/serial number. Please enter your registration number in the header/subject of the message so that we can route your message appropriately.
2) Please include a debug logfile with your message. You can enable the debugger from with the 'Properties' of Internet Neighborhood. Including a logfile of the ftp session will speed diagnosis and resolution of you problem.
3) The address of the site on which the problem occurred.
4) A detailed description of what happened. For example: "I've just installed Internet Neighborhood on my Windows NT v4.0 workstation. I double-clicked on the desktop icon and then right-clicked on my ftp site and selected 'download' but nothing happened."

Frequently Asked Questions - Introduction

The following list is a compilation of the most frequently asked questions from Internet Neighborhood users.

How do I uninstall Internet Neighborhood?
Can I move the Internet Neighborhood desktop icon to somewhere else?
Can I map one of my drives to an FTP site?
Why should I purchase Internet Neighborhood?
How can I purchase Internet Neighborhood?
How do I turn on the 'debugger'?

Uninstalling Internet Neighborhood

Q: How do I uninstall Internet Neighborhood?

A: Here is the condensed version for uninstalling Internet Neighborhood.

1. Reboot your machine. This will ensure that Internet Neighborhood is no longer resident in memory.

2. Immediately go into control panel and run 'add/remove programs' to uninstall Internet Neighborhood.

3. After the uninstall has completed, reboot your machine again; this will force Windows 95 to reload the contents of the system registry.

4. If the icon for Internet Neighborhood is still on the screen, simply click once on the icon and press the <del> key on your keypad. When Windows 95 prompts you to confirm the deletion, answer YES.

If you would like a detailed   explanation of what's happening and why it needs to be done this way, check out our uninstall web page at http://www.knowareinc.com/uninstall.html.

Moving the Desktop Icon

Q: Can I move Internet Neighborhood to somewhere else, like under 'My Computer'?

A: Internet Neighborhood needs to run as a 'rooted' shell extension which means that it needs to reside as the 'root' of a tree in Explorer's treeview. KnoWare has provided the ability to change the name of Internet Neighborhood, but you must not move/remove the desktop icon. Doing so could cause Internet Neighborhood to stop functioning properly.

Mapping Drives for FTP Sites

Q: Can I map one of my drives to an FTP site?

A: Although that functionality is planned for an upcoming version, it is not available in this   release of Internet Neighborhood.

Purchasing Internet Neighborhood - Why?

Q: Why should I purchase   Internet Neighborhood?

A: Besides providing users with preferential technical support and free upgrades to new minor releases, the registered version of Internet Neighborhood provides the following abilities:

Unlimited FTP sites - the 3 site limit is removed in the registered version.

Upload - you can upload files to a remote server. You can even select multiple files and upload them in batch mode.

Rename - you have the ability to rename directories and files on remote servers.

Drag & Drop - you can drag ***files and directory structures*** from your local computer to a remote site.

Support - Registered users receive the highest priority when they need technical support..

Purchasing Internet Neighborhood - How?

Q: How can I purchase a registered copy of Internet Neighborhood?

 A: You can purchase Internet Neighborhood from many sources. Once purchased, you will receive notification of your order and your registration code, via EMAIL. You can purchase single user licenses of Internet Neighborhood from all of the following outlets. If you would like information concerning multi user licenses, site licenses, or educational licenses please contact our sales staff at sales@knowareinc.com for pricing information.

BuyDirect.Com
        You can purchase single user licenses of Internet Neighborhood directly on-line using your credit card. Http://www.buydirect.com is an authorized distribution agent for KnoWare, Inc. products. BuyDirect will usually process your order immediately.

CompuServe
        You can also purchase single user licenses of Internet Neighborhood via CompuServe's on-line shareware registration forum called SWREG.   Simply GO SWREG and enter our product **# 14274**. We will receive an electronic order form from CompuServe and process your order within 48 hours.

Direct from KnoWare
        You can purchase Internet Neighborhood directly from KnoWare, Inc. by filling out the <u>Internet Neighborhood Order Form</u> and mailing it to:

        KnoWare, Inc.
        P.O. Box 43610
        Baltimore, MD 21236-0610

NOTE: KnoWare, Inc. is currently only accepting checks in US dollars drawn on a US Bank or International money orders. We currently cannot accept P.O.'s or credit card orders.

How do I turn on the 'Debugger'?

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

 A You can turn on the 'debugger' by selecting 'View' then 'Neighborhood Options..' from the main menu. This will bring up the properties for Internet Neighborhood. Click on the 'debugger' 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 section entitled <u>Debugger Properties</u>

Users Suggestions

      The following is a list of suggestions which KnoWare, Inc. has received concerning Internet Neighborhood. If you have any ideas as to how we can make Internet Neighborhood even better, we would like to hear them! You can drop us a line at info@knowareinc.com and let us know what you would like to see.

Add the ability to import configuration files from other FTP clients.

Provide the ability to map network drives to remote FTP sites!