

Getting Started with the

InterJet[®] II

WhistleWare[™] II Version 4



Getting Started with the

InterJet® II

WhistleWare II Version 4



110 Marsh Drive
Foster City, CA 94404
U.S.A.

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A product is Year 2000 Ready if the product, when used in accordance with its associated documentation, is capable of correctly processing, providing and/or receiving date data within and between the 20th and 21st centuries, provided all other products (for example, software, hardware, and firmware) used with the product properly exchange date data with it.

This InterJet hardware product has been designed use 32 bits to process 4-digit date information correctly within and between the 20th and 21st centuries, starting at January 1, 1970. This approach allows the correct representation of dates up to 03:14:07, January 19, 2038 (GMT).

This InterJet product cannot prevent errors that might occur if software you use or exchange data with is not ready for the Year 2000. IBM software that comes with this product is Year 2000 Ready.

Your InterJet Documentation

Your InterJet documentation provides various resources to help you quickly and easily set up the Whistle InterJet® II and effectively use WhistleWare™ II, its system software. This documentation includes the following:

- **Installing the InterJet II:** Provides step-by-step instructions for installing your InterJet, connecting and configuring client computers on your network for Internet access and mail service, and creating user accounts using WhistleWare.
- **Getting Started with the InterJet II:** This guide introduces you to the InterJet, describes the features in WhistleWare II, the InterJet system software, and provides step-by-step instructions for some important tasks. For more information, see “About This Guide” on page 12.
- **Secure Remote Access Configuration and User's Guide:** This guide provides complete instructions for configuring the InterJet and setting up remote computers to use the Secure Remote Access feature. This feature is available only if your organization subscribes to either the Gold or Platinum custom service package.
- **Customer Care Guide:** Provides information about how to obtain assistance with using your InterJet or other services. For more information, see “Obtaining Assistance” on page 16.
- **InterJet Help:** Includes comprehensive step-by-step instructions and context-sensitive help topics that describe the options on each WhistleWare page. It also contains an extensive glossary of Internet and networking terms. For more information, see “About InterJet Help” on page 15.
- **Release Notes:** Provide information about known problems, usage tips, and new features that the current software release includes. To view the current Release Notes, in the System Agent View, point to the **Whistle** object, then click **Release Notes** in the menu that appears.

About This Guide

This guide, *Getting Started with the InterJet II*, provides an overview of the features and functions of the InterJet II and its system software, WhistleWare II. It will help you to familiarize yourself with the administrative tasks that you can perform on the InterJet. Refer to InterJet Help for detailed information about each task. This guide assumes that you are familiar with either Microsoft® Windows® 95 or a later version of the operating system, or Mac® OS 7.5 or a later version.

What This Guide Contains

This guide contains the following information:

- Chapter 1, “Introducing the Whistle InterJet II,” introduces you to the basic features of the InterJet II and the services it provides to your local area network (LAN).
- Chapter 2, “Using Your InterJet Hardware,” describes the LCD, buttons, and LED indicators on the front panel of the InterJet, and the ports on its back panel.
- Chapter 3, “Using WhistleWare and File-Sharing Services,” explains how to use the WhistleWare II graphical user interface, and how the InterJet organizes personal and shared file space.
- Chapters 4 through 7 describe the InterJet agents and how you can use them to perform administrative tasks.
- Chapter 8, “Viewing Reports and Logs,” describes the reports and logs that provide InterJet statistics, and how you can view them.
- Chapter 9, “Scheduling InterJet Activities,” describes the activities that you can schedule on the InterJet—such as connecting to the ISP to retrieve incoming mail and send outgoing mail—and how to define work periods and restrict Internet access during specific work periods.
- Chapter 10, “Getting Started with Your Custom Service Package,” describes bundled features, services, and WAN connectivity options that that your service contract may include. It also explains how to configure and use the bundled features.

- Appendix A, “Troubleshooting,” provides information about solving problems that you may encounter when using the InterJet.
- Appendix B, “Care and Safety Information,” describes the safety precautions that you should follow when using and maintaining the InterJet.

Typographical Conventions Used in This Guide

This guide uses the following typographical conventions.

Type or Style	Indicates	Example
Bold	An object, command, button, option, or label that appears on a WhistleWare page, a command or option in another program, or the name of a key on the front panel of the InterJet or on your computer's keyboard.	edit
Monospaced font	A file or folder name, URL, screen message, or text that you must type precisely as indicated.	<code>setup.exe</code>
Monospaced italic font	A description of information, or a variable, that you must replace with specific information.	<i>domain_name</i>
Italics	A document name, emphasis, or a new term being defined.	<i>Perimeter Ethernet</i>

Icons Used in This Guide

The following icons highlight important information:



Note: Calls attention to supplementary or noteworthy information.



Important: Calls attention to important information that helps you to use the InterJet effectively.



Caution: Calls attention to instructions that you must follow to avoid loss of data, damage to the InterJet, or a security risk to your network.



Tip: Provides helpful techniques for using your InterJet and information that enhances your knowledge of the InterJet.



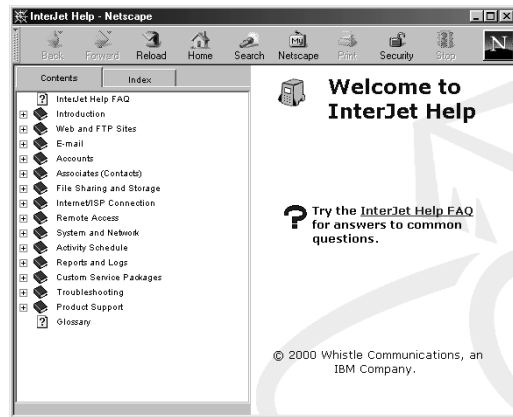
Refers you to InterJet Help.

About InterJet Help

InterJet Help provides step-by-step instructions for all of the tasks that you can perform using WhistleWare. It also describes the features in WhistleWare.

To view step-by-step instructions for a task, point to the **help** link on the InterJet home page, then click **Contents and Index** in the menu that appears. The InterJet Help window appears, as shown in the following figure.

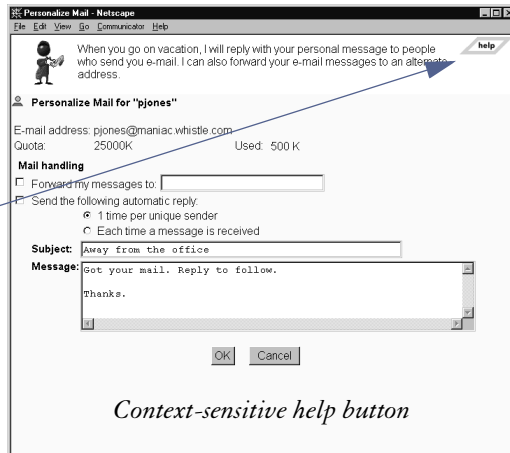
InterJet Help provides a table of contents and an index to make finding information easy.



InterJet Help window

From any WhistleWare page, you can access context-sensitive help that describes each option on the page. To view context-sensitive help for a WhistleWare page, click the **help** button in the message area at the top of the page, as shown in the following figure.

InterJet Help provides context-sensitive information for every WhistleWare page. To access this information, click **help**.



Context-sensitive help button



Notes:

- WhistleWare provides two versions of InterJet Help: one for users and one for administrators. If you have one or more administrative privileges, WhistleWare displays the administrator's version of Help to you.
- Once you access InterJet Help, it may take a few moments to load.

Obtaining Assistance

If you need assistance with your InterJet, or its bundled features or services, refer to your *Customer Care Guide*. This guide provides information about how to obtain technical assistance using online support resources or by contacting a customer support specialist.



Tip: If you have a problem with WhistleWare, refer to the troubleshooting topics in InterJet Help. If you encounter a problem during installation, refer to Appendix A, "Troubleshooting," in *Installing the InterJet II*.

How To Send Comments About This Guide

Your opinion is important to us. If you have comments about this guide, please send e-mail to the following address:

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In your e-mail message, please include this guide's title and either the page number or topic to which your comment applies. Your comments should pertain to the information in this guide or the way in which the information is presented. If you have a technical question, please refer to your *Customer Care Guide* for information about contacting a support specialist.

If you would like a response to your comments, please include your name and contact information in your e-mail message.



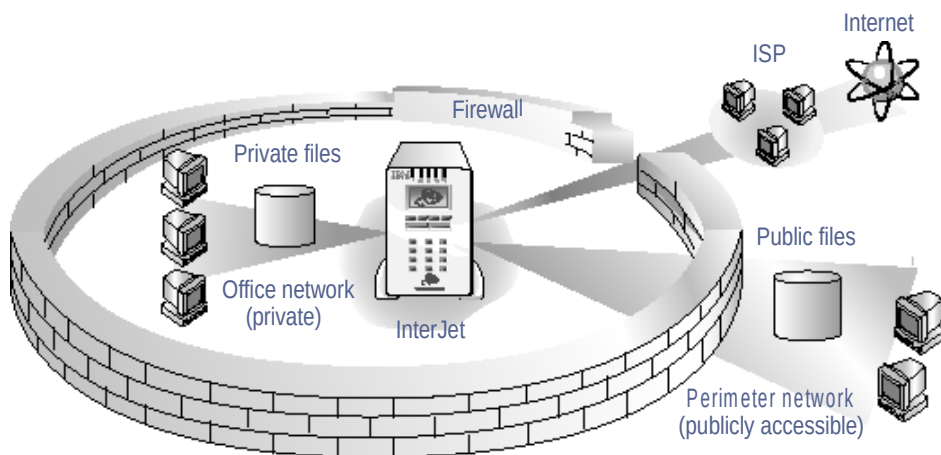
Introducing the Whistle InterJet II

Welcome to the Whistle InterJet II—the all-in-one solution that connects your local area network (LAN) to the Internet. The InterJet is a network appliance that runs WhistleWare—its easy-to-use system software—which provides many powerful features that enhance your organization’s communications and information-retrieval capabilities. Using the InterJet requires no networking expertise and allows you to easily provide Internet access and mail service to your organization.

This chapter describes the capabilities that the InterJet provides to your organization once you connect it to your network.

Overview

The InterJet provides both local network services and Internet access through IBM or another Internet Service Provider (ISP). The following figure illustrates the relationship between your private and publicly accessible networks, and how your InterJet protects your private network from unauthorized access.



Network accessibility

Services on Your Network

The InterJet provides the following services to users on your network:

- Internal electronic mail (e-mail)
- File sharing
- Internal Web site publishing

These internal services do not require your InterJet to connect to IBM or another ISP.

Internal Electronic Mail



The InterJet provides each user on your network with a personal e-mail address. Users can send and receive e-mail messages, and exchange files with other users on your local network without connecting to IBM or another ISP. The InterJet quickly processes messages that users on your network send to one another.

Private and Shared Storage Space for Files



Each user can access storage space for files on the InterJet, including

- **private storage space:** Each user has a private folder on the InterJet for personal files.
- **shared storage space:** Users can store files that various people need to share in a the dropbox folder on the InterJet.

Users can store or share files of any type—even those for different computers or operating systems.

Internal Web Site Publishing



You can create an *intranet*—a private local network that uses the same protocols as the Internet—on which you can publish an internal Web site for your organization and users can publish personal Web sites. Users on your intranet can access these internal Web sites, which enhance interoffice communication and information exchange by providing a convenient way for users to share information with one another. Only users on your intranet can access these internal Web sites.

Your ISP Connection



Your InterJet connects to IBM or another ISP through a telecommunications service line that your telephone company or another communications company provides. Depending on the model of InterJet and WAN connectivity option that you have, your InterJet can connect to your ISP using one of the following types of telecommunications service lines:

- an analog telephone line
- an ISDN (Integrated Services Digital Network) line
- a dedicated leased line—such as a synchronous serial line for a T1 connection
- a Digital Subscriber Line (DSL)
- a cable modem service line

Depending on the type of telecommunications service line and custom service package that you have, your InterJet uses either a dial-on-demand connection or a full-time connection to your ISP.

Dial-on-Demand Connection

Using a *dial-on-demand connection*, your InterJet connects to IBM or another ISP only when it requires a connection to complete a process—such as sending or retrieving external e-mail messages, or requesting Internet access for a user. Your ISP connection costs depend on the frequency and duration of your ISP connections, as well as the type of telecommunications service line that your InterJet uses to connect to your ISP. To control connection costs that you may incur with your telecommunications company when using a dial-on-demand connection, you can specify the time interval at which the InterJet sends and retrieves external e-mail messages, and the work periods during which users can access the Internet. You can also limit Internet access for specific users in your organization.

Full-Time Connection

With a *full-time connection*, your InterJet remains connected to IBM or another ISP 24 hours a day. Your ISP provides a full-time connection through a telecommunications service line installed at your site—such as a DSL or dedicated leased line. Generally, telecommunications companies provide such

service lines at fixed prices. Therefore, connection costs are not a concern with full-time connections.

Private and Public Networks



A dual-Ethernet card in the InterJet allows you to connect two types of networks to your InterJet, as follows:

- a private local network, called the *Office Ethernet network*
- a publicly accessible network, called the *Perimeter Ethernet network*

Office Ethernet Network

Your Office Ethernet network is a private local network that resides inside the InterJet firewall.

InterJet Firewall

The InterJet *firewall* is a security system that prevents outsiders from accessing your private Office Ethernet network. The firewall prevents computers on the Internet from communicating directly with computers on your Office network and vice versa. The firewall is preconfigured for maximum security. While the firewall permits all outgoing network traffic to pass—such as Web and FTP site access requests—it blocks all incoming traffic, except valid replies to user-initiated requests, including TCP (Transmission Control Protocol) and UDP (User Datagram Protocol) traffic. An InterJet administrator who has sufficient expertise can configure the firewall to allow machines on the Internet to initiate connections to machines on your Office network.

Address Translation

The InterJet firewall uses *address translation* to provide additional security to your Office network. When computers on your Office network send outgoing network traffic to the Internet, address translation converts the computers' IP addresses to the single publicly known IP address of the InterJet. IBM or another ISP assigns this IP address to your InterJet to identify it on the Internet, so computers on the Internet can recognize it. Address translation hides computers on your private network from the Internet, but routes incoming traffic to them as appropriate.

Reserved Private Addresses

Address translation allows your Office network to use *reserved private addresses*—a range of IP addresses available for computers on your intranet. The internal use of such IP addresses conserves the limited supply of publicly known, or valid, IP addresses available for computers on the Internet.

Perimeter Ethernet Network

Your Perimeter Ethernet network resides outside the InterJet firewall, and is accessible to people both inside and outside your organization. Anyone on the Internet can access your Perimeter network. Therefore, if your InterJet has a full-time connection to IBM or another ISP, servers on this network can provide services—such as your organization’s public Web and FTP sites—to the Internet community.

You can also use a device—such as a DSL or cable modem—on the Perimeter network to connect to IBM or another ISP.

Internet Access



To provide your organization with access to the Internet and the World Wide Web (WWW), the InterJet connects to IBM or another ISP. Your ISP uses high-speed transmission lines to connect to the Internet.

The Internet is a network that connects millions of computers around the world. Many of these computers are Internet servers that provide information or services to other computers on the Internet. Using your InterJet-to-ISP connection, your organization can access the full range of services that the Internet provides.

The most popular Internet service is the World Wide Web, which supports text, graphics, sound, and animation to create a rich communications medium. Using a Web browser—such as Netscape Navigator®, which the InterJet includes, or Microsoft® Internet Explorer—InterJet users can access the vast amount of information that is available on the Web.

Other types of Internet services include the following:

- **File Transfer Protocol (FTP):** Allows users to upload files to and download files from remote servers.

- **External electronic mail:** Allows users to exchange messages and files with people anywhere in the world.
- **Multimedia:** Allows user to view streaming video and listen to audio broadcasts on the Internet, using protocols such as Real-Time Streaming Protocol (RTSP) and User Datagram Protocol (UDP).



Note: The InterJet includes a feature that allows you to limit Internet access to specific users during specified times. When this feature is turned on, users cannot access multimedia applications on the Internet.

External Electronic Mail



Using their personal e-mail addresses, users can exchange e-mail messages and files with people anywhere in the worldwide Internet community. Users who have their own ISP accounts can access the InterJet from remote locations to retrieve their messages from the InterJet mail server. Accessing the InterJet remotely requires that the InterJet be connected to IBM or another ISP at the time the user attempts access.

Public Web Site Publishing



The InterJet helps you to quickly and easily publish a public Web site for your organization. Anyone on the Internet can access this Web site. You can allow designated employees to publish information on your public Web site.



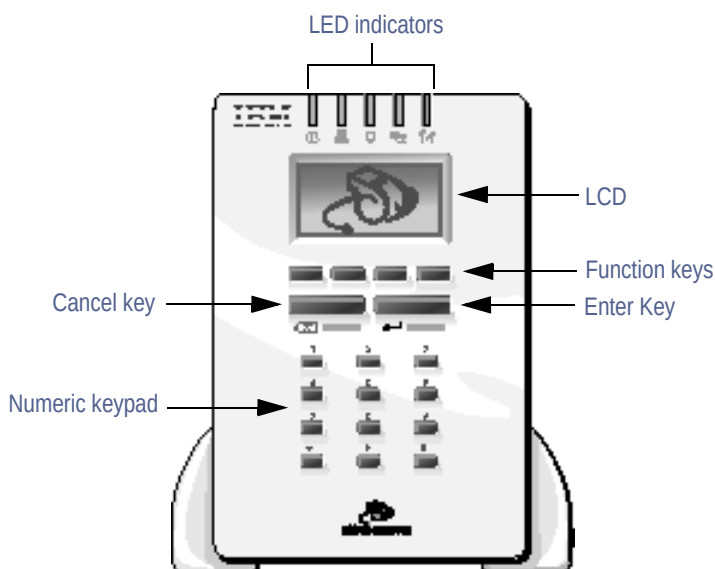
Note: If your ISP or a Web-hosting service provider hosts your organization's public Web site, you can use *Web site mirroring* to automatically copy your public Web site to your ISP or Web-hosting service provider's server at a specified time each day. For more information about Web site mirroring, see "Using a service provider's Web server" on page 6-10.

Using Your InterJet Hardware

This chapter describes the features on the front and back panels of the InterJet unit.

Front Panel

An LCD (Liquid Crystal Display) and keys on the front panel of the InterJet let you view and change InterJet settings. LED indicators at the top of the front panel provide information about the states of system components. The following figure shows the front panel of the InterJet.



Front panel of the InterJet

LCD and Keys

The LCD and keys on the front panel of the InterJet let you quickly change many InterJet settings, and provide an alternative to using WhistleWare, the InterJet system software.

Once you install and configure the InterJet, you can access many configuration options and their settings from the main menu on the Whistle InterJet screen, shown in the following figure.

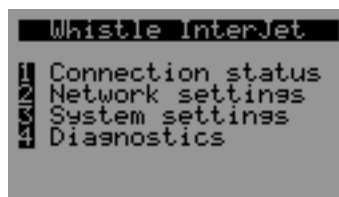
To select a numbered option on the main menu and display another screen, press the corresponding key on the numeric keypad.

To specify numeric values for configuration options, use the numeric keypad.

To select a function that appears at the bottom of a screen, press the corresponding function key.

To enter or cancel your changes, use the **Enter** or **Cancel** key, respectively.

If the Whistle logo currently appears on the screen, press any key to display the main menu.



LCD main menu

The following table describes the tasks you can perform using the LCD.

Settings on the LCD

Configuration Option	Procedure
To shut down the InterJet	Press 3 to select System settings on the menu, then press 3 to select Shut down system . The InterJet is completely shut down when a message appears, indicating that you can turn off the power.
To specify information for auto-configuration	Press 3 to select System settings on the main menu, then press 4 to select Run auto-config . For details about auto-configuration, refer to <i>Installing the InterJet II</i> .
Enable or disable the WAN port	Press 1 to select Connection status on the main menu, then press 1 to enable or disable the port. To connect an enabled port to the ISP, press Enter .
To connect the InterJet from the ISP	Press 1 to select Connection status on the main menu, then press Enter . If the WAN port status is DISCONNECTED or READY, connect the port by pressing Enter .
To disconnect the InterJet from the ISP	Press 1 to select Connection status on the main menu, then press Enter . If the WAN port status is CONNECTED or LIMITED, disconnect the port by pressing Enter .
To turn DHCP on or off on the Office Ethernet network	Press 2 to select Network settings on the main menu, then press 3 to toggle Office DHCP .
To display file-sharing information, including either the Windows workgroup in which the InterJet resides, or its AppleTalk address and zone	Press 2 to select Network settings on the main menu, then press 4 to select Show sharing info .
To display system information, including the InterJet ID number, WhistleWare version, time of last system startup (boot), and hardware addresses for InterJet Ethernet ports	Press 3 to select System settings on the main menu, then press 1 to select Show system info .

Settings on the LCD (continued)

Configuration Option	Procedure
To display or change the IP address for the InterJet on your Office or Perimeter network, and the netmask (subnet mask) for your Office or Perimeter network	Press 2 to select Network settings on the main menu, then press 1 to select Set Office IP or 2 to select Set Perimeter IP . For the Office IP , specify a new IP address and, if necessary, a netmask (subnet mask). Press the dot function key for a decimal point. You cannot change the Perimeter IP setting.
To run the Ping diagnostic test to determine whether the InterJet is connected to a machine on your network or can reach a machine on the Internet	Press 4 to select Diagnostics on the main menu, then press 1 to select Ping . Specify the IP address for the machine.
To temporarily allow your technical support specialist to remotely access your InterJet	Press 4 to select Diagnostics on the main menu, then press 2 to toggle Remote Mgt on, allowing remote access to the InterJet for 15 minutes. Turn on remote access only if instructed to do so by your technical support specialist.
If your InterJet has an enabled synchronous port, to run loopback and frame diagnostic tests, as instructed by your technical support specialist	Press 4 to select Diagnostics on the main menu, then press 3 to select Synch port tests . Press 1 to select Local loopback . Press 2 to select Frame sniffer .

LED Indicators

The LED indicators at the top of the front panel provide information about the states of system components and warn you of possible problems. When an LED is green, the corresponding system component is currently in use and operating normally. When an LED is unlit, the InterJet is not currently accessing the corresponding system component. An LED that flashes red or stays red indicates a problem. To identify and resolve the problem, refer to *Installing the InterJet II*.

The following table shows the LED indicators and their corresponding system components.

LED indicators

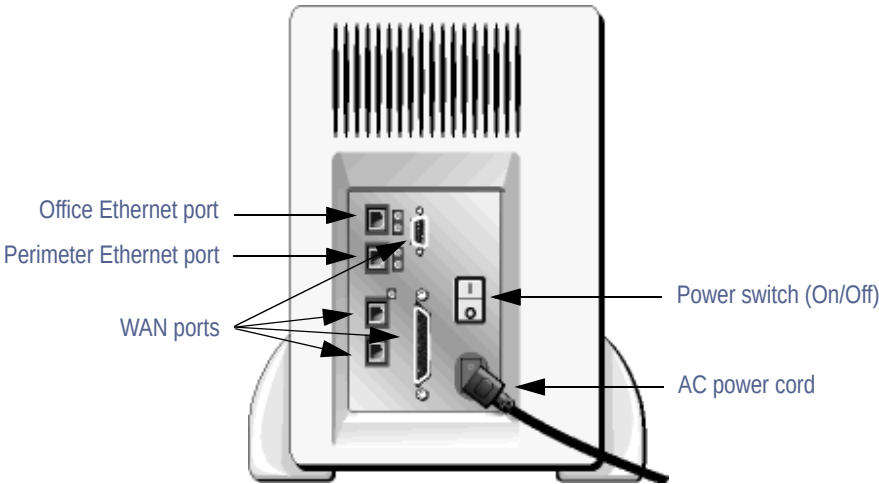
Indicator	System Component	State
	Power	Green when the InterJet unit is plugged in.
	System	Green when the InterJet is in use. This indicator usually flickers as the InterJet processes information.
	Hard disk	Green when the InterJet hard disk is in use. This indicator usually flickers as the InterJet accesses its hard disk.
	WAN (wide area network)	Green when the InterJet is connected to your ISP. This indicator usually flickers as data traverses the ISP connection.
	LAN (local area network)	Green when there is traffic on your LAN. This indicator usually flickers as data traverses the network.

The Back Panel

The Ethernet network ports, WAN (wide area network) ports, and power supply and switch are on the back panel of the InterJet, as shown in the following figure.



Note: The back panel of the InterJet differs, depending on which model of InterJet you have.



Back panel of the InterJet

Component Descriptions

The following table describes the components on the back panel of the InterJet.

Components on the back panel of the InterJet

Component	Description
Office Ethernet port	Connects your private local area network to the InterJet.
Perimeter Ethernet port	Connects your publicly accessible local area network to the InterJet.

Components on the back panel of the InterJet

Component	Description
WAN ports	Connect your telecommunications service line to the InterJet to provide an Internet connection. Each InterJet model includes different types of WAN ports. The WAN ports that your InterJet includes determine the port configuration pages that appear in WhistleWare. For instructions on connecting a WAN port to a telecommunications service line, refer to <i>Installing the InterJet II</i> .
AC power cord	Plugs into an AC wall outlet. Whistle Communications recommends that you leave the InterJet plugged in at all times. The InterJet incorporates a fail-safe power management system. If there is a power failure, the InterJet shuts down properly, preserving your data and settings.
Power switch (On/Off)	Switches your InterJet on and off. Whistle Communications recommends that you leave the InterJet turned on at all times.

Port Indicators

The port indicators on the back panel provide information about the states of hardware components.

The following table describes the indicators on the back panel of the InterJet.

Port indicators

Port	Indicator	State
OfficeNet/ PerimNet	Link	Green when the InterJet Ethernet port can make contact with the Ethernet device to which it is connected through the Ethernet cable, such as a hub or an Ethernet port on another machine. Indicates that the InterJet can send to Ethernet data packets to and receive them from that device.
OfficeNet/ PerimNet	100BT	Green when the InterJet Ethernet port is connected to a network that uses 100BaseT cabling. If your network uses 10BaseT cabling, this indicator remains unlit.
ISDN	Sync	Green when the ISDN adapter on the InterJet is active—that is, synchronized with your ISP's ISDN equipment. For ISDN connections in some North American countries, it may take up to 30 seconds for this indicator to turn green once you switch on the InterJet.



Using WhistleWare and File-Sharing Services

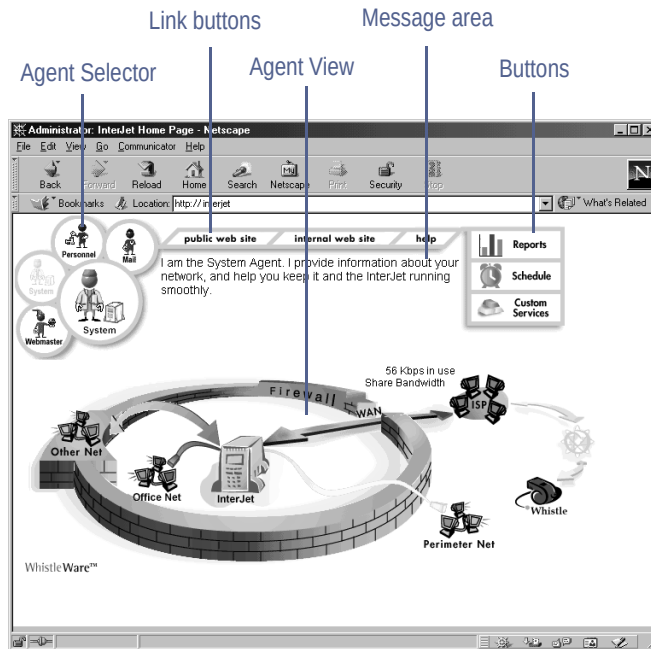
You can use WhistleWare, the InterJet system software, to configure and control the InterJet. WhistleWare consists of a linked set of interactive Web pages that you can view in your Web browser. This chapter describes

- the objects on the InterJet home page and how to use them
- the folders that organize the storage space on the InterJet file server

InterJet Home Page

To display the InterJet home page in your Web browser, double-click the InterJet icon on your computer's desktop, if available, or type `interjet` in your Web browser's **Location** or **Address** box. Type your InterJet login name and password when the InterJet requests them. If you have not yet set up any InterJet accounts, log in to the InterJet using the `admin` account. The login name is `admin` and the default password is `admin`.

The following figure shows the InterJet home page.



InterJet home page



Note: WhistleWare requires a minimum screen resolution of 800 by 600 pixels. However, at this minimum resolution, you may need to close your Web browser's toolbars to see some WhistleWare pages without scrolling.

The Agent Selector, active objects in Agent Views, and buttons provide access to InterJet options and settings on WhistleWare pages.

To select an Agent View, click an agent icon in the Agent Selector. The icon appears in the large circle in the foreground of the Agent Selector, and the InterJet home page displays the corresponding Agent View.



Tip: WhistleWare sometimes animates the agents in the Agent Selector to alert you to the state of the InterJet system or your InterJet account. For example, the System Agent appears to examine the InterJet if there is a problem with your connection to IBM or another Internet service provider (ISP), and the Mail agent waves an envelope if you have a new e-mail message in your InterJet

mailbox. If you see an animated agent, check the message area for information about the state of the system or your account.

Active objects appear in color in Agent Views. If you point to an active object, a menu or ToolTip providing descriptive text appears. If you click a command in a menu, generally a WhistleWare page appears in a separate window. A few commands toggle ports, or other options, on and off. If a ToolTip appears when you point to an object, click the object to display a WhistleWare page.

User account privileges determine which WhistleWare pages and options are available to specific users, and thus, which tasks they can perform. For detailed information about user account privileges, see the section “Assigning Basic and Administrative Privileges” on page 4-5.



Note: During auto-configuration of the InterJet, many settings are locked to prevent them from being modified. You can view these settings on pages in WhistleWare, however you cannot edit locked settings. If you have questions regarding a locked setting, contact your customer support specialist.

InterJet File Server

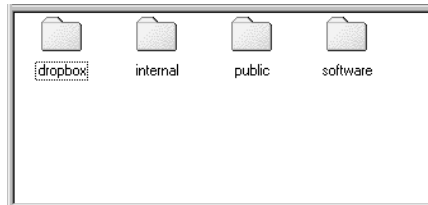
The InterJet file server provides storage space that all users can use for storing and sharing files. Folders organize the storage space on the InterJet file server. Users can access these folders using Network Neighborhood on a computer running Windows or the Chooser on a computer running Mac OS. User account privileges determine the folders to which specific users have read or write access.

To access folders on the InterJet file server using a Windows computer:

- 1 Open Network Neighborhood.
If the InterJet does not appear, open **Entire Network** to search for it.
- 2 Double-click **InterJet**.
- 3 In the window that appears, double-click a folder to open it.
- 4 If asked, log in to the InterJet using your InterJet login name and password.



Note: If your Windows login name and InterJet login name are not the same, you cannot access InterJet folders. In this case, log in to your computer as a different user, using your InterJet login name.



InterJet folders

To access folders on the InterJet file server using a Macintosh computer:

- 1 Open the Chooser.
- 2 Select **Appleshare**, select **InterJet**, then click **OK**.
- 3 Select **Registered User**, then log in to the InterJet using your InterJet login name and password.
- 4 In the dialog box that appears, select a folder.

The following table describes the purpose of each InterJet folder.

InterJet folders

Folder	Description
dropbox	Users can place files in the <code>dropbox</code> folder to share them with other users. Users can either exchange files by placing them in this folder or modify each other's files residing in this folder. All users on your network who have InterJet accounts have access to the <code>dropbox</code> folder, and can read, modify, move, or delete files; and can create or delete subfolders in the <code>dropbox</code> folder. The InterJet firewall protects the files in the <code>dropbox</code> folder from access by outsiders.
internal	Only users who have personal publishing privileges for your organization's internal Web site can publish Web pages there by placing them in the <code>internal</code> folder. These users have folders labeled with their user account login names in the <code>internal/users</code> folder and can publish Web pages on your internal Web site by placing files in their personal folders. Users with the Webmaster privilege can add, delete, or modify any files in the <code>internal</code> folder; and can create or delete sub folders in the <code>internal</code> folder. All users can view Web pages on your organization's internal Web site in their Web browsers. These Web pages reside in the <code>internal</code> folder. The InterJet firewall protects the files in the <code>internal</code> folder from access by outsiders.

InterJet folders (continued)

Folder	Description
public	Only users who have personal publishing privileges for your organization's public Web site can publish Web pages there by placing them in the <code>public</code> folder. These users have folders labeled with their user account login names in the <code>public/users</code> folder and can publish Web pages on your public Web site by placing files in their personal folders. Users with the Webmaster privilege can add, delete, or modify any files in the <code>public</code> folder; and can create or delete subfolders in the <code>public</code> folder. If the InterJet hosts your organization's public Web or FTP site, all Web pages and other files residing in the <code>public</code> folder are accessible to the public on the Internet. People can view these Web pages in a Web browser or download the files using FTP (File Transfer Protocol). If a service provider hosts your Web site, the InterJet can copy all of the files in the <code>public</code> folder to the service provider's server at a specified time each day, using Web site mirroring.
software	The <code>software</code> folder contains Netscape Communicator and possibly other programs, which all users can install on their computers. You cannot add files to or delete files from the <code>software</code> folder. The InterJet firewall protects the files in the <code>software</code> folder from access by outsiders.

Using the Personnel Agent

The Personnel Agent helps you to set up and manage an account for each of the users on your network. As this chapter explains, you can use the Personnel Agent to

- create new InterJet user accounts
- view or change user account information, such as privileges and real names
- allocate specific amounts of storage space for users' mailboxes on the InterJet mail server, by specifying user accounts' mail storage quotas
- delete or disable user accounts
- view or change contact information for your organization's associates
- view or change contact information for your organization

This chapter also describes the user account privileges that control which WhistleWare pages and options are available to specific users, and thus, which tasks they can perform.

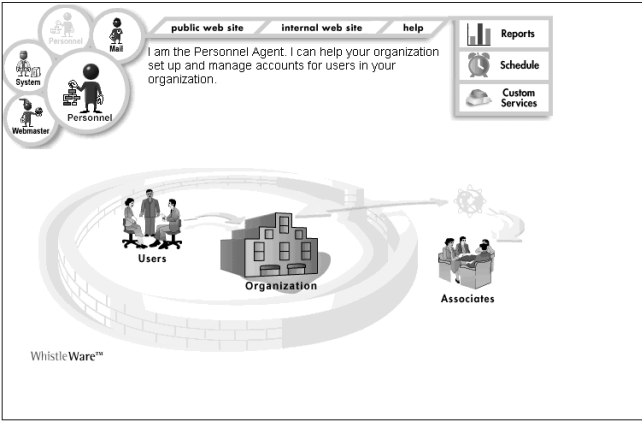
Only users who have the Personnel Administrator privilege can use the Personnel Agent to create and delete user accounts, assign all privileges to accounts, and specify contact information for your organization and its associates. If you have only some other administrative privilege, you can edit user accounts only to assign privileges associated with that administrative privilege. If you have only basic privileges, you can use the Personnel Agent only to view user account and contact information, and edit your own account's real name and password—but not your privileges.



Note: Only users who have the Postmaster privilege can use the Personnel Agent to specify the mail storage quota for a user's account. For more information, see the section “Specifying Mail Storage Quotas” on page 4-8.

Personnel Agent View

Once you click the Personnel Agent in the Agent Selector, the Personnel Agent View appears, as shown in the following figure.



Personnel Agent View on the InterJet home page

The following table describes the active objects in the Personnel Agent View and the tasks you can perform using the Personnel Agent if you are a Personnel Administrator.

Active objects in the Personnel Agent View

Object	Description
Organization	Click this object to display the Organization Contact Information page, on which you can view and edit the information that your organization supplied to IBM or another organization when registering or providing information about your domain name.
Users	Point to this object to display the Users menu, which lets you ➤ view and edit existing user accounts ➤ create new user accounts ➤ replace or add multiple user accounts by importing account data from a text file, using the Administrator (admin) account ➤ edit the template for new user accounts
Associates	Point to this object to display the Associates menu, which lets you ➤ view and edit the current list of associates ➤ create new associates

Setting Up User Accounts

When setting up your InterJet, you can use the Administrator account (admin) to create InterJet user accounts. Once you have set up the InterJet and assigned the Personnel Administrator privilege to yourself, you can create, edit, delete, or temporarily disable user accounts using your own InterJet user account.

Creating a New Account

New user accounts are based on the *User Account Template*, which defines the default password and privilege assignments for a user account. When creating a new user account, you can either use the default settings or specify the user account information. You can assign a user's real name, login name, password, and privileges to an account.

An InterJet login name and password allow a user to access

- WhistleWare
- the InterJet file server, including the dropbox and private storage space for files
- a private mailbox on the InterJet mail server, which stores e-mail messages until the user retrieves them using a mail program

The login name also forms the part of the user's e-mail address that precedes the @ symbol.

Privilege assignments determine which InterJet features a user can use. For descriptions of the user account privileges, see the section “Assigning Basic and Administrative Privileges” on page 4-5.

To create a user account:

- 1 Point to the **Users** object.
- 2 On the **Users** menu that appears, click **New User**.
The **New User** page appears.
- 3 Specify the account information.
- 4 Click **OK**.

New User page



Tip: If you are creating many similar user accounts, you can change the default settings in the User Account Template. For example, to specify the same default password for all new accounts, specify the password in the template.

If you need to create or replace a large number of user accounts, you can create or edit all of them simultaneously, by first exporting existing accounts, then using a spreadsheet program to edit the exported data in the file, and finally importing the account data from the file. Because exporting and importing user accounts requires some expertise, you must log in to the InterJet using the Administrator (admin) account when exporting and importing accounts.



For more information about creating new user accounts, look up “account, creating” in the Help Index.

For information about editing the User Account Template, look up “User Account Template” in the Help Index.

For information about editing user accounts, look up “account, editing information about” in the Help Index.

Assigning Basic and Administrative Privileges

You can control the use of your InterJet by assigning basic and administrative privileges to individual user accounts. Most InterJet users have only specific basic privileges—generally including an e-mail account, Internet access, and a personal Web site on the organization’s intranet—while a few users have one or more administrative privileges. The following tables describe basic and administrative privileges.



Important: The InterJet creates the Administrator (admin) account automatically during its initial setup. The admin account has all basic and administrative privileges, including the Expert Administrator privilege. This privilege permits the use of advanced options, many requiring expertise in networking and TCP/IP protocols. Because misconfiguration of these options may create a security risk to your network or prevent the InterJet from functioning properly, Whistle Communications recommends that you use your personal InterJet account for typical administrative tasks.

Basic privileges

Privilege	Description
Mail	User accounts receive this privilege by default. Users with basic mail privileges have e-mail addresses and can ➤ send and receive e-mail messages ➤ use the mailing list and associates list ➤ use the dropbox, a shared file folder on the InterJet
Add to “all” mailing list	User accounts receive this privilege by default. Users with this privilege can receive e-mail messages addressed to all. The all mailing list can include the e-mail addresses of selected InterJet users and associates.

Basic privileges (continued)

Privilege	Description
Personal Publishing: Internal Web	User accounts receive this privilege by default. Users with this privilege have folders in the <code>internal/users</code> folder on the InterJet and can create personal Web sites that are accessible only to users on your intranet.
Personal Publishing: Public Web	Users with this privilege have folders in the <code>public/users</code> folder on the InterJet and can create personal Web sites that are accessible to all people on the Internet.
Surf even when access is limited	Users with this privilege can access the Internet even during periods when the InterJet Activity Schedule limits Internet access. For more information about the InterJet Activity Schedule, see Chapter 9, "Scheduling InterJet Activities."
Allow access to blocked Web sites This option is available only if your custom service package includes the Web Site Blocking feature.	Users with this privilege can access blocked Web sites. For more information about the Web Site Blocking feature, see Chapter 10, "Getting Started with Your Custom Service Package."
Secure Remote Access This option is available only if your custom service package includes the Secure Remote Access feature.	Users with this privilege can access the InterJet and its network remotely during periods when the InterJet Activity Schedule allows remote access. For more information about the Secure Remote Access feature, see Chapter 10, "Getting Started with Your Custom Service Package."

Administrative privileges

Privilege	Description
Postmaster 	Users who have the Postmaster privilege can ➤ manage the InterJet mail system ➤ specify mail storage quotas for users ➤ create and edit mailing lists ➤ specify options for the mail system ➤ assign basic Mail and Postmaster privileges to other users
Webmaster 	Users who have the Webmaster privilege ➤ can manage Web publishing on the InterJet ➤ create and edit your organization's internal and public Web sites ➤ specify Web-publishing options ➤ maintain your organization's contact information ➤ assign basic Web-publishing and Webmaster privileges to other users
System Administrator 	Users who have the System Administrator privileges can ➤ configure the InterJet system ➤ manage the network ➤ schedule InterJet activities, such as ISP connection times ➤ add and edit networks and client machines ➤ back up data on the InterJet ➤ upgrade the system software ➤ assign basic Internet access and System Administrator privileges to other users ➤ if your custom service package includes the Secure Remote Access feature, assign remote access privileges to users

Administrative privileges (continued)

Privilege	Description
Personnel Administrator 	Users who have the Personnel Administrator privilege can ➤ manage user accounts and associates on the InterJet ➤ create and edit user accounts ➤ maintain the associates list ➤ maintain your organization's contact information ➤ assign all basic and administrative privileges to other users
Expert Administrator 	Only the Administrator (admin) account has this privilege. You cannot assign this privilege to user accounts. An administrator with this privilege can ➤ configure the InterJet firewall ➤ view settings for the InterJet TCP/IP router and DNS server ➤ specify mail delivery routes for incoming e-mail messages ➤ export user accounts to and import them from text files ➤ specify a parent proxy server for your network, which handles all user requests for Web pages and FTP files

Specifying Mail Storage Quotas

If you are a Postmaster, you can use the Personnel Agent to access a user's Personalize Mail page, on which you can specify a mail storage quota for the user's account. This quota allocates a specific amount of disk space to the user's mailbox on the InterJet mail server. The default mail storage quota for a user account is 25 MB.



Note: On the Personalize Mail page in the Mail Agent, users can view their mail storage quotas.

For information about controlling mailbox usage using mail storage quotas, see the section “Controlling Mailbox Usage with Mail Storage Quotas” on page 5-5.



For more information about specifying mail storage quotas, look up “mail storage quota” in the Help Index.

Deleting and Disabling Accounts

You can either permanently delete a user account from the InterJet or disable it temporarily. If you delete an account, all information for that account is lost, and the InterJet deletes the user's mailbox from the InterJet mail server and files from the InterJet file server, except any files residing in the dropbox folder.

If you disable an account, the InterJet saves the account information, and the user's files remain on the InterJet file server. A disabled account can still receive and accumulate e-mail messages, but the user cannot retrieve messages from the mail server or view files on the InterJet until the Personnel Administrator re-enables the account.



Note: A user can use a disabled account to access the Internet, except during periods when the InterJet Activity Schedule limits Internet access.



For more information about deleting and disabling accounts, look up "account, deleting" and "account, disabling" in the Help Index.

Maintaining a List of Associates

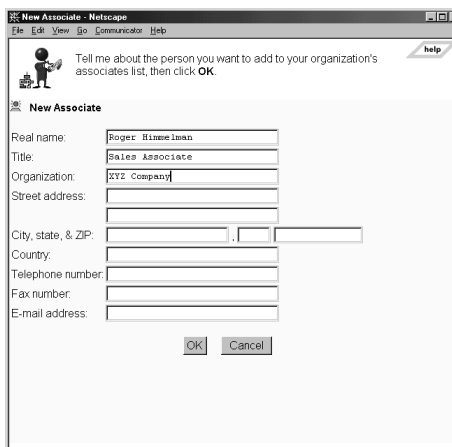
You can maintain a list of your organization's associates, who are people that do not have an InterJet user account, but need to receive information from people in your organization—for example, customers, suppliers, or consultants. You can add associates to InterJet mailing lists.

To add an associate to the associates list:

- 1 Point to the **Associates** object.
- 2 On the Associates menu that appears, click **New Associate**.

The New Associate page appears.

- 3 Specify the associate's name and contact information.
- 4 Click **OK**.



The screenshot shows a Netscape Communicator window titled 'New Associate - Netscape'. The window has a menu bar with 'File', 'Edit', 'View', 'Go', 'Communicator', and 'Help'. Below the menu bar is a toolbar with a 'help' button. The main content area has a heading 'New Associate' and a message: 'Tell me about the person you want to add to your organization's associates list, then click **OK**.' Below this is a form with the following fields: 'Real name:' (filled with 'Roger Himmelman'), 'Title:' (filled with 'Sales Associate'), 'Organization:' (filled with 'XYZ Company'), 'Street address:', 'City, state, & ZIP:', 'Country:', 'Telephone number:', 'Fax number:', and 'E-mail address:'. At the bottom of the form are 'OK' and 'Cancel' buttons.

New Associate page



For more information about adding, editing, and deleting associates, look up “associate” and “associates list” in the Help Index.

Providing Your Organization's Contact Information

To view your Organization Contact Information page, click the **Organization** object. The Organization Contact Information page displays your organization's telephone number, mailing address, e-mail address, and other information that you provided when registering your domain name. Your registered information is publicly available over the Internet. You should inform your customer support specialist of any changes that you make to information on this page.

Using the Mail Agent

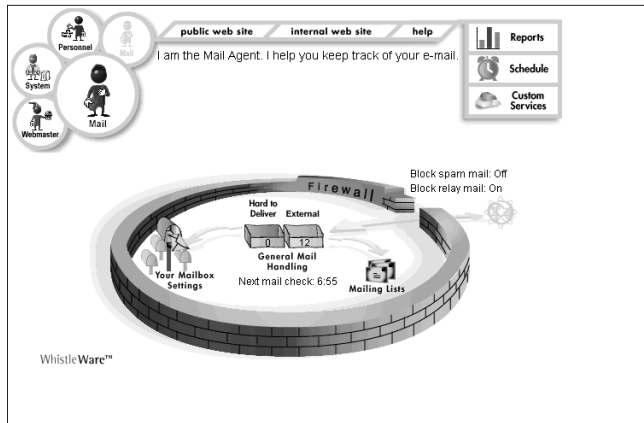
The Mail Agent helps you to manage your organization's mail service. As this chapter explains, you can use the Mail Agent to

- create, edit, and use mailing lists
- view and process e-mail messages in the mail queues
- view your own mail storage quota, which allocates a specific amount of disk space to your mailbox on the InterJet mail server
- block mass mailings—such as unsolicited commercial e-mail messages—from your InterJet mail server
- handle incoming e-mail messages when you or another user is away from the office
- specify mail delivery routes for incoming e-mail messages

Only users who have the Postmaster privilege can use the Mail Agent to specify mail service options. All users with mail accounts have basic mail privileges, and can view and use mailing lists and specify mail-handling options for their own accounts when they plan to be away from the office.

Mail Agent View

Once you click the Mail Agent in the Agent Selector, the Mail Agent View appears, as shown in the following figure.



Mail Agent View on the InterJet home page

The following table describes the active objects in the Mail Agent View and the tasks you can perform using the Mail Agent if you are a Postmaster.

Active objects in the Mail Agent View

Object	Description
General Mail Handling	Point to this object to display the General Mail Handling menu, which lets you ➤ view mail-service usage statistics ➤ specify mail service options, such as which computer to use as a mail server and how the InterJet should handle hard-to-deliver e-mail messages ➤ view and process e-mail messages in the mail queues ➤ specify mail delivery routes for incoming e-mail messages, using the Administrator (admin) account
Mailing Lists	Point to this object to display the Mailing Lists menu, which lets you ➤ view, edit, and delete mailing lists ➤ add new mailing lists

Active objects in the Mail Agent View (continued)

Object	Description
Your Mailbox Settings	Click this object to display your own Personalize Mail page, on which you can ➤ view your own mail storage quota, which specifies the amount of disk space allocated to your mailbox on the InterJet mail server ➤ specify mail-handling options for times when you are away from the office
Firewall	Click this object to display the Firewall Mail Blocking page, on which you can ➤ block unsolicited commercial e-mail messages, or spam ➤ prevent others from using your mail server to relay unsolicited e-mail messages to recipients outside your intranet

The **Next mail check** indicator in the Mail Agent View indicates the amount of time remaining until the InterJet next connects to IBM or another Internet service provider (ISP) to collect incoming e-mail messages for recipients on your network. If your InterJet has a full-time connection to your ISP, this indicator usually does not appear.

Managing Mail Service

Using the Mail Agent, you can

- process e-mail messages in the mail queues
- use mail storage quotas to control a user's mailbox usage
- prevent the InterJet mail server from receiving mass mailings and large messages

Processing Messages in the Mail Queues

The InterJet collects outgoing e-mail messages in two storage areas called *mail queues*, as follows:

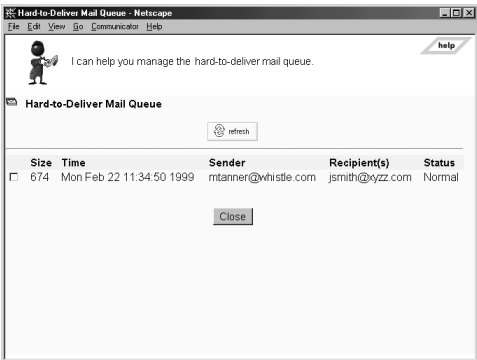
- **External mail queue:** The InterJet temporarily places all messages sent to addresses outside your intranet in the external mail queue. To deliver these outgoing messages, the InterJet automatically connects to IBM or another ISP, at the interval of time you specified on the InterJet Activity Schedule for sending external mail. See Chapter 9, “Scheduling InterJet Activities.”

If your InterJet has a full-time connection to your ISP, it usually processes outgoing e-mail messages immediately, so messages seldom appear in this queue.

- **Hard-to-deliver mail queue:** If the InterJet fails to deliver an e-mail message to an external address, it places the message in the hard-to-deliver mail queue. The most common reason for a message being hard to deliver is that the recipient’s mail server is not connected to the Internet when the InterJet attempts delivery. Depending on your mail service configuration, the InterJet either repeatedly attempts to deliver the message at intervals, or sends the message to your ISP’s mail server, which attempts to deliver it.

Normally, the InterJet handles all mail processing automatically. However, you may sometimes want to process e-mail messages in the queues to override the mail-processing schedule or to handle hard-to-deliver mail.

On either the External Mail Queue page or the Hard-to-Deliver Mail Queue page, you can view a list of e-mail messages that are currently in the queue. You can click **process** to attempt deliver messages immediately, delete messages, or return messages to their senders.



Mail Queue page



For more information about processing e-mail messages in a mail queue, look up “mail queues, processing messages in” in the Help Index.

Controlling Mailbox Usage with Mail Storage Quotas

Each InterJet user with basic mail privileges has a mailbox on the InterJet mail server. The InterJet stores all of a user's incoming e-mail messages in that user's mailbox until the user retrieves them using a mail program. By selecting the appropriate options in a mail program, users can store e-mail messages only on the mail server, only on their computers, or on both the server and their computers.

The amount of disk space that you allocate to each user's mailbox on the InterJet mail server is the user's *mail storage quota*.



Note: On the Personalize Mail page in the Personnel Agent, a Postmaster can specify the mail storage quota for a user's account when creating or editing the account. For more information about specifying mail storage quotas, see the section "Specifying Mail Storage Quotas" on page 4-8.

On the Personalize Mail page in the Mail Agent, users can view their mail storage quotas and the amounts of disk space that their messages currently occupy. When a user's mailbox is 80 percent full, the InterJet sends a warning e-mail message to both the user and the admin account (or the user who is designated to receive e-mail messages sent to the admin account), and adds the user's account to the **Mailbox usage over 80%** list on the Mail Usage page.



For more information about viewing mail storage quotas, look up "mail storage quota" in the Help Index.

Blocking Mass Mailings

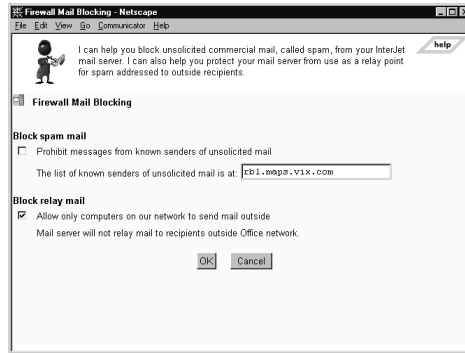
The Mail Agent can automatically prevent

- the delivery of mass mailings of unsolicited commercial e-mail messages, popularly called *spam*, to users on your intranet
- the unethical use of your InterJet mail server as a relay point for mass mailings to addresses outside your organization

Relay mail can affect your mail server's performance, and sometimes appear to recipients as though your organization originally sent the messages. If your InterJet uses a dial-on-demand connection to IBM or another ISP, relay mail can cause your mail server to remain connected to your ISP for long periods of time

while transferring the messages, increasing the connection costs that you incur with your telecommunications company.

On the Firewall Mail Blocking page, you can block spam and relay mail.



Firewall Mail Blocking page



For more information about blocking mass mailings, look up “spam” and “relay mail” in the Help Index.

Preventing the Mail Server from Processing Large Messages

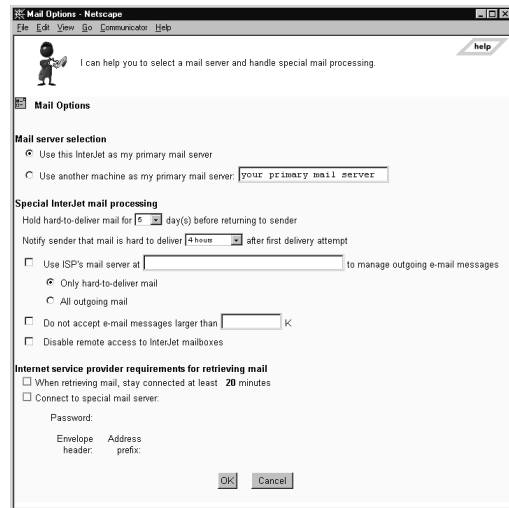
The InterJet mail server may receive a very large incoming or outgoing e-mail message. Processing a large incoming message may slow mail delivery to all users on your intranet. If your InterJet uses a dial-on-demand connection to IBM or another ISP, delivering a large outgoing message may cause the InterJet to remain connected to your ISP for an extended period.

You can prevent the InterJet mail server from processing any incoming or outgoing e-mail messages that exceed a specified size.



The size limitation that you specify does not apply to e-mail messages that users send to other users on your network.

On the Mail Options page, you can specify a maximum size for e-mail messages that the InterJet mail server accepts.



Mail Options page



For more information about specifying a maximum size for e-mail messages, look up “e-mail messages, specifying maximum size that InterJet accepts” in the Help Index.

Specifying Mail Delivery Routes

If you have networking expertise, you can configure the InterJet mail server to route incoming e-mail messages to specified subdomains, machines, or e-mail addresses on your Office network or another network. For example, you can have the InterJet mail server forward all incoming messages for a specific domain to a mail or fax server on another network for processing.

To specify mail delivery routes, you must log in to the InterJet using the Administrator (admin) account.



For more information about specifying mail delivery routes, look up “e-mail messages, specifying delivery routes for” in the Help index.

Creating and Using Mailing Lists

The Mail Agent lets you create mailing lists, which allow users to send e-mail messages to several people at once. Users can specify a mailing list address when sending a message, and the InterJet sends the message to all e-mail addresses on the mailing list. You can create mailing lists for particular groups of users, such as department personnel, executive staff, or special-interest groups.

To create a mailing list:

- 1 Point to the **Mailing lists** object.
- 2 On the Mailing Lists menu that appears, click **New Mailing List**.
The New Mailing List page appears.
- 3 Specify a name for the new mailing list.
- 4 Specify the members of the mailing list by doing any of the following:
 - Select members from the list of InterJet users and associates.
 - Allow users to subscribe to the mailing list by sending a subscription request in an e-mail message.
 - Import e-mail addresses from a text file.
- 5 Click **OK**.

Select	Type	Address	Real Name
☒	u	rbaian	Robert Balan
☐	u	snguyen	Steve Nguyen
☒	u	srao	Sudha Rao
☐	u	crodrigues	Carlos Rodrigues
☒	u	tyamada	Tarou Yamada
☐	u	slee	Susan Lee
☐	u	pjones	Pam Jones
☐	u	admin	Administrator
☐	u	js@mycompany.com	John Brown
☐	u	mm@somewhere.com	Mike Mazzini

New Mailing List page

Once you create one or more mailing lists, a user can display a list of all mailing lists available on the InterJet, as well as a list of the members of each mailing list.

Postmasters can edit a mailing list by adding or deleting members, or delete an entire mailing list.



Note: In addition to the mailing lists that you create, the Mail Agent maintains an `all` mailing list. If you assign the **Add to “all” mailing list** privilege to a user’s account, the InterJet automatically adds the user to the `all` mailing list. This list makes it easy to send e-mail messages of general interest to all InterJet users. The InterJet does *not* include associates on the `all` mailing list by default, but you can add associates to the list.



For more information about viewing, creating, editing, and deleting mailing lists, look up “mailing list” in the Help Index.

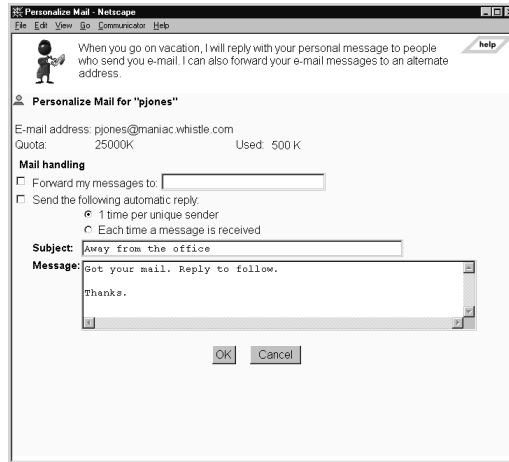
Handling Your Mail During Absences

Whenever you are away from the office—for example, on a vacation or a business trip—or you cannot check your mail daily for some other reason, e-mail messages can accumulate. To help alleviate this problem, the InterJet provides the following options for handling your mail during your absences:

- **Mail Forwarding:** Forwards all e-mail messages addressed to you to another person or persons of your choice. The InterJet mail server sends all messages addressed to you to the forwarding address until you turn forwarding off.
- **Automatic Replies:** Automatically sends a message that you specify to anyone who sends you an e-mail message during your absence.

You can use either or both of these options.

On the Personalize Mail page in the Mail Agent, all users can set up mail handling for their own accounts.



Personalize Mail page



Note: Postmasters can set up mail forwarding and automatic replies for other users by editing their Personalize Mail pages using the Personnel Agent. See the section “Specifying Mail Storage Quotas” on page 4-8.



For more information about specifying mail-handling options, look up “e-mail messages, handling during absences” in the Help Index.

Accessing Your Mail When You Are Away from the Office

The Mail Agent stores all of your incoming e-mail messages in your mailbox on the InterJet mail server. When you are away from the office, you can retrieve messages in your mailbox using either of two methods:

- If your custom service package includes the Secure Remote Access feature, you can log in to your Office network using your remote computer, then send and receive mail as if you were in the office.
- You can use your personal Internet service provider (ISP) account to retrieve mail from the InterJet mail server, without accessing your Office network.



For detailed information about setting up your remote mail program to retrieve mail remotely, look up “e-mail messages, accessing remotely” in the Help Index.



Using the Webmaster Agent

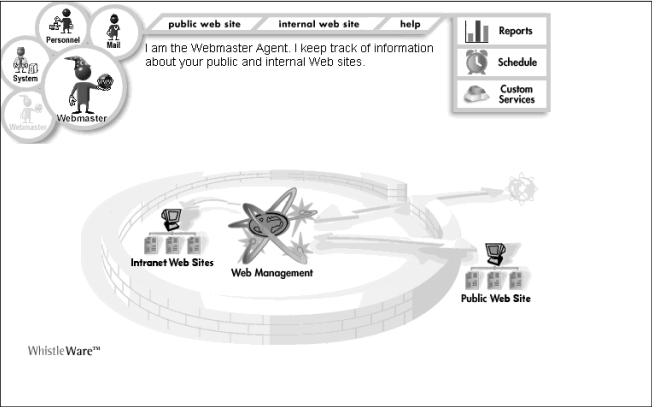
The Webmaster Agent helps you to manage your organization's Web site and FTP (File Transfer Protocol) site. As this chapter explains, you can use the Webmaster Agent to

- create your organization's internal, or private, and public Web sites using predefined templates
- create personal internal and public Web sites—for individuals or groups within your organization—using predefined templates
- specify your organization's contact information, which automatically appears on Web pages that you create using the predefined templates
- publish your organization's internal and public Web sites
- set up a public FTP site
- publish personal internal and public Web sites

Only users who have the Webmaster privilege can use the Webmaster Agent to create and publish your organization's internal and public Web sites, set up your organization's public FTP site, specify host servers for your organization's public Web and FTP sites, and specify your organization's contact information. All users who have basic Web-publishing privileges can use the Webmaster Agent to create and publish their own personal internal and public Web sites on your intranet, or Office network.

Webmaster Agent View

Once you click the Webmaster Agent in the Agent Selector, the Webmaster Agent View appears, as shown in the following figure.



Webmaster Agent View on the InterJet home page

The following table describes the active objects in the Webmaster Agent View and the tasks Webmasters can perform using the Webmaster Agent.

Active Objects in the Webmaster Agent View

Object	Description
Web Management	Point to this object to display the Web Management menu, which lets you ➤ edit your organization's contact information ➤ determine the server that hosts your organization's Web and FTP sites ➤ if a service provider hosts your Web site, use Web site mirroring to copy your public Web site to your service provider's server
Intranet Web Sites	Point to this object to display the Intranet Web Sites menu, which lets you ➤ create your organization's internal Web site using the predefined template ➤ create a personal Web site on your Office network using the predefined template
Public Web Site	Click this object to display the Public Web Site page, on which you can create your organization's public Web site using the predefined template.

Creating and Publishing Your Organization's Web Sites

You can create and publish internal and public Web sites for your organization. Your organization's internal Web site is accessible only to users on your intranet, or Office network. Your organization's public Web site is accessible to the public on the Internet.

The InterJet provides a default home page for your organization's internal Web site. To view the default page, click the **internal web site** button on the InterJet home page. You can replace the default home page with either

- an internal Web site that you created using the predefined template that the Webmaster Agent provides
- a custom internal Web site that you have designed and created using an HTML editor or Web-page-authoring program

If your custom service package does not include the optional Web site creation service, you can create your organization's public Web site in either of the following ways:

- Use the predefined Web site template that the Webmaster Agent provides to quickly create a public Web site. The predefined template includes a home page and several other pages to which you can add your organization's information.
- Design and create a custom public Web site, using an HTML editor or Web-page-authoring program.

If the InterJet Web server hosts your organization's public Web site—rather than IBM, another Web-hosting service provider, or another server on your network—it provides a default home page for your public Web site. You can view the default home page by clicking the **public web site** button on the InterJet home page. You can replace the default home page with either a custom public Web site or a public Web site that you created using the predefined template.

Designing Your Own Web Sites

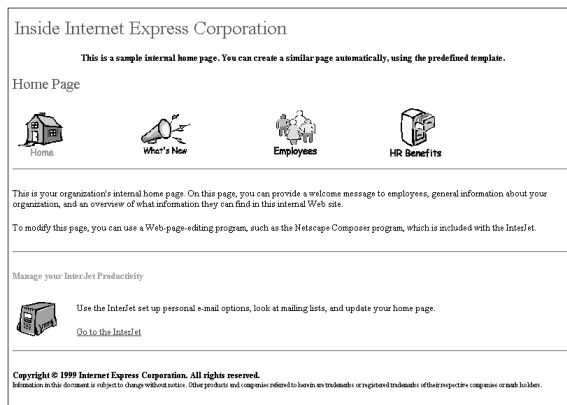
If you want to have complete control over the design and content of your organization's Web sites, you can create custom Web sites using an HTML editor or Web-page-authoring program—such as Netscape Composer, which the InterJet includes.

Using the Web Site Templates

When creating your organization's internal or public Web site using a predefined template that the Webmaster Agent provides, you can quickly create its home page and several other pages. The InterJet automatically adds your organization's name, other information from the Organization Contact Information page, and a message that you specify to your Web site's home page. Once you create your Web site, you can customize it using an HTML editor or Web-page-authoring program.

Internal Web Site Template

The following figure shows an internal home page based on the internal Web site template.



Sample internal home page

Each icon at the top of the home page provides a link to another page. You can add text, pictures, graphics, and other elements to these pages using an HTML editor or Web-page-authoring program. The following table describes the information that you can add to these pages.

Pages in the internal Web site template

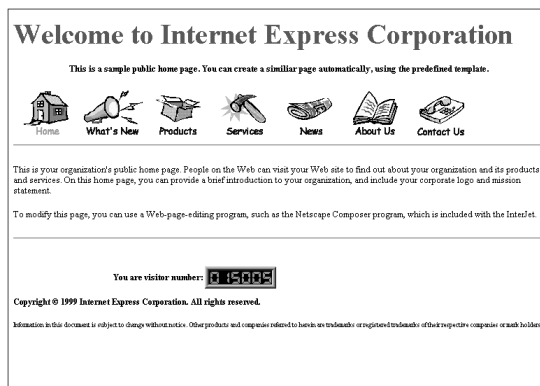
Page	Description
What's New	This page lets you provide up-to-date information about what is happening at your organization. It also lets you notify users who access your internal Web site about any newly published information on your site. For example, you can publish and provide links to press releases, announcements about your organization's recent quarterly financial results or new employees joining your organization, or any other newly released information.
Employees	This page includes a list of all employees with InterJet user accounts. The InterJet automatically updates this list whenever you add or delete user accounts. The list includes the real name and login name for each InterJet user. Each real name provides a link to a user's personal folder in the <code>internal/users</code> folder on the InterJet, and displays the user's personal home page, if one exists. Users can click a user's login name to send an e-mail message to that user.
HR Benefits	This page lets you provide information about your organization's vacation and sick-leave policies, benefits enrollment, or other human resources information.



For more information about creating an internal Web site using the template, look up "internal Web site, creating your organization's" in the Help Index.

Public Web Site Template

The following figure shows a public home page based on the public Web site template.



Sample public home page

Each icon at the top of the home page provides a link to another page. You can add text, pictures, graphics, and other elements to these pages using an HTML editor or Web-page-authoring program. The following table describes the information you can add to these pages.

Pages in the public Web site template

Page	Description
What's New	This page lets you notify visitors to your public Web site about any newly published information on your site. You can provide links to new information on your public Web site.
Products	This page lets you provide detailed information about your organization's products, including their pricing and availability.
Services	This page lets you provide information about the services that your organization offers—such as customer service or technical support resources. You can provide contact information, including telephone numbers and hours of operation.

Pages in the public Web site template (continued)

Page	Description
News	This page lets you publish the latest news about your organization, including press releases, product announcements, announcements about your organization's recent quarterly financial results, and any other newly released information.
About Us	This page lets you provide information about the people in your organization, including their pictures and brief biographies.
Contact Us	This page lets you provide your organization's contact information. If the InterJet Web server hosts your public Web site, this page can also include a form that allows visitors to request information from your organization.



For more information about creating a public Web site using the template, look up “public Web site, creating your organization's” in the Help Index.

Publishing Your Organization's Internal Web Site

To make your internal Web site available on your Office network, you can publish it on the InterJet Web server by storing your Web site files in the `internal` folder on the InterJet, as follows:

- If you create your internal Web site using the predefined template that the Webmaster Agent provides, the InterJet automatically names your home page `index.htm` and stores your Web site files in its `internal` folder.
- If you create a custom internal Web site, without using the predefined template, you must name your home page `index.htm` and copy your Web site files to the `internal` folder on the InterJet. Your custom home page replaces the existing `index.htm` file, which is the default home page.

Your home page, `index.htm`, must reside in the `internal` folder, at the top level of its hierarchy. However, you can store other Web site files in subfolders within the `internal` folder. The InterJet publishes any Web site files that reside in the `internal` folder, making them accessible to all InterJet users.



For more information about publishing an internal Web site, look up “internal Web site, publishing your organization's” in the Help Index.

For information about accessing your internal Web site, look up “internal Web site, viewing your organization's” in the Help index.

Publishing Your Organization's Public Web Site

To make your organization's public Web site accessible to people on the Internet, you must publish the Web site on a Web server. Any of the following can host your organization's public Web site

- the InterJet Web server
- a service provider's Web server—that is, IBM, another ISP, or a third-party Web-hosting service provider
- a Web server on your Perimeter network—that is, a publicly accessible server connected to the InterJet

Your custom service package and its WAN (wide area network) connectivity option determine which host is most appropriate for your public Web site.



Note: The custom service packages may not provide some Web-hosting options at this time. If you are not sure which server is hosting your public Web site, see the section “Determining the Hosts for Your Public Web and FTP Sites” on page 6-13.

Depending on which server is hosting your public Web site, the procedure that you follow when publishing your Web site files differs, as described in the following sections.

Using the InterJet Web Server

If your InterJet Web server hosts your organization's public Web site, your public Web site files must reside in the `public` folder on the InterJet, and your home page, `index.htm`, must reside at the top level of its hierarchy, as follows:

- If you create your public Web site using the predefined template that the Webmaster Agent provides, the InterJet automatically names your home page `index.htm` and stores your Web site files in its `public` folder.
- If you create your own custom public Web site or use a Web site creation service, you must name your home page `index.htm` and copy your Web site files to the `public` folder on the InterJet. Your custom home page replaces the existing `index.htm` file, which is the default home page.



Caution:

- Any files residing in the `public` folder and its subfolders are accessible to the public. Therefore, make sure that the `public` folder contains only files that you want to be accessible to the public.
 - The InterJet Web server does not currently support Microsoft FrontPage extensions, Active Server Pages (ASP), or Common Gateway Interface (CGI) programs—with the exception of the counter and feedback form that the predefined template includes. If the InterJet Web server hosts your public Web site, your Web pages cannot include FrontPage extensions, ASPs, or CGI programs.
-

Using a service provider's Web server

If your service provider's Web server hosts your public Web site, you can either upload your Web site files to the server manually or use Web site mirroring to automatically copy the files to the server. Once you publish your Web site files on your service provider's Web server, they are accessible to the public.

To use Web site mirroring, your public Web site files must reside in the `public` folder on the InterJet, and your home page, `index.htm`, must reside at the top level of its hierarchy, as follows:

- If you create your public Web site using the predefined template that the Webmaster Agent provides, the InterJet automatically names your home page `index.htm` and stores your Web site files in its `public` folder.
- If you create your own custom public Web site or use a Web site creation service, you must name your home page `index.htm` and copy your Web site files to the `public` folder on the InterJet. Your custom home page replaces the existing `index.htm` file, which is the default home page.



Caution:

- If your custom service package includes Web site hosting on an IBM Web server and an online product catalog for e-commerce, do not schedule Web site mirroring. Instead, use Web site mirroring only once, when initially copying your public Web site to the server. Once you publish your Web site on the server, IBM adds e-commerce features to your site, including your online product catalog. Subsequently copying your Web site to the server would overwrite some of these features.
- IBM Web servers do not currently support Microsoft FrontPage extensions, Active Server Pages (ASP), or Common Gateway Interface (CGI) programs. If an IBM Web server hosts your public Web site, your Web pages cannot include FrontPage extensions, ASPs, or CGI programs.

Using a Web server on your Perimeter network

If a Web server on your Perimeter network hosts your public Web site, you must copy your Web site files to that server to make them accessible to the public.



For more information about publishing a public Web site or using Web site mirroring, look up "public Web site, publishing your organization's" in the Help Index.

Setting Up Your Organization's Public FTP Site

An FTP server can allow both users on your Office network and people on the Internet to download files from and—with the appropriate access privileges—upload files to a public FTP site. On your organization's public FTP site, you can provide any type of file for downloading, including documents, graphics, and programs. Anyone who has the appropriate access privileges can upload files to your FTP site, making the files available for downloading.

Any of the following can host your organization's public FTP site:

- the InterJet FTP server
- a service provider's FTP server—that is, IBM, another ISP, or a third-party FTP-hosting service provider

- an FTP server on your Perimeter network—that is, a publicly accessible server connected to the InterJet

Your custom service package and its WAN (wide area network) connectivity option determine which host is most appropriate for your public FTP site.



Note: The custom service packages may not provide some FTP-hosting options at this time. If you are not sure which server is hosting your public FTP site, see the section “Determining the Hosts for Your Public Web and FTP Sites” on page 6-13.

The FTP server that hosts your public FTP site and the type of FTP service it provides determine the access privileges for InterJet users and people on the Internet, as described in the following sections.

Using the InterJet FTP server

If the InterJet FTP server hosts your public FTP site, it provides *anonymous FTP* service. Anonymous FTP service allows anyone on the Internet to access your FTP site and download files, but generally people on the Internet cannot upload files to your site. You can allow specific people on the Internet to upload files to your FTP site by using the Personnel Agent to create FTP user accounts for them, and provide them with login names and passwords.



For more information about setting up a public FTP site on the InterJet and providing access to it, look up “FTP site” in the Help Index.

Using a service provider’s FTP server

If your service provider’s FTP server hosts your public FTP site, ask your service provider whether their FTP server allows InterJet users or people on the Internet to upload files.

Using an FTP server on your Perimeter network

If you want to provide a more secure FTP service, allowing only people who have login accounts to access your FTP site, and download and upload files, you can install a third-party FTP server on a computer on your Perimeter network.

Determining the Hosts for Your Public Web and FTP Sites

The servers, or *hosts*, for your public Web and FTP sites should reside on computers that run 24 hours a day, so people can access your sites at any time. Because sites on the Internet are accessible from anywhere in the world, it would be a serious limitation if your sites were available only during your organization's working hours.

The InterJet automatically specifies your Web and FTP hosts during auto-configuration, using information that it obtains from IBM. Your public Web or FTP site resides on one of the following hosts.



Your custom service package may not provide some Web or FTP site hosting options at this time.

- **InterJet Web or FTP server:** The InterJet provides access to your public Web or FTP site at the speed of your organization's connection to IBM or another ISP. Usually, your InterJet can host your Web or FTP site only if it has a full-time connection to your ISP. When the InterJet hosts your public Web or FTP site, all files in the `public` folder on the InterJet are accessible to people on the Internet.
- **Service provider's Web or FTP server:** Your service provider—that is, IBM, another ISP, or a third-party hosting provider—provides 24-hour access to your public Web or FTP site in a high-speed hosting environment. If your service provider offers a Web-site-mirroring service, the InterJet can automatically copy your Web site files to your service provider's server at scheduled times.
- **Web or FTP server on your Perimeter network:** Once you connect a Perimeter network to the InterJet, and set up a computer on that network as a Web or FTP server, that server can host your organization's public Web or FTP site. The Web or FTP server provides access to your public Web or FTP site, respectively, at the speed of your organization's connection to IBM or another ISP. Whistle Communications recommends that you use a Web or FTP server on your Perimeter network to host your Web or FTP site *only* if your InterJet has a full-time, high-speed connection to your ISP.

To determine the server that hosts your Web or FTP site:

- 1 Point to the **Web Management** object.
- 2 On the Web Management menu that appears, click **Setup and Publishing**.

The Public Web and FTP Setup page appears, indicating the servers that host your public Web and FTP sites.

Web and FTP Setup - Netscape

I can help you publish your organization's public Web site. If your public Web site resides on your service provider's server, you can use Web site mirroring to copy your files to your service provider automatically.

Public Web and FTP Setup

☐ Enable public Web service on the InterJet ☒ Enable public FTP service on the InterJet

Host my public Web site (www.mycompany.com) on:

☐ My InterJet (If you use the Webmaster Agent template, this option automatically generates an information request form and counter for your site)

☐ A computer on my Perimeter network

☒ My service provider's computer: **hostname.domain.com**

Host my public FTP site (ftp.mycompany.com) on:

☒ My InterJet

☐ A computer on my Perimeter network

☐ My service provider's computer:

Publishing a Web site in the public folder on the InterJet

If you are using Web site mirroring to copy your public Web site files to a service provider's server, or the InterJet hosts your public Web site, your site's files must reside in the public folder on the InterJet.

If you created your organization's public Web site using the Webmaster Agent template, your public Web site files already reside in the public folder on the InterJet. Otherwise, you must copy your Web site files to the public folder on the InterJet.

For information about copying Web site files to the InterJet, click [Instructions](#)

Mirroring destination

My service provider's computer: **hostname.domain.com**

Path to my service provider's computer: **abc/xyz/host**

Login name: **website**

Password: *********

To copy your organization's public Web site to your ISP immediately, click [mirror now](#)

OK Cancel

Public Web and FTP Setup page



For information about selecting a different host for your public Web or FTP site, call your customer support specialist.

Creating and Publishing Your Personal Web Sites

If your InterJet user account has personal Web-publishing privileges, you can create your own personal internal and public Web sites.

Your Personal Internal Web Site

If your user account has the **Web publishing on Internal Web** privilege, the InterJet creates a personal folder, labeled with your login name, in the `internal/users` folder on the InterJet. The InterJet automatically publishes any Web site files that reside in your personal folder on your organization's Office network. Your personal internal Web site is accessible only to InterJet users on your Office network, who can access any Web site files that reside in the `internal/users` folder.

You can create the home page for your personal internal Web site using either the predefined template that the Webmaster Agent provides, or an HTML editor or Web-page-authoring program. To make your internal Web site available on your Office network, you can publish it on the InterJet Web server by storing your Web site files in your personal folder on the InterJet, as follows:

- If you create your internal Web site using the predefined template, the InterJet automatically names your home page `index.htm` and stores your Web site files in your personal folder.
- If you create a custom internal Web site, you must name your home page `index.htm` and copy your Web site files to your personal folder. Your custom home page replaces the existing `index.htm` file, which is the default home page.

Your home page, `index.htm`, must reside in your personal folder, at the top level of its hierarchy. However, you can store other Web site files in subfolders within your personal folder.

The template provides a basic home page, to which you can add a message that you specify. The following figure shows a sample personal home page created using the template. The home page includes an **Intranet Home** icon, which provides a link to your organization's internal Web site.



Sample personal home page

You can use an HTML editor or Web-page-authoring program to modify your home page—for example, by adding text or pictures, or creating links to documents or other Web sites.



For more information about creating a personal internal home page using the template, look up “personal Web site, creating and publishing for intranet” in the Help Index.

Your Personal Public Web Site

If your user account has the **Web publishing on Public Web** privilege, the InterJet creates a personal folder, labeled with your login name, in the `public/users` folder on the InterJet. You must use an HTML editor or Web-page-authoring program to create the home page and other pages for your personal public Web site. Once your Webmaster publishes your organization’s public Web site, any Web site files residing in your personal folder are accessible to the public. Anyone on the Internet who knows the URLs for your Web pages can access them.



For more information about creating a personal public Web site, look up “personal Web site, creating and publishing for Internet” in the Help Index.



Using the System Agent

The System Agent helps you to configure and maintain your InterJet system, its connected networks and machines, and its connection to IBM or another Internet service provider (ISP). As this chapter explains, you can use the System Agent to

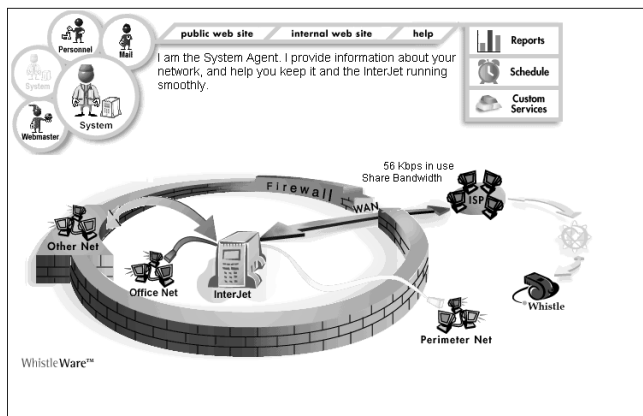
- configure the InterJet system
- manage your organization's ISP connection
- configure the port that provides your ISP, or WAN (wide area network), connection
- configure your networks
- add machines to your networks
- specify IP addresses and Domain Name Service (DNS) names for machines on your networks
- run diagnostic tests on your networks
- maintain the InterJet system, including
 - backing up and restoring configuration settings and other data on the InterJet
 - upgrading WhistleWare, the InterJet system software
- access the Whistle Communications Web site
- view information that your ISP provides
- configure the InterJet firewall
- specify a *parent* proxy server for your network, which handles all user requests for Web pages or FTP files

Only users who have the System Administrator privilege can use the System Agent to configure and maintain the InterJet system, its connected networks and machines, and its ISP connection, and run diagnostic tests. If you do not

have this privilege, you can use the System Agent only to view information and access the Whistle Communications Web site.

System Agent View

Once you click the System Agent in the Agent Selector, the System Agent View appears, as shown in the following figure.



System Agent View on the InterJet home page

The System Agent View displays information about your system's configuration and state, allows you to change some settings directly, and provides access to configuration and system maintenance pages in the System Agent.

The appearance of some objects in the System Agent View changes dynamically to indicate the connection status of specific networks and whether specific ports are enabled, and provide other information about the system's current state. For example, the **WAN** (wide area network) object animates whenever the InterJet is connected to IBM or another ISP, and a text indicator beside the **WAN** object indicates the amount of bandwidth that is currently in use—that is, the amount of data traversing the connection.

The following table describes the active objects in the System Agent View and the tasks you can perform using the System Agent if you are a System Administrator.

Active objects in the System Agent View

Object	Description
InterJet	Point to this object to display the InterJet menu, which lets you ➤ view and edit general system and network configuration information ➤ view and edit the configuration for any WAN port on your InterJet ➤ back up and restore InterJet data ➤ upgrade WhistleWare ➤ run diagnostic tests on a network
Office Net	Point to this object to display the Office Network menu, which lets you ➤ view a list of machines on the Office network, and configure machines or the network ➤ add new machines to the network
Perimeter Net	Point to this object to display the Perimeter Network menu, which lets you ➤ view a list of machines on the Perimeter network, and configure machines or the network ➤ add new machines to the network
Other Net	Point to this object to display the Other Network menu, which lets you ➤ view a list of machines on the network, and configure machines or the network ➤ add a new network ➤ add new machines to the networks
Office Ethernet cable	Point to this object to display the hardware address of the Office Ethernet port.

Active objects in the System Agent View (continued)

Object	Description
Perimeter Ethernet cable	Point to this object to display the Enable Perimeter Ethernet Connection page, on which you can ➤ view the hardware address of the Perimeter Ethernet port ➤ enable or disable the Perimeter Ethernet port ➤ if you log in to the InterJet using the Administrator (admin) account, view the configuration of any device on the Perimeter network that your InterJet uses to connect to your ISP—such as a DSL or cable modem
WAN	Point to this object to display the Wide Area Network menu, which lets you ➤ turn on or turn off the share bandwidth option ➤ turn on or turn off the remote dial-back option ➤ view the configuration for any WAN port on your InterJet ➤ enable a WAN port ➤ manually connect to or disconnect from your ISP, if your InterJet uses a dial-on-demand connection to the ISP
Whistle	Point to this object to display the Whistle menu, which lets you ➤ access the Whistle Communications corporate Web site ➤ view the Release Notes
ISP	Click this object to view any information that your ISP provides.
Firewall	If you log in to the InterJet using the Administrator (admin) account, point to this object to display a menu, which lets you ➤ configure the InterJet firewall ➤ block spam and relay mail from the InterJet mail server ➤ specify an optional parent, or upper, proxy server for your network, which handles all user requests for Web pages and FTP files

Viewing and Editing General System and Network Information

In the System Agent, the General Configuration page provides a snapshot of the InterJet configuration, including the following information:

- current system date and time
- amount of free space on the InterJet hard disk
- version of WhistleWare that is currently running

To view general information about your system configuration:

- 1 Point to the **InterJet** object.
- 2 On the **InterJet** menu that appears, click **General Configuration**.

The General Configuration page appears.



General Configuration page

From the General Configuration page, you can access other WhistleWare pages, on which you can

- view information about the InterJet—such as its Domain Name Service (DNS) names and IP addresses
- view a list of users currently accessing the InterJet file server for file sharing
- view or edit system and network settings—including
 - the system date and time
 - the address translation setting for your network
 - Microsoft Networking settings—such as the Windows workgroup in which the InterJet resides

- the TCP/IP router and DNS server configurations, if you are using the Administrator (admin) account
- delegated subdomains, if you are using the Administrator (admin) account



For more information about viewing general system information, and configuring the InterJet system and its networks, look up “system, viewing and editing information about” in the Help Index.

Managing Your ISP Internet Connection

When using the System Agent to manage your connection to IBM or another ISP, you can

- view the configuration of the port that your InterJet uses to connect to your ISP—which is its *wide area network (WAN) port*
- manually connect or disconnect the InterJet from your ISP manually, as necessary
- ensure that all InterJet users using your ISP connection can access the Internet at the same speed
- ensure that remote users can connect the InterJet to your ISP and access InterJet services

Viewing the WAN Port Configuration

Your InterJet automatically configures the WAN port for your ISP connection, using information that it obtains from IBM during auto-configuration. If you need to change the WAN port’s configuration, notify your customer support specialist about the changes, then run auto-configuration to obtain the new information and reconfigure the InterJet.

IBM or another ISP assigns an IP address to the WAN port to enable your InterJet to communicate with other machines on the Internet. This IP address is either static, or fixed, or dynamically assigned. You can view the WAN port’s configuration to determine the port’s IP address.

To view the WAN port’s configuration, point to the **InterJet** object, then, on the InterJet menu that appears, click the appropriate port—for example, the **Serial Port** or **ISDN Port**.

If your InterJet connects to your ISP through a device on the Perimeter network—such as a DSL or cable modem—you can click the **Perimeter Ethernet** cable object, which displays the Enable Perimeter Ethernet Connection page.



For more information about viewing a WAN port's configuration, look up "WAN port" in the Help Index.

Connecting and Disconnecting the InterJet from the ISP Manually

If the WAN port is configured properly, your InterJet automatically maintains its connection to IBM or another ISP. The System Agent View indicates the status of this connection, as follows:

- Whenever the WAN port is connected to your ISP, the **WAN** object animates to indicate that information is traversing the telecommunications service line.
- Text near the **WAN** object indicates the amount of data, in kilobits per second (Kbps), currently traversing the connection to your ISP. However, if your InterJet connects to your ISP through a device on the Perimeter network, this indicator does not appear.

If your InterJet uses a dial-on-demand connection to your ISP, the WAN port connects to your ISP automatically, as needed. However, you can manually connect or disconnect the port at any time, by pointing to the **WAN** object, then, in the Wide Area Network menu that appears, selecting or clearing the **Connect** check box for that port.

If your InterJet has a full-time connection to your ISP, the WAN port normally remains connected 24 hours a day. However, you can manually disconnect and reconnect the port at any time, by pointing to the **WAN** object, then, in the Wide Area Network menu that appears, clearing or selecting the port's **Enable** check box. Or, if your InterJet connects to your ISP through a device on the Perimeter network, you can click the **Perimeter Ethernet** cable object, then, on the Enable Perimeter Ethernet Connection page that appears, select the **Enable** check box.



For more information about connecting and disconnecting WAN ports, look up "WAN port" in the Help Index.

Sharing Bandwidth Equally Among Users

To ensure that all InterJet users can access the Internet at the same speed, you can turn on the share bandwidth option. This option automatically allocates equal portions of your Internet connection's available capacity, or *bandwidth*, to all InterJet-initiated processes and users on your Office network that have simultaneously established connections to the Internet.

By enabling bandwidth sharing, you can prevent any single user or InterJet process from using all of the available bandwidth. With bandwidth sharing turned on, InterJet users who are browsing the Web do not experience a great reduction in response times while a user downloads a large file from an FTP site or the InterJet processes a large number of outgoing e-mail messages. However, whenever bandwidth sharing is turned on, response times for all users may be slightly slower.

To turn on the share bandwidth option, point to the **WAN** object, then select the **Share Bandwidth** check box on the Wide Area Network menu that appears.

Allowing Remote Users to Connect the InterJet to Your ISP

If your InterJet uses a dial-on-demand connection to IBM or another ISP, you can turn on the remote dial-back option, which allows remote users to connect the InterJet to the ISP and access InterJet services from a remote location.

With remote dial-back off, if a remote user wanted to retrieve e-mail messages from the InterJet mail server, but the InterJet was not currently connected to your ISP, the user would not be able to access the mail server to retrieve messages. With remote dial-back turned on, a user can remotely connect the InterJet to the ISP and access the mail server at any time.

To turn on remote dial back, point to the **WAN** object, then select the **Remote Dial-Back** check box on the Wide Area Network menu that appears.

When using remote dial-back, a remote user first dials the number for the telephone line that the InterJet uses to connect to your ISP, then hangs up after one ring. The InterJet then establishes a connection to your ISP.



For more information about using the remote dial-back option, look up "remote dial-back" in the Help Index.

Configuring Networks and Machines

You can use the System Agent to view information about and configure networks and machines connected to the InterJet, add some types of networks to the InterJet, and add machines to any network.

Networks on the InterJet

You can connect the following types of networks to your InterJet:

- **Office Ethernet network:** This network is your private, internal network. You connect this network to the Office Ethernet port on the InterJet. The InterJet firewall prevents people outside your organization from directly accessing the machines on your Office network.
- **Perimeter Ethernet network:** This network is your publicly accessible network. You connect this network to the Perimeter Ethernet port on the InterJet. You must enable this port to make it available. The InterJet firewall does *not* protect machines on your Perimeter network. Anyone on the Internet who has the URL or IP address for a machine on this network can access the machine. Therefore, on the Perimeter network, you can provide publicly accessible services—such as public Web and FTP sites—on your own Web and FTP servers.

You can also use a device—such as a DSL or cable modem—on the Perimeter network to connect to IBM or another ISP.

- **Other networks:** You can connect other networks to the Office or Perimeter network through a gateway router, which routes network traffic between the Office or Perimeter network, and the other network. For example, if you have networking expertise, you can add a network to divide your Office network into two subnetworks for various purposes, such as easier network management, isolation of bandwidth-intensive applications, and so on.

Adding a Network to the InterJet

You can add another network to the InterJet by connecting a subnetwork to the Office or Perimeter network through a gateway router, then using the System Agent to configure the network—providing its IP address, netmask, and the gateway router's IP address. The InterJet firewall protects machines on any network connected to the Office network.

To add a network to your InterJet:

- 1 Point to the **Other Net** object.
- 2 On the menu that appears, click **New Network**.
The New Network page appears.
- 3 Specify the network's configuration information.
- 4 Click **OK**.

New Network page



For more information about adding a network to the InterJet, look up “network, adding to InterJet” in the Help Index.

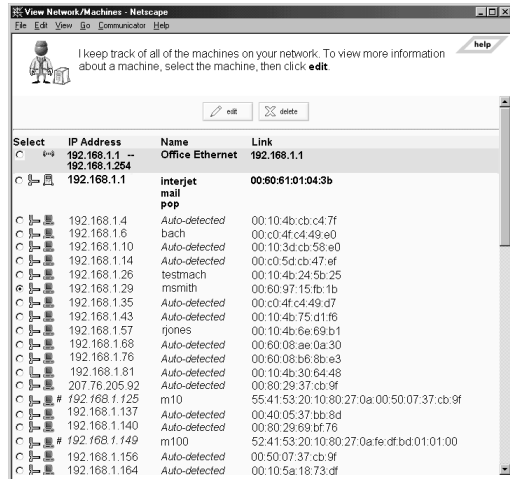
Viewing a List of Machines on a Network

You can display a list of the machines on any network connected to the InterJet and the IP address range for the network.

To view a list of machines on a network:

- 1 Point to one of the network objects.
- 2 On the menu that appears, click **View Network/Machines**.

The View Network/
Machines page appears.



View Network/Machines page

Viewing Information About a Network

The View Network/Machines page provides the following information about a network:

- **IP Address:** The range of IP addresses that are available for machines on the network. Your ISP usually provides a range of addresses for your network.
- **Name:** The name of the network. You cannot change the name of the Office or Perimeter network. If you add networks to the InterJet, the names that you assign to them appear here.
- **Link:** For the Office and Perimeter networks, the IP address of the InterJet on the network. The InterJet has a different IP address on each network, as follows:
 - **On the Office network:** A private address that identifies the InterJet on your intranet, allowing connected machines to access local InterJet services, such as e-mail, file sharing, and Internet access.

- **On the Perimeter network:** A public address that identifies the InterJet on the Internet, allowing external machines to access public services, such as public Web and FTP sites, if you provide them on the InterJet.

For other networks, the link is the IP address of the first gateway, or router, that data traverses on the path to the network.

To view or change the configuration details—such as the IP address and netmask—of the Office, Perimeter, or another network, click the option button for the network, then click **edit**.



For more information about viewing and editing networks, look up “network” in the Help Index.

Viewing Information About a Machine

The View Network/Machines page provides the following information about a machine on a network:

- **IP Address:** The IP address that identifies the machine on the network. If you configured the machine to obtain a dynamic, or temporary, IP address from the InterJet, the IP address appears in italics. If you configured the machine with a static, or fixed, IP address, the IP address appears in plain text.
- **Name:** The DNS name of the machine, if it has one. The InterJet maps the machine’s DNS name to its IP address, allowing users to refer to a machine by its name rather than its IP address. For example, the InterJet has the default DNS name `interjet`. To access WhistleWare, you can type this name in the **Location** or **Address** box in your Web browser.
- **Link:** The hardware address—also called the MAC (Medium Access Control) address—of the machine’s Ethernet, or network interface, card. The InterJet automatically detects this address. Every Ethernet card has a unique address that its manufacturer assigns to it.

To view or change the configuration details of the machine—such as its DNS names and IP address—click the option button for the machine, then click **edit**.



For more information about viewing and editing machines, look up “machine” in the Help Index.

Obtaining a machine's DNS name

Depending on the machine that requests a dynamic IP address from the InterJet, the InterJet handles the request differently, as follows:

- **For computers running Windows 95 or 98:** The InterJet detects the name that Windows uses to identify the computer on a network, and assigns that name as the computer's DNS name. You can edit a machine's configuration to change its detected DNS name.
- **For all other machines:** The InterJet creates a default name beginning with the letter *m* and followed by a number—for example *m100*. You can edit a machine's configuration to change its DNS name.

If a machine on your Office or Perimeter network has a static IP address, the InterJet automatically detects the machine and labels it *Auto-detected* in the list. You can edit a machine's configuration to specify a DNS name for it.

Adding a Machine to a Network

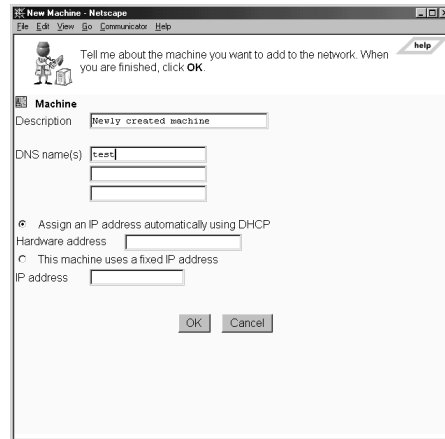
To add a machine to a network, you must first physically connect it to your network and configure it to either obtain an IP address dynamically using the Dynamic Host Configuration Protocol (DHCP) or use a static IP address. The InterJet handles a new machine that obtains its IP address dynamically differently from one that uses a static IP address, as follows:

- **Machine using DHCP:** The InterJet automatically creates an entry for the machine on the network's View Network/Machines page and adds it to the InterJet database.
- **Machine using a static IP address:** The InterJet handles the new machine differently depending on the network on which it resides, as follows:
 - **On the Office or Perimeter network:** The InterJet automatically creates an entry, labeled *Auto-detected*, for the machine on the network's View Network/Machines page. However, you can use the System Agent to assign a DNS name to the machine, which adds the machine to the InterJet database.
 - **On another network:** You can use the System Agent to create a new entry for the machine on the network's View Network/Machines page, then assign a DNS name to the machine, which adds the machine to the InterJet database.

The InterJet database helps you to keep track of the machines on your networks and their IP address configuration and DNS names.

To add a machine to a network:

- 1 Point to one of the network objects.
- 2 On the menu that appears, click **New Machine**.
The New Machine page appears.
- 3 Specify the machine's configuration information.
- 4 Click **OK**.



New Machine page



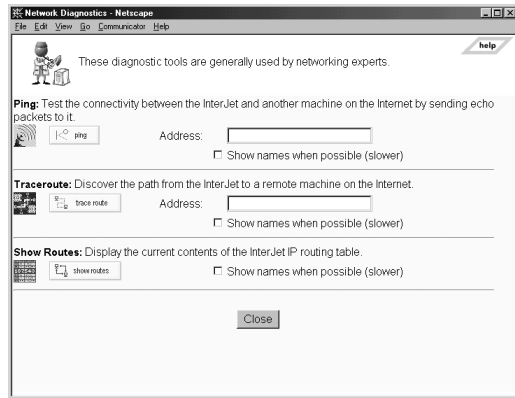
For more information about adding machines to a network, look up “machine, adding to a network” in the Help Index.

Running Diagnostic Tests on a Network

The System Agent provides the following diagnostic tests to help you troubleshoot your network:

- **Ping:** Determines whether the InterJet can communicate with another computer or device on your network or the Internet.
- **Traceroute:** Traces the path that traffic follows from your InterJet to another computer or device.
- **Show Routes:** Displays the current contents of the InterJet IP routing table.

The Network Diagnostics page provides you with a convenient way to troubleshoot your network or supply information to technical support.



Network Diagnostics page



For more information about running diagnostic tests, look up “diagnostic tests, running for network” in the Help Index.

Maintaining the InterJet System Configuration

Using the System Agent, you can back up and restore data on the InterJet, and upgrade WhistleWare, the InterJet system software. If you are an advanced network administrator, you can configure the InterJet firewall and use an alternative proxy server for users’ Web and FTP requests on the Internet.

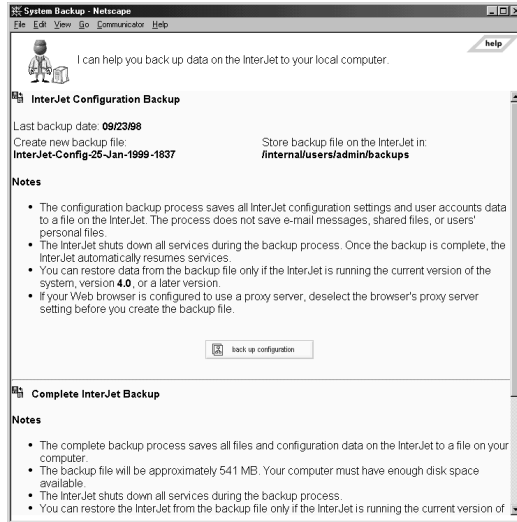
Backing Up and Restoring Data on the InterJet

Using the System Agent, you can create two different types of backup files for the InterJet, as follows:

- **Configuration backup file:** Saves InterJet network, system, and mail configurations; user account data, mailing lists, and the associates list. This type of backup does *not* save files in folders on the InterJet file server, e-mail messages on the mail server, or files on client computers.
- **Complete backup file:** Saves all of the InterJet data that the configuration backup file does, as well as all files on the InterJet file server—that is, all files in the InterJet internal, public, and dropbox folders—and e-mail messages on the mail server.

On the System Backup page, you can create either a configuration backup file or a complete backup file.

Whistle Communications recommends that you create a complete backup file periodically.



System Backup page

Once you have created a backup file, you can restore the InterJet using that file. Depending on the type of backup file that you created, you can restore only the InterJet configuration data, or that data, files on the InterJet file server, and e-mail messages on the InterJet mail server to their state at the time you created the backup file.



Tip: You can use the InterJet Activity Schedule to automatically create backup files periodically, at times you specify. For information about using the InterJet Activity Schedule, see Chapter 9, "Scheduling InterJet Activities."

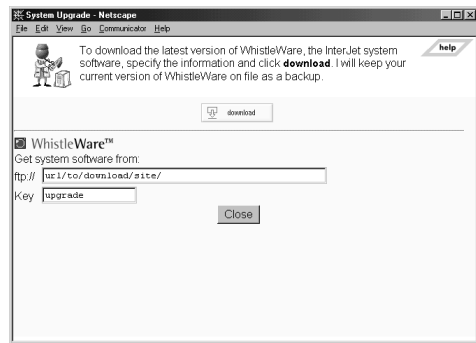


For more information about backing up and restoring the InterJet, look up "backup file" in the Help Index.

Upgrading the System Software

Using the System Agent, keeping your InterJet system software up to date is easy. To upgrade WhistleWare, you can download a new version of the software from an FTP site on the Internet. When a new version becomes available, you receive an upgrade notification by either e-mail or regular mail, providing the URL and the *key*, or code, that you need to download the software to your InterJet.

The System Upgrade page makes it easy for you to upgrade your InterJet to the latest version of WhistleWare.



System Upgrade page



For more information about upgrading WhistleWare, look up “WhistleWare, upgrading” in the Help Index.

Configuring the InterJet Firewall

If you have networking expertise, you can configure the InterJet firewall to allow external machines to establish certain types of connections with specified machines on your Office network, or intranet. For example, you can configure the firewall to allow people on the Internet to connect to an FTP server on your intranet. On the Firewall Configuration page, you can map the connection protocol—in this case, FTP—to the server. The InterJet then directs any requests it receives for FTP services to the server.



Caution: Normally, to provide maximum security for your network, the InterJet firewall prevents machines outside your organization from connecting directly to machines on your network. Allowing external machines to establish connections to machines on your network creates a hole in the firewall, which can pose a security risk to your network.

You must log in to the InterJet using the Administrator (admin) account to configure the InterJet firewall.



For more information about configuring the InterJet firewall, look up “firewall, configuring” in the Help index.

Specifying a Parent Proxy Server for Web and FTP Requests

Although the InterJet has a built-in proxy server that stores, or caches, Web pages and FTP files that users access over the Internet, you can configure the InterJet to forward all Web (HTTP) and FTP requests to another, third-party proxy server—called a *parent* or *upper* proxy server.

If you are using another proxy server as the parent proxy server for your network, the InterJet first checks its own cache when it receives a request for a page or file. If the page or file is not in its cache, the InterJet forwards the request to the parent proxy server that you specified. This option allows you to use a proxy server that provides additional, advanced services, such as Web site filtering or logging.



For more information about specifying the parent proxy server for your network, look up “proxy server, specifying parent” in the Help Index.

Viewing Reports and Logs

In WhistleWare, you can view statistical usage information for your InterJet in easy-to-read graphical summary reports or detailed reports, or view very detailed technical logs. These reports and logs can help you to determine how to optimize the use of your InterJet or troubleshoot problems. You must have one or more administrative privileges to view reports and logs. This chapter describes the reports and logs that WhistleWare provides.

Viewing Reports

You can view the following InterJet activity reports:

- **Local Users Report:** Shows which InterJet users on your intranet access the Internet the most, and the average daily connection time for each of these users and all users. This information can help you to determine whether to restrict Internet access at certain times—either for all users or specific users.



Important: The usage data that appears in the Local Users Report is available only for work periods during which the InterJet limits Internet access. For information about limiting Internet access during specific work periods, refer to InterJet Help. Limiting Internet access requires that you configure the Web browsers on all client computers to use the InterJet proxy server. For information about configuring Web browsers to use the InterJet proxy server, refer to *Installing the InterJet II* or InterJet Help.

- **Remote Users Report:** Shows which remote users access the Internet the most, and the average daily connection time for each of these users and all remote users. This information can help you to determine whether to restrict remote access at certain times. This report is available only if your custom service package includes the Secure Remote Access feature.



Important: The usage data that appears in the Remote Users Report is available only for work periods during which the InterJet allows remote access. For information about allowing remote access during specific work periods, refer to InterJet Help.

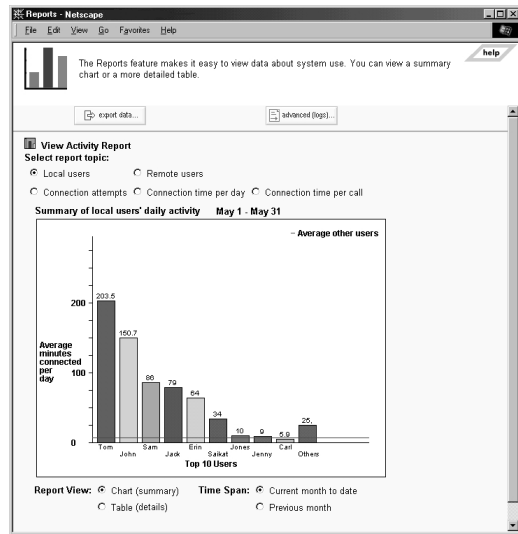
- **Connection Attempts Report:** Shows the number of times the InterJet succeeded in connecting to IBM or another ISP, and the number of times that connection attempts failed each day. The report also shows the most common reasons why connection attempts failed each day. This information can assist you in troubleshooting connection problems. This report is available only if your InterJet uses a dial-on-demand connection to your ISP.
- **Connection Time per Day Report:** Shows the average and total times that the InterJet was connected to IBM or another ISP each day. This information helps you to determine whether your service contract is appropriate for your organization's pattern of usage. This report is available only if your InterJet uses a dial-on-demand connection to your ISP.
- **Connection Time per Call Report:** Shows the average duration of individual connections that the InterJet makes to IBM or another ISP each day. This information helps you to determine whether to change the idle timeout period, which is the length of time that the InterJet remains connected to your ISP when no users are accessing the Internet. This report is available only if your InterJet uses a dial-on-demand connection to your ISP.

To view a report:

- 1 On the InterJet home page, click **Reports**.
The Reports page appears.
- 2 Select a report.

When viewing any report, you can

- display summary data in a graph or more detailed data in a table
- show data either for the current calendar month, through the current day, or the previous calendar month
- export its data to a text file, containing comma-separated values (CSVs) that you can import into a database or spreadsheet program



Reports page



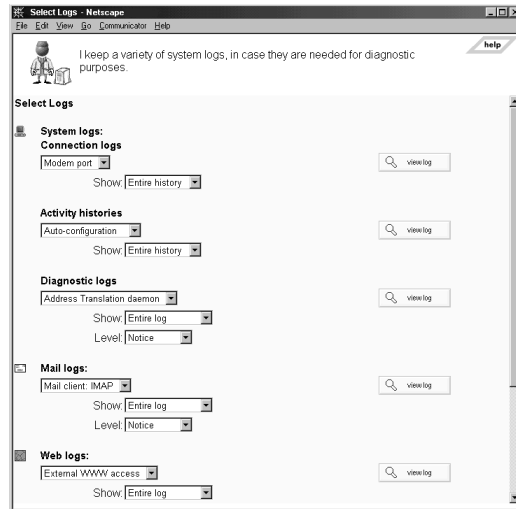
For more information about viewing reports, look up “reports” in the Help Index.

Viewing Logs

In addition to the InterJet usage reports, you can view detailed technical logs of InterJet activity. Logs are available for system, e-mail, remote access, and Web-publishing activities. You must have the corresponding administrative privilege to view each log—for example, you must have the System Administrator privilege to view system logs.

If you are familiar with networking and TCP/IP, these logs can assist you in troubleshooting InterJet activities. If you are a System Administrator, and a customer support specialist requests you to do so, you can send these logs by e-mail to an InterJet technical support specialist for evaluation.

On the Select Logs page, you can access various detailed logs containing technical information that can assist you in troubleshooting InterJet activities.



Select Logs page



For more information about viewing and using logs, look up “logs” in the Help Index.

Scheduling InterJet Activities

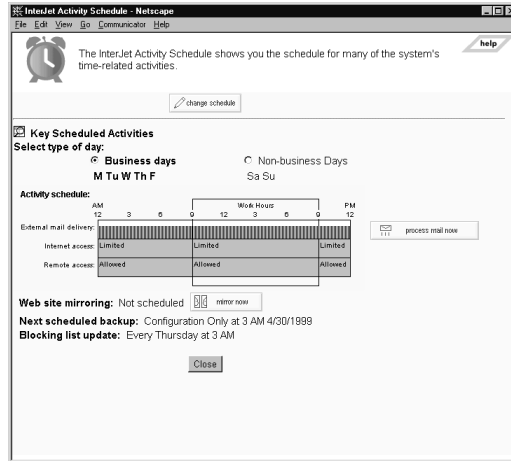
Using the InterJet Activity Schedule, you can view and specify the schedule for various time-related InterJet activities. You can schedule the times at which the following activities occur:

- The InterJet connects to IBM or another ISP to retrieve incoming and send outgoing e-mail messages.
- The InterJet transfers your organization's public Web site to your service provider—that is, IBM, another ISP, or a third-party Web-hosting service provider. This option is available only if your service provider hosts your Web site and you are using Web site mirroring to copy your Web site files to the service provider's server.
- The InterJet automatically creates backup files of its data periodically—either only InterJet configuration data or all InterJet data, including configuration data, files on the InterJet file server, and e-mail messages on the InterJet mail server.
- Users' access to the Internet is
 - unlimited
 - limited
 - not allowed
- Users can log in to the InterJet and access your network from remote locations. This option is available only if your custom service package includes the Secure Remote Access feature.

To view the InterJet Activity Schedule, you must have one or more administrative privileges. Only users who have the System Administrator privilege can change the schedule.

To display the current InterJet Activity Schedule, click **Schedule** on the InterJet home page.

To change the schedule, click **change schedule** on the InterJet Activity Schedule page.



InterJet Activity Schedule page

Changing the schedule for most InterJet activities may require changing your organization's *work periods*. On the Change Activity Schedule page, shown in the following figure, you can change these work periods at any time:

- **Work hours on business days:** The times on business days during which your organization normally conducts business or when most people are at work.
- **Non-work hours on business days:** The times on business days during which your organization does not conduct business and most people are not at work.
- **Non-business days:** The days on which your organization does not conduct business and most people are not at work.

On the Change Activity Schedule page, you can specify your organization's work periods and adjust the schedule for all time-related InterJet activities.

The InterJet Activity Schedule allows you to adjust the frequency and duration of InterJet activities.

☒ **Change Activity Schedule**

Set business days and hours:

Business days: ☒ M ☒ Tu ☒ W ☒ Th ☒ F ☐ Sa ☐ Su

During those days, work hours are: 8 AM to 6 PM

Schedule occasional activities:

☒ Mirror Web site, if necessary, at 3 AM

To schedule backups, click: [Schedule backups](#)

Schedule activities by work period:

	Business Days		Non-Business Days
	Work Hours	Non-Work Hours	
Send external mail at least every:	10 minutes	10 minutes	10 minutes
Retrieve external mail every:	3 hours	3 hours	3 hours
Allow Internet (Web and FTP) access:	Limited	Limited	Limited
Remote access:	☒ Allow	☒ Allow	☐ Allow
Disconnect after... of idle time:	5 minutes	5 minutes	5 minutes

OK Cancel

Change Activity Schedule page

For some scheduled activities—for example, Internet access—you can specify an access level for each work period. These access levels apply to individual users according to the privileges that you assign to their accounts. For example, if you limit Internet access on non-business days, only users who have the **Surf even when access is limited** privilege can access the Internet during that work period. You can use the Personnel Agent to modify the privileges for specific user accounts at any time.



Note: Limiting Internet access requires that you configure the Web browsers on all client computers to use the InterJet proxy server. For information about configuring Web browsers to use the InterJet proxy server, refer to *Installing the InterJet II* or InterJet Help.



For more information about viewing and changing the InterJet Activity Schedule, look up "InterJet Activity Schedule" in the Help Index.

For more information about limiting Internet access for your organization and specific users, look up "Internet access, controlling" in the Help Index.

Getting Started with Your Custom Service Package

Your custom service package includes an InterJet with bundled features, services, and a WAN (wide area network) connectivity option for Internet access. This chapter describes the bundled features, services, and WAN connectivity options that your package may include. It also explains how to configure and use the bundled features.

WAN Connectivity Options

Depending on your InterJet model and its bundled features, your InterJet can use one of the following types of WAN connections to connect to IBM or another ISP:



Note: Some WAN connection options may not be available at this time.

- **56K Analog Connection:** Allows you to use either the internal 56K modem on the InterJet or an external 56K modem connected to the serial port on the InterJet.
- **ISDN Connection:** Allows you to use either the internal ISDN adapter on the InterJet or an external ISDN terminal adapter connected to the serial port on the InterJet.
- **DSL (Digital Subscriber Line) Connection:** Allows you to use an external DSL modem connected to the Perimeter Ethernet port on the InterJet.
- **Cable Modem Connection:** Allows you to use an external cable modem connected to the Perimeter Ethernet port on the InterJet.
- **Leased-Line Connection:** Allows you to use a CSU/DSU connected to the synchronous port on your InterJet to connect a leased line to the InterJet.

To change your WAN connectivity option for Internet access, call your customer support specialist.

Secure Remote Access

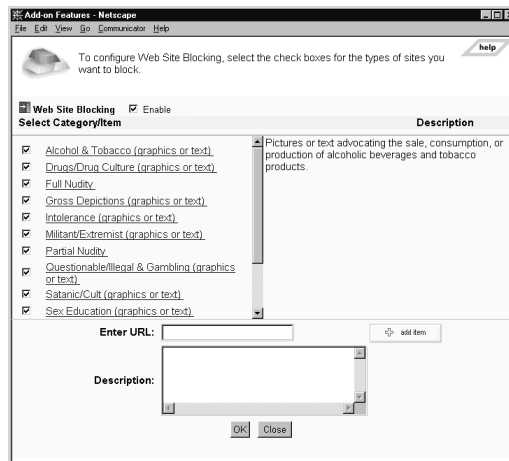
The Secure Remote Access feature allows users to log in to the InterJet and access your private Office network from a remote location, using computers running Windows 95 or 98, Windows NT Workstation, Windows 2000, or Mac OS. The InterJet firewall protects remote computers as though they were clients on your Office network. Telecommuters and mobile users can access resources on your Office network—for example, the dropbox, e-mail messages, and files on other computers—just as they would in your office.

For detailed information about the Secure Remote Access feature, including instructions on configuring the InterJet and setting up remote computers, refer to the *Secure Remote Access Configuration and User's Guide* or InterJet Help.

Web Site Blocking

Using the Web Site Blocking feature, you can prevent users on your Office network from accessing specific Web sites or categories of Web sites. For example, you can ensure that employees do not access recreational or inappropriate Web sites during working hours. Your InterJet automatically updates its list of blocked Web sites periodically—usually once a week.

On the Configure Web Site Blocking page, you can specify the Web sites or categories of Web sites that you want to prevent users from accessing. You can change the list of blocked Web sites at any time.



Configure Web Site Blocking page

Configuring Bundled Features

If your custom service package includes a bundled feature, you can use WhistleWare to configure the feature to meet your organization's needs, as follows:

- **Web Site Blocking:** You can specify the Web sites or categories of Web sites that the InterJet prevents users from accessing, and turn on or turn off Web site blocking.
- **Secure Remote Access:** You can specify the range of IP addresses that are available for remote computers, and turn on or turn off remote access to your network.
- **ISDN Connection:** If your custom service package includes the ISDN Connection feature and provides two B channels, you can specify whether the InterJet uses one or two B channels to connect to the Internet. Doing so allows you to control the connection costs that you incur with your telecommunications company.

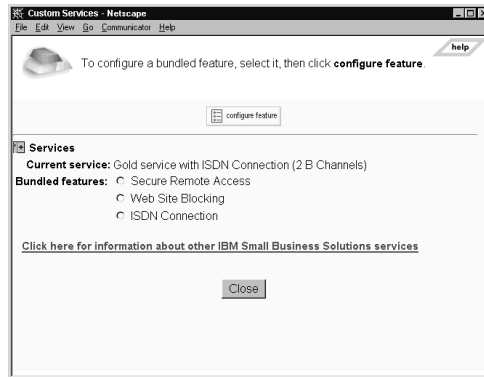


Notes:

- With the exception of the ISDN Connection, you cannot use WhistleWare to configure the WAN port that a WAN connectivity option provides. The InterJet automatically configures its WAN port during auto-configuration. If you need to change the WAN port's configuration for any reason, call your customer support specialist.
- If your custom service package includes additional features or services that this guide does not describe, and you need help with configuring them, call your customer support specialist for configuration instructions.

To configure a bundled feature:

- 1 On the InterJet home page, click **Custom Services**.
The Custom Services page appears.
- 2 Under **Bundled features**, click the option button for the feature that you want configure.
- 3 Click **configure feature**.
The configuration page for the feature appears.



Custom Services page



For information about configuring a bundled feature, either click **help** on the configuration page for that feature, or look up the feature's name in the Help Index. For the Secure Remote Access feature, you can also refer to the Secure Remote Access Configuration and User's Guide.

Using Bundled Features

Once you configure a bundled feature, you can specify its options. The following table describes the options for each bundled feature.

Options for Bundled Features

Feature	Options
Secure Remote Access	➤ Allow or disallow remote access during specific work periods, using the InterJet Activity Schedule. ➤ Allow or disallow remote access for specific users, using the Personnel Agent to assign account privileges. ➤ Temporarily turn off, then turn on the feature. ➤ View a list of all remote computers that are currently connected to the InterJet, using the System Agent. ➤ Terminate remote computers' connections at any time, using the System Agent. Note: To use Secure Remote Access, remote users must configure PPTP client programs on their computers. For more information, refer to InterJet Help or the <i>Secure Remote Access Configuration and User's Guide</i>.
Web Site Blocking	➤ Select the days and times during which Web site blocking is in effect, using the InterJet Activity Schedule. Web Site Blocking is in effect during periods when Internet access is set to Limited. ➤ Temporarily turn off, then turn on the feature. ➤ Allow specific users to access blocked sites, using the Personnel Agent to assign account privileges.
WAN connections	➤ If your InterJet connects to your ISP using a WAN port—that is, the 56K modem port, ISDN port, synchronous serial port, or serial port—enable or disable the WAN port, using the System Agent. ➤ If your InterJet has the ISDN Connection feature and it provides two B channels, switch from two to one B channel at any time, to control the connection costs that you incur with your telecommunications company. ➤ If your InterJet connects to your ISP using a device connected to the Perimeter Ethernet port—such as a DSL or cable modem—enable or disable the Perimeter Ethernet port.



For more information about configuring and using a bundled feature, look up the feature's name in the Help Index.



Troubleshooting

This appendix provides information about solving problems that you may encounter when using the InterJet. For information about solving problems when installing and configuring InterJet and setting up client computers, refer to the troubleshooting section in *Installing the InterJet II*.

Using Troubleshooting Topics in InterJet Help

Troubleshooting topics in InterJet Help provide solutions to many common problems. To find a topic, simply click **Troubleshooting** in the InterJet Help Table of Contents. Refer to the troubleshooting topics to solve problems with the following:

- access to the InterJet and network
- access to the Internet and Web
- e-mail
- your ISP connection
- your Web and FTP sites
- the InterJet system

Restoring the InterJet if It Reverts to Factory Default Settings

If you attempt to restore the InterJet using a complete backup file, and the restoration process is interrupted, the InterJet reverts to its factory default settings. However, once you complete the restoration process, your custom settings are restored.

To complete the restoration process, follow these steps:

- 1** Access the InterJet by typing `interjet` in your Web browser's **Address** or **Location** box.

If you are unable to access the InterJet, you must specify the IP address for the InterJet on your Office network, as follows:

- a** On the front panel of the InterJet unit, press the **Enter** key.
- b** If your InterJet does not use the default IP address `192.168.1.1`, press the **del** function key to delete the default IP address. Then use the keys to specify the InterJet IP address.
- c** Press **Enter**.
- d** If necessary, specify a new netmask, using the keys. Otherwise, press **Enter** to accept the default netmask.

Once you access the InterJet, your browser's login dialog box appears.

- 2** Log in to the InterJet using the login name `admin` and the password `admin`.

The Auto-configuration Wizard appears.

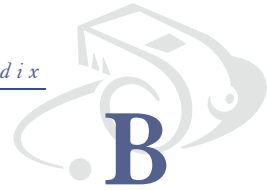
- 3** Click **Exit** to quit the Auto-configuration Wizard.

The Office Setup Wizard appears.

- 4** Click **Exit** to quit the Office Setup Wizard.

The InterJet home page appears.

- 5** Restore the InterJet using the complete backup file that you created.



Care and Safety Information

When using and maintaining your InterJet, observe the following safety precautions to prevent personal injury or damage to your InterJet. For safety precautions that you should observe when installing the InterJet, refer to *Installing the InterJet II*.

General Precautions



- Do not rest anything on top of the InterJet.
- Do not allow children to handle the unit, power cord, or cables.
- Keep the InterJet away from sources of liquids or excess moisture—such as wash basins, kitchens, showers, and so on.
- Under any of the following circumstances, shut down the InterJet using the LCD and keys, following the instructions in the table “Settings on the LCD” on page 2-3, then turn off the unit’s power and unplug it:
 - food or liquids were spilled on the InterJet
 - the InterJet has been exposed to excessive amounts of moisture, such as rain or steam
 - the power cord has become damaged
 - the InterJet has been dropped

If you suspect that any of these occurrences or any other has damaged your InterJet, do not attempt to use your InterJet. Contact your customer support specialist to have your InterJet examined by a certified InterJet service technician.

Moving the InterJet

Before moving the InterJet, shut down the unit using the LCD and keys, following the instructions in the table “Settings on the LCD” on page 2-3. Then, following the instructions in the following table, disconnect the InterJet and any connected devices from electrical outlets, telecommunications service lines, and network cabling. Once you have moved the InterJet, reconnect everything, then restart the InterJet.

To disconnect the InterJet and any connected devices...	To reconnect the InterJet and any connected devices...
1 Turn off the InterJet and any connected device that has its own power switch. 2 Unplug all power cords from electrical outlets. 3 Disconnect all signal cables—including telecommunications lines and network cabling—from their receptacles. 4 Disconnect all power cords, signal cables, and any other cables from the InterJet and any connected device.	1 Ensuring that the InterJet and any device that you are going to connect to the InterJet are off, connect all power cords and signal cables to the InterJet and the device. 2 Connect all signal cables—including telecommunications lines and network cabling—to their receptacles. 3 Connect all power cords to properly grounded electrical outlets. 4 Turn on the InterJet and any connected device that have its own power switch.

Maintaining the InterJet

- Before cleaning the InterJet unit, shut down the unit using the LCD and keys, following the instructions in the table “Settings on the LCD” on page 2-3. Then, turn off the unit and unplug it. Clean the InterJet using a soft, damp cloth, making sure that no water gets inside the unit through the cooling vents. Do not use chemical cleaners that contain benzene, alcohol, or other organic solvents.



- To help avoid an electrical fire, dust the power plug every 6 months.
- If you will not be using the InterJet for an extended period of time, shut down the unit, following the instructions in the table “Settings on the LCD” on page 2-3, then turn off the unit’s power and unplug it.



- Keep the unit’s cooling vents clear of obstructions. If the vents are obstructed, components may overheat, causing damage.



- Do not attempt to replace any parts inside the InterJet. If the InterJet requires any service or maintenance, contact your customer support specialist, who can arrange to have a certified InterJet service technician perform the service.

Replacing the Lithium Battery



The InterJet contains a lithium battery. Only a certified InterJet service technician should replace the lithium battery in the InterJet.

InterJet service technicians only: If you fail to use, handle, or dispose of this battery properly, it can explode. Replace the battery with either an identical or an equivalent type of lithium battery. Never do any of the following:

- throw the battery into or immerse it in water
- heat the battery to more than 100°C, or 212°F
- attempt to repair or disassemble the battery

Dispose of the battery as required by local ordinances or regulations.

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