

The InterJet Administrator's Guide

WhistleWare Version 3



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WhistleWare Version 3



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U.S.A.

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About This Guide

This guide provides step-by-step instructions for all the tasks you can perform with the Whistle™ InterJet™. It is intended primarily for users who will perform administrative tasks for the InterJet; however it includes instructions for basic tasks that all InterJet users can perform. This manual assumes administrators are familiar with either the Windows 95 operating system or Macintosh OS 7.5 or later.

For information on installing your InterJet, and on connecting and configuring the client computers on your network, refer to *The InterJet Installation Guide*.

Organization of This Guide

This guide is organized as follows:

- **Introduction:** Chapter 1, “Introducing the Whistle InterJet,” introduces you to the InterJet and gives an overview of the InterJet software.
- **Basic Services:** Chapter 2, “Using Basic Services,” introduces the basic use of the InterJet. This chapter is for all users, not just the administrator. It tells you how to take advantage of the InterJet’s features to do things like forward your e-mail when you are on vacation and use the mailing lists that the mail manager has set up for your organization. You can make copies of this section to introduce all of your employees to their new e-mail and Web services.
- **Administrator’s Reference:** Chapters 3-9 are addressed to the InterJet system administrators, that is, users whose accounts have administrative privileges enabled. Chapter 3, “Using the InterJet Agents,” is an overview of the InterJet Agents, and the following chapters explain how to use each agent to administer your new Internet productivity system.
- **Appendices:** Appendix A, “Troubleshooting Your InterJet,” provides some helpful tips on what to do if you encounter some common error messages or problem situations, and on how to test your InterJet’s functions. Appendix B, “Configuring the InterJet with the LCD,” describes how to get information about the state of your InterJet and perform certain administrative tasks manually, using the LCD screen and keypad on the front of your InterJet, instead of through the System Agent.

Appendix C, “Customizing the Employees Page,” has special instructions you must follow if you want to change the layout of the default Employees page for your internal Web site.

- **Glossary:** The glossary defines the Internet and networking terms used throughout this manual.

Type Style Conventions Used in This Guide

The following style conventions are used in this manual:

Type Style Conventions

Type Style	Usage	Example
Bold	Indicates a button, tab, or label that appears on an InterJet page. Also indicates options and menu items in other software.	Edit
Monospace	Indicates a file or directory name, URL, or screen message. When used to indicate information to be entered, enter the text exactly as given.	<code>setup.exe</code>
Monospace italic with angle brackets	Indicates a description of information to be entered. You must replace this with the real information when you enter it.	<i><domain_name></i>
Small caps	Indicates the name of a key on your keyboard.	ENTER
Italic	Indicates emphasis or a new term.	<i>Perimeter Ethernet</i>

Icons Used in This Guide

The following icons are used throughout this manual to highlight significant points:



Note: Notes point out information that is noteworthy and details that deserve special attention.



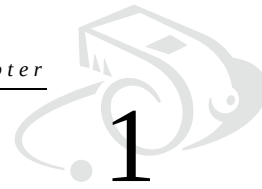
Important: The exclamation point icon emphasizes information that is essential. It is important that you read this information carefully and follow any related instructions.



Caution: Cautions call your attention to information that you must observe to avoid loss of data or damage to the InterJet.



Tip: Tips provide advice on tricks and techniques for using your InterJet. They indicate information that is not critical but that enhances your knowledge of the InterJet.



Introducing the Whistle InterJet

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Welcome to the Whistle™ InterJet™—the complete solution for connecting your Ethernet local area network (LAN) to the Internet. As an Internet appliance with its own built-in, easy-to-use software, the InterJet provides a variety of powerful features that enhance your organization's communications and information retrieval capabilities. With the InterJet, you can easily maintain your organization's access to the Internet without the need for networking expertise.

Features of the InterJet

With the InterJet connected to your network, everyone in your organization can have the following capabilities:



Electronic mail. The InterJet provides all employees with their own electronic mail (e-mail) addresses. With this address, employees can exchange messages and files with people both inside your network or out in the worldwide Internet community.



Shared file space. All employees have access to file space on the InterJet; this space includes a private directory for their own files and a “dropbox” directory for files that different people need to work with.



Internet access. Using a browser, such as Netscape Navigator (included with the InterJet) or Microsoft Internet Explorer, employees can surf the World Wide Web and take advantage of the vast amount of information available there.



Internal Web publishing. The InterJet lets each employee publish internal Web pages, which can be seen by the other InterJet users on your network. These Web pages provide a convenient way for employees to share information with each other.



External Web publishing. The InterJet gives your organization a quick and easy way to publish an external Web site that can be seen by the public. You can allow designated employees to publish information on your external Web site. To host your Web services, you can use the InterJet itself, your Internet Service Provider (ISP), or another computer connected to your network.

Your InterJet Documentation

Your InterJet features a variety of documentation resources to help you set up and use your InterJet effectively.

- **The InterJet Installation Guide:** This guide includes complete instruction for setting up your InterJet. It shows you how to connect the InterJet to your network and how to set up your computers to work with the InterJet.
- **The InterJet Quick Start:** The *Quick Start* provides concise instructions for installing your InterJet, setting up your computers, and creating user accounts.
- **The InterJet Administrator's Guide:** This guide introduces you to the InterJet and provides descriptions and procedures that cover all features and functions of the InterJet's software.
- **Online Help systems:** The InterJet features two online Help systems. A comprehensive Help system with step-by-step instructions is available from any InterJet page. In addition, context-sensitive Help with descriptions of screen items and brief instructions for their use is available for each InterJet page. For more information about using the Help systems, see the section "Accessing Online Help" on page 2-6.
- **Agent tips:** Helpful tips at the top of the Agent pages remind you of each Agent's capabilities and give you information about your current activity. For general information about using the Agent pages, see the section "Using the InterJet System Software" on page 2-4.
- **Release Notes:** The Release Notes for the current version of the software provide usage tips and information on known problems. You can access the latest Release Notes from the Whistle Agent, as described in Chapter 8.

Technical Support Resources

If you have an InterJet question or are having difficulty using your InterJet and cannot find an answer in the documentation, see your *Technical Support Guide*. This guide includes information about how to access online support on the Internet and how to contact support representatives. It also tells you where to get help with third-party software you use with the InterJet.

How Your InterJet Works

The InterJet provides both local network services and a link to the Internet through your Internet Service Provider (ISP). Figure 1-1 illustrates the relationship of your private and publicly accessible networks, and shows how your InterJet protects your private network from unauthorized access.

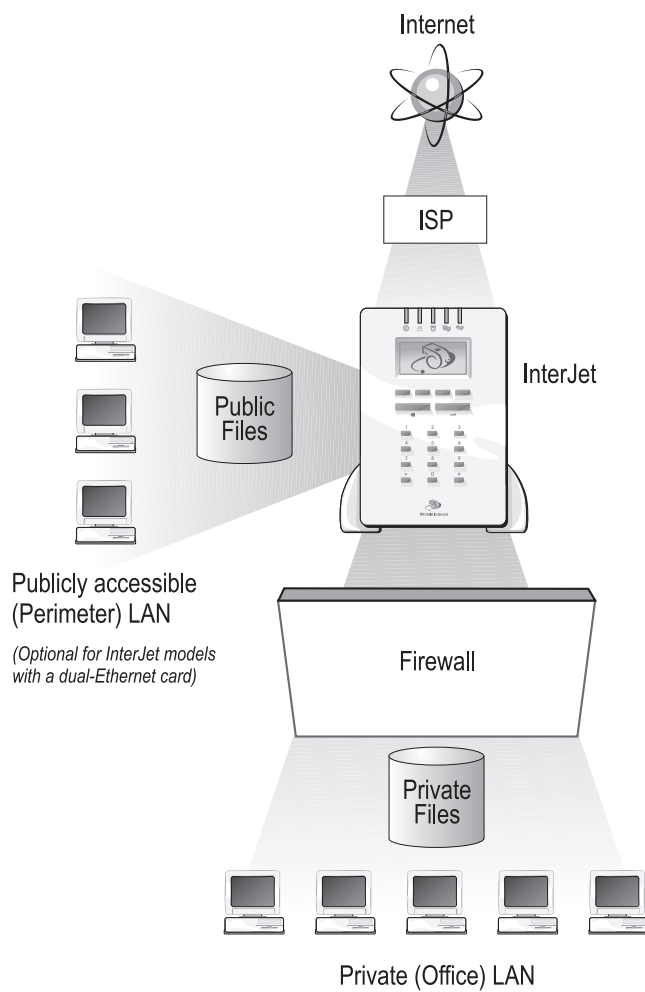


Figure 1-1 Network accessibility

Local Network Services on the InterJet

The InterJet provides internal e-mail, shared file space, and Web publishing within your organization. These services are internal functions that do not require your InterJet to be connected to your ISP.

The InterJet's e-mail service routes internal e-mail directly between internal users, without connecting to the ISP. With the InterJet's shared file space, users can store and exchange files of all types—even those for different computers or operating systems—in public and private directories.

In addition, the InterJet's Web service allows you to create an *intranet*—a network that uses the same technologies as the Internet, but that runs exclusively within your private local network. With an intranet, you can maintain an internal Web site for organization, and users can publish their own Web pages for enhanced inter-office communication and information exchange.

To protect your intranet and private files from access from outside the organization, the InterJet has a *firewall* that allows employees to look out at the Internet, but that keeps others on the Internet from looking in.

The InterJet as Your Link to the Internet

To provide your organization with a link to the Internet, the InterJet connects to your ISP. Your ISP is connected with high-speed transmission lines to the Internet, which is a network that connects millions of computers around the world. Many of these computers are Internet *servers*, which provide some type of information or service to the other computers on the Internet. The newest and fastest-growing Internet service—the World Wide Web—provides an easy-to-use, point-and-click interface that supports graphics, text, sound, and animation to create a rich communications medium. Other types of Internet services include File Transfer Protocol (FTP), which allows you to download files from remote servers; and electronic mail, which allows you to exchange messages and files with people anywhere in the world. With your InterJet-to-ISP connection, your organization can take full advantage of these Internet services, as well as publish its own Web site.

ISP Connections with the InterJet

All InterJet models can connect to your ISP through either a regular telephone line or an ISDN (Integrated Services Digital Network) line. InterJet models that have a synchronous serial port can also connect to your ISP through a dedicated leased line. Depending on the type of service you have with your ISP, modem and ISDN lines can connect to your ISP only at certain times, which is called the *dial-on-demand*

mode, or they can remain connected all the time, which is called the *full-time* mode. A dedicated leased line always maintains a high-speed, full-time connection.

With the dial-on-demand mode, your InterJet connects to your ISP only when it needs to send or collect external e-mail or when a user requests Internet access. In addition, this mode allows you to create *blackout periods*, which disallow automatic ISP connections at certain times in order to limit Internet access and/or control connection costs.

With the full-time mode, your InterJet remains connected to your ISP 24 hours a day. Full-time connections can be provided through a special service line installed at your site or, if your InterJet has a synchronous serial port, through a dedicated leased line. Depending on your connection type, line speeds can range from 56K to fractional T1 to full 1.544 Mbps T1. Note that full-time connections do not require the need to control connection costs.

Local Networks and Public Access

All InterJet models allow you to connect your private local network to the Internet. This network, called the *Office Ethernet network*, is protected by the InterJet's *fire-wall*—software that insulates your network from outside access.

InterJet models with a dual-Ethernet card also provide you with a publicly accessible local network, called the *Perimeter Ethernet network*. People both inside and outside your organization can access the Perimeter network. You can think of the Perimeter network as going around the outside of the firewall, while the Office network is inside it. Because the whole Internet has access to your Perimeter network, you can use machines on this network to provide your own services—such as hosting a public Web site or providing FTP services—to the Internet community. If your InterJet has a synchronous serial port, you can provide these services through a dedicated leased line connection to your ISP; this connection provides the line speed best suited for public access to your Perimeter network.

Overview of the Whistle InterJet Software

This section introduces the InterJet's system software, which you access using a Web browser. The system software allows all users to take advantage of basic services, such as using mailing lists or forwarding e-mail during vacations; it also allows the InterJet administrator to customize your installation and Web site and troubleshoot the system's performance.

The Agent Home Page

The Agent Home page, shown in Figure 1-2, is the starting point for using the InterJet software, called WhistleWare™. This Web page is the first page that comes up when you access the InterJet software by double-clicking the InterJet icon on your desktop or by typing the word `interjet` into your browser's "location" or "address" box. You can always get back to the Agent Home page from any other page by clicking the icon labeled **Agent Home**.



Figure 1-2 The Agent Home page

The Agent Home page shows you six agent icons. These are the Interjet agents. They help you to connect to the Internet, publish Web pages, send and receive mail, share files, and handle many general administrative tasks. To handle these tasks, click the agent that you want to use. Each of the agents is described briefly below and in more detail in its own chapter in this manual.

The Interjet Agents

Whistle Communications provides you with a cast of agents to handle administration and Internet productivity. This manual includes a chapter for each agent; each chapter describes the services of that agent in detail, shows each agent page, and gives directions for each task.

Only users with the proper administrative privileges can make certain changes. To protect the system from being altered accidentally, the InterJet displays certain control buttons, tabs, features, and pages only to people who have the associated admin-

istrative privilege. For example, a user who does not have Personnel Administrator privileges cannot see a button for editing user account information.

Notes:

- You might find that you cannot enter or change some information; that is, an item that you think should be editable appears as a plain text label. This can be because you do not have the proper administrative privilege, or it can be because your ISP has “locked down” that information; that is, the correct information is provided by the ISP during the auto-configuration process and can only be modified by the ISP. If you have questions regarding a locked-down field, contact your ISP.
- You may find that this guide describes some items that do not appear on your screen. In this case, your ISP has customized WhistleWare to add or remove items. Consult the *Read Me First* document to see if your ISP has made any customizations to WhistleWare. Otherwise, if you have any questions about items you think are missing, contact your ISP.

Chapter 3, “Using the InterJet Agents,” gives an overview of the agents and what services each agent provides. The following brief descriptions introduce each of the agents:

- The **Personnel Agent** helps you set up and manage user accounts for each of the users at your site. This agent is described in detail in Chapter 4.
- The **Mail Agent** helps you manage the e-mail system. This agent is described in detail in Chapter 5.
- The **Webmaster Agent** gives you information about your internal and public Web sites. It also manages your Web-hosting service, Web mirroring, and your file transfer service. This agent is described in detail in Chapter 6.
- The **System Agent** provides information about your InterJet, your network, and the client computers and other devices connected to your network. This agent is described in detail in Chapter 7. (Note that some system administration tasks can also be performed manually on the InterJet’s LCD screen. For more information, see Appendix B.)
- The **Whistle Agent** explains the features of the InterJet, and helps you access Whistle Communication’s Web site to find the latest information on the InterJet, as well as the latest release notes. This agent is described in detail in Chapter 8.

- The **ISP Agent** gives you access to your ISP through their Web site or e-mail. This agent is described in detail in Chapter 9.



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Overview

This chapter is a brief guide to the basic use of the InterJet for all InterJet users. The chapter explains the features of the InterJet that anyone with a Web account and an e-mail account can use. You can:

- Change your password. See the section “Changing Your Password” on page 2-6.
- Set up vacation mail handling. See the section “Handling E-mail During Absences” on page 2-9.
- Look at and use mailing and associates lists. See the section “Viewing and Using Mailing and Associates Lists” on page 2-13.
- Read and send mail from home or when you are away from the office. See the section “Accessing Your Mail Remotely” on page 2-16.
- Keep private files in your own file space on the InterJet, and share files with other employees using the /dropbox directory. See the section “Using Shared File Space” on page 2-17.
- Look at the Web pages for your own organization. See the section “Viewing Your Organization's Web Pages” on page 2-19.
- Publish your own Web pages that can be seen by other employees. See the section “Publishing Personal Web Pages” on page 2-20.
- Create your own personal Web page from a pre-designed template. See the section “Creating a Personal Home Page from the Template” on page 2-21.
- Look at information about your own account. See the section “Viewing Your Account Services and Privileges” on page 2-23.



Note: It is perfectly safe for you to look at or change anything that you see when using the InterJet. The InterJet displays the control buttons, tabs, and features only to people who have the associated privilege. For example, a user who does not have personnel management privileges cannot see a button for editing user account information or privileges.

Accessing the InterJet System Software

To access the InterJet system software:

1. Double-click the InterJet icon on your desktop.
Alternatively, you can launch your Web browser and type the word `interjet` into the “location” or “address” box.
An authorization box appears, as shown in Figure 2-1.



Figure 2-1 The Authorization dialog box (Netscape Navigator)

2. Type your login name and password.
3. Click **OK**. The home page for the InterJet system software appears, as shown in Figure 2-2. This page, called the Agent Home page, is used to navigate through the InterJet system software. Each of the agents handles a different set of tasks.



Figure 2-2 The Agent Home page

Using the InterJet System Software

The Agent Home page, shown in Figure 2-2, is the first page that comes up when you access the InterJet system software, called WhistleWare. You can always get back to the Agent Home page from any other page by clicking the button labeled **Agent Home**.

The Agent Home page shows you six agent icons. These are the Interjet agents. They help you to change your password, set up e-mail options, look at mailing lists, connect to the Internet, and publish Web pages. To perform these tasks, click the agent that you want to use. When you click one of the agents, that agent gives you tips on your current activity and access to all of the related pages. An example of an agent's page is shown in Figure 2-3.

Context-sensitive
tips and messages

Page navigation
buttons

Information area

Command
buttons

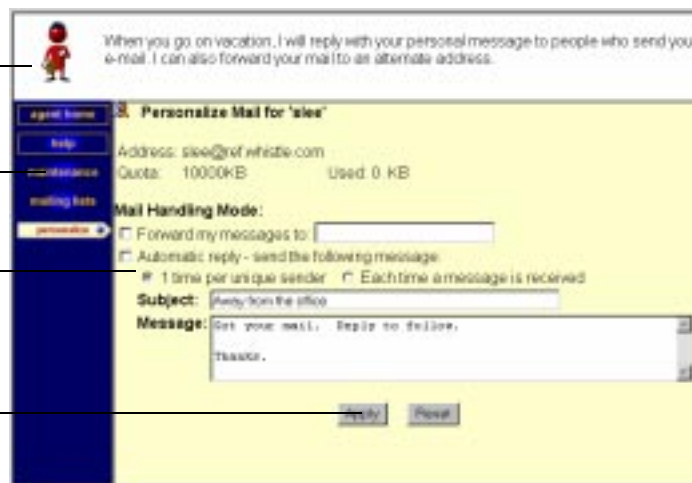


Figure 2-3 An example of an agent's page

Navigating the InterJet Software

The following tips will help you to navigate through the InterJet's pages to perform different tasks:

- Page navigation buttons appear at the left side of the agent pages. Each button displays a primary page, which may in turn have tabs along the top. From any page, you can click buttons, tabs, or underlined text to see more information or to go to another page. When you click a button or tab, it is highlighted. You can click a highlighted button or tab again to return to its primary page.
- To save any work you do with the InterJet, you generally need to click the **OK** or **Apply** command button at the bottom of the page. You might need to use the right-hand scroll bar to see these buttons. When you click **OK**, your changes are saved and the display returns to the previous page. When you click **Apply**, your changes are saved and the current page remains on the display.
- Whistle Communications recommends that you do not use your browser's **Back** button. Instead, use the navigation buttons, or use the **OK** and **Cancel** buttons that appear on some pages. If you ever lose track of where you are, click the house icon labeled **Agent Home** to return to the Agent Home page. You can then select an agent and start again.
- To select an item in a list, click the button by that item; often the button is under a **Select** column. When an item in a list is selected, actions that you initiate apply to that item.
- Many of the pages that display lists have small icons that help you identify the items on the list. Some of these items have descriptive information, or tips, associated with them. Place your mouse pointer over the icon; the tip appears below the icon. (Note, however, that the icons do *not* provide navigation to other pages.)

Accessing Online Help

The InterJet provides you with quick access to two Help systems: a general Help system that provides you with step-by-step instructions for all of the tasks you can perform with the InterJet; and a context-sensitive Help system that provides you with descriptions of the items on the page you are looking at and brief instructions for using those items.

- **Step-by-step Help:** You can access the step-by-step Help system in two ways:
 - From the Agent Home page (shown in Figure 2-2 on page 2-3), click the **Help** button on the left.
 - From any agent page, click the Agent icon at the top left-hand corner of the page.
- **Context-sensitive Help:** To access context-sensitive Help from any agent page, click the **Help** button on the left.

Changing Your Password

For security purposes, you should change your password as soon as you receive your account. You should change it to something that you can remember easily. You can change it again at any time.

To change your password:

1. Go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Personnel Agent**.
3. Select your account by clicking the button next to your name.
4. Click **view**. (Note that if you have Personnel Administrator privileges, this button is labeled **edit** rather than **view**. You can still use it to change your password.)
5. Type the new password into the **New Password** box. The password can be up to eight characters. To protect the security of your password, it is not displayed as you type it. Instead, an asterisk appears as you type each character.

6. Type the new password again into the **Confirm** box. This helps guard against typing errors. Asterisks are displayed as you type.
7. Click **OK** at the bottom of the page to register the changed password.

Storing Your Mail

Unless you delete your mail messages as soon as you read them, they must be stored so that you can see them again the next time you look at your mail. You can choose whether to store your mail on your local hard disk (that is, the computer on your desk) or on the InterJet's file space. Choose where to store your mail by setting a preference or option in your mail program; the way you do this depends on which mail program you are using. For instructions on storing your mail using Netscape Messenger, which is the mail program included with the Netscape Communicator suite, see the section "Choosing Where to Store Your Mail in Netscape Messenger" on page 2-7.

The administrator assigns each user a fixed amount of disk space in which to store mail. This amount can vary from user to user and is called your *mail storage quota*. Because your mail server is the InterJet, if you choose to leave your mail on the server, your messages are stored on the InterJet's disk. If everyone did this, and if they kept all of their mail messages, the InterJet disk space would soon fill up.

Whenever the space used by your mail exceeds 80% of your quota, the InterJet sends you an e-mail message explaining the problem. You must delete messages or store them somewhere else; if you do not do so, you can run out of storage space. If this happens, your mail messages are delayed; if you do not make room for them, they are eventually returned to the sender.

If you store your mail on the InterJet, you should periodically check on how much of your storage space quota you have used. (See the section "Checking Your Mail Quota Usage" on page 2-8.)

Choosing Where to Store Your Mail in Netscape Messenger

To choose your mail storage preference in Netscape Messenger:

1. In the Netscape Communicator main window, select **Preferences** from the **Edit** menu.
2. Under **Mail & Groups** on the left, select **Mail Server**. The Mail Server dialog box appears, as shown in Figure 2-4.

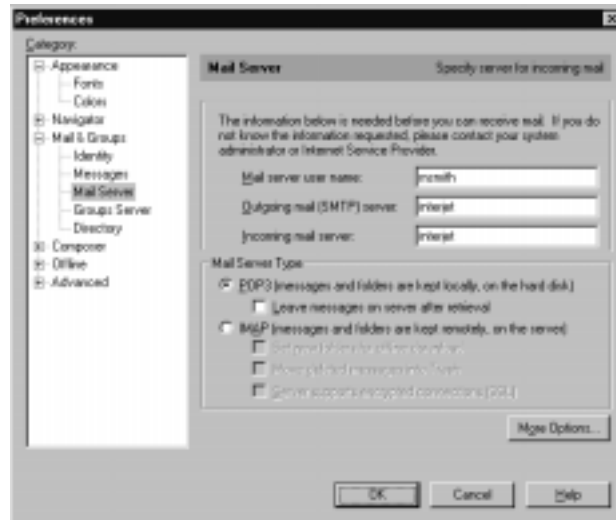


Figure 2-4 The Netscape Messenger Mail Server dialog box

3. Under **Mail Server Type**, ensure that **POP3** is selected. (It is recommended that you use POP3 so that you can download mail to your computer. Because IMAP stores mail on the server, your storage space on the InterJet's hard disk can fill up quickly.)
4. Select the check box labeled **Leave messages on server after retrieval** if you want to save a copy of your e-mail on the InterJet's server. If you do not want to save e-mail on the InterJet, clear this check box. Use this option only when you are away from your office and want to retrieve mail remotely (see the section "Accessing Your Mail Remotely" on page 2-16). If you leave this option selected, your storage space might fill up and your new messages will be returned to their senders.
5. Click **OK**.

Checking Your Mail Quota Usage

If you choose to store mail on the InterJet's server, you can use the Mail Agent to see how close you are to your mail storage quota. You should periodically check how much of your quota you have used.

To find out what your quota is, and how much of it you are currently using, use the Mail Agent's Personalize page.

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **personalize**. The Mail Personalize page appears, as shown in Figure 2-5.

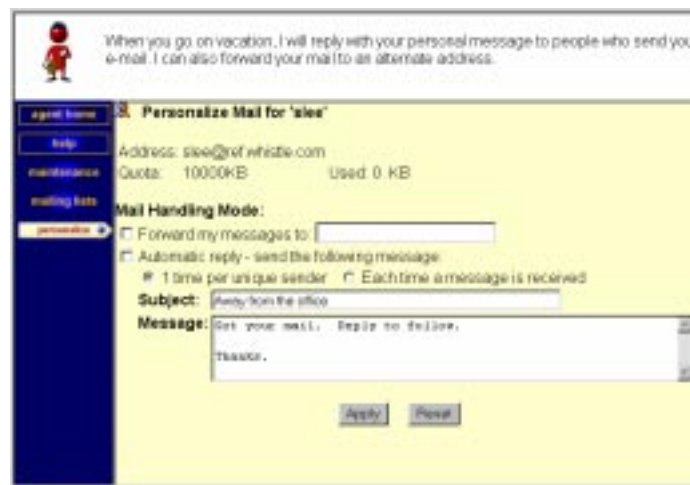


Figure 2-5 The Mail Personalize page

The top section of this page shows your mail storage quota and how much of it is currently being used.

Handling E-mail During Absences

Whenever you leave the office or cannot check e-mail every day, it accumulates. Often people who sent the mail do not realize why you do not respond. Worse, if the mail is urgent, it might be critical for someone else in the organization to handle it while you are away.

The InterJet gives you two different ways to handle e-mail whenever you are out of the office. You can use either or both of these options.

➤ E-mail Forwarding

You can forward all new messages to another person or persons of your choice. Until you turn forwarding off, e-mail addressed to you is sent to the forwarding address. For details on how to use this feature, see the section “Mail Forwarding” on page 2-10.

➤ Automatic Reply

You can specify a customized message that is sent back to message senders when they send you e-mail during your absence. For details on how to use this feature, see the section “Automatic Replies” on page 2-11.



Note: Users with Postmaster privileges can set up e-mail forwarding and automatic replies for other users (see Chapter 5).

Mail Forwarding

You can forward new messages to any other e-mail address or addresses that you specify. Until you turn forwarding off, e-mail messages addressed to you are sent to the forwarding addresses instead.



Tip: If you want to receive a copy of the forwarded message, include your own address among the forwarding addresses.

This method forwards all e-mail, so it is a good idea to tell anyone who regularly sends you mail that someone else will be reading your mail while you are away. You can also mention that mail is being forwarded in your automatic reply message, if you are using it.

To turn on this feature and specify the forwarding address:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **personalize**. The Mail Personalize page appears, as shown in Figure 2-5 on page 2-9.
4. In the **Mail Handling Mode** section, select the check box labeled **Forward my messages to**.



5. In the text box next to this line, type in the e-mail address of the person to whom you want to forward your messages. You can enter more than one address, separated by commas. For example:

`jsmith@whistle.com, slee@whistle.com`

If you include your own address, you receive a copy of each forwarded message.

Tip: If you are forwarding mail to other InterJet users in your organization, you can type just their login names instead of the full e-mail address. For example, you can type `jsmith` instead of `jsmith@whistle.com`.

6. Scroll down, if necessary, and click **Apply** to apply your changes.

To turn off the mail forwarding feature when you return:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **personalize**.
4. In the **Mail Handling Mode** section, clear the check box labeled **Forward my messages**.
5. Scroll down, if necessary, and click **Apply** to apply your changes.



Tip: The forwarding information is not removed when you disable forwarding. The next time you leave the office, you can easily forward your mail to the same person just by selecting the **Forward my messages** check box to enable forwarding.

Automatic Replies

You can specify a customized message that is sent back to message senders when they send you e-mail during your absence. There are two types of automatic replies:

- One-time reply (1 time per unique sender)

The reply message is sent back the first time mail is received from a particular sender. Each sender only gets one reply message, regardless of how many messages they send you.

- Reply to every message (Each time a message is received)

The return message is sent every time a message is received from the sender, not just the first time.

To turn on this feature and specify the return message:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **personalize**. The Personalize page appears, as shown in Figure 2-5 on page 2-9.
4. In the **Mail Handling Mode** section, select the check box labeled **Automatic reply**.
5. Choose whether to send the reply to every message, or just to the first message from a sender.
 - Click the button labeled **1 time per unique sender** to send the reply only to the first message.
 - Click the button labeled **Each time a message is received** to send the reply to every message.
6. Type the subject line of the return message into the box labeled **Subject**.
7. Type the content of the return message into the box labeled **Message**.
8. Scroll down, if necessary, and click **Apply** to apply your changes.

To turn off the automatic reply feature when you return:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **personalize**.
4. In the **Mail Handling Mode** section, clear the check box labeled **Automatic reply**.
5. Scroll down, if necessary, and click **Apply** to apply your changes.



Tip: The reply message itself is not removed when you disable automatic replies. The next time you leave the office, you can easily use the same message just by clicking the **Automatic reply** box to enable automatic replies.

Viewing and Using Mailing and Associates Lists

The Whistle InterJet allows your organization to set up *mailing lists* and an *Associates list*. Mailing lists allow you to send e-mail to a specific group of people who are likely to be interested in it. The Associates list helps you to keep track of people who are associated with your organization, but who do not have local e-mail accounts, such as contractors or vendors.

You can create and edit these lists only if you have Postmaster administrative privileges. However, anyone can use the mailing lists to send mail or look at the Associates list to access the information in it, such as how to contact a particular vendor.

Viewing and Using Mailing Lists

When you send e-mail, you want to make sure that it goes to the people who need to see it. You also want to make sure that you do not send it to people who do not need to see it. Most organizations create mailing lists for all kinds of special-interest groups in your organization, from whole departments, to attendees of a certain meeting, to people who share a hobby.

When you want to send mail to a mailing list, it is a good idea to be certain you know who is on the list. To view all of the mailing lists that have been created and use them to send mail:

1. Go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Mail Agent**.
3. Click **mailing lists**. The Mailing Lists page appears, as shown in Figure 2-6.

All of the mailing lists that have been created appear in the list of addresses. You may need to scroll to see them all.

4. Select the mailing list you want to examine by clicking the button next to it.

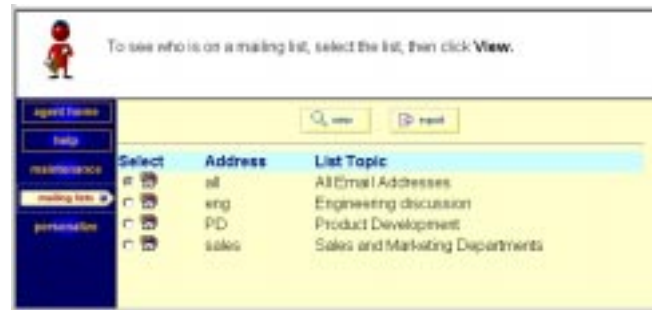


Figure 2-6 The Mailing Lists page

5. Click **view**. (Note that if you have Postmaster privileges, this button is labeled **edit** rather than **view**. You can still use it to look at the mailing list.)

To send a message to a mailing list, open your mail program and choose the “New Message” or “Send Message” option. Type the name of the mailing list in the address box, just as if it were a simple e-mail address.

Exporting a Mailing List

You can export all of the InterJet e-mail addresses or a selected mailing list to a text file, suitable for incorporation into an e-mail program’s address book.

To export InterJet addresses:

1. Go to the Mailing Lists page, as described in the section “Viewing and Using Mailing Lists” on page 2-13.
2. Select the mailing list you want to export. To export all addresses, select the **all** mailing list.
3. On the Mailing Lists page, click **export**. A dialog box appears.
4. Specify where to save the address file.
5. Click **OK**.

The system creates a text file containing the InterJet addresses from the selected mailing list, which you can import into an e-mail program that supports this feature. In the Netscape Messenger’s Address Book window, for example, select **Import** from the **File** menu to merge the existing address book with the specified file. (Note that

the merge simply appends the address files and does not remove duplicate addresses or names.)

Viewing and Using the Associates List

The Associates list contains the e-mail addresses and other information about the people who are associated with your organization, but who do not have accounts on your InterJet. For example, associates can be outside contractors, customers, suppliers, or remote employees who do not have InterJet access.

Anyone can look at the Associates list to access the information in it—for example, to find out the phone number of a customer. To look at the Associates list and use it to find information about an associate:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Personnel Agent**.
3. Click **associates**. The Associates page appears, showing the list of associates, as shown in Figure 2-7.

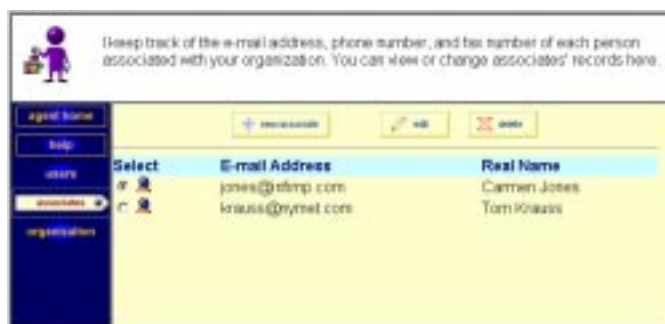


Figure 2-7 The Associates List page

4. Select an associate by clicking the button on the left.
5. To see additional information about the selected associate, such as a fax or phone number, click **view**. (Note that if you have Personnel Administrator privileges, this button is labeled **edit** rather than **view**. You can still use it to view the information.)

Accessing Your Mail Remotely

You can access your InterJet e-mail account through the Internet from your home computer or from your laptop when you are away from the office to send and receive e-mail.

To access your e-mail account from outside, there are several things you need to do:

- You must have your own individual Internet account with an ISP.
- You must use a mail program that supports password encryption.
The InterJet uses this encryption to protect the security of your password when you access your mail from outside the organization. You can use a mail program that supports APOP password encryption, such as Eudora mail programs, Claris EMailer 2.0 (or later), or Microsoft Internet Mail (Macintosh version). You can also use some Microsoft mail programs for Windows, such as Internet Mail, which use their own secure password authentication.

If you try to read your mail remotely using a mail program that does not support password encryption, such as Netscape Messenger, the connection is refused. The InterJet sends your InterJet account an automatic e-mail message explaining the problem.

- Set up your mail program's outgoing (SMTP) server and your incoming mail (POP3) server to the name of your organization's mail server. See your mail program's documentation for information on how to do this. The name of your organization's mail server is usually:

`interjet.<your_organization>.com`

- or -

`mail.<your_organization>.com`

Check with your system administrator to make sure that you have the correct name for your organization's mail server.



Important: If the InterJet is set to prevent computers outside your local network from sending mail to another outside address, you will not be able to use the InterJet to send mail to anyone outside your organization. To solve this problem, use your ISP's mail server as your outgoing mail server and the InterJet as your incoming mail server.

- Set up your mail program preferences so that it leaves mail on the server, rather than downloading it to the local computer and deleting it from the server. Otherwise, you will not be able to see any messages that you

retrieved remotely when you return to the office. Check your mail program's documentation for information on how to do this. (Note that this set up is not necessary if you are reading your mail remotely on the same laptop computer that you normally use in the office.)

- Optionally, set up your mail program to log on to the mail server using your InterJet login name and password. See your mail program's documentation for information on how to do this. If you do not specify your login name and password, the InterJet will prompt you for them.

To access your e-mail remotely:

1. Log in to your individual Internet account.
2. Launch your mail program.
3. Send and receive e-mail as usual.



Note: Depending on how your system administrator has set up your e-mail service, you might have dial-up access to your InterJet's Office network in addition to or instead of Internet access. Check with your system administrator to find out if this is the case.

Using Shared File Space

The InterJet provides a shared file space, divided into the following directories:

- Files in the `/public` directory are intended for publication to the Internet.
- Files in the `/internal` directory can be published internally and shared among employees.
- Files in the `/dropbox` directory can be exchanged among employees.
- Files in the `/software` directory can be downloaded and installed on your computer.

You have access to different files and directories, depending on the services and privileges enabled on your InterJet account.

To access a directory:

1. Open the Network Neighborhood on a PC or the Chooser on a Macintosh.
2. Double-click the network entry labeled InterJet.

3. If prompted, log in to the InterJet with your InterJet account login name and password.

The InterJet's directories appear in a window. Figure 2-8 shows how the directories appear from a computer running the Windows 95 operating system.

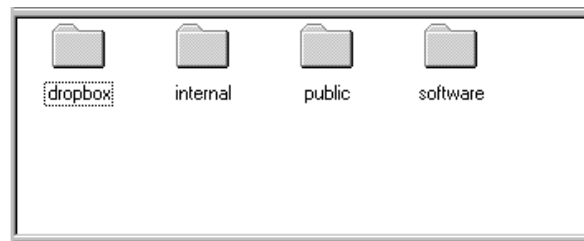


Figure 2-8 The InterJet directories

The `/internal` directory contains the `/users` subdirectory. If your account is created with basic Internal Web Publishing services enabled, a directory with your account's login name is created under `/internal/users`. You can use this directory to store personal files including your own internal web pages. Other users have read access to the files in your personal directory, however, they cannot create new files or modify existing files in your personal directory.

The `/dropbox` directory is for storing and exchanging files. You can leave files in the `/dropbox` directory for other people inside your organization or associates to pick up and modify, and you can pick up and modify files left by other employees. Anyone with an account on the InterJet has access to this directory and can read, modify, move, and delete files.

All of the subdirectories and files in the `/internal`, `/dropbox`, and `/software` directories are protected from outside access by the InterJet's firewall. (A firewall protects your organization's private internal network from unauthorized access.). Files in the `/public` directory are also not accessible from outside unless your organization is hosting its public Web site and/or FTP services from the InterJet itself. In that case, people can look at the Web pages in the `/public` directory with their Web browsers or download and upload files using FTP (File Transfer Protocol).

Viewing Your Organization's Web Pages

You can use your InterJet account to view both your organization's public Web pages and the internal Web pages. From the internal home page, you can go to the personal home page of anyone in your organization who has created one.

If it is your organization's policy to allow all employees to keep Web pages on the internal network, you can use the Webmaster Agent to create a basic personal home page, which is listed on the organization's internal home page. To find out if you have this service, see the section "Viewing Your Account Services and Privileges" on page 2-23.

Viewing Public Web Pages

Many organizations like to use Web-style interfaces for a variety of functions. Some organizations like to have a public presence on the Web, so that anyone who is looking for information about the organization, its products and services, or its technical support programs can easily find this information. The first page that outsiders see is commonly referred to as a *public home page*. The Interjet provides your organization's Webmaster (and possibly other people within your organization) with the capability to easily create a basic public home page for your organization.

To view your organization's public home page:

1. Go to the Agent Home page. (You can click the button labeled **Agent Home** to do this.)
2. Click **Public Website**, at the far left under **Links**.

Alternatively, you can go to the Webmaster Agent's Public page and click the blue, underlined link.



Note: If your Webmaster has not yet created a custom home page for your public Web site, you see a default Web page that has links to various Web sites on the Internet.

Viewing Internal Web Pages

Some organizations like to have an internal Web site that lets employees see such things as the organization's contact information, employee benefits, whom to contact for the security or facilities department, and a phone list. The first page you see when you access this Web site is commonly called the *internal home page*. The internal

home page is the central location in your internal Web network, or *intranet*. This page often has links to other internal Web pages.

The internal Web pages work just like the other Web pages that you have used, but only people inside the organization have access to them.

To view your organization's internal home page:

1. Go to the Agent Home page. (You can click the button labeled **Agent Home** to do this.)
2. Click **Internal Website**, at the far left under **Links**.

Alternatively, you can go to the Webmaster Agent's Internal page and click the blue, underlined link. Or you can type `interjet/internal` into your Web browser.

Your own personal home page, if you create one, is accessible from the internal home page. Click the button labeled **Employees** to see a list of all the employees who have accounts on the InterJet. In the column labeled **Real Name** is a link to the employee's personal Web page, if there is one. You can click on the link under **Account Name** to send mail to that person. Note that if your Webmaster has not yet created a custom home page for your internal Web site, you see a default Web page that has links to various Web sites on the Internet.



Tip: Another way you can view an employee's internal Web page is by typing the path (location) for the Web page into your browser. All employees' internal Web pages are stored in their personal folders in InterJet's `/internal/users` directory. Personal folders are labeled with the employee's login name. Therefore, to see another employee's home page, such as Mary Smith's home page, type `interjet/internal/users/` followed by Mary Smith's login name, such as `msmith`, into your browser's "location" or "address" box.

Publishing Personal Web Pages

With the InterJet, you can publish your own Web pages. Depending on the services that are enabled for your account, you can publish personal internal Web pages and/or public Web pages. Users with Webmaster privileges can publish your organization's internal and public Web sites (see Chapter 6).

Publishing Internal Web Pages

If you have the Internal Web Publishing service enabled for your account, you can publish personal internal Web pages; these pages are accessible by other employees, but not by others outside your organization.

You can publish an internal Web page automatically by creating a personal *home page* (the first page employees see when they access your Web pages) from the InterJet's template. You can personalize this home page with messages or documents that you might be working on. For instructions on creating a home page from the template, see the section "Creating a Personal Home Page from the Template" on page 2-21.

If you already have your own Web pages or if you want to create your own pages using an HTML editor, you must copy your Web pages into your folder in the InterJet's `/internal/users` directory (for more information, see the section "Using Shared File Space" on page 2-17). Make sure your home page is named `index.htm` or `index.html` and that it resides in the top level of your personal folder; other pages linked to your home page can be stored in subdirectories in your folder.

Publishing Public Web Pages

If you have the Public Web Publishing service enabled for your account, you can publish your own public home page and other Web pages. These pages are published on the Internet and can be seen by people outside of your organization. To see if you have this service, check your account as described in the section "Viewing Your Account Services and Privileges" on page 2-23.

To create your own public Web pages, create HTML files using an HTML editor. To make your pages available over the Internet, save the HTML files in your folder in the InterJet's `/public/users` directory.



Tip: If you have created a personal internal Web page with template, you can make it visible to the public simply by copying the HTML file from your folder in the `/internal/users` directory to your folder in the `/public/users` directory.

Creating a Personal Home Page from the Template

If you have the Internal Web Publishing service enabled for your account, you can use the Webmaster agent to automatically create a personal home page from a pre-designed template. You can customize this page with the Webmaster agent and with an HTML editor.

To create your personal home page:

1. Start the InterJet software and go to the Agent Home page, as described in the section “Accessing the InterJet System Software” on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Webmaster Agent**.
3. Click **personal**. The Webmaster Personal page appears, as shown in Figure 2-9.

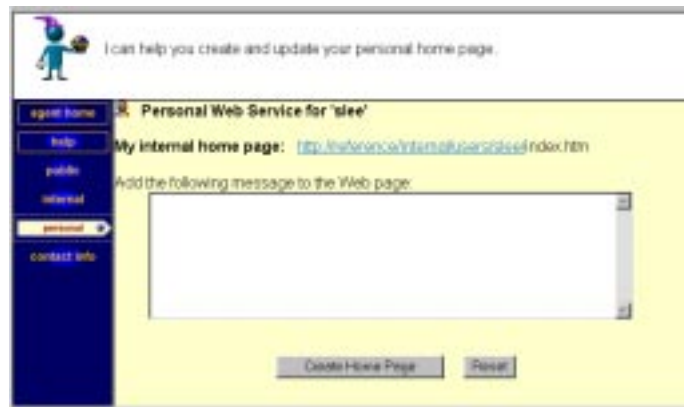


Figure 2-9 The Webmaster Personal page

4. Type a message, if desired, in the large text box labeled **Add the following message to the Web page**. You can enter your title, for example, or information about the project you are working on.
5. Click **Create Home Page**.

You now have a personal Web page. The new page automatically appears in a new browser window. You can examine the page at any time by clicking the blue, underlined text labeled **My internal home page**. To change your personal message on your Web page, you can use the same procedure. When you are making this change, you click **Replace Current Home Page** in the last step, instead of **Create Home Page**.

The Webmaster Personal page creates a very basic Web page from a template and allows you to modify the personal message at any time. An example of an unmodified personal home page is shown in Figure 2-10. Notice that the page includes an Employees icon that links to the Employees page of your organization’s internal Web

site, which contains a list of all InterJet users, and links to some of the Whistle Agent pages.



Figure 2-10 A sample personal home page

At many organizations, people incorporate documents and projects that they are working on, pictures, and links to other Web sites. You can do this by editing your home page, which is an HTML file named `index.htm`; do *not* change the name of this file. The location of your home page file is indicated by the blue, underlined text labeled **My internal home page** on the Webmaster Personal page. You can edit the file using an HTML editor, which is a tool that allows you to put text, graphics, and other components into the page.

You can also use an HTML editor to add further Web pages that are accessible from your home page. Keep your personal Web pages in your personal folder in the InterJet's `/internal/users` directory.



Caution: Once you have customized your personal home page with an HTML editor, you might not want to use the Webmaster Personal page to change your personal message. When you click **Replace Current Home Page**, the page is overwritten with the template; any customizations you have made must be recreated. The Webmaster is generally used as a convenient way to create a page for the first time and for beginning users to add the most basic information.

Viewing Your Account Services and Privileges

The services and privileges on your account determine how you can use the InterJet. For example, you would need to have administrative permission to change other peo-

ples' accounts. Depending on your organization's policies, you might or might not have the Internal Web Publishing service that allows you to create Web pages. You can use the Personnel Agent to see what services and privileges are enabled for your account.

To examine your account:

1. Start the InterJet software and go to the Agent Home page, as described in the section "Accessing the InterJet System Software" on page 2-3. (If you are already on one of the InterJet pages, click the button labeled **Agent Home** to return to the Agent Home page.)
2. Click the **Personnel Agent**.
3. Select your account by clicking the button next to it.
4. Click **view**. (Note that if you have Personnel Administrator privileges, this button is labeled **edit** rather than **view**. You can still use it to look at your services and privileges.) The View Account page appears, as shown in Figure 2-11.

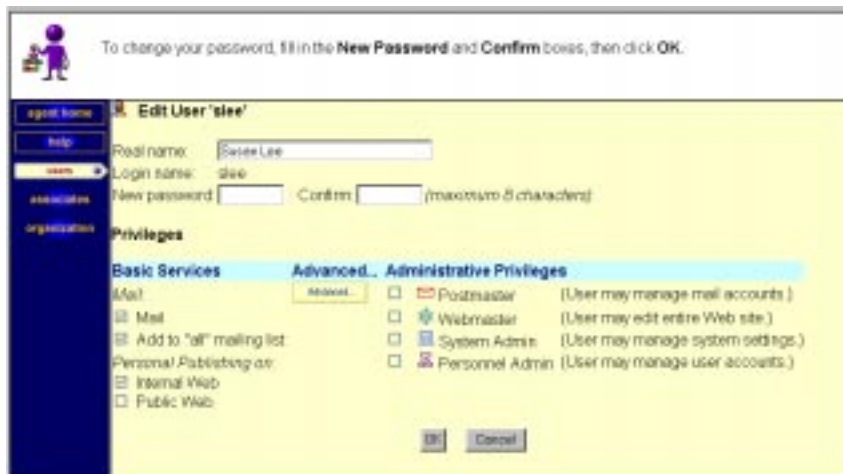


Figure 2-11 The View Account page

5. Scroll down, if necessary, to see which services are associated with your account.

All of the services and privilege levels are listed. If a level is marked with a checked box, it means that you have that service or privilege level. The basic services are:

➤ Mail

If you have this service, you have a mailbox on the InterJet. You can receive e-mail from other employees in your own organization and from anyone with an e-mail address anywhere on the Internet. You can also view and use your organization's mailing lists, as described in the section "Viewing and Using Mailing and Associates Lists" on page 2-13.

➤ Add to "all" mailing list

If you have this service, you receive all e-mail addressed to the InterJet's all mailing list. The all mailing list is used to send e-mail for general distribution to people in your organization and to any selected associates. To view the members of the all mailing list, see the section "Viewing and Using Mailing and Associates Lists" on page 2-13.

➤ Personal Publishing on Internal Web

If you have this service, you are assigned a personal file space on the InterJet and can share files on the network. Your file space is in a directory with your login name under `/internal/users`. You can use the Webmaster Agent to create and edit your own personal home page, as described in the section "Creating a Personal Home Page from the Template" on page 2-21. In addition, you can create and edit other personal Web pages or any other types of files in your personal directory. Your Web pages are visible from your organization's internal home page; however, they are not available outside the organization.

➤ Personal Publishing on Public Web

If you have this service, you are assigned a directory with your login name under `/public/users`. You can create and edit public Web pages in this directory; these pages are accessible from your organization's public Web site. Note that anyone who knows the URL (Uniform Resource Locator), or address, of a file in the public directory can access that file, even if there is no link to the file on the public home page.

The administrative privileges are normally enabled for only one or a few accounts in an organization. The administrative privileges are described in Chapter 4.



Using the InterJet Agents

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<i>The Mail Agent</i>	3-3
<i>The Webmaster Agent</i>	3-4
<i>The System Agent</i>	3-4
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<i>The ISP Agent</i>	3-5

Overview

The six Interjet agents are the access points for most InterJet administrative tasks. To reach the Agent Home page, shown in Figure 3-1, double-click the InterJet icon on the desktop (if you have one) or type the word `interjet` into your Web browser. This chapter gives an overview of the tasks that each agent performs. Each of the agents is described in detail in the following chapters.



Figure 3-1 The Agent Home page

When you click one of the agents, that agent gives you tips on your current activity and gives you access to all of the related pages. An example agent's page is shown in Figure 3-2.

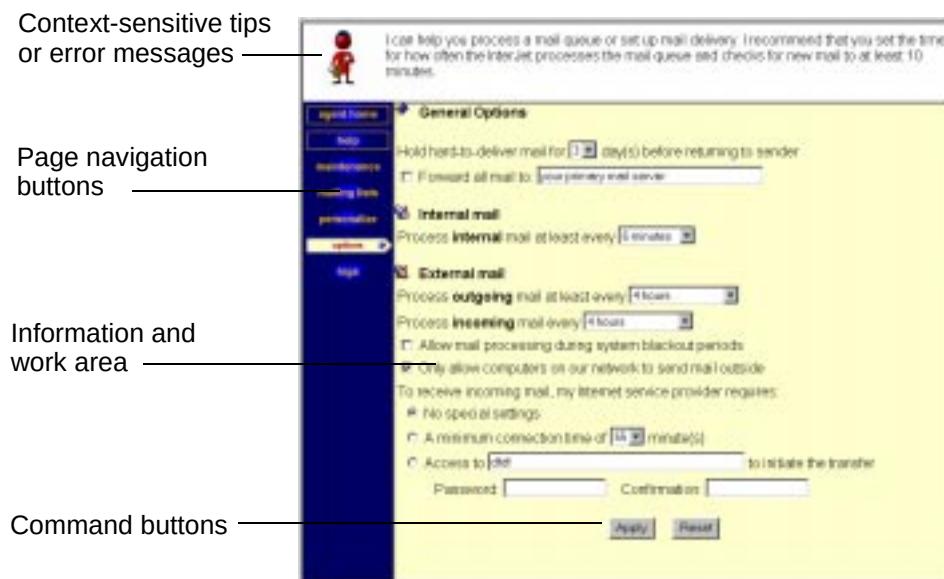


Figure 3-2 An example of an agent's page

Note that you must have the appropriate privilege level in order to see and use many of the administrative functions on the agent pages. See the section “Assigning Account Services and Privileges” on page 4-5 for more information on privileges.

The Personnel Agent

The Personnel Agent helps you set up and manage accounts for each of the users at your site. Use the Personnel Agent to perform the following tasks:

- Create new user accounts.
- Disable or delete user accounts.
- View or change account information, such as privileges and account names.
- View and change the e-mail addresses of your organization’s associates.

The Personnel Agent is described in detail in Chapter 4. You must have Personnel Administrator privileges to enter or edit information using the Personnel Agent.

The Mail Agent

The Mail Agent helps you manage your organization’s e-mail. Use the Mail Agent to perform the following tasks:

- View information about users’ e-mail accounts.
- Set disk quotas for e-mail storage on the InterJet.
- View mail queues and process mail messages individually.
- Manage mailing lists.
- Handle the e-mail of users who are away from the office.
- Tell the InterJet how often to process e-mail.
- Tell the InterJet how long to try to deliver e-mail when there are delivery problems.
- Troubleshoot mail processing.

The Mail Agent is described in detail in Chapter 5. All users with basic E-mail services can view mailing lists and set up mail handling for absences, as described in Chapter 2. You must have Postmaster privileges to enter or edit information using the Mail Agent.

The Webmaster Agent

The Webmaster Agent controls all aspects of Web publishing. Use the Webmaster Agent to perform the following tasks:

- Tell the InterJet to use itself, a local computer on the Perimeter network, or your ISP to host your Web site and provide file transfer service.
- If your ISP hosts your Web site, tell the InterJet when to make a copy of your Web site and transfer it to your ISP.
- Create basic public, internal, and personal Web pages.
- Enter organization contact and location information that appears on Web pages.
- Troubleshoot Web site activity.

The Webmaster Agent is described in detail in Chapter 6. Any user with the Personal Publishing service on the Internal Web can use the Webmaster Agent to create and edit a personal Web page. You must have Webmaster privileges to create or edit the internal home page or public Web pages, and to enter or edit Web site information using the Webmaster Agent. Any user with Personal Publishing service on the Public Web can add their own pages to the public Web site by creating HTML files in their own public directory.

The System Agent

The System Agent provides information about the network and your InterJet. Use the System Agent to perform the following tasks:

- View and specify information about your network.
- View the status of your computers and peripherals.
- Add new computers to the network.
- Change information about computers and networks.
- Allocate IP addresses and assign DNS names.
- Modify connection settings for the modem, external serial, ISDN, or synchronous serial ports.
- Troubleshoot network operation.
- Set the system time clock.
- Backup and restore the InterJet's files and configuration information.

- Upgrade the system software.

The System Agent is described in detail in Chapter 7. You must have System Administrator privileges to enter or edit information using the System Agent.

The Whistle Agent

The Whistle Agent helps you use the InterJet. Use the Whistle Agent to perform the following tasks:

- Find Whistle Communications contact information.
- Learn about the features of your InterJet and the history of Whistle Communications and the InterJet.
- See recent release notes and software upgrade information.

The Whistle Agent is described in detail in Chapter 8. All users can use the Whistle Agent to view general information.

The ISP Agent

The ISP Agent gives you access to information provided by your ISP, which can include both account and support information. Use the ISP Agent to perform the following tasks:

- Find out how to contact your ISP for account information or technical support.
- Get immediate access to your ISP's Web pages.

The ISP Agent is described in detail in Chapter 9. All users can use the ISP Agent to view ISP information.



Using the Personnel Agent

<i>Overview</i>	4-1
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<i>Assigning Account Services and Privileges</i>	4-5
<i>Editing the User Account Template</i>	4-9
<i>Editing Accounts</i>	4-11
<i>Changing a User's Login Name</i>	4-12
<i>Deleting and Disabling Accounts</i>	4-13
<i>Managing the Associates List</i>	4-14
<i>Viewing Organization Information</i>	4-16

Overview

The Personnel Agent helps you create and manage user accounts. Use this agent to perform the following account management tasks:

- Create new accounts and modify the user template used to create groups of similar accounts. See the section “Creating New User Accounts” on page 4-2.
- Edit existing accounts to assign passwords, change account names, or change privileges. See the section “Editing Accounts” on page 4-11.
- Delete accounts and disable accounts temporarily. See the section “Deleting and Disabling Accounts” on page 4-13.

In addition, you can use the Personnel Agent to do the following tasks:

- Add associates to the list of people who can receive mail through your organization's mailing lists. See the section “Managing the Associates List” on page 4-14.
- View the organizational information with which your domain is publicly registered. See the section “Viewing Organization Information” on page 4-16.

You must have Personnel Administrator privileges to enter and edit information using the Personnel Agent. See the section “Assigning Account Services and Privileges” on page 4-5 for more information on privileges.

To reach the Personnel Agent's pages, click the **Personnel Agent** icon on the Agent Home page, as shown in Figure 4-1.



Figure 4-1 The Personnel Agent on the Agent Home page

Creating New User Accounts

To set up a user account, you must have Personnel Administrator privileges. When you are first configuring your network and creating the first set of accounts, you can use the original administrator's account, with login name `admin` and password `admin`.



Tip: As the administrator who sets up accounts, you will want to create a personal account for yourself, in addition to the `admin` account. It is a good idea to forward e-mail from the `admin` account to your personal account, so you can be sure you will see messages about system upgrades or other communications from Whistle Com-

munications or your ISP. See the section “Mail Forwarding” on page 2-10 in Chapter 2.

When you create a new user account, it uses the information defined in the *User template*. This template defines the password, services, and privileges that are given to new accounts by default. When you create the account, you can accept the default values or override them for the individual account. At any time after you create an account, you can select it and edit it to change the password, services, or privileges. For more information on services and privileges, refer to the section “Assigning Account Services and Privileges” on page 4-5.

If you need to create many similar accounts, you can edit the template itself to specify different default values. For example, if you want to create all new accounts with a default password, you can edit the template and specify the password there. Since the new accounts created after this all have the same password, you must instruct each user to change the password upon receiving a new account. For more information on editing a template, refer to the section “Editing the User Account Template” on page 4-9.

To create a new account:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears, as shown in Figure 4-2.

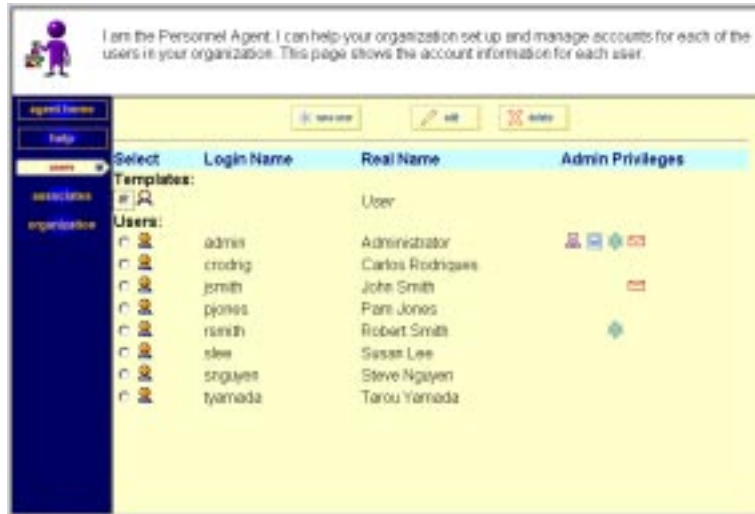


Figure 4-2 The Personnel Users page

- Click **new user**. The New User page appears, as shown in Figure 4-3.

Tell me about the new user and the services I should enable for this user. Click **OK** when you are finished.

Buttons: [new user](#), [edit](#), [delete](#)

New user ☒ Account enabled

Real name:

Login name: for example, "mary" (maximum 20 characters)

Password: Confirm: (maximum 8 characters)

Privileges

Basic Services	Administrative Privileges
☐ Mail	☐ Postmaster (User may manage mail accounts.)
☒ Add to "all" mailing list	☐ Webmaster (User may edit entire Web site.)
☐ Personal Publishing on:	☐ System Admin (User may manage system settings.)
☐ Internal Web	☐ Personal Admin (User may manage user accounts.)
☐ Public Web	

Buttons: [OK](#), [Cancel](#)

Figure 4-3 The New User page

- Type in the real name of the person associated with the account in the box labeled **Real name**.



5. Enter the login name for the account that you want to create in the box labeled **Login name**. This name is also the first part of the user's e-mail address. For example, if Mary Smith's login name is `m_smith`, her e-mail address is `m_smith@<your domain name>.com`. The name can be up to 20 characters and can contain an underscore or hyphen as part of the name, but no spaces or other punctuation.

Tip: It is recommended that you follow a naming convention. For example, you can use a first initial, followed by an underscore, followed by as much of the last name as fits: `c_rodrig` for Carlos Rodriguez, or `m_li` for Marilyn Li. Or, you can use the full first name and the first initial of the last name: `lynneb` for Lynne Brown or `lesliew` for Leslie Washington.

6. Type the password in the box labeled **Password**. The password can be up to eight characters. (Users can change their passwords when they receive their accounts.)
7. Type the same password again in the box labeled **Confirm**. This is a precaution against typing errors in the password.
8. If you want to give a user administrative privileges beyond the defaults, select the check box next to the privilege you want to grant. You can do this either when you first create the account (before you click **OK**) or when editing the account after it is created. For more information, see the section "Assigning Account Services and Privileges" on page 4-5.
9. To create the new account, click **OK** at the bottom of the page. You might need to scroll down to see this button.

The new account is created with the name and password you have entered and with the specified services and privileges. If you want to alter any of the information or privileges, you can edit the account as described in the section "Editing Accounts" on page 4-11.



Tip: A list of all current user accounts is automatically included on the Employees page of your internal Web site when you create a home page using the Webmaster Agent. The InterJet automatically updates this list whenever you add, delete, or edit an InterJet account.

Assigning Account Services and Privileges

By default, a new account is granted some basic services, but no administrative privileges. The administrator's account is granted all administrative privileges. The ser-

vices and privileges that are enabled for an account determine what that user can do with the InterJet.

Basic Services

Table 4-1 describes the basic services.

Table 4-1 Basic Account Services

Service	Description
Mail	User has an e-mail account for both local and Internet e-mail and can view and use mailing lists. This service is granted to all new users by default.
All Mailing List	User receives any e-mail addressed to the InterJet's all mailing list. This service is granted to all users by default.
Internal Web Publishing	User is assigned a personal file space on the InterJet and can create Web pages that are accessible from the internal Web site. This service is granted to all new users by default.
Public Web Publishing	User can create Web pages that accessible on the public Web site. This service is <i>not</i> granted to new users by default.

Every user with Mail service can send and receive e-mail. Any user with an account also has the ability to write to and read from the shared file space in the `/dropbox` directory and to read files in the following directories:

- `/internal/organization`
- `/internal/users`
- `/public/organization`
- `/public/users`

When you give a user the All Mailing List service, the system adds that user's e-mail address to the InterJet's all mailing list. This list can be used by any InterJet user to send e-mail for general distribution to people in your organization and to any selected associates on the list.



Note: Users with Postmaster privileges can change the All Mailing List service assignment for a user by editing the all mailing list to add or delete that user from the list.

When you give a user the Internal Web Publishing service, the system creates a directory with that user's login name in the `/internal/users` directory. This directory serves as the user's personal file space. The user can create Web pages in this direc-

tory that are accessible from the internal Web site, but that are not accessible outside the organization. For more information on the InterJet's file space, see the section "Using Shared File Space" on page 2-17.

When you give a user the Public Web Publishing service, the system creates a directory with that user's login name in the `/public/users` directory. The user can place Web pages and other files in this directory; any files in this directory are accessible from your organization's public Web site. Even if there is no link to a page from the public home page, anyone who knows the URL (address) of a file in the `/public` directory can access that file.

In most cases, everyone who has a login name should have Mail and Internal Web Publishing services. This way, all employees can publish their own Web pages that can be seen within the organization's private (Office) network, or intranet. The Office network is a good place to publish information of general interest, so that everyone can access it.

By default, Mail and Internal Web Publishing services are enabled for all new accounts. If you want to limit access to any of these services, deselect that service in a user account, as described in the section "Editing Accounts" on page 4-11. To change the basic services for all users, or a group of users, alter the account template, as described in the section "Editing the User Account Template" on page 4-9.

Administrative Privileges

Table 4-2 shows the different administrative privileges that you can assign to a user and what a user with that privilege is allowed to do.

Table 4-2 Administrative Privileges

Privilege	Abilities
Postmaster	User can create and edit mailing lists, manage mail queues, change e-mail parameters, and set disk quotas for e-mail.
Webmaster	User can create and edit all internal and public Web pages. User can also edit Web-site-mirroring parameters and determine the host for Web and FTP services.
System Admin	User can change system settings, manage the network, and back up and upgrade the system software.
Personnel Admin	User can create, change, and delete other user accounts, and add associates.

Postmaster

A person with Postmaster privileges can create and alter mailing lists, manage e-mail processing, and set disk quotas for e-mail storage. You can choose to award this privilege to several people in your organization or just one. If you want, you can create an account named **postmaster** with Postmaster privileges to serve as a central mail management location.

To give a user Postmaster privileges, select the check box labeled **Postmaster**. An envelope icon appears next to the names of people with this privilege.

Webmaster

A person with Webmaster privileges can create and edit public Web pages, including the public home page; create and edit the internal home page; and manage the Web and FTP sites by specifying a machine to host Web and FTP services and setting up Web-mirroring parameters. The Webmaster can read, write, and delete any files in the InterJet's **/public** and **/internal** directories.

You can choose to assign this privilege to several people in your organization or just one. You can give a number of people the Public Web Publishing service, so that they can create public Web pages, but still restrict the management responsibility to one or a few Webmasters.

To give a user Webmaster privileges, select the check box labeled **Webmaster**. A web icon appears next to the names of people with this privilege.

System Admin

A person with System Administrator privileges can change system settings, such as how long the connection to the ISP stays up with no activity before it automatically disconnects, and can manage the network and machine configuration. Whistle Communications recommends that you award this privilege only to people who have experience working with computers and networks.

To give a user System Administrator privileges, select the check box labeled **System Admin**. A computer icon appears next to the names of people with this privilege.

Personnel Admin

A person with Personnel Administrator privileges can add and delete other users' accounts and determine which accounts are awarded different services and privileges. Whistle Communications recommends that you award this privilege to only one person or a few people in your organization because it is a very powerful capability.

To give a user Personnel Administrator privileges, select the check box labeled **Personnel Admin**. An organizational chart icon appears next to the names of people with this privilege.

Editing the User Account Template

All accounts inherit the password and privileges specified in the User account template. You can later edit individual accounts to change the password or privileges. However, if you want to change the password or privileges for a group of accounts, change them in the template before creating that group of accounts. By default, the User template allows no administrative or public Web-publishing privileges.

- Edit the template to specify a standard password for all users in the group.

Whistle Communications strongly recommends that you change the default password that comes with the InterJet to ensure the strongest possible security. Decide on the password that you want to use as a default, and specify it in the template before creating user accounts.

Specifying a password in the template assigns that password to all of the accounts that you create using that template. The alternative is to assign a password to each account individually when you create it.

- Edit the template to specify a standard set of privileges for the group.

By default, the Administrator account has all administrative privileges, while accounts created with the default template have only basic internal Web-publishing and e-mail services and no administrative privileges. Therefore, people with accounts created with the default template can send and receive e-mail, share files, and create their own personal Web page (which is visible only within the organization), but they cannot affect other users or manage any aspects of the InterJet.

If you want to change the default privileges when you edit the template, see the section “Assigning Account Services and Privileges” on page 4-5 for a complete description of the services and privileges.

To edit the User account template:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears, as shown in Figure 4-4.



Figure 4-4 The Personnel Users page

The **Templates** section is above the list of users; it contains the account template, labeled *User*. Notice that the label is in italics and that the icon is white, rather than orange. These differences help you distinguish between the template and entries for user accounts.

3. Select the template by clicking the button next to it.
4. Click **edit** to edit the template. The Edit User Template page appears, as shown in Figure 4-5.

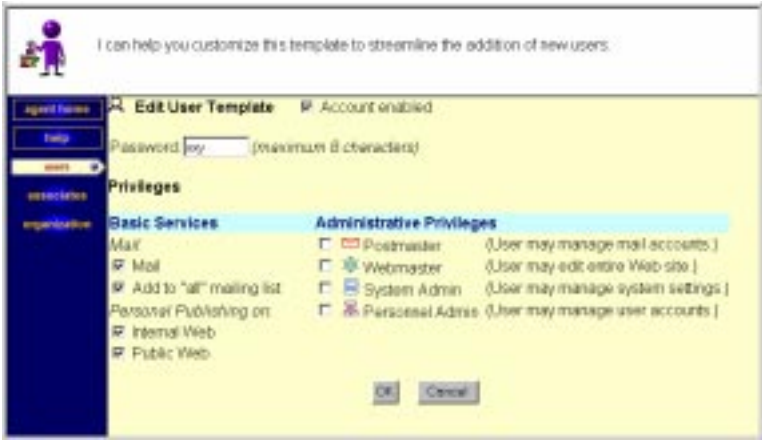


Figure 4-5 The Edit User Template page

5. To change the default password type the new password into the **Password** box.
6. If desired, change the default privileges by selecting or clearing privilege check boxes. The services and privileges you select apply to new accounts that you create using the template.
7. Scroll down, if necessary, and click **OK** to apply your changes. The modified template is stored for later use. It retains these settings until you change it again.

Editing Accounts

You can edit a user's account to change the user's password, the services or privileges assigned to the user, or the user's real name. However, you cannot edit an account to change a user's login name. For options on changing login names, see the section "Changing a User's Login Name" on page 4-12.

To edit an account:

1. Go to the **Agent Home** page.
2. Click the **Personnel Agent**. The **Personnel Users** page appears, showing a list of existing accounts.
3. Select the person whose account you want to edit by clicking the button next to the person's name.

4. Click **edit**. The Edit User page appears, as shown in Figure 4-6.

Tell me how you want to change the account for this user. Click **OK** when you are finished.

Edit User: sleet ☒ Account enabled

Real name:

Login name:

New password: Confirm: (maximum 8 characters)

Privileges

Basic Services	Advanced...	Administrative Privileges
☒ Mail	☐ Postmaster (User may manage mail accounts.)	☐ Webmaster (User may edit entire Web site.)
☒ Add to "all" mailing list	☐ System Admin (User may manage system settings.)	☐ Personnel Admin (User may manage user accounts.)
☒ Personal Publishing dir		
☒ Internal Web		
☐ Public Web		

Figure 4-6 The Edit User page

5. Type in a new name or password, if desired. If you type in a new password, type it again in the box labeled **Confirm**.
Note that the **New Password** text box is used to change the password; it does not show any existing password. The fact that the box is empty does not mean that the account does not have a password.
6. Change the services and privileges as desired by selecting or clearing the check boxes next to them. For descriptions of the services and privileges, see the section “Assigning Account Services and Privileges” on page 4-5.
7. Click **OK** to apply your changes and return to the Personnel Users page.

Changing a User’s Login Name

If you want to change a user’s login name, for example if a user’s last name changes, you can do one of two things:

- You (or someone with Postmaster privileges) can create an alias for the login name using the mailing list feature (see the section “Maintaining Mailing Lists” on page 5-9). With the alias, people can send the user e-mail using the alias as the first part of the e-mail address instead of the original login name. However, the user must still log on to the InterJet using the original login name.

- You can delete the user's account from the InterJet and create a new account for the user using the desired login name. Note that when you delete an account, all the user's folders and files are removed from the InterJet's hard disk. Therefore, before you delete the account, make sure the user first copies any personal files in the InterJet's `/internal/users` directory or `/public/users` directory (files in the `/dropbox` directory are not removed).

Also note that the user's e-mail account is removed, and because the login name forms the first part of the user's e-mail address, mail addressed with the original login name cannot be delivered. Therefore, make sure the user retrieves all e-mail from the InterJet's e-mail server using an e-mail program just before you delete the account. The user should inform people of the new e-mail address.

Deleting and Disabling Accounts

If you delete an account, all of the information in that account is lost, including mail settings, Web template settings, and the user's files on the InterJet's hard disk. Files residing in the `/dropbox` folder are not removed but files in the user's personal directory are deleted along with the other account information. Later, if you want to re-create the account, you must re-enter all of the account information. If you are not sure whether you want to delete the account entirely, you can disable it temporarily.

Deleting an Account

To delete an account permanently:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to delete by clicking the button next to the person's name.
4. Click **delete**. (You might need to scroll up or down to see this button.) A confirmation page appears.
5. Click **OK** to confirm the deletion and return to the Personnel Users page.

Disabling an Account

A disabled account still receives and accumulates any e-mail messages addressed to it, but the user cannot retrieve the mail or view any files on the InterJet until the

account is re-enabled. A user with a disabled account can still access the Internet with that account.

To temporarily disable an account:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to disable by clicking the button next to the person's name.
4. Click **edit**. The Edit User page appears, as shown in Figure 4-6 on page 4-12.
5. If the check box labeled **Account enabled** is selected, then the account is currently enabled. Click the check box to clear the check mark.
6. Click **OK** to apply your change. You might need to scroll up or down to see this button.

To re-enable the account, follow the same procedure, reselecting the **Account enabled** check box.

Managing the Associates List

Associates are people who are outside of your immediate organization, but who need to receive information from your organization's employees. For example, associates might be suppliers, customers, and consultants. If you add these people to the Associates list, they can then be included in mailing lists and other distributions.

You must have Personnel Administrator privileges to make someone an associate. You should know the person's e-mail address; it is also helpful to know the person's title, organization name, telephone, and fax number.

Adding a New Associate

To add a new associate to the Associates list:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 4-7.



Figure 4-7 The Personnel Associates page

4. Click **new associate**. The New Associate page appears, as shown in Figure 4-8.

Figure 4-8 The New Associate page

5. Type the information that you have about the new associate in the text boxes. You must type in the associate's name. The e-mail address is optional, but if it is not provided, the associate does not appear as a candidate for mailing lists. (See the section "Maintaining Mailing Lists" on page 5-9.) Other boxes can be left blank.
6. Click **OK** to apply your changes.

Editing Associate Information

To change the information for an associate who is already on the list:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 4-7 on page 4-15.
4. Select an associate to be edited by clicking the button by that associate's name.
5. Click **edit**. The Edit Associate page appears. This page is the same as the New Associate page shown in Figure 4-8 on page 4-15, except that the current information is shown.
6. Type new information into any text box. You must include a value for the associate's name. Other boxes can be left blank.
7. Click **OK** to apply your changes.

Deleting an Associate

To remove an associate from the Associates list:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**.
3. Click **associates**. The Personnel Associates page appears, as shown in Figure 4-7 on page 4-15.
4. Select the associate to be deleted by clicking the button by that associate's name.
5. Click **delete**. A confirmation page appears.
6. Click **OK** to confirm the deletion.

Viewing Organization Information

The Personnel Agent's Organization page, shown in Figure 4-9, displays the organization information, such as the main telephone number and mailing address, with which your domain was registered. This information is publicly available over the Internet. You cannot edit the information on this page; if the information becomes out of date, contact your ISP.



Figure 4-9 The Personnel Organization page

A different set of organizational information is maintained by the Webmaster and used to generate your Web pages. See the section “Maintaining Contact Information” on page 6-10.



Using the Mail Agent

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<i>Managing E-mail Processing and Accounts</i>	5-3
<i>Setting Up E-mail Forwarding and Automatic Replies for Users</i>	5-8
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Overview

You can use the Mail Agent for the everyday tasks of a mail user, and, if you have Postmaster privileges, for the administrative tasks needed to manage e-mail services.

All e-mail users can use the Mail Agent to:

- Handle e-mail while away from the office. For information on how to do this, refer to the section “Handling E-mail During Absences” on page 2-9.
- View and use mailing lists. For information on how to do this, refer to the section “Viewing and Using Mailing and Associates Lists” on page 2-13.
- View the status of their own e-mail accounts. See the section “Checking Your Mail Quota Usage” on page 2-8.



Note: For information on accessing your mail securely from a computer outside your network using APOP or Microsoft’s secure password authentication, see the section “Accessing Your Mail Remotely” on page 2-16.

If you have Postmaster privileges, you can use the Mail Agent to:

- Set mail storage quotas for all users. See the section “Setting Mail Storage Quotas for Accounts” on page 5-6.
- Set up e-mail forwarding and automatic replies for other users when they are away from the office. See the section “Setting Up E-mail Forwarding and Automatic Replies for Users” on page 5-8.
- View information about the status of e-mail processing. See the section “Managing E-mail Processing and Accounts” on page 5-3.
- Examine and manage the mail queues. See the section “Processing Messages in the Mail Queues” on page 5-4.
- Manage mailing lists. See the section “Maintaining Mailing Lists” on page 5-9.
- Manage the e-mail system by specifying e-mail processing intervals and other options. See the section “Setting Mail-Processing Options” on page 5-14.
- View diagnostic logs to help solve problems with e-mail processing. See the section “Viewing E-mail Logs” on page 5-20.

To reach the Mail Agent’s pages, click the **Mail Agent** icon on the Agent Home page, as shown in Figure 5-1.

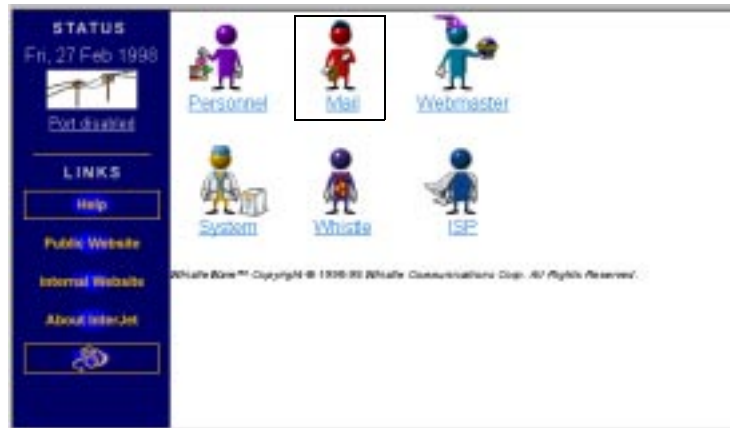


Figure 5-1 The Mail Agent on the Agent Home page

Managing E-mail Processing and Accounts

You can use the Mail Agent to view the general status of the e-mail system, process mail queues, and set the disk storage quotas for InterJet accounts with Mail service.

Viewing E-mail Status

Using the Mail Agent, any user can see how many messages were sent and received and how many pending messages all users have. If you have Postmaster privileges, you can also see the status of the mail queues.

To view the e-mail status:

1. Go to the Agent Home page.
2. Click the **Mail Agent**. The Mail Maintenance page appears, as shown in Figure 5-2.

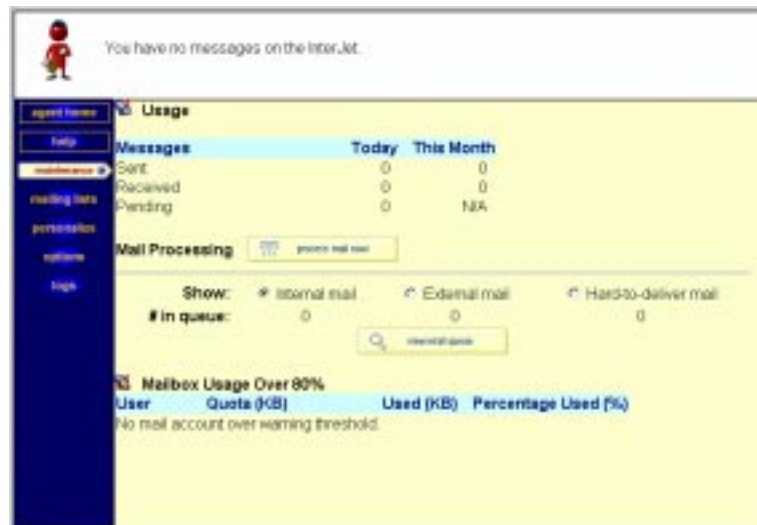


Figure 5-2 The Mail Maintenance page

At the top of the page, the Agent's tip informs you of the number of current mail messages pending for the account with which you logged in (`admin`, for example). The rest of the page applies to the state of mail processing for all InterJet accounts.

- The **Usage** section shows the total number of messages that have been sent or received and the number of pending messages in the mail queues—that is, messages waiting to be sent or received. You can initiate mail processing at any time by clicking the **process mail now** button.
- The **Mail Processing** section shows you the number of messages in each queue and allows you to select and view one of the mail queues, as described below. If there are any messages in the hard-to-deliver mail queue, the name of that queue appears in red type.
- The bottom part of the page lists any user accounts for which InterJet disk usage is over 80% of the quota. For more information on disk quotas, refer to the section “Setting Mail Storage Quotas for Accounts” on page 5-6.

Processing Messages in the Mail Queues

The **Mail Processing** section of the Mail Maintenance page shows you how many messages are in each mail queue (storage area for e-mail waiting to be sent or received). To access this page, see the section “Viewing E-mail Status” on page 5-3. There are three mail queues:

- **Internal mail**
This queue contains mail messages whose destination is an address on your local network. These messages can be those sent from one InterJet account to another on your network, or messages sent from an external address to an address on your network. The InterJet does not need to connect to your ISP to deliver the messages in this queue.
- **External mail**
This queue contains mail messages whose destination is an address outside the organization. These messages are sent through the ISP for delivery.
- **Hard-to-deliver mail**
This queue contains any mail messages that the InterJet has tried and failed to deliver for any reason. You can specify how long the InterJet should keep these messages. For more information, refer to the section “Handling Hard-to-Deliver Mail” on page 5-18.

Processing All Messages at Once

To initiate mail processing, click **process mail now**. This causes the InterJet to attempt delivery of all messages that are waiting in each of the mail queues. Processing occurs even if a blackout period is in effect. For more information about blackout periods, see the section “Setting Connection Blackout Periods” on page 7-7. Note that if messages cannot be delivered for any reason, they can remain in the original queue for some time before being transferred to the hard-to-deliver mail queue.



Important: The InterJet attempts to initiate mail processing every time you click the **process mail now** button. To avoid interrupting a session that is already in progress, do not click the button multiple times.

Processing Selected Messages in a Queue

To view the mail queues, select the queue you want to view in the **Show** section, and click **view mail queue**. The Mail Queue page appears, as shown in Figure 5-3.

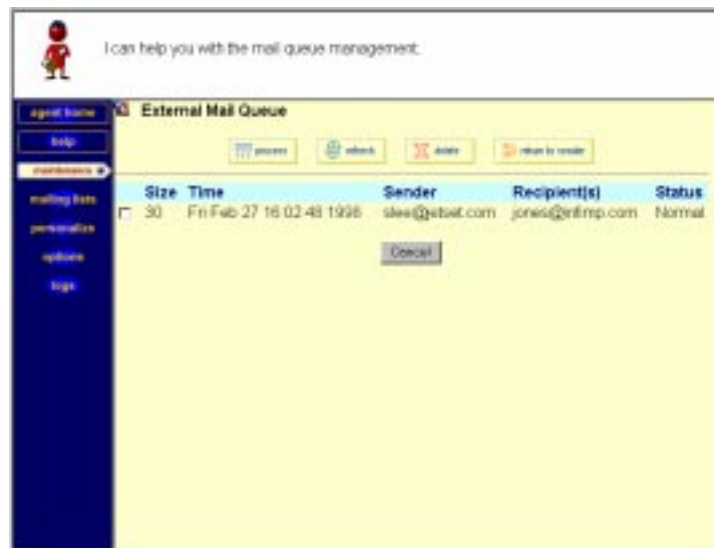


Figure 5-3 The Mail Queue page

From the Mail Queue page, you can process (attempt delivery) of messages, return messages to their senders, or delete messages from the queue (*without* returning them to their senders). To perform one of these actions, first select the check box for one or more messages, then click a button at the top of the page:

- To attempt delivery of messages, click the **process** button. Note that a message might require some processing time before it is cleared from the queue. If a message cannot be delivered for any reason, it can remain in the original queue for some hours before being transferred to the hard-to-deliver queue.
- To return messages to their senders, click the **return to sender** button.
- To delete messages, click the **delete** button.

To update the Mail Queue page display with the latest queue information, click the **refresh** button.

Setting Mail Storage Quotas for Accounts

Each user can choose whether to store incoming mail on their local disk or on the InterJet's file space. Mail storage is controlled by a mail preference in the mail program, not by the InterJet account; if a user selects the option "leave mail on server" in the mail program, mail is stored for that user on the InterJet's file space.

If you have Postmaster privileges, you can set the amount of disk space available to each user for storing e-mail on the InterJet; this space is known as the *quota*. The default quota for accounts is 10 MB. When 80% of the quota has been reached, the system generates a warning e-mail message to the user, and the user's account is listed on the Mail Maintenance page, in the area labeled **Mailbox usage over 80%**. (To access this page, see the section "Viewing E-mail Status" on page 5-3.) Any user can view the quota for his or her own account on the Mail Agent's Personalize page, as described in the section "Checking Your Mail Quota Usage" on page 2-8.

If you have Postmaster privileges, you can change the disk quota for mail accounts by using the Personnel Agent's Edit Account page. Note, however, that you cannot change any other features of user accounts unless you also have Personnel Administrator privileges.

To set the disk space quota for an account:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person whose account you want to edit by clicking the button next to the person's name.
4. Click **edit** at the top of the page. The Edit User page appears, as shown in Figure 5-4.

Tell me how you want to change the account for this user. Click **OK** when you are finished.

Edit User 'alee' ☒ Account enabled

Real name:
 Login name:
 New password: Confirm: (maximum 8 characters)

Privileges

Basic Services **Advanced** **Administrative Privileges**

☒ Mail
☒ Add to "all" mailing list
☒ Personal Publishing dir
☒ Internal Web
☐ Public Web

☐ Postmaster [User may manage mail accounts.]
☐ Webmaster [User may edit entire Web site.]
☐ System Admin [User may manage system settings.]
☐ Personnel Admin [User may manage user accounts.]

OK **Cancel**

Figure 5-4 The Edit User page

- Click the button labeled **advanced**. The Personalize Mail page appears for the selected user, as shown in Figure 5-5.

When you go on vacation, I will reply with your personal message to people who send you e-mail. I can also forward your mail to an alternate address.

Personalize Mail for 'alee'

Address:
 Quota: KB Used: 0 KB

Mail Handling Mode:

☐ Forward my messages to:
☐ Automatic reply - send the following message:
☒ 1 time per unique sender ☐ Each time a message is received

Subject:
Message:

OK **Cancel**

Figure 5-5 The Personalize Mail page

- In the box labeled **Quota**, type in the amount of disk space you want to assign to the user's mailbox.

7. Click **OK** to register the change.

Setting Up E-mail Forwarding and Automatic Replies for Users

If you have Postmaster privileges, you can set up e-mail forwarding and automatic replies for other InterJet users when they are away from the office.

- **E-mail Forwarding**

You can forward all messages that are sent to a user to another person or persons. Until you or the user turns forwarding off, e-mail addressed to the user is sent to the forwarding address.

- **Automatic Reply**

You can specify a customized message that is sent back to message senders when they send the user e-mail during the user's absence. Until you or the user turns automatic replies off, people who send e-mail to the user will receive the customized message.

To turn on mail forwarding or automatic replies for an InterJet user:

1. Go to the Agent Home page.
2. Click the **Personnel Agent**. The Personnel Users page appears.
3. Select the person for whom you want to set up mail forwarding or automatic replies by clicking the button next to that person's name.
4. Click **edit** at the top of the page. The Edit Users page appears, as shown in Figure 5-4 on page 5-7.
5. In the **Privileges** section, click **advanced**. The Mail Personalize page for that users appears, as shown in Figure 5-5 on page 5-7.
6. To set up mail forwarding, do the following:
 - a. In the **Mail Handling Mode** section, select the check box labeled **Forward my messages to**.
 - b. In the text box next to this line, type in the e-mail address of the person to whom you want to forward your messages. You can enter more than one address, separated by commas. For example:
`jsmith@whistle.com, slee@whistle.com`
If you include the user's own address, the user will receive a copy of each forwarded message.



Tip: If you are forwarding mail other InterJet users in your organization, you can just type their login names instead of the full e-mail address. For example, you can type `jsmith` instead of `jsmith@whistle.com`.

7. To set up automatic replies, do the following:
 - a. In the **Mail Handling Mode** section, choose whether to send the reply to every message, or just to the first message from a sender.
 - Click the button labeled **1 time per unique sender** to send the reply only to the first message.
 - Click the button labeled **Each time a message is received** to send the reply to every message.
 - b. Type the subject line of the return message into the box labeled **Subject**.
 - c. Type the content of the return message into the box labeled **Message**.
8. Scroll down, if necessary, and click **Apply** to apply your changes.

To turn off the mail forwarding or automatic replies feature when the user returns:

1. Click the **Mail Agent**.
2. Click **personalize**.
3. In the **Mail Handling Mode** section, turn off mail forwarding by clearing the check box labeled **Forward my messages**. Turn off automatic replies by clearing the check box labeled **Automatic reply**.
4. Scroll down, if necessary, and click **Apply** to apply your changes.

Maintaining Mailing Lists

The InterJet allows you to set up mailing lists so that e-mail users can easily send a message to all of the people who are interested in it. You can create mailing lists for particular groups of users. For example, you can set up a mailing list for each department, for each project, or for special-interest groups.



Tip: You can also create a mailing list with only one member to provide a user with an alternate e-mail address, or *alias*; the mailing list name becomes another e-mail address that people can use to send mail to that user.

If an InterJet user is given the All Mailing List service, that user's name and e-mail address are added to a mailing list called `all`. (This service can be assigned by users

with Personnel Administrator privileges.) You cannot delete the `all` mailing list. It is possible to delete a user's name from this list, but the purpose of the list is to make it easy to send mail of general interest to every user on the InterJet; therefore, it is recommended that you do not delete any of the users on it. Note that, although associates are listed, they are not included on the `all` list by default. You can add an associate to the `all` list (or any other mailing list) by editing that list.

Using the Mail Agent, any user can view a list of all of the mailing lists on the InterJet and see who is on a selected mailing list. If you have Postmaster privileges, you can also add new mailing lists, edit existing mailing lists, and delete mailing lists.

Note: Be sure the names of your mailing lists do not match the names of any of your users. If the name of a mailing list is identical to the name of a user, mail sent to the mailing list is diverted to the user instead.

Viewing Mailing Lists

To view the mailing lists:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **mailing lists**. The Mailing Lists page appears, as shown in Figure 5-6.



Figure 5-6 The Mailing Lists page

Use the Mailing Lists page to:

- Create new mailing lists. See the section “Creating a New Mailing List” on page 5-11.
- Edit mailing lists. See the section “Editing a Mailing List” on page 5-12.

- Delete mailing lists. See the section “Deleting a Mailing List” on page 5-13.
- Export your addresses to a text file, suitable for incorporation into an e-mail program’s address book. See the section “Exporting a Mailing List” on page 2-14.

Creating a New Mailing List

To create a new mailing list:

1. Go to the Mailing Lists page, as described in the section “Viewing Mailing Lists” on page 5-10.
2. On the Mailing Lists page, click **new mailing list**. The New Mailing List page appears, as shown in Figure 5-7.

Select	Type	Address	Real Name
☐	admin	admin	Administrator
☐	coding	coding	Carlos Rodriguez
☐	jsmith	jsmith	John Smith
☐	pjones	pjones	Pam Jones
☐	rsmith	rsmith	Robert Smith
☐	slee	slee	Susan Lee
☐	snguyen	snguyen	Steve Nguyen
☐	tyamada	tyamada	Taro Yamada
☐	tkoz@pygmil.com	tkoz@pygmil.com	Eliza Doolittle

Figure 5-7 The New Mailing List page

3. Enter the name of the new mailing list in the **Name** box. This name is the address for the list. The name cannot contain any spaces or punctuation, except hyphens, underscores, and periods.
4. Enter a description of the new mailing list in the **Topic** box.

5. From the list of existing e-mail accounts, select the users whom you want to include on the new mailing list. Select a user by selecting the check box in the **Select** column for that user's account name. A check mark indicates that the user is included on the mailing list. To remove a user from the list, clear the check box.
6. When you have finished selecting users, click **OK** to create the mailing list and return to the Mailing Lists page. You might have to scroll down to see this button.



Note: The list of users that can be included in the mailing list includes any associates you have added to your Associates list. (See the section “Managing the Associates List” on page 4-14.) Associates are distinguished from local users by the icon in the **Type** column, and by the fact that the complete e-mail address is listed, rather than just the login name.

Editing a Mailing List

You can edit a mailing list to change the description of the list or to add or delete members.



Note: If you want to add the e-mail addresses of people outside of the company to a mailing list, you must first add them to the Associates list. For more information on how to do this, refer to the section “Managing the Associates List” on page 4-14.

To edit a mailing list:

1. Go to the Mailing Lists page, as described in the section “Viewing Mailing Lists” on page 5-10.
2. On the Mailing Lists page, select the mailing list you want to edit by clicking the button in the **Select** column next to its name.
3. Click **edit**. The Edit Mailing List page appears, as shown in Figure 5-8.

This page is very similar to the New Mailing List page, except that you cannot change the name of the list.

Select	Type	Address	Real Name
☐	admin	admin	Administrator
☒	coding	coding	Carlos Rodriguez
☒	jsmith	jsmith	John Smith
☐	pjones	pjones	Pam Jones
☒	rsmith	rsmith	Robert Smith
☐	slee	slee	Susan Lee
☐	snuyet	snuyet	Steve Nguyen
☐	tyamada	tyamada	Tamara Yamada
☐	liza@pygmil.com	liza@pygmil.com	Eliza Doolittle

Figure 5-8 The Edit Mailing List page

- To change the description of the mailing list, enter a new description in the **Topic** box.
- To add or delete a member, select or clear the check box in the **Select** column next to the user name. A check mark indicates that the user is included on the mailing list.
- When the membership of the list is correct, click **OK** to apply your changes and return to the Mailing Lists page. You might have to scroll down to see this button.

Deleting a Mailing List

To delete a mailing list:

- Go to the Mailing Lists page, as described in the section “Viewing Mailing Lists” on page 5-10.
- On the Mailing Lists page, select the mailing list you want to delete by selecting the button in the **Select** column next to its name.

3. Click **delete**. The Delete Mailing List page appears, as shown in Figure 5-9. This page is very similar to the New Mailing List page, except that you cannot make any changes or selections.

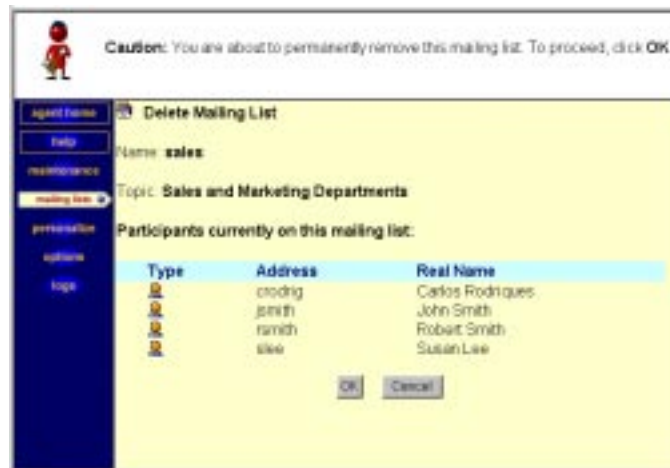


Figure 5-9 The Delete Mailing List page

4. To confirm the deletion and return to the Mailing Lists page, click **OK**. You might have to scroll down to see this button.

Setting Mail-Processing Options

If you have Postmaster privileges, you can use the Mail Agent to manage the e-mail system options for your site. The Mail Agent's Options page allows you to specify the following options:

- How often to deliver e-mail messages inside your organization. See the section "Specifying the Frequency of Internal Mail Processing" on page 5-15.
- How often and in what way to check for new e-mail from outside your organization and send mail off-site. See the section "Specifying the Frequency of External Mail Processing" on page 5-16.
- How long to hold messages when there is a problem with delivery and how often to attempt redelivery. See the section "Handling Hard-to-Deliver Mail" on page 5-18.

- Where to forward all mail if you want to designate a machine other than the InterJet as an SMTP mail server. See the section “Forwarding Mail to a Different Mail Server” on page 5-19.
- How long the InterJet must connect to your ISP to collect mail and information about your ISP’s mail server, if required by your ISP. See the section “Specifying ISP Mail-Processing Requirements” on page 5-18.

Specifying the Frequency of Internal Mail Processing

You can specify how often the InterJet should deliver e-mail that is directed to an address on your local network. This mail, which first goes into the internal mail queue, can originate from either an internal address or an off-site address.



Note: The InterJet does not need to connect to your ISP to process (deliver) internal mail. Therefore, internal mail is delivered regardless of connection settings and blackout periods.

To specify the frequency of internal e-mail processing:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10.

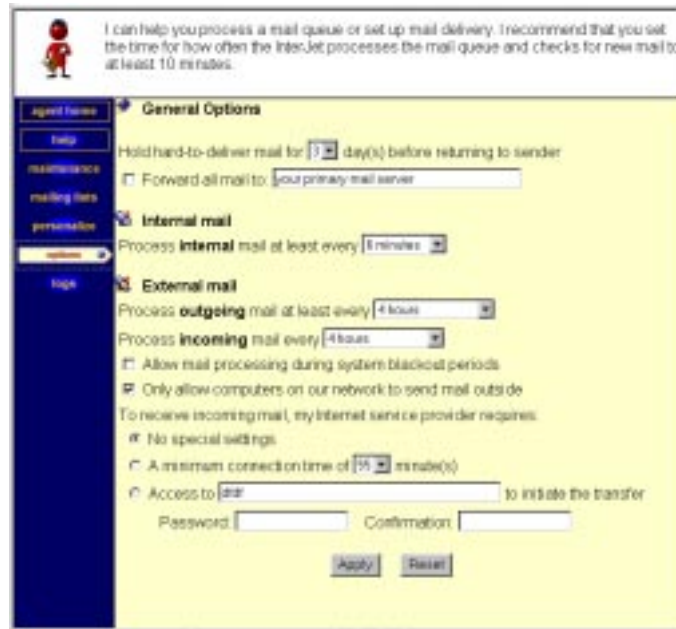


Figure 5-10 The Mail Options page

4. In the **Internal Mail** section of the Mail Options page, use the drop-down list labeled **Process internal mail at least every...** to select a number of minutes or hours. This sets the amount of time between internal mail-processing sessions.



Tip: If your site has more than 10 users, you should select an interval longer than the default value of 3 minutes. However, you might still want to keep the interval fairly short, since mail delivery can be delayed for this amount of time.

5. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Specifying the Frequency of External Mail Processing

If you have a dial-on-demand connection to your ISP, you can specify how often you want your InterJet to connect to your ISP to send and receive external e-mail. If you have a full-time connection, your external mail is processed continually.

You can specify different intervals for sending mail to external destinations (outgoing mail) and for collecting mail that originates outside the organization (incoming mail).

Outgoing mail is batched and sent at the specified interval. The delivery of external mail can be delayed for a period up to this interval. If no mail is in the outgoing queue, the InterJet does not attempt to connect to the ISP. Incoming mail is also collected at a specified interval. When this interval is reached, the InterJet connects to the ISP and collects any mail waiting on the ISP's mail servers. The InterJet then adds this collected mail to its own internal queues for processing.

With a dial-on-demand connection, more frequent processing can mean higher connection charges, although it allows mail to be delivered more quickly. You can use blackout periods to help control costs by disallowing mail processing during slow periods (at night, for example).



Tip: To reduce connection times and still deliver mail quickly to InterJet users, you can specify a longer interval for processing incoming mail (such as every 4 hours), and a shorter interval for processing outgoing mail (such as every 30 minutes). When the InterJet connects to the ISP to process outgoing mail, it also collects any incoming mail. With a longer interval for incoming mail, however, the InterJet does not connect as often during slow periods.

To specify external mail processing intervals:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10 on page 5-16.
4. In the **External Mail** section, use the drop-down lists to select how often you want to send and receive external mail. You might need to scroll down to see this section.
 - a. Choose an interval at which to **Process outgoing mail**. This interval specifies how often the InterJet connects to your ISP to send mail that is directed to an off-site address.
 - b. Choose an interval at which to **Process incoming mail**. This interval specifies how often the InterJet connects to your ISP to collect mail that is directed to an address on your LAN.
5. *Optional:* Select the check box labeled **Allow mail processing during system blackout periods**. If you choose this option, the InterJet is able to connect to the ISP during specified blackout periods to transfer new mail to and

from the ISP. Otherwise, connections for mail processing are not made during blackout periods. For more information, see the section “Setting Connection Blackout Periods” on page 7-7.

6. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Specifying ISP Mail-Processing Requirements

To transfer incoming mail to your InterJet, some ISPs require a minimum connection time or a specific address from which to transfer mail. If instructed by your ISP, you can specify these requirements on the Mail Options page. Note that these requirements are normally set during the auto-configuration process.

To specify ISP mail-processing requirements:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10 on page 5-16.
4. In the **External Mail** section, under **To receive incoming mail, my Internet service provider requires**, select the minimum connection time or type in the ISP address and password, as instructed by your ISP. If you type in a password (which is not displayed on the screen), you must confirm it by typing it again in the box labeled **Confirmation**.

Note: If you set a minimum connection time, check the System Agent's Connection page to make sure that the minimum connection time is shorter than the specified timeout period. For more information, see the section “Setting Up ISP Connection Times” on page 7-5.

5. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Handling Hard-to-Deliver Mail

Sometimes, e-mail messages cannot be delivered, usually because the mail server at the destination site is busy or down. You can specify how long to hold and retry delivery of mail when there is a problem with the initial delivery.

To specify how to handle problem mail:

1. Go to the Agent Home page.

2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10 on page 5-16.
4. In the **General Options** section of the Mail Options page, use the drop-down lists to select the number of days that the InterJet should hold hard-to-deliver messages before returning them to their senders.
5. Click **Apply** to apply your changes. You might need to scroll down to see this button.

Forwarding Mail to a Different Mail Server

Normally, the InterJet itself is the mail server for your organization. However, you can designate any computer at your site to be the SMTP mail server. To do this:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10 on page 5-16.
4. In the **General Options** section of the Mail Options page, select the check box labeled **Forward all mail to**.
5. Type in the name of the designated mail server machine. You must choose a machine with a DNS entry, as listed on the System Agent's Network View page. Use the fully qualified domain name (FQDN)—for example, `mail.<company name>.com`. (See the section “Viewing Network and Machine Status” on page 7-9.)
6. Click **Apply** to apply your changes. You might need to scroll down to see this button.

If you assign a computer on the Office network to be the mail server, your users cannot access their mail remotely through the Internet, as described in the section “Accessing Your Mail Remotely” on page 2-16, unless you equip this computer with a separate modem and provide your users with a dial-up number for remote access. Note that if you do this, there is a security risk, since anyone with the dial-up number can access your Office network.

If your InterJet has a dual-Ethernet card and you assign a computer on your publicly accessible Perimeter network to be the mail server, you should give the name (the FQDN) of this computer to users who want to access their mail remotely, so that they

can configure their mail programs accordingly. If your mail server is on the Perimeter network, it is *not* protected by the firewall.

Specifying Who Can Use the Mail Server

If you are using the InterJet's built-in mail server, you can prevent people outside your organization from using your mail server to transfer large volumes of mail to other addresses outside your network. This practice, which is a form of "spamming," allows people to force other organizations' mail servers to send advertisements or other mail to specific addresses. If this happens, your InterJet might remain connected to your ISP for long periods to transfer the mail, which can affect your mail server's performance. By default, the InterJet limits the use of its mail server so that only those computers on your network can send outgoing mail.

To change the outside mail setting:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.
3. Click **options**. The Mail Options page appears, as shown in Figure 5-10 on page 5-16.
4. In the **External Mail** section, select the check box labeled **Only allow computers on our network to send mail outside**.
5. Click **Apply** to apply your changes. You might need to scroll down to see this button.



Note: If your system allows users to login remotely, remote users should configure their mail program to use the InterJet to receive mail and their own ISP's mail server to send mail. Otherwise, remote users will be unable to send mail to anyone outside of your organization.

Viewing E-mail Logs

The InterJet keeps a set of e-mail logs. These logs provide technical information for people who are familiar with e-mail systems and networks. As a Postmaster, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

To look at the e-mail processing logs:

1. Go to the Agent Home page.
2. Click the **Mail Agent**.

3. Click **logs**. The Mail Logs page appears, as shown in Figure 5-11.



Figure 5-11 The Mail Logs page

4. Under **Diagnostic Logs**, select the type of mail client or server for which you want to see information.
5. Use the **Show** drop-down list to specify how many messages to include in the log. You can show all messages or the last 50, 100, or 500 messages.
6. Use the **Level** drop-down list to specify the level of severity of the events you want to view. These options range from the least severe (**Debug**, which often shows you logs that indicate no problem at all) to the most severe (**Emergency**). This filtering strategy allows you to view more detailed or less detailed logs.
7. Click **view log**.



Using the Webmaster Agent

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Overview

The Webmaster Agent controls all aspects of publishing on the World Wide Web. Anyone with an account that has Internal Web Publishing service can use this agent to create or add information to a personal Web page. (See the section “Creating a Personal Home Page from the Template” on page 2-21.)

If you have Webmaster privileges you can use this agent to:

- Publish your public Web site by specifying the InterJet, another computer on the Perimeter Ethernet network, or your ISP as the host for your public Web services. See the section “Publishing Your Public Web Site” on page 6-4.

- Enable file transfer service (FTP) and host it on your InterJet, another computer on the Perimeter Ethernet network, or your ISP. See the section “Hosting File Transfer Service (FTP)” on page 6-6.
- When your ISP is your Web server, tell the InterJet when to make a copy of your Web site and public files and transfer them to your ISP for safekeeping and publishing. See the section “Hosting File Transfer Service (FTP)” on page 6-6.
- Set up other Web-mirroring configuration options, according to your ISP’s requirements. See the section “Customizing Web Mirroring” on page 6-9.
- Maintain basic contact information for your organization in a central location where all employees have access to it. This information is used in generating your internal and public home pages. See the section “Maintaining Contact Information” on page 6-10.
- Create or add information to your organization’s public Web pages using the InterJet’s template. See the section “Creating a Public Web Site with the InterJet” on page 6-11.
- Publish your organization’s internal Web site, which can be seen only by InterJet users in your internal network, or intranet.
- Create or add information to your organization’s internal Web pages using the InterJet’s template. See the section “Creating an Internal Web Site with the InterJet” on page 6-16.
- View diagnostic logs to help solve problems with Web processing. See the section “Viewing Web Service Logs” on page 6-20.

To reach the Webmaster Agent’s pages, click the **Webmaster Agent** icon on the Agent Home page, as shown in Figure 6-1.



Figure 6-1 The Webmaster Agent on the Agent Home page

Whistle Communications recommends that you allow most, if not all, of the people in your organization to publish their own Web pages internally, so that they can be seen within the organization's internal network, or *intranet*. For this reason, Internal Web Publishing is considered a basic service—all user accounts created with the default template have this service.

You might also want a number of people in your organization to publish information on the public Web site, so that it is available outside the organization. Users with the Public Web Publishing service can create public Web pages that are accessible to anyone on the Internet who knows the URL. You (or someone with Personnel Administrator privileges) can give this ability to everyone in your organization by editing the account template to include the Public Web Publishing service before creating user accounts. You can choose to assign this privilege to just a few people by editing their accounts individually.

In addition, some of the people in your organization require Webmaster privileges in order to maintain your internal and public Web sites. A Webmaster can put Web pages in anyone's publishing directory, delete any files in the `/public` and `/internal` directories, create and maintain the public Web site, create and maintain the internal Web site, and maintain some aspects of Web administration. By default, only the `admin` account has Webmaster privileges.

Publishing Your Public Web Site

A Web site requires a full-time Web server; that is, the Web page files should be on a computer that is running 24 hours a day, so that anyone can look at your pages at any time. Since the Web is accessible from anywhere in the world, it would be a serious limitation if your site were only available during your organization's working hours.

If you have Webmaster privileges, you can use the Webmaster Agent to set up one of three kinds of Web servers to publish, or host, your public (external) Web pages:

- You can use the InterJet itself as your Web server.
- If your InterJet has a dual-Ethernet card, you can designate a computer connected to the Perimeter network of the InterJet to be your Web server.
- You can use the InterJet's Web-mirroring feature to host your Web pages at your ISP. In this case, you must provide the InterJet with information about the ISP's server and specify when to copy your local Web page files to the server to keep them up to date.



Notes:

If you want to host your Web site from the InterJet or your ISP's server, note the following:

- You must store your Web page files in the InterJet's `/public` directory. If you use the Webmaster Agent to generate your Web pages automatically using the InterJet's public Web template, your Web pages are automatically stored in the correct directory (see the section "Creating a Public Web Site with the InterJet" on page 6-11).
- If you already have a Web site and do not want to use the template, you must copy your Web page files into the InterJet's `/public` directory. Make sure that the home page is named `index.htm` or `index.html` and that it resides at the top level of the `/public` directory; other pages linked to the home page can be stored in subdirectories, such as the `/public/organization` directory. When you copy your `index.htm` (or `index.html`) file to the `/public` directory, make sure you replace or delete the existing `index.htm` file, which is the InterJet's default public home page.
- People outside your organization can access your public Web site by typing `http://www.<your domain name>.com` (for example, `http://www.whistle.com`) in their Web browser. The first page they see is your home page (`index.htm` or `index.html`).

To configure your public Web services:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 6-2.

Figure 6-2 The Webmaster Setup page

3. Select one of the buttons to choose where you want to host Web services.
 - If you choose **My InterJet**, the Web services are hosted from the InterJet's /public directory. The check box labeled **Enable Web service on the InterJet** is automatically selected; you can disable Web service temporarily by clearing this check box.
 - If you choose **A computer on my Perimeter network**, select the computer from the drop-down list of connected computers. (Note that this option is available only with InterJet models that have a dual-Ethernet card.) The computer you choose must be running Web server software.

- If you choose **My service provider's computer**, enter the name or IP address of the server computer, as provided by your ISP.
If you select this option and enter a name, a machine entry with that name and the alias **www** is automatically added to the System Agent's Network View page. If you wish to enter an IP address, you must first add a machine with that IP address to your network. See the section "Adding a Machine to the InterJet" on page 7-13.
If you choose to use your ISP as your Web host, you must periodically send your Web page files from the InterJet's **/public** directory to the ISP using Web mirroring. Use the **Web mirroring setup** section of this page to provide login information, as instructed by your ISP. For further information, see the section "Publishing Public Web Pages and Files with Web Mirroring" on page 6-9.
4. Click **Apply** at the bottom of the page to register your selection for the Web server computer.

Regardless of which computer you choose to host your Web site, the InterJet automatically assigns the reserved name **www** to that computer as one of its DNS names (aliases). Note that the selected computer must have a DNS entry available for the reserved name. If all DNS aliases are already assigned, you must use the System Agent to remove one of the aliases before you can use this computer as your Web host.

If another computer already has **www** as an alias when you use the Webmaster Agent to specify a server, the name is removed from that computer and assigned to the specified server. However, if the reserved name is the only name assigned to that computer, it cannot be removed. An error message appears, and the server cannot be successfully specified until you provide another name for the computer currently using the reserved name.

For more information on adding and removing machine DNS names and aliases, see the section "Configuring (Editing) a Machine" on page 7-16.

Hosting File Transfer Service (FTP)

If you want people out on the Internet to be able to use FTP (File Transfer Protocol) to send files to you or receive files from you on your FTP site, you must designate an FTP server.

If you have Webmaster privileges, you can use the Webmaster Agent to set up one of three kinds of FTP servers to host your public (external) FTP services:

- You can use the InterJet itself to be your FTP server.
- If your InterJet has a dual-Ethernet card, you can designate a computer connected to the Perimeter network of the InterJet to be your FTP server.
- You can use the InterJet's Web-mirroring feature to host your FTP service at your ISP. In this case, you must provide the InterJet with information about the ISP's server and specify when to copy the files you want to be publicly accessible to the server.



Notes:

If you want to host your FTP service from the InterJet or your ISP's server, note the following:

- You must store your public files in the InterJet's `/public` directory.
- People outside your organization can access your public FTP site by typing `ftp://ftp.<your domain name>.com` (for example, `ftp://ftp.whistle.com`) in their Web browser or FTP client software. All the files and directories (folders) in the top level of your `/public` directory are displayed. People can download or upload files to the `/public` directory or subdirectories using their Web browser or FTP client software.
- A login name and password are *not* required for people to access your FTP site. This type of public file transfer service is called *anonymous FTP*.

To configure your public FTP service:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 6-2 on page 6-5.
3. Select one of the buttons to choose where you want to host your public FTP site.
 - If you choose **My InterJet**, public FTP services are hosted from the InterJet's `/public` directory. The check box labeled **Enable FTP service on the InterJet** is automatically selected; you can disable FTP service temporarily by clearing this check box.

- If you choose **A computer on my Perimeter network**, select the computer from the drop-down list of connected computers. (Note that this option is available only with InterJet models that have a dual-Ethernet card.) The computer you choose must be running FTP server software.
- If you choose **My service provider's computer**, provide the name or IP address of the server computer, as provided by your ISP.

If you select this option and enter a name, a machine entry with that name and the alias `ftp` is automatically added to the System Agent's Network View page. If you wish to enter an IP address, you must first add a machine with that IP address to your network. See the section "Adding a Machine to the InterJet" on page 7-13.

If you choose to use your ISP as your FTP host, you must periodically send the files from the InterJet's `/public` directory to the ISP's server using Web mirroring. Use the **Web mirroring setup** section of this page to provide login information, as instructed by your ISP. For further information, see the section "Using Web Mirroring to Host a Public Web Site and FTP Services" on page 6-8.

Regardless of which computer you choose to host your FTP site, the InterJet automatically assigns the reserved name `ftp` to that computer as one of its DNS names (aliases). Note that the selected computer must have a DNS entry available for the reserved name. If all DNS aliases are already assigned, you must use the System Agent to remove one before you can use this computer as your FTP host.

If another computer already has `ftp` as an alias when you use the Webmaster Agent to specify a server, the name is removed from that computer and assigned to the specified server. However, if the reserved name is the only name assigned to that computer, it cannot be removed. An error message appears, and the server cannot be successfully specified until you provide another name for the computer currently using the reserved name.

For more information on adding and removing machine DNS names and aliases, see the section "Configuring (Editing) a Machine" on page 7-16.

Using Web Mirroring to Host a Public Web Site and FTP Services

If your ISP is hosting your public Web site or FTP services, any changes that you make to your public Web pages or files must be sent to the ISP in order to update them. In order for your latest pages to be published to the world, your InterJet must periodically transmit a copy of your site's files to your ISP. This is known as *mirror-*

ing. You can transmit the current version of your public files at any time. You can also specify regular intervals for your public files to be copied automatically.

Publishing Public Web Pages and Files with Web Mirroring

To publish changes to your public Web site or downloadable files at any time:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 6-2 on page 6-5.
3. Click **mirror now** to initiate the transfer of your public Web pages and files to the ISP. Note that mirroring occurs even if a blackout period is in effect. For more information about blackout periods, see the section “Setting Connection Blackout Periods” on page 7-7.



Caution: Mirroring copies everything in the InterJet's /public directory and its subdirectories, placing them in the ISP's specified location. Files on the mirror site are deleted if they do not exist in the updated /public directory structure. Also, if there are files in the /public directory that are not linked to your Web site, anyone who knows the URL of those files can see them.

Customizing Web Mirroring

Transmitting a copy of an entire Web site can add considerably to network traffic. For this reason, many companies choose to transmit the copy during times when there are few, if any, users on the system. Others wait until telecommunications tolls are low—late at night or very early in the morning—to perform this maintenance function.

To customize Web-mirroring services:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**. The Webmaster Setup page appears, as shown in Figure 6-2 on page 6-5.
3. Check that the button labeled **My ISP's computer** is selected to ensure that ISP Web-site mirroring is enabled.
4. To specify a particular time for mirroring to begin, select the check box labeled **Mirror (copy) daily to my ISP at**, then select the time from the drop-down lists for hours and minutes.

5. *Optional:* Select the check box labeled **Allow Web mirroring during system blackout periods**. If you choose this option, the InterJet is able to connect to the ISP even during specified blackout periods to update the Web files, but will still refuse the connection during those periods for other services, such as Web browsing. For more information, see the section “Setting Connection Blackout Periods” on page 7-7.
6. Make any changes to the Web server information, as instructed by your ISP. Normally, this information is set automatically during the auto-configuration of the InterJet.
7. Click **Apply** to make the changes. You might need to scroll down to see this button.

Maintaining Contact Information

The Webmaster Agent's Contact Information page acts as a central repository for basic information about your organization, such as the official name, address, and contact information. When you maintain this page, all users can quickly access the current organization information. This information is also used for automatic Web page generation—the InterJet includes your organization's name on your Web pages if you use the InterJet's templates to create Web pages for your organization.

To enter or change organization information in this central location:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**.
3. Click **contact info**. The Webmaster Contact Information page appears, as shown in Figure 6-3.

Figure 6-3 The Webmaster Contact Information page

4. Add or change information in the text boxes. The information that appears by default is the information that was sent to your ISP when you originally configured the InterJet.
5. Click **Apply** to apply the changes you have made. You might need to scroll down to see this button.

Creating a Public Web Site with the InterJet

If you have Webmaster privileges, you can maintain your organization's public Web pages, which can be seen by anyone who visits your Web site. A default home page is created for your public Web site when you first set up the InterJet. Use the Webmaster Agent to replace the default home page with a more customized page created from a template; this template displays your organization's name, which you enter on the Webmaster Agent's Contact Information page.

Creating Customized Public Web Pages from the Template

Note: Before you create your public Web site with the Webmaster Agent, ensure the following:



- You have chosen where to host your Web services, as described in the section “Publishing Your Public Web Site” on page 6-4. This choice determines the options that are available when you create your Web site.
- The organization or company name that you want to appear on the public Web pages is specified on the Contact Information page. See the section “Maintaining Contact Information” on page 6-10.

To replace the default public home page with a simple page (and other linked pages) created from a template:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**.
3. Click **public**. The Webmaster Public page appears, as shown in Figure 6-4.

Figure 6-4 The Webmaster Public page

Note: The bottom sections of this page appear only if your Web services are hosted on the InterJet.

4. To include a message on the new public home page, type your message into the large text box labeled **Add the following message to the Web page**.
5. Scroll down if necessary to see the lower sections and command buttons.
6. *Optional:* If you want the home page to show the number of visits to your site, select the check box labeled **Include a counter**. If this check box is selected, a count is kept of how often your Web site is accessed. The counter appears on your home page. (This option is available only if your Web services are hosted on the InterJet.)
If you select this option, specify one of the three display styles for the counter by clicking the button labeled **A**, **B**, or **C**. Optionally, type an initial value for the counter.
7. *Optional:* Select the check box labeled **Include an information request form**. If this check box is selected, your public Web site automatically includes an information request form. Visitors can use this form to send an e-mail request for more information about your organization. (This option is available only if your Web services are hosted on the InterJet.)
If you select this option, type in the address to which requests for information should be directed and, optionally, a default subject line for the information request messages.
8. Click **Replace Current Home Page**. You might need to scroll down to see this button. A confirmation dialog box appears.
9. In the confirmation dialog box, click **OK**.

Your new public home page is automatically created from the template with the message you have specified and the organization information from the Contact Information page. The new page automatically appears in a new browser window. You can click the blue, underlined URL at any time to see the home page. If you have viewed the home page before modifying it, you might need to click **Reload** in the browser to see the updated page.



Note: The home page (`index.htm`) is stored in the `/public` directory. All other public Web pages are stored in the `/public/organization` directory.

The Webmaster Public page creates your site's basic Web pages from a set of templates, and allows you to modify the custom information on those pages at any time. However, you can further customize these pages with a text editor or with an HTML editor such as Netscape Composer, which is included with the InterJet. An HTML editor allows you to put text, graphics, and other components into your Web pages.



Caution: If you customize your public home page or any of the other template pages with a text or HTML editor, you might not want use the Webmaster Public page to replace the home page. When you click **Replace Current Home Page**, all the pages are overwritten with the template; any customizations you have made are lost and must be recreated.

If you are using your ISP to host your public Web site, you must publish your new or edited Web page to make it available to the world, using a process called *Web mirroring*. You use the Webmaster Setup page to do this. Refer to the section “Using Web Mirroring to Host a Public Web Site and FTP Services” on page 6-8.

Using the Public Web Site Template

The template used to create your basic public Web site includes a home page and several other suggested pages. The home page includes icons that link to each of the other pages, and each page includes a paragraph that suggests the kind of information that you can put on that page with a text or HTML editor. You can, of course, add more pages, or delete any of these pages and the links to them. However, if you customize each of the pages with the suggested information, you can produce a reasonably complete Web site with relatively little effort.

The home page created from the template is customized with your organization's name, as it appears in the Webmaster Agent's Contact Information page. A sample home page built from the template, with no customizations other than the organization name and text from the Webmaster Public page, is shown in Figure 6-5.

Each icon links to a page that contains one of the following kinds of information:

- **What's New**
Customize this page with new information about what is happening at your organization. For example, you might want to post announcements about recent quarterly financial results, product announcements and other newly released information.
- **Products**
Customize this page with information about all the products that your organization offers. You can include detailed product literature, pricing and availability.
- **Services**
Customize this page with information about the services that your organization offers, such as customer service and technical support. You can provide contact information such as phone numbers and hours of operation.



Figure 6-5 A sample public home page

- **News**
Customize this page with the latest news about your organization. You can put recent press releases or announcements here.
- **About Us**
Customize this page with information about the people in your organization. You can include pictures and a brief biography of the employees in your organization.
- **Contact Us**
Customize this page with information about how to contact your organization. If you are hosting your Web services on the InterJet and chose the option **Include an information request form** when creating the public pages, the Contact Us page includes a form that visitors can fill out to request information; this form includes a **Send Request** button that automatically sends an e-mail message with the filled-out form to the address you specified on the Webmaster Public page.

Publishing Your Internal Web Site

If you have Webmaster privileges, you can publish your organization's internal Web site; this Web site can be seen by anyone within your organization, but it is not accessible to anyone outside your organization. To publish your organization's internal Web site, you use the InterJet's built-in Web server.

You can publish your internal Web site automatically by creating your internal Web pages from the InterJet's template (see the section "Creating an Internal Web Site with the InterJet" on page 6-16). However, if you already have an internal Web site or do not want to use the template, you must copy your Web page files into the InterJet's `/internal` directory. Make sure that the home page is named `index.htm` or `index.html` and that it resides at the top level of the `/internal` directory; other pages linked to the home page can be stored in subdirectories, such as the `/internal/organization` directory. When you copy your home page to the `/internal` directory, make sure you replace or delete the existing `index.htm` file, which is the InterJet's default internal home page.

People in your organization can view the internal Web site as described in the section "Viewing Internal Web Pages" on page 2-19.

Creating an Internal Web Site with the InterJet

A default home page is created for your internal Web site when you first set up the InterJet. The internal organization home page can be read by anyone within the organization's intranet, but is not accessible from outside your organization. If you have Webmaster privileges, you can use the Webmaster Agent to replace the default home page with a more customized page (and other linked pages) created from a template; this template displays your organization's name, which you enter on the Webmaster Agent's Contact Information page.

When you customize the internal home page using the Webmaster Agent, the internal home page includes a link to the Employees page, which is also created automatically. The Employees page contains a list of the current InterJet users. This page is automatically updated when InterJet accounts are created and deleted.

Creating Customized Internal Web Pages from the Template

Note: Before you create your internal Web site with the Webmaster Agent, ensure that the organization or company name that you want to appear on the internal Web pages is specified on the Contact Information page. See the section "Maintaining Contact Information" on page 6-10.



To replace the default internal home page with a custom page (and other linked pages) created from a template:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**.
3. Click **internal**. The Webmaster Internal page appears, as shown in Figure 6-6.

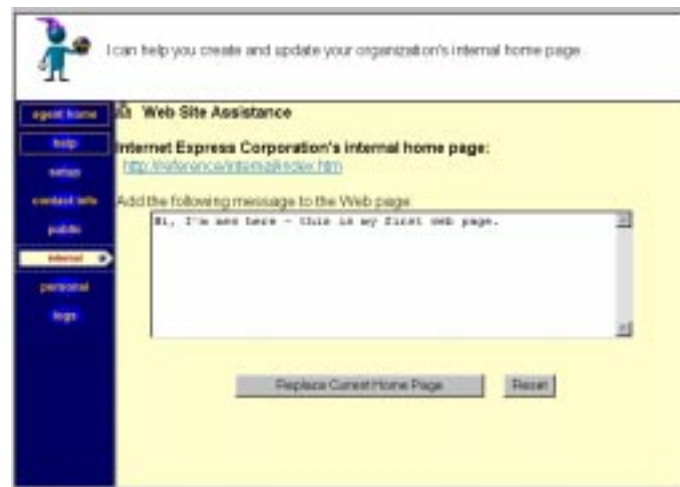


Figure 6-6 The Webmaster Internal page

4. To include a message on the new internal home page, type your message in the text box under the label **Add the following message to the Web page**.
5. Click **Replace Current Home Page**. You might need to scroll down to see this button. A confirmation dialog box appears.
6. In the confirmation dialog box, click **OK**.

Your new internal home page is automatically created from the template with the message you have specified. The new page automatically appears in a new browser window. You can click the blue, underlined URL at any time to see the new page. If you have viewed the home page before modifying it, you might need to click **Reload** in the browser to see the updated page.

Note: The internal home page file (`index.htm`) is kept in the `/internal` directory. All other internal Web page files (the Employees page, for example) are stored in the `/internal/organization` directory.

The Webmaster Internal page creates very basic Web pages from a template, and allows you to modify the message on the internal home page or update the contact information at any time. However, you can customize these pages using a text editor or an HTML editor, such as Netscape Composer, which is included with the InterJet. This editor allows you to put text, graphics, and other components into the Web pages. Note, however, that if you want to customize the Employees page, you must follow the instructions in Appendix C.



If you customize your internal home page or any of the other template pages with a text or HTML editor, you might not want to use the Webmaster Internal page to replace the home page. When you click **Replace Current Home Page**, all the pages are overwritten with the template; any customizations you have made must be recreated.

Using the Internal Web Site Template

The template used to create your basic internal Web site includes a home page, the Employees page, and two other suggested pages. The home page includes icons that link to each of the other pages. The suggested pages include a description of the kind of information that you can put on that page using a text or HTML editor. In addition, the internal home page provides links to several of the Whistle Agent pages.

The home page created from the template is customized with your organization's name, as it appears in the Webmaster Agent's Contact Information page. A sample home page built from the template, with no customizations other than the organization name from the Contact Information page and text from the Webmaster Internal page, is shown in Figure 6-7.



Figure 6-7 A sample internal home page

Each icon links to a page that contains one of the following kinds of information:

- **What's New**
Customize this page with new information about what is happening at your organization. For instance, you might want to post announcements about recent quarterly financial results, new employees joining the organization, press releases, and other newly released information.
- **Employees**
This page includes a list of all InterJet users; this list is generated automatically. For each current InterJet account, the Real Name and Login Name are listed. The Real Name is a link to the user's personal folder in the /internal/users directory; the link displays the user's personal



home page, if there is one. You can click the Login Name to send mail to that user, if that user has E-mail service. The Employees page is automatically updated whenever InterJet accounts are created or deleted.

Caution: To customize the Employees page with new text, graphics, or other components, you must follow the instructions in Appendix C. If you edit this page directly, the page will be overwritten with the template the next time the InterJet automatically updates the page.

➤ **HR Benefits**

Customize this page to post information about your organization's vacation and sick leave policies, benefits enrollment, and other pertinent human resources information.

Viewing Web Service Logs

The InterJet keeps a set of Web service logs. These logs provide technical information for people who are familiar with Web publishing and networks. As a Webmaster, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

To look at the Web service logs:

1. Go to the Agent Home page.
2. Click the **Webmaster Agent**.
3. Click **logs**. The Webmaster Logs page appears, as shown in Figure 6-8.



Figure 6-8 The Webmaster Logs page

4. From the drop-down list under **Diagnostic Logs**, select the type of log you want to view. There are eight types of logs available:
 - External WWW access
 - External WWW error
 - Internal WWW access
 - Internal WWW error
 - Web mirroring
 - Counter Cgi Log
 - Mailto Cgi Log
 - Web Agent Log
5. Use the **Show** drop-down list to specify how many lines to include in the log. You can show all lines or the last 50, 100, or 500 lines.
6. Use the **Level** drop-down list to specify the level of severity of the events you want to view. These options range from the least severe (Debug, which often shows you logs that indicate no problem at all) to the most severe (Emergency). This filtering strategy allows you to view more detailed or less detailed logs.
7. Click **view log**.



Using the System Agent

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Overview

The System Agent provides you with information about many aspects of your computers and your network, and it lets you control important aspects of your network and the InterJet. Using the System Agent, you can:

- View information about the InterJet system resources. See the section “Viewing Information about the System” on page 7-3.
- Configure when and how often your InterJet connects to your ISP. See the section “Setting Up ISP Connection Times” on page 7-5.
- View information about the networks and machines connected to your InterJet, and add new networks or machines. See the section “Viewing Network and Machine Status” on page 7-9.
- Monitor the network to see which users are using which shared directories at a given time. See the section “Monitoring System Users” on page 7-22.
- Monitor activity on the ports and configure the connection information for each port. See the section “Viewing and Changing the Connection Status of the Ports” on page 7-23.
- Set system parameters such as the internal time clock. See the section “Setting Network Parameters” on page 7-35.
- Back up the InterJet files. See the section “Backing up the InterJet” on page 7-40.
- Restart the operating system if necessary. See the section “Restarting the System” on page 7-43.
- Upgrade the operating system or other related software. See the section “Upgrading the System Software” on page 7-44.
- Troubleshoot. See the section “Diagnosing Network Problems” on page 7-38, and the section “Viewing System Logs” on page 7-46.

You must have System Administrator privileges to enter and edit information using the System Agent. See the section “Assigning Account Services and Privileges” on page 4-5 for more information on privileges.



Tip: You can use the LCD screen and keypad on the front of your InterJet to display some kinds of information about the state of your system and perform certain system administration tasks. For more information about this alternative to using the System Agent, see Appendix B.

To reach the System Agent's pages, click the **System Agent** icon on the Agent Home page, as shown in Figure 7-1.



Figure 7-1 The System Agent on the Agent Home page

Viewing Information about the System

To view information about the system:

1. Go to the Agent Home page.
2. Click the **System Agent**. The default System Information page appears, as shown in Figure 7-2.



Figure 7-2 The System Information page

This page allows you to examine the current state of your InterJet system. It shows both system information and network information. System information includes:

- How much RAM is installed on the InterJet and how much hard disk space is being used.
- The current time and date according to the system clock. For information on setting the system clock, refer to the section “Setting Network Parameters” on page 7-35.
- The time and date of the most recent backup. For information on backing up the system, refer to the section “Backing up the InterJet” on page 7-40.

Network information includes:

- The status of the current connection—whether it is up and how long it has been maintained. For information on examining the connection history, refer to the section “Viewing System Logs” on page 7-46.
- How many devices are connected to the Ethernet network. For information on adding new machines to the system, refer to the section “Adding a Machine to the InterJet” on page 7-13.

- How many users are currently sharing files on the system. For information on viewing the state of file sharing, refer to the section “Monitoring System Users” on page 7-22.

The WhistleWare section includes:

- What version of the InterJet system software you are currently running. For information on how to upgrade the system software, refer to the section “Upgrading the System Software” on page 7-44.
- What language the WhistleWare interface is displayed in. For information on how to change the language version, refer to the section “Upgrading the System Software” on page 7-44.
- *Optional:* Whether WhistleWare has been customized by your ISP. For information on how to install an ISP customization package, refer to the section “Upgrading the System Software” on page 7-44.



Tip: You can use the LCD screen and keypad on the front of your InterJet to display some of this system information. For more information about this alternative to using the System Agent, see Appendix B.

Setting Up ISP Connection Times

Depending on which InterJet model you have, you connect your InterJet to your ISP using one of the following WAN (Wide Area Network) ports: the internal modem port, the internal ISDN port, the external serial port, or the synchronous serial port.

If your InterJet uses the internal modem port, the internal ISDN port, or the external serial port to connect to your ISP, you can specify when and how often the connection should be initiated and how long the connection should be maintained. You do this using the System Agent's Connection page. If your InterJet uses the synchronous serial port to connect to your ISP, you cannot choose another connection option—that port always maintains a full-time connection.



Tip: You can also adjust your ISP connection times by setting how often and how long your InterJet connects to your ISP for e-mail transfers. See the section “Specifying the Frequency of External Mail Processing” on page 5-16.

Choosing a Connection Option

You can choose a connection option only if your InterJet is connected to your ISP using the internal modem port, the internal ISDN port, or the external serial port. If your ISP provides a full-time service line for your connection, ensure that the

“Always stay connected” option is specified, as described below.

To choose a connection option:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **connection**. The System Connection page appears, as shown in Figure 7-5.



Figure 7-3 The System Connection page

4. Select one of the following connection configurations:
 - **Always stay connected--idle timeout does not apply**

The system maintains a full-time connection until you manually disconnect it, either from the front panel of the InterJet, as described in Appendix B, or by disabling the port, as described in the section “Enabling and Disabling a Port” on page 7-25.
 - **Connect automatically whenever needed**

This is the dial-on-demand option. A connection is initiated whenever there is a request for a connection to an outside machine. A request occurs, for example, when someone tries to use FTP to download files from a remote site, or tries to access an off-site Web page.

Once the connection is made, it stays in effect until the timeout period is up, if no other traffic occurs. If any traffic occurs before the timeout period is up, the timeout period is reset by the new traffic.

- **Connect automatically except during the following blackout periods...**

The option is the same as the dial-on-demand described above, except that the InterJet does not attempt to make a connection during the specified times. To set or change the blackout periods, click **edit blackout periods**. (See the section “Setting Connection Blackout Periods” on page 7-7.)

If a connection is active when a blackout period begins, the connection is immediately terminated.

- **Only allow manual connections**

Connections are not initiated automatically, but only when you specifically request them, either from the front panel of the InterJet, as described in Appendix B, or by changing the status of a port, as described in the section “Changing the Connection Status of a Port” on page 7-26.

Once the connection is made, it stays in effect until the timeout period is up, or until it is manually terminated.

5. If you select any of the automatic or manual options, select an idle timeout period from the drop-down list. The timeout period can be from 2 minutes to 6 hours. After a connection to your ISP is established, the timeout period begins counting down. If there is no network traffic before the timeout period expires, the connection is terminated. If there is network traffic, the timeout counter is reset.



Tip: If you set a minimum connection time for processing external mail, make sure that the minimum connection time is shorter than the specified timeout period. For more information, see the section “Specifying the Frequency of External Mail Processing” on page 5-16.

Setting Connection Blackout Periods

If you choose the connection option **Connect automatically except during the following blackout periods**, you can specify up to three blackout periods. Blackout periods help control your connection costs by ensuring that connections are not made when they are not needed—for example, in the evenings, or on weekends.

During any time specified as a blackout period, the system does not attempt to make any automatic dial-up connection to the ISP. If a connection is active when a blackout period begins, the connection is terminated. Note that you can still establish a connection manually during a blackout period, either by changing the status of a port, as described in the section “Changing the Connection Status of a Port” on page 7-26 or from the front panel of the InterJet, as described in Appendix B.

You can choose to allow external mail processing during a blackout period. (See the section “Specifying the Frequency of External Mail Processing” on page 5-16.) You can also choose to allow Web mirroring to occur during blackout periods. (See the section “Customizing Web Mirroring” on page 6-9.) When you allow these exceptions, other connection requests, such as those for FTP or access to remote Web pages, are still refused during the blackout period.

To specify a blackout period:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **connection**. The System Connection page appears, as shown in Figure 7-5 on page 7-10.
4. On the Connection page, select **Connect automatically except during the following blackout periods...**
5. Click **edit blackout periods**. The Connection Blackouts page appears, as shown in Figure 7-4.

You can define up to three blackout periods that specify when your InterJet cannot connect to your ISP.

Specify up to 3 blackout periods when automatic dialing will be prohibited:

Blackout period 1:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

☐ From: 12PM to 7PM

Note: Blackouts continue into the next day if the time interval goes past midnight.

Blackout period 2:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

☐ From: 7PM to 5AM

Note: Blackouts continue into the next day if the time interval goes past midnight.

Blackout period 3:

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

☐ All day (24 hrs)

☐ From: 5AM to 5AM

Note: Blackouts continue into the next day if the time interval goes past midnight.

OK Cancel

Figure 7-4 The Connection Blackouts page

- 
6. In the section labeled **Blackout period 1**, select the check boxes for the days this blackout period applies, then select one of the following:
 - **All day.** This is the default option.
 - **From...to.** If you choose this option, specify the hours of the blackout period from the drop-down lists labeled **From** and **to**.

Note: If you specify a time range that extends beyond 12 A.M., the blackout period continues into the next day. For example, Tuesday from 6 P.M. to 7 A.M. means Tuesday from 6 P.M. to midnight and Wednesday from midnight to 7 A.M.

7. *Optional:* Specify a second and third blackout period.
8. Click **OK**.

Viewing Network and Machine Status

If you have System Administrator privileges, you can use the System Agent's Network View page to see a list of all the networks and machines connected to your InterJet. From this page, you can also add or delete networks or machines from the InterJet's internal database and modify the configurations of networks and machines.

Accessing a List of Networks and Machines

To see a report on the networks available to your InterJet system and on the machines connected to each network:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **network**. The **view** tab is selected by default. An example of the Network View page is shown in Figure 7-5.



Figure 7-5 The Network View page

Understanding the Network View Display

This display shows you all of the networks in your system and the machines assigned to each network. Each network is displayed in a gray box containing an Ethernet cable icon. The IP address range and name of the network are displayed in bold type. Beneath each network is a list of the machines that are currently connected to that network or that were recently connected to it. Machines are indicated by a computer icon, except for the InterJet itself, which is indicated by an InterJet icon.

The current values for the IP address, machine name, and link address are shown for each machine where they are applicable:

- The link address is the gateway for a network, and the hardware (Ethernet card) address for a machine.
- IP addresses are shown in italics to indicate that the address was assigned using DHCP; those in regular type are static IP addresses. Dynamic addresses are marked with a pound sign (#) if their leases have expired.

- A question mark (?) next to the icon indicates that the InterJet expected the machine to have a different IP address (or no IP address). To resolve the problem, ensure that the IP address configuration (static or dynamic addressing) on the machine itself is the same as that specified on the InterJet's Edit Machine page for that machine.

The InterJet maintains an internal database of all the machines and devices connected to your network and uses this database to update the Network view page. If a machine is connected to your network and it uses DHCP (or the Boot Protocol, BOOTP) to request a temporary IP address, the InterJet assigns an address and adds the machine to its internal database. If a connected machine uses a static IP address rather than DHCP, you must manually specify a DNS name for the machine to add it to the InterJet's database. It is recommended that you add all machines to the InterJet's database so that you can refer them by DNS name rather than by only IP address. For more information on specifying DNS names, see the section "Configuring (Editing) a Machine" on page 7-16.

This list of networks and machines can be very long; scroll down to see additional machines and networks.

You can use this page to manually add new machines or new networks to the system, as described in the section "Adding a Machine to the InterJet" on page 7-13, or delete existing machines and networks, as described in the section "Deleting a Machine or Network" on page 7-15. You can select an existing network or machine and click **edit** to change the name or address information, as described in the section "Configuring (Editing) a Machine" on page 7-16.

Understanding the InterJet's Networks

All InterJet models have an Office Ethernet network. The machines connected to the Office Ethernet network are protected by the firewall; this means that they are not directly accessible by the outside world. Machines connected to the Perimeter Ethernet network are *not* protected by the firewall—anyone that has the address of one of these machines can access it.

Each of these networks is listed as a separate network on the Network View page. Also on this page, there is a network listed for your WAN connection (the connection to your ISP). For example, if you are using the InterJet's internal modem port, the Network View page shows a network for the connection between the modem and your ISP.

If you select the InterJet machine itself on the Network View page and click **edit**, the Edit InterJet Machine page appears. Figure 7-6 shows the page for an InterJet with a

dual-Ethernet card; this page shows two hardware (HW) and IP addresses—one for the Office Ethernet network and one for the Perimeter Ethernet network.



Figure 7-6 The Edit InterJet Machine page

InterJet Models with a Dual-Ethernet Card

You can provide publicly accessible services, such as a Web or FTP site, from the Perimeter network. The Perimeter network can consist of one or more machines that you connect to the Perimeter Ethernet port (as described in *The InterJet Installation Guide*), or it can comprise only the InterJet itself, which has its own Web, FTP, and mail servers. To provide public services from machines connected to the Perimeter network, you must install the appropriate servers on them and assign DNS names to the servers. For more information about changing the information on this page, see the section “Configuring (Editing) a Machine” on page 7-16

If you have not yet configured the Perimeter Ethernet network, the Perimeter Ethernet entry is marked **Unconfigured** on the Network View page. For more information, see the section “Configuring (Editing) a Network” on page 7-19.

InterJet Models with a Four-Port Hub Card

You can provide publicly accessible services from the InterJet's servers by assigning DNS names to these servers. For more information about changing the information on this page, see the section "Configuring (Editing) a Machine" on page 7-16.

Adding a Machine to the InterJet

You can use the Network View page to add an entry for new machine to the InterJet's internal database. You need to add a machine entry *only* if you want to add a machine to a remote network—that is, a machine on a network *other* than the Ethernet networks that are directly connected to the InterJet.

If you want to add a machine to either the InterJet's Office Ethernet network or the Perimeter Ethernet network, you should first physically connect it to the network, as described in *The InterJet Installation Guide*. The InterJet eventually detects it and adds an entry for it on the Network View page.

- *If you configured the machine to use DHCP* to obtain a temporary IP address, you can edit the machine entry to change or add the DNS names by which the machine is recognized on the network. See the section "Configuring (Editing) a Machine" on page 7-16.
- *If you configured the machine to use a static IP address*, the entry is labeled **Auto-Detected**. You should provide the machine with a DNS name so that it can be recognized on the network. You can either add a new machine entry, giving it the same IP address and a DNS name, or edit the machine to give it a DNS name, as described in the section "Configuring (Editing) a Machine" on page 7-16.

To add a new machine:

1. Go to the System Agent's Network View page, as described in the section "Accessing a List of Networks and Machines" on page 7-9.
2. Click **new machine** at the top of the Network View page. The New Machine page appears, as shown in Figure 7-7.



Figure 7-7 The New Machine page

3. Fill in the description, DNS names, and IP address information. For more information on these items, refer to the section “Configuring (Editing) a Machine” on page 7-16.

Note that the IP address determines the network to which the new machine is added; it is added to the network whose range includes the specified address.

4. Click **OK** to add the new machine with the new information and return to the Network View page.

Adding a Network to the InterJet

You can use the Network View page to add a new network to the system. When you add a network, it is considered a “remote network” because it is not directly connected to one of the InterJet’s Ethernet or hub ports.

To add a new network to the system:

1. Go to the System Agent’s Network View page, as described in the section “Accessing a List of Networks and Machines” on page 7-9.

2. Click **new network** at the top of the Network View page. The New Network page appears, as shown in Figure 7-8.

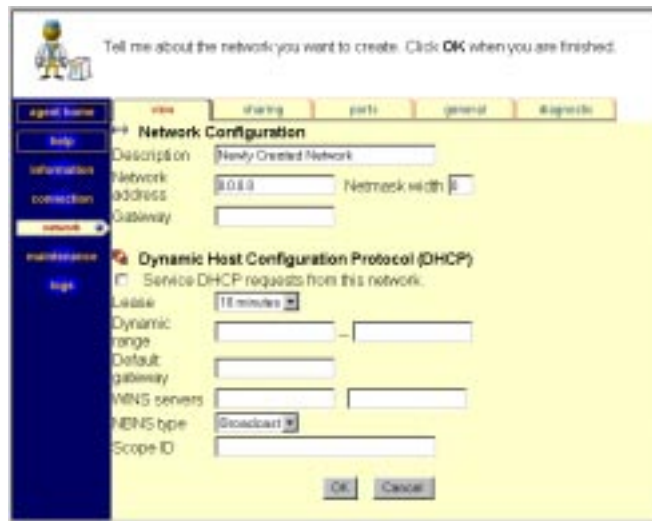


Figure 7-8 The New Network page

3. Fill in the description, the network portion of the IP address, the net-mask information, and the gateway information if required.
4. Fill in or select values for the Dynamic Host Configuration Protocol (DHCP) as needed for your network. For more information on these items, refer to the section “Configuring (Editing) a Network” on page 7-19.

Note that some fields apply only to certain systems or networks, and might not appear, or might not need to be specified.

5. Click **OK** to add the new network and return to the Network View page.

Deleting a Machine or Network

You can remove a machine or network from the System Agent’s Network View page. You cannot delete the InterJet or the Office or Perimeter network.

To delete an existing machine or network:

1. Go to the System Agent’s Network View page, as described in the section “Accessing a List of Networks and Machines” on page 7-9.

2. Select a machine or network by clicking its button in the **Select** column.
3. Click **delete**. You might need to scroll back up to the top of the page to see this button.



Note: You must also physically disconnect the machine or network from the InterJet to permanently remove it from the Network View page. If you do not disconnect the machine, the InterJet eventually detects it and adds it back to the Network View page.

Configuring (Editing) a Machine

You can edit a selected client machine to change the address information or description, or to add or remove DNS names (the names by which a machine is recognized on the network). You can edit the InterJet itself to add or remove DNS names for the InterJet, its servers, or servers on the Perimeter network (if your InterJet has a Perimeter Ethernet port).

Editing a Client Machine

To edit a client machine:

1. Go to the System Agent's Network View page, as described in the section "Accessing a List of Networks and Machines" on page 7-9.
2. Select a machine by clicking its button in the **Select** column.
3. Click **edit**. You might need to scroll back up to the top of the page to see this button.

The Edit Machine page appears as shown in Figure 7-9.

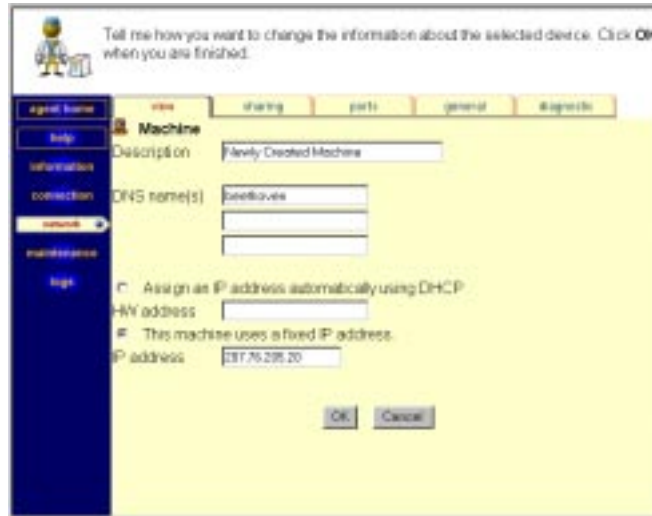


Figure 7-9 The Edit Machine page

4. Fill in or select the new information about the machine:
 - The description is a text description of the machine. *This information does not appear in the Network View page*, but can help you identify a machine when the DNS name is not sufficient.
 - The DNS (Domain Name Service) name is the name by which the machine is known on the network. The two alternate names can be used as aliases for the first name, so that you can refer to a machine by a nickname. All names must be unique.

Important: The names `www` and `ftp` are reserved for the Web server and FTP server. When you (or another user with Webmaster privileges) assign a Web or FTP server using the Webmaster Agent's Setup page, the specified machine is automatically assigned `www` or `ftp` as one of its names. Since names are unique, you must not assign these reserved names to any other machine.

- You can type in a permanent (or *static*) IP address for the machine, or choose to have a temporary (or *dynamic*) IP address assigned automatically by the Dynamic Host Configuration Protocol (DHCP) server or via the Boot Protocol (BOOTP), which are part of your InterJet system.
 - If you choose to use a static address, you must also assign at least one DNS name to the machine.
 - If you choose to use DHCP, ensure that the hardware address of the machine's Ethernet card is specified in the **HW address** box. If the machine is already connected to the network, the address is automatically detected.
- 5. Click **OK** to apply the new information and return to the Network View page.

Editing the InterJet

To edit the InterJet:

1. Go to the System Agent's Network View page, as described in the section "Accessing a List of Networks and Machines" on page 7-9.
2. Select the InterJet by clicking its button in the **Select** column.
3. Click **edit**. You might need to scroll back up to the top of the page to see this button. The Edit InterJet Machine page appears, as shown in Figure 7-6 on page 7-12.
4. Fill in or select the new information about the InterJet:
 - The DNS (Domain Name Service) name.
 - **On Office Ethernet network:** Type in the names by which you want to refer to the InterJet itself and its internal (private) servers. If you specify another name for the InterJet here, you can type that name in your browser's "address" or "location" box to access WhistleWare (the InterJet's system software). Do not type in the names **www** and **ftp**—these names are reserved for external servers.
 - **On Perimeter Ethernet network** (InterJet models with a dual-Ethernet card only): Type in the names by which you want to refer to the external servers, such as **www** and **ftp**, for your public services. The services you specify here are provided on the InterJet itself (rather than on another machine on your Perimeter network).



- **Externally accessible DNS names** (InterJet models with a four-port hub card only): Type in the names by which you want to refer to your publicly accessible (external) servers, such as `www` and `ftp`, on the InterJet.

Important: When you (or another user with Webmaster privileges) assign a Web or FTP server to the InterJet using the Webmaster Agent's Setup page, the InterJet is automatically assigned `www` or `ftp` as one of its names. Since names are unique, you must not assign these reserved names to any other machine.

- IP address
 - **On Office Ethernet network:** If instructed by your ISP, change the IP address of the InterJet's Office network.
 - **On Perimeter Ethernet network** (InterJet models with a dual-Ethernet card only): If instructed by your ISP, change the IP address of the InterJet's Perimeter network.

5. Click OK to apply the new information and return to the Network View page.



Tip: You can use the LCD screen and keypad on the front of your InterJet to examine and set the addresses of the InterJet itself. For more information about this alternative to using the System Agent, see Appendix B.

Configuring (Editing) a Network

From the Network View page, you can edit information such as the IP address range and DHCP parameters for the following types of networks: the Office Ethernet network, the Perimeter Ethernet network (if your InterJet has a dual-Ethernet card), and a remote network. A remote network is one that is not directly connected to the InterJet's Office or Perimeter Ethernet port. For example, any new network you add to the InterJet is considered a remote network.

You cannot edit a network for a WAN port (such as the internal modem or ISDN port) from the Network View page. To change information about these networks, you use the Network Ports page. See the section “Configuring (Editing) the WAN Ports” on page 7-27.



Note: When you first install the InterJet, the Office Ethernet network and the Perimeter Ethernet network must be configured before you can add any machines to those networks. This configuration is normally done during the auto-configuration

process. You can use the System Agent to configure the Office or Perimeter network manually, if instructed to do so by your ISP.

To edit a network:

1. Go to the System Agent's Network View page, as described in the section "Accessing a List of Networks and Machines" on page 7-9.
2. Select a network by clicking its button in the **Select** column.
3. Click **edit**. You might need to scroll back up to the top of the page to see this button.

The Edit Network page appears, as shown in Figure 7-10.

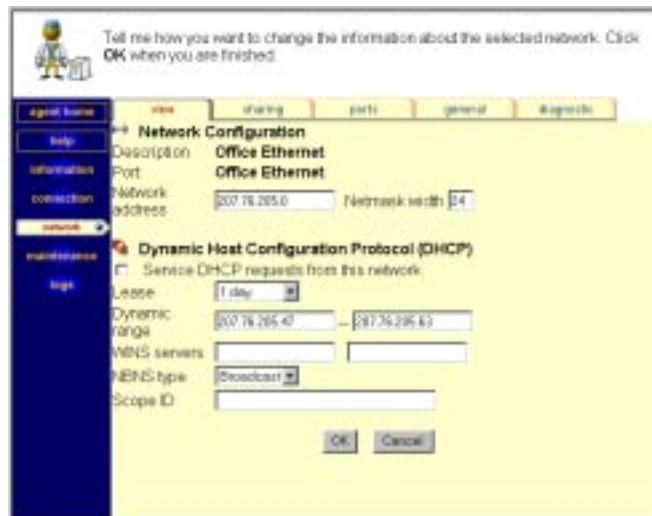


Figure 7-10 The Edit Network page

4. Fill in or select the new information about the Network Configuration:
 - The **Description** information appears in the **Name** column in the Network View page. You cannot change the description for the Office or Perimeter network.
 - The **Network address** and **Netmask width** determine the range of IP addresses that are available for machines on this network. If the netmask width is 24, for example, the top 24 bits of the 32-bit IP address identify the network, and the remaining 8 bits are used to identify individual machines in the network. To specify this, you

would enter something like 192 . 168 . 1 . 0 in the **Network address** field and 24 in the **Netmask width** field. To see a table of width numbers with their corresponding netmasks, click the **help** button.

- *Remote networks only:* **Gateway** tells the InterJet where to send data for delivery to machines on the remote network. Specify the IP address of the gateway device (router). The gateway must be connected to either the Office or Perimeter network. If you do not specify a gateway, the InterJet uses its default gateway, which is specified on the Network General page.
 - *Perimeter Ethernet network only:* Select the **Enable Perimeter Ethernet port** check box to connect your Perimeter network to the InterJet's Perimeter Ethernet port. Clear the check box to disable the port and disconnect the network.
5. *Optional:* Select the check box labeled **Service DHCP requests from this network** and fill in or select the DHCP information. If you select this option, the system can automatically assign dynamic IP addresses for machines on demand. You must have a DHCP gateway router to use this option. To disable DHCP, clear this check box.
- The temporary addresses assigned by the DHCP are said to be *leased*. They can be recycled when they have been idle for some period—that is, when the lease runs out. Specify the amount of time for the lease by selecting from the **Lease** drop-down list.
 - The dynamic addresses are selected from a subset of the addresses available to this network. Select the range for this subset by entering the first and last addresses in the range in the **Dynamic range** box. Refer to your InterJet Setup Sheet for the range of dynamic addresses assigned to you by your ISP. All addresses outside the dynamic range are available for static, or permanent, assignment.
 - *Remote networks only:* **Default Gateway** tells machines that are not directly connected to the InterJet's Office network or Perimeter network where to send data for delivery outside the network that these machines are on. Specify the IP address of the default gateway device (router) on the remote network.

Note: If you enable DHCP on a remote network, you must install a DHCP gateway, which forwards requests for dynamic IP addresses to the InterJet. This type of gateway is typically a router that has this forwarding function.



- For Microsoft Windows NT or Windows 95 systems, you might need to specify one or more of the **WINS server** numbers, the **NBNS type**, or the **Scope ID**. These values are only passed to machines on the network by DHCP; they cannot be changed or assigned here. These values are needed only if your existing network uses them. For more information about these values, see your Microsoft documentation.
6. Click **OK** to apply the new information and return to the Network View page.



Tip: You can use the LCD screen and keypad on the front of your InterJet to do the following:

- Turn DHCP on or off.
- Examine and set the IP address of the Office Ethernet network and the Perimeter Ethernet network.

For more information about these alternatives to using the System Agent, see Appendix B.

Monitoring System Users

You can use the System Agent to see a list of users who are currently accessing one of the InterJet's directories (/public, /internal, /software, or /dropbox.)

To view current users who are accessing files through the network:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **sharing** tab. The Network Sharing page appears, as shown in Figure 7-11.

This page shows you the login name of users who are currently accessing files in each network, the directory each user is accessing, and the computer from which each user is accessing the directory.



Tip: You can use the LCD screen and keypad on the front of your InterJet to examine file-sharing information. For more information about this alternative to using the System Agent, see Appendix B.



Figure 7-11 The Network Sharing page

Viewing and Changing the Connection Status of the Ports

As the system administrator for your InterJet, you can use the Network Ports page of the System Agent to view and change the status of the various ports. Depending on which model of the InterJet you have, these ports can include the following Ethernet ports (ports used to connect your local networks to the InterJet) and WAN ports (ports used to connect to your ISP):

Ethernet network ports:

- Office Ethernet port
- Perimeter Ethernet port

WAN ports:

- Internal v.34 modem port
- Internal ISDN port
- External serial port
- Synchronous serial port

You can use this page to enable or disable the Perimeter Ethernet port and the WAN ports and to establish or terminate an ISP connection through an enabled WAN port.

The configuration of the ports is normally set during the auto-configuration process; however, if you have System Administrator privileges you can use this page to change the configuration manually, if instructed to do so by your ISP. For instructions on setting up the InterJet's WAN ports, see the section "Configuring (Editing)

the WAN Ports” on page 7-27. To set up the Office or Perimeter Ethernet port, see the section “Configuring (Editing) a Network” on page 7-19.

Viewing the Connection Status of the InterJet's Ports

To see a report on the status of the ports on your InterJet system:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **ports** tab. The Network Ports page appears, as shown in Figure 7-12.

Port	Enabled?	Status	Transmitted	Received	Errors
Internal v.34 modem	No	Disabled	0	0	0
Internal ISDN port	Yes	Idle	1725	335	0
External serial port	No	Disabled	0	0	0
Synchronous port	No	Disabled	0	0	0
Office Ethernet	Yes	Connected	34897	210224	2
Perimeter Ethernet	Yes	Connected	11900	0	0

Figure 7-12 The Network Ports page



Tip: Use the telephone-pole icon on the Agent Home page as a shortcut to the Network Ports page.

This display shows you:

- A description of each port. The ports that appear depend on which model of the InterJet you have.
 - The internal v.34 modem port is the port for the InterJet's internal modem.
 - The internal ISDN port is the port for the InterJet's internal ISDN adapter.
 - The external serial port is typically used to connect an external modem or ISDN terminal adapter.

- The synchronous port is the used to connect a dedicated leased-line, such as a fractional or full T1 line.
 - The Office Ethernet port is used to connect the local network that is protected by the firewall.
 - The Perimeter Ethernet port is used to connect the local network that is *not* protected by the firewall and is accessible to the outside world. This network is available only with InterJet models that have a dual-Ethernet card.
- Whether the port is currently enabled.
 - The current connection status of the port. The status can be one of the following:
 - Connected
 - Idle
 - Disabled
 - Restarting
 - Blackout
 - Problem
 - The number of data packets transmitted and received on the port since the last time the system was restarted or the statistics were reset using the **Clear Stats** button.
 - The number of errors associated with transmission since the last time the statistics were reset.

You can select a port by clicking the button next to its icon. Only one port can be selected at a time.

Enabling and Disabling a Port

All of the ports that are available for your model of the InterJet are shown on the Network Ports page. You can enable or disable any of the WAN ports and the Perimeter Ethernet port, if your InterJet has a dual-Ethernet card; the Office Ethernet port is always enabled. Note, however, that you should enable a port only if it has

been installed and configured, either during auto-configuration as described in *The InterJet Installation Guide*, or manually using the System Agent.

To enable or disable a port:

1. Go to the Network Ports page, as described in the section “Viewing the Connection Status of the InterJet’s Ports” on page 7-24.
2. Select the port by clicking the button next to its icon. (The ports that appear depend on which InterJet model you have.)
The **Enabled?** column of the Network Ports page shows whether a particular port is currently enabled. **Yes** means the port is enabled; **No** means the port is disabled. A disabled port also has a **Status** of **Disabled**.
3. Click **enable/disable** at the top of the page. If the port was enabled, it is disabled. If the port was disabled, it is enabled.

The **Enabled?** column is automatically updated to show the new status.



Note: Only one of the WAN ports (internal modem, internal ISDN, external serial, or synchronous) can be enabled at a time. When you enable the internal modem port, for example, the external serial, internal ISDN, and synchronous ports are automatically disabled. However, both the Office Ethernet and Perimeter Ethernet ports can be enabled at the same time.

Changing the Connection Status of a Port

You can establish or terminate the connection of any WAN port (port used to connect to your ISP) if that port is enabled (see the section “Enabling and Disabling a Port” on page 7-25). For example, if your WAN port is not connected to your ISP because a blackout period is in effect, you can manually establish a connection by changing the status of the port.

To change the connection status of a port:

1. Go to the Network Ports page, as described in the section “Viewing the Connection Status of the InterJet’s Ports” on page 7-24.
2. Select the port by clicking the button next to its icon. (The ports that appear depend on which InterJet model you have.)
The **Status** column of the Network Ports page shows the connection status of a particular port. The connection status of an *enabled* port can be **Connected**, **Idle**, **Blackout**, or **Problem**. The value of **Blackout** indicates that your InterJet is not connected to your ISP because a black-

out period is in effect. A status of **Problem** indicates that the port is enabled, but an attempt to make a connection failed. See the section “Diagnosing Network Problems” on page 7-38.

When a port is *disabled*, it cannot have a connection status; in this case, the **Status** column has the value **Disabled**.

3. Click **change status** at the top of the page to switch the connection status from **Idle** to **Connected**, from **Connected** to **Idle**, or from **Blackout** to **Connected**.

If the status of the selected port is **Disabled** or **Problem**, clicking **change status** causes an error message to appear. Click **OK** to continue.



Tip: You can use the LCD screen and keypad on the front of your InterJet to examine or change the connection status of the WAN link. For more information about this alternative to using the System Agent, see Appendix B.

Configuring (Editing) the WAN Ports

Configuration parameters for ports are normally set during the auto-configuration process. Changing these parameters without instructions from your ISP can disrupt your ability to connect. However, if your ISP requests that you make a manual change to the port configuration, select the port in the System Agent's Network Ports page and edit it.



Notes:

- If you have System Administrator privileges but find that you cannot edit a specific item, it can be because your ISP has “locked down” that information; that is, the correct information is provided by the ISP during the auto-configuration process and cannot be modified. This kind of information remains constant for the duration of your service contract with your ISP. If you have questions regarding a locked-down item, contact your ISP.
- Some of the items described for a port might not appear on your screen. In this case, your ISP has customized WhistleWare to remove unneeded items. If you have any questions about items you think are missing, contact your ISP.

To edit a port:

1. Go to the Network Ports page, as described in the section “Viewing the Connection Status of the InterJet’s Ports” on page 7-24.
2. Select the port you want to configure by clicking the button next to its icon. (The ports that appear depend on which InterJet model you have.)
3. Click **edit**. The details page for the selected port appears. The appearance of this page differs, depending on which port you are editing. You might need to scroll or enlarge the window to see all of the page.
4. Make any changes you need to the configuration. The configuration options for the different kinds of ports are described below.

Tip: You cannot configure an Ethernet network on this page. If you select the Office or Perimeter Ethernet port and click **edit**, you can examine the Ethernet address, but you cannot change it. Refer to the section “Configuring (Editing) a Network” on page 7-19 for information on configuring networks.

5. Click **OK** at the bottom of the page to apply your changes and return to the Network Ports page.

Configuration Options for the Internal Modem Port

If you select the internal v.34 modem port and click **edit**, the Details page appears as shown in Figure 7-13.



The screenshot shows a web-based configuration interface for a network device. On the left is a vertical sidebar with a blue background and white text. The sidebar has a 'network' section that is highlighted with a yellow background. The main content area has a yellow background and contains the following fields:

- Connect to:** Dial prefix: 9, Telephone: 555-0808
- Connection parameters:** Request IP address: 0.0.0.0, Current IP address: 200.70.200.66
- Login as:** Login: TEST-1, Password: , Confirm password:

At the bottom of the main content area are two buttons: 'OK' and 'Cancel'.

Figure 7-13 The Details page for the internal modem port

The Details page allows you to view and change various aspects of the configuration. For the internal v.34 modem port, you can examine or change the following information:

- **Speaker on while dialing**
If you select this option, the InterJet speaker transmits the sounds of dialing. This can be useful for troubleshooting the connection process.
- **Connect to**
Specify the dial-up number given to you by your ISP, along with any special dialing prefixes required by your telephone system, such as 9 for an outside line. Use a comma to indicate a pause.
- **Connection parameters**
The box labeled **Request IP address** shows you the IP address that the InterJet requested the last time it made a connection. The **Current IP address** box shows the IP address actually used for the current or most recent connection. You can type in a different request address if instructed to do so by your ISP.
- **Login as**
Specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.

Configuration Options for the Internal ISDN Port

If you select the internal ISDN port and click **edit**, the Details page appears, as shown in Figure 7-15. You might need to scroll or enlarge the window in order to see all of the page.

I keep track of information about your Ethernet and modem ports.

Agent Home view sharing ports general diagnostic

help

information

connection

network

maintenance

help

Internal ISDN port details

Connect to

Dial prefix: 9

Telephone: 555-8388

Connection parameters

Request IP address: 192.168.0

Current IP address: None

Login as

Login: TEST4

Password:

Confirm password:

ISDN configuration

Switch type: National ISDN NI-1

Line 1

Telephone #: 5558022

Service Profile Identifier (SPID): 555802201

Line 2

Telephone #: 5558022

Service Profile Identifier (SPID): 555802202

☐ Connect using both B channels as needed

☐ Limit B channels to 56K

☐ Place 56K Tollsave calls

OK Cancel

Figure 7-14 The Details page for the internal ISDN port

You can examine or change the following information on this page:

- **Connect to**
Specify the dial-in number given to you by your ISP, along with any special dialing prefixes required by your telephone system, such as 9 for an outside line. Use a comma to indicate a pause.
- **Connection parameters**
The box labeled **Request IP address** shows you the IP address that the InterJet requested the last time it made a connection. The **Current IP address** box shows the IP address actually used for the current or most recent connection. You can type in a different request address if instructed to do so by your ISP.

➤ **Login as**

Specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.

In the section labeled **ISDN Configuration**, you can examine or modify the following information:

- The **Switch type** box shows you the current switch type. You can select another switch type from the drop-down list of all supported switch types.
- View or type in the telephone (directory) numbers and SPIDs for line 1 and line 2, if required for the selected switch type.

Three check boxes show you whether certain transmission options are selected. The options you select are used to configure the ISDN adapter the next time it is accessed.

- When **Connect using both B channels as needed** is selected, your connection can use both ISDN lines (128K/second). This results in the fastest ISDN connection. Note that when this option is selected, the InterJet automatically switches between one and two channels, depending on the amount of data being transferred. This feature can help reduce connection fees.
When the box is not selected, your connection always uses only one of the lines (64K/second).
- When **Limit B channels to 56K** is selected, your connection transmits 56K/second rather than the maximum 64K/second. Your ISP might require this limitation, or you might want to limit the transmission speed for purposes of error checking. When the box is not selected, the transmission speed is 64K/second.
- When **Place 56K Tollsaver calls** is selected, your ISDN line transmits and receives data using a voice-mode ISDN connection. This option, which can reduce connection fees, should be selected only if your ISP offers or requires this configuration.

Configuration Options for the External Serial Port

If you select the external serial port (typically used to connect an external modem or ISDN terminal adapter) and click **edit**, the Details page appears, as shown in

Figure 7-15. You might need to scroll or enlarge the window in order to see all of the page.

Figure 7-15 The Details page for an external serial port

You can examine or change the following information on this page:

- **Connect to**
Specify the dial-up number given to you by your ISP, along with any special dialing prefixes required by your telephone system, such as 9 for an outside line. Use a comma to indicate a pause.
- **Connection parameters**
The box labeled **Request IP address** shows you the IP address that the InterJet requested the last time it made a connection. The **Current IP address** box shows the IP address actually used for the current or most recent connection. You can type in a different request address if instructed to do so by your ISP.
- **Login as**
Specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.

In the section labeled **ISDN Configuration**, you can examine or modify the following information:

- The **Switch type** box shows you the current switch type. You can select another switch type from the drop-down list of all supported switch types.
- View or type in the telephone (directory) numbers and SPIDs for line 1 and line 2, if required for the selected switch type.

Three check boxes show you whether certain transmission options are selected. The options you select are used to configure the terminal adapter the next time it is accessed.

- When **Connect using both B channels** is selected, your connection uses both lines (128K/second). This results in the fastest ISDN connection. When this check box is not selected, your connection uses only one of the lines (64K/second).
- When **Limit B channels to 56K** is selected, your connection transmits 56K/second rather than the maximum 64K/second. Your ISP might require this limitation, or you might want to limit the transmission speed for purposes of error checking. When the box is not selected, the transmission speed is 64K/second.
- When **Place 56K Tollsaver calls** is selected, your ISDN line transmits and receives data using a voice-mode ISDN connection. This option, which can reduce connection fees, should be selected only if your ISP offers or requires this configuration.
- When **Use CHAP style authentication** is selected, CHAP is used to authenticate your PPP connection. When the box is not selected, PAP style authentication is used. CHAP style is more common, but your ISP might ask you to change this setting.

Configuration Options for the Synchronous Port

If you select the synchronous port and click **edit**, the Details page appears as shown in Figure 7-16.

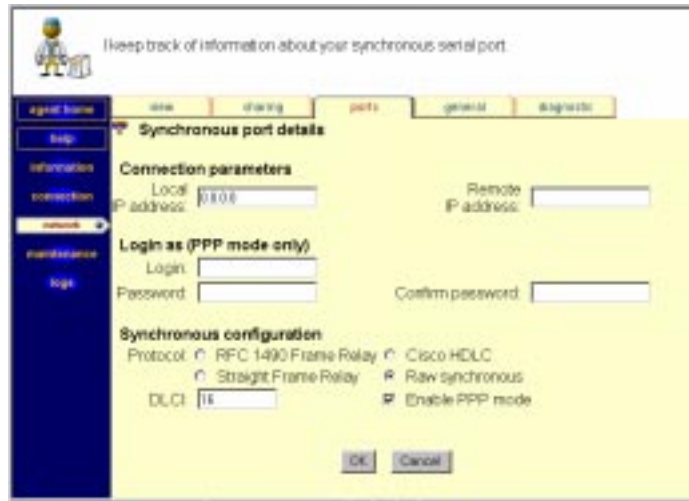
The screenshot shows a software window titled "Keep track of information about your synchronous serial port." It has a sidebar on the left with buttons for "agent frame", "help", "information", "connection", "maintenance", and "logs". The main area has tabs for "name", "sharing", "ports", "general", and "diagnostics". The "ports" tab is active, showing "Synchronous port details". The form is divided into three sections: "Connection parameters" with fields for "Local IP address" (containing "192.168") and "Remote IP address"; "Login as (PPP mode only)" with fields for "Login", "Password", and "Confirm password"; and "Synchronous configuration" with radio buttons for "Protocol" (RFC 1490 Frame Relay, Cisco HDLC, Straight Frame Relay, Raw synchronous) and a checked checkbox for "Enable PPP mode". There is also a "DLCI" field with the value "16". "OK" and "Cancel" buttons are at the bottom right.

Figure 7-16 The Details page for a synchronous port

Three sections on this page that enable you to view and change various aspects of the configuration. The sections are as follows:

- **Connection parameters**
Specify the **Remote IP address**, and **Request IP address** as instructed by your ISP.
- **Login as**
If PPP mode is selected, specify the login and password information for your PPP connection. Type the password again in the box labeled **Confirm password** to guard against typing errors.
If PPP mode is not selected, these fields are not used.

➤ **Synchronous Configuration**

Select which protocol to use (RFC 1490 Frame Relay, Straight Frame Relay, Cisco HDLC, or Raw synchronous) for your synchronous connection by selecting one of the buttons, as instructed by your ISP.

Specify whether to use PPP by selecting the **Use PPP** check box.

If your connection uses RFC 1490 Frame Relay or Straight Frame Relay, type in the **DLCI** value as instructed by your ISP.

Setting Network Parameters

You can set several general network parameters, such as TCP/IP information and the system time, using the Network General page.

To set network parameters:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **general** tab. The Network General page appears, as shown in Figure 7-17.

Any changes that you make using this page take effect when you click **Apply** at the bottom of the page. You might need to scroll down to see this button. To cancel changes you have made and return the settings to their previous values, click **Reset**.

The Network General page allows you to specify various kinds of network parameters:

➤ **TCP/IP Router Configuration**

- Choose the default gateway, which can be the InterJet port or a router on the LAN.

If the default gateway is the port, select the button labeled **Default gateway via WAN connection**. The currently enabled port is used as the gateway.

If the default gateway is a router on the LAN, select the button labeled **Default gateway via IP address...**, and type in the IP address of the router. Note that selecting this option disables all WAN ports.

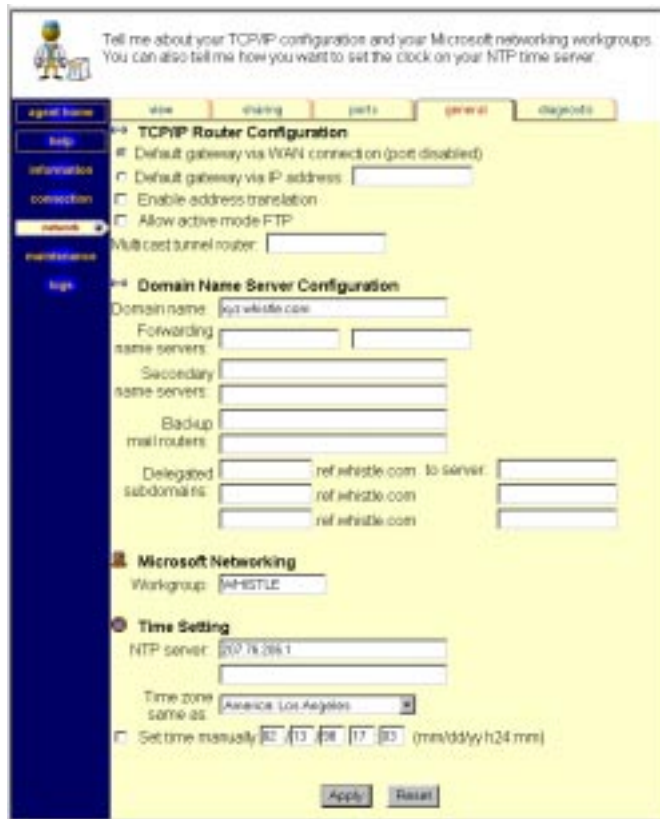


Figure 7-17 The Network General page

- Select **Enable address translation** to allow the InterJet to translate all of the IP addresses used on the Office Ethernet network to a single valid IP address that is used by the InterJet itself. Your ISP will tell you if you must disable address translation.
- Select **Allow active mode FTP** to allow LAN machines to use the active mode for file transfer, if necessary. It is recommended that you enable this file transfer mode only for particular purposes because it introduces a potential security risk. Clear this check box to disable active mode FTP and require your internal machines to use only passive mode FTP.
- Type an IP address in the box labeled **Multicast tunnel router**, if instructed to do so by your ISP.

➤ **Domain Name Server Configuration**

The domain name server (DNS server) information is normally set up during the auto-configuration process. If your ISP informs you of a change, you can enter the changes here as an alternative to running the configuration process again.

You can specify up to two forwarding name servers. These are machines designated by your ISP that your InterJet uses as an initial look-up point for domain names outside its domain. If your ISP instructs you to do so, type the IP address of the designated machine in one of the boxes labeled **Forwarding name servers**.

You can specify up to two backup name servers. These are machines designated by your ISP as DNS server backups if your InterJet is unavailable. If your ISP instructs you to do so, type the IP address of the designated machine in one of the boxes labeled **Secondary name servers**.

You can specify up to two backup mail routers. These are machines designated by your ISP to store your mail when your InterJet is unavailable. If your ISP instructs you to do so, type the IP address of the designated machine in one of the boxes labeled **Backup mail routers**.

You can specify up to three subdomains and delegate other machines to be the name servers for those subdomains. To do so, type the name of the subdomain in one of the boxes labeled **Delegated subdomains**, and type the IP address of the name server for that subdomain in the corresponding box labeled **to server**. Machines used as name servers must run DNS server software.

➤ **Microsoft Networking**

Type in the name of the Microsoft workgroup that should contain the InterJet. If you do not specify a workgroup name, the InterJet appears in the WORKGROUP group.

➤ **Time Setting**

One or more NTP servers on the Internet can be used to automatically set the system time and date for your InterJet. The InterJet also has its own NTP server, and sets the time and date for participating client machines on the LAN. You can specify one or two external NTP servers, using values provided by your ISP.

To specify the time zone, use the **Time zone same as** drop-down list to select the specific time zone or a city that you know to be in your time zone.

The time and date can be incorrect if the InterJet is unable to communicate with the NTP server. The information page (described in the section “Viewing Information about the System” on page 7-3) shows how long it has been since the time and date were last synchronized.

If the time and date appear incorrect, you can set them explicitly for the InterJet’s NTP server. Select the check box labeled **Set time manually**. If you select this option, it overrides the current setting. Enter the date and time.

Diagnosing Network Problems

There are troubleshooting tools available to help you trace problems on your network. These tools provide technical information for people who are familiar with networks. As a System Administrator, you can use these tools to understand what is going on in the network or to supply information for technical support.

To reach the diagnostic tools:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **network**.
4. Select the **diagnostic** tab. The Network Diagnostic page appears, as shown in Figure 7-18.

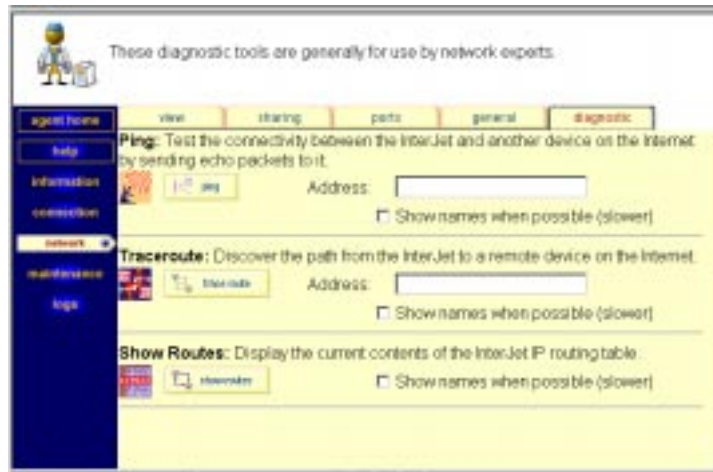


Figure 7-18 The Network Diagnostic page

The Network Diagnostic page allows you to initiate one of three tests.

- To test whether a particular device is reachable from the InterJet, enter the IP address or DNS name of the device and click **ping**.
- To trace the path that traffic takes from your InterJet to another device, enter the IP address or DNS name and click **trace route**.
- To display the current contents of the InterJet IP routing table, click **show routes**.

For each of these tests, you can choose to display the DNS names of machines whenever the system can determine what they are. Note that this causes the report to take more time. To enable this option, select the check box labeled **Show names when possible**.

The tests can take some time. When the test you have chosen is completed, the results are displayed on the page in place of the Network Diagnostic page. To return to the Network Diagnostic page, click **OK**. You might need to scroll to the bottom of the test results page to see this button.



Tip: You can use the LCD screen and keypad on the front of your InterJet to initiate diagnostic tests. For more information about this alternative to using the System Agent, see Appendix B.

Maintaining the System Software

The System Agent allows you to maintain the system software for your InterJet. You can:

- Backup the InterJet's network, system, and user account information periodically to save changes. See the section "Backing up the InterJet" on page 7-40.
- Restore the system from the backup copy. See the section "Restoring the InterJet from a Backup Copy" on page 7-42.
- Restart the system software. See the section "Restarting the System" on page 7-43.
- Upgrade the system software and other bundled software when new releases become available. See the section "Upgrading the System Software" on page 7-44 and the section "Upgrading Other Software" on page 7-46.

Backing up the InterJet

The System Agent allows you to back up your InterJet's configuration and user accounts data. The backup process creates a backup file, which is stored on the InterJet in the directory `/internal/users/admin/backups`.



Tip: Save a copy of the backup file on another computer in case the backup file stored on the InterJet is lost.

The System Agent backs up the following information:

- All network configuration data/settings
- All system configuration data/settings
- All mail options data/settings
- All user accounts data
- All mailing lists
- The Associates list

The System Agent does *not* back up the following information:

- Any e-mail messages stored on the InterJet's hard disk
- Any files in the InterJet's `/public`, `/internal`, and `/dropbox` directories

- Software in the InterJet's /software directory
- Any files on any computers connected to the InterJet

To back up the files stored in the InterJet's /public, /internal, /dropbox, and /software directories, you must use a third-party backup program.



Note: It is best to back up the InterJet frequently. Because the InterJet creates a single backup file, you cannot restore individual configuration files. Therefore, if you need to restore the InterJet from a backup file, you will lose any changes made to network and system settings and user accounts since the last time you backed up the InterJet.

During the backup process, all InterJet services are unavailable. Therefore, you might want to create backups during times when users are not using the InterJet, such as in the early morning or late evening.

To back up your InterJet:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **maintenance**. The **backup** tab is selected by default. The Maintenance Backup page appears, as shown in Figure 7-19.



Figure 7-19 The Maintenance Backup page

4. Read the **Notes** section, scrolling down if necessary.

5. When you are ready, click **backup configuration**. The name of the backup file is indicated on the page.

Allow the process to complete without interruption. If the process is terminated for any reason (such as a power outage or disconnection), try again until you complete the process. Otherwise, the InterJet cannot be restored using that backup.

Restoring the InterJet from a Backup Copy

The restore process resets your InterJet's network, system, and mail settings; user accounts; mailing lists; and the Associates list to the state they were in when the backup copy of the system was made. To restore your InterJet, you must have a backup file in the `/internal/users/admin/backups` directory.

Before you start the restore process, note the following:

- The restore process takes a few minutes. Do not interrupt the process. If the restore process is interrupted, the InterJet might revert to its factory default settings. If this happens, run the auto-configuration process again, as described in *The InterJet Installation Guide*.
- During the restore process, all InterJet services are unavailable. Therefore, you might want to perform the process during times when users are not using the InterJet, such as in the early morning or late evening.
- If you added new accounts since the last time you backed up the InterJet, the restore process creates a folder called `Unknown Users` in the `/dropbox` directory; the `Unknown Users` folder contains the new users' personal folders that were in the `/internal/users` and `/public/users` directories before the restore process was run. To restore these users' files to the regular directories, new accounts must be created for these users. Then the new users can copy their files from the `Unknown Users` folder to their new folders.

To restore the InterJet from your backup copy:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **maintenance**.

4. Select the **restore** tab. The Maintenance Restore page appears, as shown in Figure 7-20.



Figure 7-20 The Maintenance Restore page

5. Read the **Notes** section, scrolling down if necessary.
6. When you are ready, select the backup file from the drop-down list labeled **Select version to restore**.
7. Click **restore configuration**. You might need to scroll down or enlarge the window to see this button.

When the process is complete, the InterJet reboots.

Restarting the System

If you need to restart the InterJet system, use the Maintenance Restart page.

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **maintenance**.

4. Select the **restart** tab. The Maintenance Restart page appears, as shown in Figure 7-21.



Figure 7-21 The Maintenance Restart page

5. Select a version of the operating system and/or a language by clicking the button next to it.
6. Click **restart**. Your system restarts, running the version of the operating system and/or language you selected.

The Maintenance Restart page keeps both the current version and the most recent previous version of the operating system. The version that the InterJet is currently running is listed first.

Upgrading the System Software

You can upgrade WhistleWare (the InterJet system software) to install the following:

- A new version of WhistleWare. From time to time, Whistle Communications issues updates of WhistleWare; these updates are made available to you by Whistle or your ISP.
- A different language version of WhistleWare.
- *Optional:* An ISP customization package. Some ISPs provide special customization for the WhistleWare interface.

You can do any of the WhistleWare upgrades by downloading the software from a site on the Internet. Whenever an upgrade becomes available, you receive e-mail or regular mail telling you the URL, or Internet address, that you need to get the soft-

ware, and, if required, the *key*, or secret code, that you need to download it. Check this mail message for any additions to the general instructions given here.

To install an upgrade to the system software:

1. Go to the Agent Home page.
2. Click on the **System Agent**.
3. Click **maintenance**.
4. Select the **upgrade** tab. The Maintenance Upgrade page appears, as shown in Figure 7-22.



Figure 7-22 The Maintenance Upgrade page

5. In the box labeled **ftp://**, enter the URL specified in your upgrade message.
6. In the box labeled **Key**, enter the key code specified in your upgrade message, if any.
7. Click **download**.
8. When the download is complete, select the **restart** tab. If you downloaded a new version of the software, that version appears as the second item in the Available System Images list. If you downloaded a different language, that language and its file version appear in the Available Languages list.
9. Select a system version by clicking the button next to it. If applicable, select a language by clicking the button next to it.
10. Click **restart**. Your system restarts, running the newly installed upgrade to the operating system.

Upgrading Other Software

From time to time, Whistle Communications might offer updates of the third-party software that it bundles with the InterJet. This is software that is maintained and released by other companies. Whistle Communications evaluates new releases of bundled software and sometimes buys the rights to offer upgrades to its customers. Whenever the organization or your Internet service provider decides to offer an upgrade, you will receive e-mail or regular mail telling you the URL (Internet address) and key (code) that you need to download it.

Viewing System Logs

The InterJet keeps a set of system logs. These logs provide technical information for people who are familiar with networks. As a System Administrator, you will sometimes need to view log information to determine how your system is behaving or to supply information for technical support.

To look at the system logs:

1. Go to the Agent Home page.
2. Click the **System Agent**.
3. Click **logs**. The System Logs page appears, as shown in Figure 7-23.



Figure 7-23 The System Logs page

The System Logs page allows you to specify what kind of information about your InterJet you would like to examine. There are three basic categories of logs, each collecting different kinds of information. In each category, there are a number of log types that show a specific type of information in that category.

- The connection logs show the duration of each connection and the reasons for connection and disconnection events. You can look at this log to understand when and why connections are established in dial-on-demand mode, and to determine if disconnections are being caused by errors. You can examine those errors more closely by clicking the underlined links in the log.

Select one of the ports to show a connection log for that port.

- The activity histories allow you to track certain kinds of activities. You can track some or all of the following activities, depending on your InterJet's configuration:
 - Auto-configuration
 - Backup and restore
 - Boot and upgrade
 - External serial port
 - Internal ISDN port
 - Internal modem port
 - Synchronous port

The history shows events of the kind you have selected.

- The diagnostic logs show various detailed records of internal activity. You will not normally use these for your own troubleshooting, but if you call for technical support, you might be asked to supply information from one or more of these logs.

To specify what kind of information and how much of it to view, follow these steps:

1. For the **Connection Logs** category, select the port for which you want to see a connection history.

For the **Activity Histories** and **Diagnostic Logs**, use the **For** drop-down list to select the log or report type you want to view.

2. In the chosen category, select how much of the log to display from the **Show** drop-down list. You can choose to view the entire log or a recent portion of it.

3. If you have chosen a diagnostic log, use the **Level** drop-down list to select a level of severity. These range from the least severe, **Debug** (which often shows you entries that indicate no problem at all) to the most severe, **Emergency**. The higher the level of severity you choose, the fewer problems are shown.
4. Click the **view log** button of the category you have chosen. The report, history, or log that you have specified appears.
5. To return to the log selection page from the report, click **logs**.

Sending Logs to Whistle Communications

When you call for technical support, your support representative might request that you send certain logs directly to Whistle Communications Technical Support department. They will give you a reference code, which you use when you choose a set of logs that you have created and automatically mail them to Whistle Communications.



Important: Do not send logs to Whistle Communications unless you are specifically instructed to do so.

To send logs to Whistle Communications:

1. Go to the System Logs page, as described in the section “Viewing System Logs” on page 7-46.
2. Scroll down if necessary to see the bottom of the page, and click **select logs**. The Select Logs page appears, as shown in Figure 7-24.

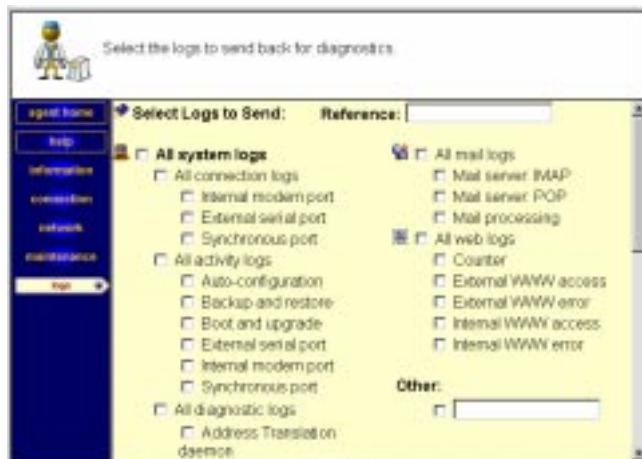


Figure 7-24 The Select Logs page

3. In the **Reference** text box, type in the reference code provided by your support representative. You must include this code so that your report can be identified. You should make a note of the code and use it in your communications with your support representative.
4. Select a type of log or set of logs by selecting the check box for that type of log. Scroll to see more log choices.
5. *Optional:* If instructed to do so by your support representative, select the check box labeled **Other**, and enter the file name for a particular log file.
6. Scroll down if necessary and click **send now**. Any logs that you have created of the selected type or types are automatically mailed to the Whistle Communications Technical Support department.



Using the Whistle Agent

<i>Overview</i>	8-1
<i>Contacting Whistle Communications</i>	8-2
<i>Viewing a Description of the InterJet's Features</i>	8-3
<i>Viewing a Description of the InterJet Agents</i>	8-4
<i>Viewing Release Notes</i>	8-5

Overview

Use the Whistle Agent to find your way around in the InterJet software. Use this agent to perform the following tasks:

- View general information about Whistle Communications Corporation and how to contact the company. See the section “Contacting Whistle Communications” on page 8-2.
- View information about InterJet features. See the section “Viewing a Description of the InterJet's Features” on page 8-3.
- View summaries of what the InterJet agents do. See the section “Viewing a Description of the InterJet Agents” on page 8-4.
- View recent release notes. See the section “Viewing Release Notes” on page 8-5.

To reach the Whistle Agent's pages, click on the **Whistle Agent** icon on the Agent Home page, as shown in Figure 8-1.



Figure 8-1 The Whistle Agent on the Agent Home page

Contacting Whistle Communications

You can use the Whistle Agent to find contact information for Whistle Communications. For information about how to get technical support for the InterJet, see the *Technical Support Guide* included with your InterJet.

To obtain contact information for Whistle Communications:

1. Go to the Agent Home page.
2. Click the **Whistle Agent**. The Whistle Communications contact information page appears as shown in Figure 8-2.



Figure 8-2 The Whistle page

This page displays information about contacting Whistle Communications. Whistle Communications' Web site and e-mail address are also included.

- *Not available in all countries:* If you click on Whistle Communications' e-mail address, you are automatically taken to a pre-addressed e-mail message. Enter your message, then send it to contact Whistle Communications this way.
- If you click on Whistle Communications' Web page address, you are automatically taken to Whistle Communications' corporate Web site, which displays more information about Whistle Communications' history and product line.

Tip: You can also access Whistle Communications' Web site by clicking the button with a picture of a whistle on it on the Agent home page.



Viewing a Description of the InterJet's Features

To view a description of the InterJet's features:

1. Go to the Agent Home page.

2. Click the **Whistle Agent**.
3. Click **features**. The Features page appears, as shown in Figure 8-3.



Figure 8-3 The Features page

The Features page gives a general description of what you can do with your InterJet. For more information on the basic use of the InterJet, refer to Chapter 2, “Using Basic Services.”

Viewing a Description of the InterJet Agents

To view an online description of the InterJet Agents:

1. Go to the Agent Home page.
2. Click the **Whistle Agent**.
3. Click **agents**. The Agents page appears, as shown in Figure 8-4.



Figure 8-4 The Agents page

For more information about the InterJet agents, refer to Chapter 3, “Using the InterJet Agents.”

Viewing Release Notes

To view the release notes for the current release of WhistleWare:

1. Go to the Agent Home page.
2. Click the **Whistle Agent**.
3. Click **release notes** The Release Notes page appears, as shown in Figure 8-5.

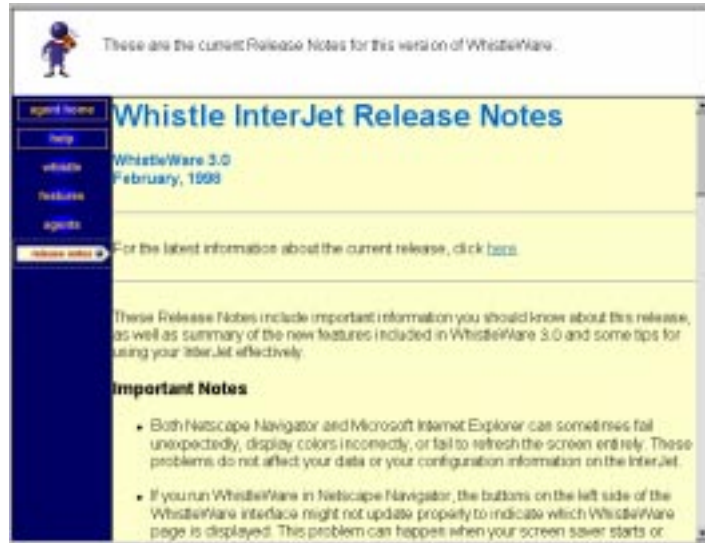


Figure 8-5 The Release Notes page

The Release Notes page displays the online release notes for the latest version of WhistleWare. The release notes give you up-to-date information on changes to documentation, known problems, and work-arounds; they often contain late-breaking information not found in other documentation.



Using the ISP Agent

<i>Overview</i>	<i>9-1</i>
<i>Accessing Information About Your ISP</i>	<i>9-1</i>

Overview

Use the ISP Agent to find information about your Internet service provider. Use this agent to:

- Find out how to contact your ISP to receive technical support.
- Find information about your account with your ISP.
- Reach any Web pages that your ISP offers for account, support, or general information.

Accessing Information About Your ISP

To access ISP information:

1. Go to the Agent Home page.
2. Click the **ISP Agent**, as shown in Figure 9-1.



Figure 9-1 The ISP Agent on the Agent Home page

The ISP Information page appears, as shown in Figure 9-2.



Figure 9-2 The ISP Information page

The appearance of the ISP Information page differs for each ISP. Click the blue, underlined links to go to any Web pages that are provided by your ISP.



Troubleshooting Your InterJet

Some common problems you might encounter during installation and while using your InterJet and network are listed in the section “Troubleshooting Common Problems.” This section also contains basic troubleshooting techniques you can use to isolate and correct the problems.

You can verify that all of the functions of your InterJet are working properly by performing the tests described in the section “Testing Your InterJet's Functions” on page A-3. Before you call your ISP or Whistle Communications for support, you should perform any tests that relate to the problem area, and report the results to the ISP or Whistle Communications.

Troubleshooting Common Problems

The following table provides some helpful tips on what to do if you encounter some common error messages or problem situations. For more extensive troubleshooting information, see your *Technical Support Guide* for information about accessing the online support area of the Whistle Communications Web site.

Condition	Recommended Action
The InterJet's power light is red. 	1. Disconnect all power, then reconnect the power firmly. 2. Check the outlet, or try another outlet. 3. Call your ISP or networking consultant.
The InterJet's WAN connection light is red. 	1. Check cable connections. 2. Check the connection settings using the System Agent. 3. Turn the InterJet off and back on, and retry the connection. 4. If you are using an regular (analog) modem, test the analog line using an ordinary telephone. 5. Call your ISP.
The LAN light is blinking or red. 	1. Check the connection between the InterJet and the client or hub. On InterJet models with a dual-Ethernet card, the light by the InterJet's port should be green. 2. Temporarily remove all client devices and add them back one at a time. 3. Check the connection settings using the System Agent.
Connection times are longer than expected.	1. Use the System Agent to change the idle timeout to the minimum setting. 2. Check client computers for any automatic Internet access, such as PointCast or automatic external e-mail retrieval. 3. Check the external mail-processing settings using the Mail Agent. 4. Set up blackout periods using the System Agent.
Your Web pages are not updated on the host at your ISP.	1. Check the Webmaster Agent's Web-mirroring logs for connections that match the Web-mirroring settings. 2. Call your ISP to verify the address and mirroring information.

Condition	Recommended Action
Cannot find InterJet or its folders in the Windows 95 Network Neighborhood.	1. Make sure TCP/IP is installed on the client computer. 2. Search for the InterJet using the Windows Explorer Find Computer option. 3. Verify that the client login name and password are the same for the InterJet and for Network Neighborhood.
Typing <code>interjet</code> at the "location" or "address" prompt in the browser does not bring up the Agent Home page.	1. Try typing the complete domain name for your InterJet, for example: <code>interjet.<your_company_name>.com</code> If this works, check that the client computer's domain is set correctly. 2. Try typing the InterJet's IP address. If this does not work, check the client computer's TCP/IP settings. 3. Turn off the InterJet and the client computer. Turn the InterJet back on, then reboot the client computer.

Testing Your InterJet's Functions

You can determine if your InterJet is working properly by conducting the following simple tests. Each test checks a particular InterJet function or component; successful completion of a test assures you that a particular function or component is working properly. If you cannot complete any of these tests successfully, report your test results to your ISP or to Whistle Communications for further troubleshooting assistance.

If you want to check whether a specific computer is properly configured to work with the InterJet, conduct the Ethernet connectivity, e-mail, and Internet access tests.



Note: If you need assistance integrating or modifying other servers, e-mail systems, or special application installations to work with the InterJet, consult the products' vendors or your networking consultant.

Function/Component	Test
InterJet hardware	Shut down the InterJet, then turn it back on. The InterJet should complete a self-check, then sound a chime and display the Whistle logo.
Ethernet connectivity (InterJet models with a hub card)	Connect a single client computer to each Ethernet hub port, one at a time, using the blue Ethernet cable. Each time you connect the computer, you should be able to use Netscape Navigator or Internet Explorer to access the InterJet software (WhistleWare) and view the Agent Home page.
Ethernet connectivity (InterJet models with a dual-Ethernet card)	Connect a single client computer to each Ethernet Port, one at a time, using the orange crossover cable. When you connect the computer, the LNK light for the InterJet's Ethernet port should turn green. Also, you should be able to use Netscape Navigator or Internet Explorer to access the InterJet software (WhistleWare) and view the Agent Home page.
WAN connectivity	Run the auto-configuration process. The InterJet should connect to your ISP, as indicated on the LCD screen.
Netscape Navigator browser software	Install Netscape Communicator (which includes Netscape Navigator) on a client computer using the setup diskette, or install it from the InterJet's /software directory. You should be able to start the software on the client computer.
Internal e-mail	Use Netscape Messenger (or any other e-mail program that was included with your InterJet) to send an e-mail message to another InterJet user in your organization. The message should be received by the user.

Function/Component	Test
External e-mail	1. Use Netscape Messenger (or any other e-mail program that was included with your InterJet) to send an e-mail message to an address outside your internal network. The message should be received at the external address. 2. Have someone outside your internal network send an e-mail message to an address inside your internal network. The message should be received at the internal address.
Internet access	Use Netscape Navigator or Internet Explorer on a client computer to access a known URL, such as <code>www.whistle.com</code> or <code>www.yahoo.com</code> . The home page for the URL should be displayed in the browser.
Internal Web publishing	Create an internal home page, and ensure that it is named <code>index.htm</code> and that it resides in the InterJet's <code>/internal</code> directory. You should be able to view the page from a client computer by selecting the Internal Website button on the InterJet's Agent Home page.
Public Web publishing	Create a public home page, and ensure that it is named <code>index.htm</code> and that it resides in the InterJet's <code>/public</code> directory. Host the Web site on your ISP's computer through Web mirroring, on the InterJet, or on a computer on your Perimeter network (InterJet models with a dual-Ethernet card only). An Internet-connected computer outside your internal network should be able to use a browser to view your home page.
File sharing	From a client computer, use the Windows 95 Network Neighborhood or the Mac OS Chooser to access the InterJet's hard disk. You should be able to see the <code>/public</code> , <code>/internal</code> , <code>/dropbox</code> , and <code>/software</code> directories.



Configuring the InterJet with the LCD

This appendix describes how to use the LCD screen and numeric keypad on the front of your InterJet to enter configuration information for your InterJet. After the initial installation and auto-configuration, the menus that appear on the LCD screen give you access to various administrative parameters and options, as an alternative to using the System Agent.

You can use the LCD screen and numeric keypad to do the following:

- Enter the required information and initiate auto-configuration, as described in *The InterJet Installation Guide*.
- Examine or change the connection status of the WAN link.
- Examine or change the IP address of the Office network and, if your InterJet has a dual-Ethernet card, the Perimeter network.
- Turn DHCP on or off on the Office network.
- Examine file-sharing information.
- Examine system settings, including the software version you are running, the time of the last boot, and the Ethernet address or addresses of the InterJet.
- Turn the InterJet sound on or off.
- Perform diagnostic tests of your network.
- Temporarily allow remote access to the InterJet's administrative software (the InterJet agents).

Using the LCD Screen and Keypad

To navigate between screens and enter configuration information, you press buttons on the front panel of the InterJet. The LCD screen and keypad buttons are shown in Figure B-1.

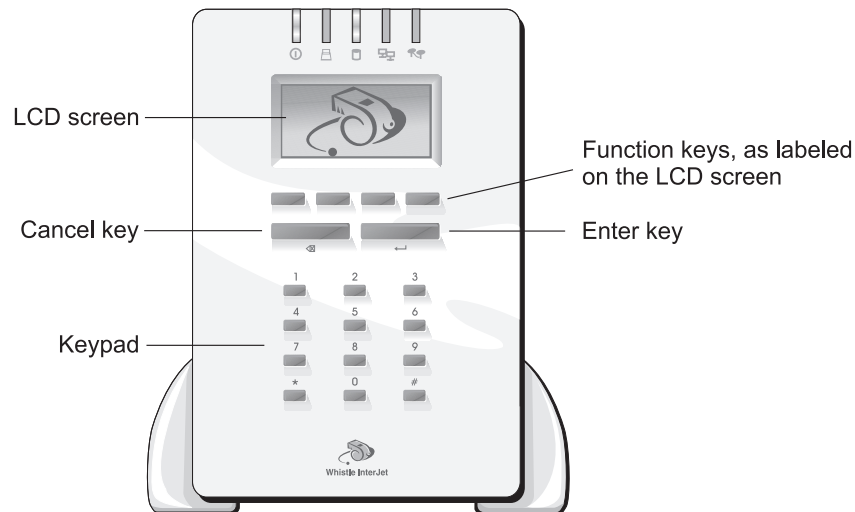


Figure B-1 The front panel of the InterJet

To select an option on a menu, use the numeric keypad to enter the number of the menu item. Depending on the menu item you choose, you either go to a new screen or change the **ON/OFF** status of the selected menu item.

When the screen requires you to enter a number, use the numeric keypad and the function keys, as identified at the bottom of the screen. For example, on a screen that requires you to enter an IP address, one of the function keys is designated as **dot**. You use that key to enter the dots in the address. Use the **Enter** and **Cancel** keys as you would the **OK** and **Cancel** buttons in a dialog box—to accept the information you have entered and return to the previous screen, or to return to the previous screen without changing anything.

When you initiate a change, the LCD screen displays status messages to inform you of current activity, then returns to the most recent menu screen. When no new information is entered on the InterJet keypad within 1 minute, the LCD screen changes to show the Whistle logo. To return to the main menu, press any key.

Using the InterJet LCD screens

The main menu that appears on the LCD screen, titled Whistle InterJet, is shown in Figure B-2.

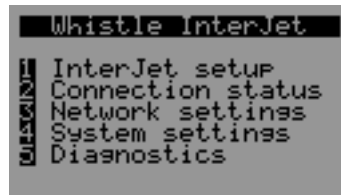
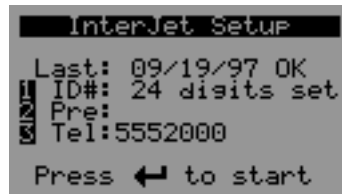


Figure B-2 The Whistle InterJet main menu

This menu gives you access to information about the current state of the InterJet and to the screens where you can specify new parameters or initiate tasks. The menu options are as follows:

1. **InterJet setup**

Select this option to go to the InterJet Setup menu screen.



InterJet models with an internal ISDN card

Figure B-3 The InterJet Setup menu screen

The setup menu screen shows the information about the most recent auto-configuration. From this screen, you select the items to re-enter your registration ID and the connection telephone number and initiate the auto-configuration process for your InterJet. Note that you do not ordinarily need to run the auto-configuration process more than once, unless instructed to do so by your ISP.

2. Connection status

Select this option to go to the Connection Status screen.



Figure B-4 The Connection Status screen

This screen shows you the current status of your WAN link, which is either CONNECTED, READY, BLACKED OUT, or DISABLED. If the status is CONNECTED, BLACKED OUT, or READY, you can use the **Enter** key to change the status. If the status is DISABLED, you must use the System Agent to enable it (or to configure it, if it has not been configured).

3. Network settings

Select this option to go to the Network Settings menu screen.



Figure B-5 The Network Settings menu screen

- The first one or two menu items (depending on your InterJet's configuration) show you the current IP addresses for your Office network, and, if you have one, your Perimeter network. Select one of these menu options to set the IP address and netmask for a network.
- The next menu item shows whether DHCP for the Office network is currently ON or OFF; select this menu item to switch the state.
- The last menu item allows you to display information about the current state of file sharing on the InterJet. Use the **Cancel** key to return from the information screen to this menu.

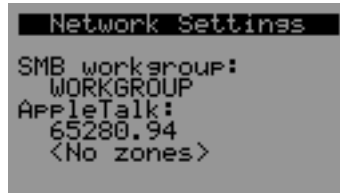


Figure B-6 The sharing information screen

4. **System settings**

Select this option to go to the System Information menu screen.

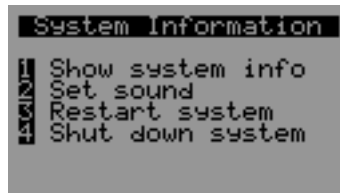


Figure B-7 The System Information menu screen

From this menu screen, you can select items to view or change system settings.

- If you select **Show system info**, the screen displays the version of WhistleWare you are currently running, the time of the most recent boot, and the hardware addresses of the InterJet's Ethernet networks.

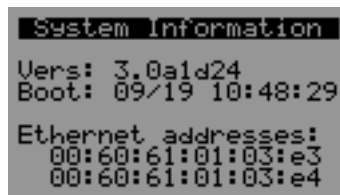


Figure B-8 The Show System Information screen

- If you select **Set sound**, the screen shows the InterJet's sound setting.

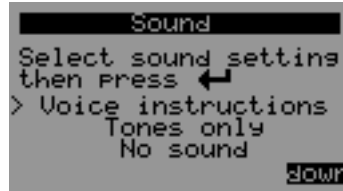


Figure B-9 The Set Sound screen

You can change the setting by selecting one of the following sound options and pressing the **Enter** key.

- **Voice instructions** (if your InterJet model has this feature)—This setting provides voice instructions during auto-configuration, error conditions, and when the InterJet reboots.
 - **Tones only**—Provides only tones (such as a chime) during auto-configuration, error conditions, and so on.
 - **No sound**—Turns the InterJet's sound off.
- If you select **Restart system**, a confirmation screen appears from which you can choose to reboot the InterJet system.
 - If you select **Shut down system**, a confirmation screen appears from which you can choose to turn the InterJet off.
5. **Diagnostics**
Select this option to go to the Diagnostics menu screen.

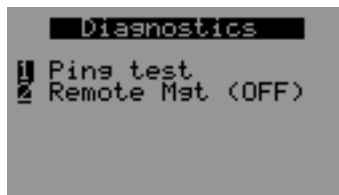


Figure B-10 The Diagnostics menu screen

The first menu item, **Ping test**, allows you to test the connection between the InterJet and a specific device. Select this option to specify the IP address of a device and initiate a Ping test to that device.

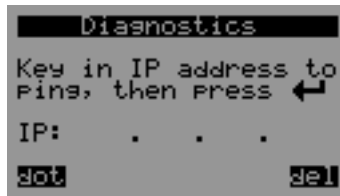


Figure B-11 Specifying a Ping test

The second menu item, **Remote Mgt**, allows you to temporarily enable remote access to the InterJet's administrative interface (the Whistle agent pages). When you select this option, remote management remains enabled for 15 minutes, then reverts to the default status of **OFF**.

Note: Enable remote management *only* when instructed to do so by your technical support representative.





Customizing the Employees Page

The InterJet provides you with a set of pre-designed Web page templates for your internal Web site. When you generate your internal Web pages from these templates, as described in the section “Creating an Internal Web Site with the InterJet” on page 6-16, your Web pages are customized with a message you specify and information from the Webmaster Agent’s Contact Information page. You can further customize any of these pages with a text or HTML editor. However, to customize the default Employees page of your internal Web site, you must follow the special instructions given here, so that InterJet can automatically maintain the list of InterJet users that appears on this page.

To customize the page, you edit the header and footer files that form the top and bottom sections of the Employees page. You *cannot* edit the section of the page that contains the list of users.

To customize the Employees page:

1. Do one of the following:
 - In your text or HTML editor, open one or both of the following files, which are located in the InterJet’s /internal/users/admin/templates directory:
 - `employeeeshdr.htm.sample` (header file)
 - `employeeesftr.htm.sample` (footer file)
 - or -
 - In the InterJet’s /internal/users/admin/templates directory, copy the `employeeeshdr.htm.sample` and `employeeesftr.htm.sample` files. Rename the files `employeeeshdr.htm` and `employeeesftr.htm` (without the .sample extension). Then open one or both of the renamed files in your HTML editor.

Note: If you edit the Employees page using an HTML editor, such as Netscape Composer (which is included with the InterJet as part of the Netscape Communicator suite), the pre-designed graphic images that appear on the page will not be visible in the editor’s display.





2. Customize the page by changing the text, adding or removing graphic images, and so on.

Note: If you want the page to automatically display your organization's name, as specified in the Webmaster Agent's Contact Information page, use the variable `$Company_Name`. This variable automatically displays your organization's name when you view the page with your browser.

3. Remove extra code (HTML tags), if necessary: If you opened the files in an HTML editor, the editor adds new code to the header and footer pages automatically. You must remove this code before you save the files.
 - a. To remove the code, first display the file's HTML "source" code.
 - b. For the header file, remove all the lines *including and below* the tag `</body>`, which appears near the bottom of the page. For the footer file, remove all lines *including and above* the tag `<body>`, which appears near the top of the page.
4. Save the header file as `employeeeshdr.htm`. Save the footer file as `employeeesftr.htm`. (without the .sample extension). Ensure the files are in the `/internal/users/admin/templates` directory.

Glossary

This glossary includes some terms that apply only to the InterJet. These terms might have alternate or additional meanings in other contexts.

A

active mode FTP

An older form of FTP in which the client connects to the FTP server to request the file transfer, and the server responds by initiating its own connection with the client to transfer the file. For this form of FTP, the InterJet's firewall must open partially to let the FTP server initiate the connection.

Compare: passive mode FTP

address translation

The process by which all IP addresses for the computers on your LAN are mapped to a single IP address—the InterJet's IP address. That is, when an internal computer sends data to a computer outside your LAN, the IP address that accompanies the data (source address) is changed to the InterJet's IP address. When the external computer sends data back to the InterJet's address, that address (the destination address) is mapped to the appropriate address on your LAN. This process adds security to your LAN and helps to conserve IP addresses.

alias

An alternate name for something. For example, an alias can be one of two or more DNS names that each refer to the same host. Or it can be an alternate name for a user's e-mail address.

analog

The representation of information in a continuous wave or signal, such that the wave or signal captures the pattern of the original information. For example, an analog telephone line converts the sounds of the human voice into electrical signals of varying intensities. *Compare:* digital

anonymous FTP

See FTP

APOP

An e-mail security mechanism that encrypts a user's password before it goes out over the Internet for checking e-mail remotely. Note, however, that APOP does not encrypt the body of an e-mail message that is sent over the Internet.

auto-configuration

The process by which the InterJet automatically downloads account information from your ISP. Auto-configuration sets up the InterJet so that it can access and work with your ISP in the most efficient manner.

B

bandwidth

The maximum rate that data can be sent through a network line. Therefore, "faster" lines are said to have greater bandwidth. For example, ISDN lines have greater bandwidth than regular telephone lines.

B channel

Refers to the channel that carries the main data for an ISDN line ("B" stands for "bearer" channel). ISDN lines can have one or two B channels; each B channel transmits data at a rate of 56K or 64K, depending on the telephone company.

browser

A client application that uses TCP/IP protocols to allow you to view and retrieve information from different services provided by a TCP/IP network, such as the Internet. For example, a browser can use HTTP to retrieve information from a Web server, then interpret the HTML code and display the Web page to you. Examples of browsers are Netscape Navigator and Microsoft Internet Explorer.

C**cache**

An area of a computer's memory (or hard drive) that is allocated to store incoming data.

caching server

A server that stores the data it retrieves from other servers. Some proxy servers are caching servers. These servers store previously accessed files. When a user requests a file from a particular Internet service, the caching proxy server checks its cache to see if that file has already been accessed; if so, it presents the file to the user, without retrieving the file from the Internet. *See also:* proxy server

CHAP (Challenge Handshake Authentication Protocol)

One of two methods (PAP is the other) for authenticating a PPP connection. CHAP encrypts the password used to establish the PPP connection. *Compare:* PAP

Cisco HDLC

A protocol developed by Cisco Systems that is used to transfer data through point-to-point network lines, usually high-speed synchronous serial lines. *See also:* PPP; SLIP

client

A program that requests files or services from a server program. *See also:* client/server

client/server

A style of computing that distributes work (data processing) among hosts (computers) on a network. Clients (application programs) request information or services from a server program running on another computer. TCP/IP networks, such as the Internet, work with the client/server computing style.

configuration

A general computer term that refers to the way you have a computer set up. *See also:* auto-configuration

crossover cable

A type of 10BaseT cabling that is used to connect two Ethernet hub ports together or two Ethernet ports together (*not* an Ethernet port or uplink port to a hub port).

CSU/DSU (Channel Service Unit/Data Service Unit)

A device that connects a computer to a high-speed synchronous serial line. A CSU/DSU also indicates the status of the connection. A CSU/DSU is analogous to a modem used for a connection through a regular telephone line.

D

daemon

Refers to a server that runs continuously as part of a TCP/IP service. For example, the daemon for the FTP service is the server that provides that service.

data transfer rate

The speed at which data can travel through a network line, measured in bits per second (bps). Data transfer rates are often expressed with the abbreviations Kbps (thousands of bits per second) and Mbps (millions of bits per second).

DHCP (Dynamic Host Configuration Protocol)

A protocol that provides IP addresses and other configuration information when they are needed to computers on a TCP/IP network.

dial-on-demand

Describes the type of Internet connection whereby the InterJet connects to your ISP only when it is processing incoming or outgoing e-mail or when a user requests access to the Internet (for example, to view a Web page).

dial-up

A temporary connection between two computers through a telephone link.

digital

The representation of information as a sequence of discrete digits, normally 0 and 1, that do not vary during transmission. *Compare:* analog

directory

The location of a file or a group of files on a computer. Directories are sometimes called “folders.”

DLCI (Data Link Connection Identifier)

A number that specifies the digital virtual channel used for a point-to-point connection over a Frame Relay line. Frame Relay supports multiple virtual channels over a single wire.

DNS (Domain Name Service/System)

A service for resolving (converting) host (computer) names into numeric IP addresses. Using DNS, a client application, such as FTP or Telnet, asks a domain name server to translate a computer name into its numeric address. DNS is the name/address resolution service used by the Internet. *See also:* name resolution

DNS name

The name of a computer (host name) that can be resolved (converted) into an IP address by a DNS server. Computers on a TCP/IP network can have more than one DNS name that all resolve to the same IP address. *See also:* alias

domain

A division of the Internet DNS names that includes a group of computers organized into a unit. Internet domains are organized hierarchically: The top-level domains are indicated by the last three-letter abbreviation in a domain name. For example, the top-level domain `.com` represents all the computers on the Internet that are part of commercial enterprises; the domain `.edu` specifies the computers related to educational institutions. Domains can be divided into subdomains, which can specify particular organizations, departments within organizations, and so on. For example, `support.whistle.com` specifies the subdomain `support` within the subdomain `whistle`, which is within the domain `.com`. *See also:* domain name; FQDN

domain name

A word or abbreviation that identifies an Internet domain or subdomain. The term “domain name,” however, often refers to the name given to a group of computers that are the responsibility of the same domain name server. Under this definition, a domain name often identifies a group of

computers in an organization. For example, `whistle.com` is the domain name for the computers within Whistle Communications Corporation. *See also:* domain; FQDN

domain name server (DNS server)

A program running on a computer that translates a domain name into an IP address. Primary domain name servers are responsible for translating addresses for a particular group of computers, such as those in one or more domains. Secondary name servers duplicate the name/address information from the primary name server, in case the primary name server is down. The term domain name server is also used to refer to the computer running the server program. *See also:* name resolution

download

To transfer a file or other form of data from a remote computer to your own computer.

E

electronic mail

See e-mail

e-mail (electronic mail)

A means of sending electronic messages to one or more recipients over a computer network. This network can be a private network or the Internet. To send and receive e-mail, you use an e-mail client program. *See also:* e-mail client

e-mail address

A sequence of text characters that uniquely identifies the mailbox of a person who can send and receive e-mail. An example of an e-mail address is `jsmith@whistle.com`. The address begins with the person's mailbox name (same as the login name), followed by an @ (“at”) symbol, and ends with the domain name. Note that for e-mail exchanged among users in a private network, only the mailbox name is required for the e-mail address.

e-mail client

A program that issues requests to an e-mail server. You use an e-mail client to send and receive e-mail to other people with the same or different e-mail

clients. Netscape Messenger, which is included with the InterJet, is an e-mail client. E-mail clients typically use POP or IMAP to retrieve messages from e-mail servers.

e-mail program/reader

See e-mail client

e-mail server

A program running on a network computer that receives e-mail messages and routes them to the appropriate recipients on the network. The InterJet has a built-in e-mail server.

Ethernet

A widely used standard for connecting computers together to form a network. It specifies the types of cables that are used, how they should be connected together, how the computers transmit data to each other, and so on.

Ethernet hub

A device with multiple 10BaseT ports that connects computers in a network. With a hub, cables run from the computers to the hub, so that no two computers are directly connected together with the cable. *See also:* Ethernet hub port

Ethernet hub port

A port on an Ethernet hub that transfers data from one Ethernet port to another. *See also:* Ethernet hub

Ethernet port

A port that serves as the endpoint of data transmission in an Ethernet network; for example, every computer on an Ethernet network has an Ethernet port.

F

file server

A program running on a network computer that stores files and provides access to them. *See also:* client/server

file sharing

The ability for two or more network users to access the same files stored on a file server. Also refers to the process of accessing the files.

firewall

Software that protects a network from unwanted access by others outside the network. A firewall examines all the incoming data and, based on pre-defined rules, decides whether or not to let it pass through to the network or whether or not to service requests.

folder

Part of a URL or directory that identifies a storage area for files. For example, in the directory `/internal/users/msmith/test.htm`, `msmith` is a folder.

FQDN (Fully Qualified Domain Name)

The complete name of a computer on a network. The FQDN includes the computer's local host name as well as the domain name and all subdomain names under which it falls, separated by dots. For example, `gilligan.whistle.com` is the FQDN for the computer named `gilligan`, which is located in the subdomain `.whistle`, which is within the top-level domain `.com`. *See also:* host name

fractional T1

A service provided by ISPs in which a full T1 link is installed at the customer site, but only part of the T1 bandwidth is used for the ISP-to-customer connection. *See also:* T1

Frame Relay

A protocol for transferring data over synchronous serial lines, such as 56K, fractional T1, and full T1 lines.

FTP (File Transfer Protocol)

A TCP/IP protocol, service, and application that allow a user on one computer to access and download files from another computer that provides FTP service via an FTP server. FTP provides the means to copy a single file or multiple files, as well as to view the directory structure of the files. When you connect to a remote computer to transfer files, you must supply a login name and password. If you do not have an account on the computer, you can use *anonymous FTP* to access any files that are available to the public. Your

browser or FTP client software usually will automatically supply the login name `anonymous` and your e-mail address as the password. *See also:* active mode FTP; passive mode FTP

G

gateway

A general term for a networking device that routes and translates data between two or more different types of networks. Gateways can translate data from one protocol to another or from one application to another. For example, a gateway can connect a network that runs TCP/IP with a network that does not run TCP/IP; a mail gateway can translate e-mail in the SMTP format to the format of another e-mail system. *See also:* router

H

hardware (HW) address

A number encoded in a device's network interface card that uniquely identifies that device. Also called a MAC address.

home page

A Web page that serves as the starting point for a Web site. Home pages contain links to the other pages in the Web site. Typically, a site's home page is called either `index.htm` or `index.html`.

host

A computer connected to a TCP/IP network. The term “host” refers to the fact that the computer is “hosting” the protocols that allow users to communicate with other host computers by using programs such as e-mail and FTP. In addition, the term sometimes refers to the fact that the computer is also “hosting” a service, such as a Web site.

host address

See IP address

host name

A word or abbreviation that identifies a computer on a TCP/IP network. *See also:* FQDN

.htm/.html

The file extension of a document whose contents are HTML (HyperText Markup Language). Files with this extension are meant to be viewed with a browser, such as Netscape Navigator or Microsoft Internet Explorer.

HTML (HyperText Markup Language)

The standard markup language (code) used to create Web documents (pages). HTML is used to specify the formatting of the document and the hyperlinks to other documents.

HTML editor

A program used to create HTML documents, which can be displayed in a browser. Some HTML editors, such the Claris Home Page application included with the InterJet, allow you to create HTML documents without having to write HTML code.

HTTP (HyperText Transport Protocol)

A TCP/IP protocol that provides the method for accessing and publishing data on a Web server; that is, HTTP allows your browser program to retrieve Web pages from Web servers.

HTTP server

See Web server

hub

See Ethernet hub

hub port

See Ethernet hub port

hyperlink

In a Web page, highlighted text (usually underlined and/or colored) or graphics that, when clicked with a mouse, cause a “jump” to another Web page or to another part of a page. Because hyperlinks can take you to other

pages on the same or different servers, they provide a means for “surfing” the Web.

hypertext

Text that contains links to other information. Hypertext links are often called “hyperlinks.” *See also:* hyperlink

I**IMAP (Internet Mail Access Protocol)**

A protocol that allows you to access e-mail kept on a mail server as if your mailbox were on your own computer. With IMAP, you can access and manipulate e-mail stored on the server from several different computers—such as a desktop computer at the office and a laptop computer away from the office—without the need to transfer the messages back and forth between the computers. IMAP differs from POP in that, with IMAP, you manipulate e-mail directly in your mailbox on the server, instead of first having all your mail downloaded to your personal computer. The versions of IMAP are indicated by a number, for example, IMAP4. *See also:* POP

internal network

A LAN that is connected to the InterJet. There are two types of internal networks that can be connected directly to the Interjet: a private network, called the Office Ethernet network, which is protected by the InterJet’s firewall; and a publicly accessible network, called the Perimeter Ethernet network, which is outside the InterJet’s firewall.

Internet

The global collection of thousands of individual networks that are connected by means of TCP/IP. The Internet provides worldwide communications to homes, schools, businesses, and governments. On the Internet, a variety of services are provided, such as e-mail, FTP, and the World Wide Web.

intranet

A private network that uses the same technologies and protocols as the Internet (TCP/IP and Web technology) to transmit and display information. Intranets are protected from the outside Internet by firewalls.

IP (Internet Protocol)

The protocol that specifies the rules for formatting and routing data over TCP/IP networks, such as the Internet. IP specifies how data packets are formatted for delivery over the network, how computers are identified with IP addresses, and how data is delivered across networks.

IP address

A unique numeric address in dotted decimal notation (such as 192.9.200.15) that uniquely identifies a computer (host) on a network running the TCP/IP protocols. IP addresses have two primary parts: one that identifies the network and one that identifies the specific host on the network. IP addresses correspond to a computer's FQDN (Fully Qualified Domain Name).

IP router

A router used in a TCP/IP network. *See also:* router

ISDN (Integrated Services Digital Network)

A set of standards that define high-speed communications over digital telephone lines. ISDN lines have two channels that can each deliver data at speeds up to 64 Kbps. One channel can be used for Internet services and the other can be used for regular (voice) telephone services.

ISP (Internet service provider)

An organization that provides subscribers with access to the Internet. An ISP maintains a full-time, high-speed connection to the Internet through special leased lines. Subscribers can access the ISP's connection through a variety of methods and at a variety of speeds.

L

LAN (local area network)

A network that connects computers that are separated by a short distance (usually in the same building). A LAN can be configured as an intranet and connected to the Internet by a router.

Lease

An arrangement between a server and client using DHCP, whereby if the client is idle for a specified amount of time, the client forfeits its IP address.

If a client's lease expires, it must request a new IP address before it can access the network.

leased line

A synchronous serial line reserved for the exclusive use of a telephone company's customer. Leased lines are often used exclusively for data transmission.

local

A general term that refers to a computer or network that is inside your organization. Also used to mean something on your own computer (such as a file or hard disk) as opposed to something accessed over a network. *Compare:* remote

login name

The unique account name given to an InterJet user. Login names, which are limited to a certain number of characters, are usually derived from the user's real name; for example, Mary Smith's login name could be `msmith`. Users must supply their login names (and passwords) to access the InterJet software.

M

machine

A general term used for any device connected to a network. A machine can be a computer, a router, a printer, and so on.

mailbox

The directory where a user's incoming e-mail messages are stored on the InterJet.

mailing list

A list of e-mail addresses for a group of people interested in a particular topic. Mailing lists have one e-mail address that incorporates the e-mail addresses of all the participants on the list.

mail program

See e-mail client

mail server

See e-mail server

modem

Short for modulator/demodulator. A device that allows your computer to communicate with another computer by using regular (analog) sound transmission through the telephone system. A modem modulates (modifies) the outgoing data so that it can be sent through the telephone line, and demodulates incoming data. Modems transmit data at different rates, depending on the type of protocol they support, such as the V.34 protocol.

multicast

A transmission of network traffic to a particular subset of hosts (computers) connected to a network. The traffic is sent to only those hosts on the network that have requested to receive the multicast transmission. *See also:* multicast tunnel router

multicast tunnel router

A special router that your ISP uses to transmit and receive multicast data from the Internet.

N

name resolution

The conversion of a computer's host name or FQDN name (for example, `wilbur.support.whistle.com`) to its corresponding numeric IP address.

netmask

A number in dotted decimal form (such as 255.255.255.0) that TCP/IP uses to identify which part of an IP address specifies the network and which part specifies the particular host (computer) on the network. A netmask is sometimes expressed as a "netmask width." *See also:* netmask width; subnet mask

netmask width

A number between 4 and 32 that represents a netmask. The width specifies the number of bits that are masked in the network portion of an IP address. For example, a width of 24 masks the first 24 bits in a 32-bit IP address. The

remaining 8 bits can be used for the IP addresses of individual machines. *See also:* netmask

network

Two or more computers connected together to share data and resources.

network interface card (NIC)

An adapter board used to connect a computer or other device to a network. A NIC has an Ethernet port for transmitting and receiving data on a network. Each NIC has a unique hardware address.

NTP (Network Time Protocol)

A protocol used by NTP servers to provide accurate time keeping to NTP client computers. To provide precision time keeping, NTP servers refer to radio and atomic clocks on the Internet. The InterJet can serve both as an NTP client that receives the time from an NTP server on the Internet, and as an NTP server that provides accurate time to computers on your LAN.

O**Office Ethernet network**

An organization's LAN that is connected to the InterJet and that is protected by the InterJet's firewall. The Office network is a private network that is *not* accessible by the outside Internet. *See also:* Perimeter Ethernet network

P**packet**

A general term used to refer to the units of data that are transmitted through a TCP/IP network.

page

See Web page

PAP (Password Authentication Protocol)

One of two methods (CHAP is the other) for authenticating a PPP connection. PAP ensures the PPP connection is valid, but does not encrypt the password used for the authentication. *Compare:* CHAP

passive mode FTP

A form of FTP in which the client initiates two separate connections with an FTP server: one to request the file transfer and the other to receive the file. For passive mode FTP, the FTP server does not initiate its own connection with the client and therefore does not require the InterJet's firewall to open. *Compare:* active mode FTP

password

A string of characters known only to a user and the InterJet. The user must supply this string (along with a login name) to access the InterJet software.

Perimeter Ethernet network

An organization's LAN that is connected to the InterJet and that is *outside* the InterJet's firewall. Because the Perimeter network is accessible to the Internet community, it is used to host public Internet services, such as a Web site or FTP. The Perimeter network is available only with InterJet models that have a dual-Ethernet card. *See also:* Office Ethernet network

Ping

An Internet utility that tests the connection between two computers on a TCP/IP network. The Ping utility sends a signal to the other computer, and if the computer is reached, it sends a reply back to the first computer. "Ping" is also used as a verb to describe the use of the utility; for example, "pinging a host."

point-to-point

A term used to describe a network of two (and only two) computers or other devices; these two computers or devices share a direct connection, without any intervening devices.

POP (Post Office Protocol)

A protocol for transferring e-mail from an e-mail server to personal computers. POP allows e-mail messages to be stored on the mail server until the user logs on. Then, POP downloads the messages to the user's computer.

The user can then read the messages with any e-mail program that supports POP. The versions of POP are indicated by a number, for example, POP3.

port

1) A hardware device through which information comes into or goes out of a computer. For example, an Ethernet port on the InterJet is where a hub or computer would be connected; data goes into and out of the InterJet through this port. 2) A number that TCP/IP uses to identify which application is sending or receiving data. For example, if a user wants to download a file from a remote FTP server, TCP/IP determines the port number for the user's client application and for the FTP server application on the remote computer. With the port numbers, TCP/IP can identify these FTP client/server applications to make a two-way connection.

PPP (Point-to-Point Protocol)

A protocol used for establishing a serial connection between computers. With PPP, the two computers or networks can exchange data as if they were directly connected in the same network. Unlike SLIP, another popular protocol for serial connections, PPP offers data compression and error correction, and can carry multiple protocols simultaneously, such as AppleTalk and TCP/IP, through the same serial connection. *Compare:* SLIP

protocol

A description of the message formats and rules that two computers must follow in order to exchange information. A protocol specifies how different types of computers can “talk” to one another. The name of a protocol is often used for the application that implements it. For example, FTP refers to both a protocol and an application.

protocol stack

A set of protocols that work together to provide network functions. For example, TCP/IP is a protocol stack that provides the various functions that a computer needs to send and receive data through a TCP/IP network.

proxy server

The mechanism whereby one server acts for another server in responding to requests for a specific TCP/IP service. That is, if a user wants to use a service from a remote server (for example, to view a Web page), that user first connects with the proxy server, which then handles the user's request. Some proxy servers cache files. *See also:* cache; caching server

Q

queue

An ordered list of items waiting to be processed. For example, the InterJet's mail queues contain e-mail messages that are waiting to be sent to a user inside or outside your network.

R

remote

A general term that refers to a computer or network that is outside your organization. Also used to mean something accessed over a network, as opposed to something on your own computer. *Compare:* local.

remote login

Using one computer to log in (connect) to another computer over a network. To log in to a computer remotely, you need to use a protocol that defines how that connection is established and maintained. *See also:* Telnet

RFC (Request for Comments)

A series of documents that describe the Internet suite of protocols. All RFCs are created under the direction of the Internet Engineering Task Force (IETF), which oversees the development of Internet protocols.

router

A device that connects two networks together, for example, a LAN to a WAN. A router handles the transfer of data between the two networks. Routers can understand IP addresses, and use special routing protocols and routing tables to determine where to send data that is being transmitted via the TCP/IP protocols. Typically, routers send the data to another router, which sends it to yet another router, and so on until the data reaches its destination. *See also:* routing table; gateway

routing table

A list stored in a router that indicates the possible destinations for data being sent to another computer either inside or outside the local network. For example, the InterJet's routing table specifies that all outgoing messages are

sent to your ISP, who maintains other routers that send your messages off to their destinations.

S

serial transmission

The transmission of data between computers, whereby the bits (units of data) are sent in a stream, one after the other, instead of in parallel (side by side).

server

A program running on a network computer that provides services to other (client) computers on a network. *See also:* client

SLIP (Serial Line Internet Protocol)

A TCP/IP protocol used for establishing a direct serial connection between computers or networks. With SLIP, the two computers or networks can exchange data as if they were directly connected within the same network. Unlike PPP, another popular protocol for serial connections, SLIP does not offer data compression, error correction, or support for multiple networking protocols. *See also:* PPP; serial transmission

SMTP (Simple Mail Transport Protocol)

A TCP/IP protocol that governs the transfer of e-mail messages. This protocol allows e-mail to be exchanged between two e-mail servers running on different hosts. SMTP is a “simple” protocol because it describes all e-mail messages as plain text. SMTP only defines how e-mail is transferred between servers; the POP protocol defines how e-mail is accessed from PCs. *See also:* POP

spamming

A practice in which someone tries to send a large volume of e-mail to specific addresses or newsgroups (electronic bulletin boards). For example, an advertiser might send a message to hundreds of addresses, or someone might send hundreds of unwanted postings to a newsgroup. This practice, which is considered unethical by many, forces the recipient and/or the mail servers along the way to pay for connection charges incurred to transfer or download the mail.

SPID (Service Profile Identifier)

A number provided by your telephone company that allows the telephone company's switch equipment to determine what type of device is attached to an ISDN line and how to route calls on that line. SPIDs are used only in the United States and Canada.

subdomain

See: domain

subnet

A portion or segment of a TCP/IP network. Subnets divide one network into multiple smaller networks. Subnets are connected by routers. Each subnet is identified by its distinct IP address structure, called a subnet mask. *See also:* subnet mask; router

subnet mask

A netmask that further divides an masked IP address. A subnet mask splits the host portion of an IP address into a subnet portion and a host portion. *See also:* netmask

switch type

Refers to the type of equipment that the telephone company uses to provide ISDN service.

synchronous transmission

A method of transmitting data across a connection at a fixed rate. In a synchronous transmission, the sending and receiving devices are synchronized, such that the data is sent in equal-sized blocks at regular intervals.

T

T1 line

A digital, high-speed serial transmission line used to connect computers to the Internet. T1 lines can transfer data up to 1.544 Mbps. T1 lines are most often used with the Frame Relay, Cisco HDLC, and PPP protocols.

TCP (Transmission Control Protocol)

A protocol that provides a reliable connection, or “dialog,” between computers. TCP divides data into manageable packets, then hands them off to IP for final formatting and delivery. Once the data packets arrive at their destination, TCP reassembles them, checks for transmission errors, and if necessary, tells the sender to resend lost data. *See also:* IP

TCP/IP (Transmission Control Protocol/Internet Protocol)

A set, or “suite,” of protocols that allows different types of networks to communicate with each other. TCP/IP defines most of the significant aspects of how the Internet works. *See also:* TCP and IP.

Telnet

A TCP/IP protocol, as well as the software that implements it, that is used for connecting to a remote host. Telnet defines the standards for remote connections, such that any remote host can appear to display information the same way and operate with the same commands. *See also:* remote login

10BaseT

Twisted-pair cabling used to connect Ethernet networks. Twisted-pair cabling, which is similar to the two-wire line used for telephone wiring, consists of two pairs of insulated copper cables twisted together. A 10BaseT cable can connect an Ethernet port to an Ethernet hub port. *See also:* cross-over cable

terminal adapter (TA)

A device that connects an ISDN telephone line to a host computer through the computer’s serial port interface. For example, a terminal adapter can be used to connect the InterJet to an ISDN line. Sometimes called an ISDN modem.

Trace route/Traceroute

An TCP/IP utility that traces the route that data follows between two computers. Traceroute uses error messages to identify the routers that forward data from one computer to the other.

traffic

A general term used to describe any data transmitted over network lines.

Trumpet Winsock

A version of Winsock that can be used with Windows 3.x (not Windows 95).
See also: Winsock

U

UNIX

A computer operating system that allows a computer to be used by many people at the same time and that has the TCP/IP protocols built in. UNIX is the most common operating system for servers on the Internet.

uplink port

A port on a hub that is used to connect that hub to another hub.

upload

To transfer a file or other form of data from your computer to another computer. *See also:* download

URL (Uniform/Universal Resource Locator)

An “Internet address.” A URL is the standard notation for specifying the location of a resource (file) on the Internet and the protocol by which the resource is accessed. (When you want to access the data at a specific location, you type the URL for that location in the “location” or “address” box of your browser.) For example, in the URL `http://www.whistle.com`, the part before the colon specifies the protocol for accessing the information, and the rest specifies the location of the information.

user name

See login name

V**V.34**

A modem protocol that describes how a computer's digital signals are changed into tones and how these tones are carried over telephone lines at speeds up to 33,600 bits per second (bps). *See also:* modem

W**WAN (wide area network)**

A network that spans beyond the geographical area of a LAN, capable of reaching outside a single metropolitan area. To send data between the computers, a WAN uses the telecommunications infrastructure. The term “WAN” often refers to a point-to-point link between two computers that are not within the same LAN. *See also:* WAN port

WAN port

A port on the InterJet that connects the InterJet to your ISP through a WAN link. These ports are the internal modem port, the external serial port (for an ISDN line or external modem), and the synchronous serial port (for a point-to-point leased line). Some WAN ports are not available on all InterJet models.

Web

A shortened way of saying the World Wide Web.

Web mirroring

A service offered by ISPs that lets you send, or upload, your organization's public Web pages and files to your ISP. Your ISP “mirrors” a copy of your public Web pages and files on its server, where they can be accessed by anyone on the Internet.

Web page

An electronic document that is delivered by a Web server to a browser program (client). All Web pages are HTML documents; browsers interpret the HTML code and display formatted Web pages to the user.

Web server

On a network, a program that uses HTTP to provide Web pages upon request to a browser program (client).

Web site

A collection of Web pages, usually related to a particular topic or topics. For example, an organization can have a Web site that describes its products or services. The pages in a Web site are connected by hyperlinks. *See also:* Web page; hyperlink

Winsock (Windows Sockets)

Software that allows Microsoft Windows programs to work with TCP/IP; that is, Winsock handles the flow of TCP/IP-formatted data to and from a Windows computer. *See also:* Trumpet Winsock

World Wide Web (WWW)

An Internet service that uses HTTP to retrieve Web pages and other data from Web servers and display them in a graphical interface. This interface, which is viewed with a Web browser, can combine graphics, text, sound, and animation. The pages on the Web are interconnected by hyperlinks. *See also:* Web page; hyperlink.

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