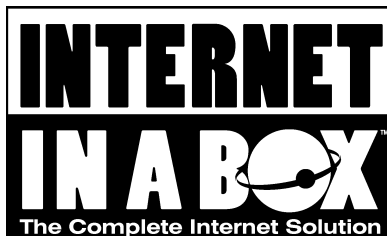


Installation & Configuration Guide



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ImageView is based in part on the work of the Independent JPEG Group.

Suggestions and Support

Your suggestions for Internet In A Box are welcomed. Please e-mail comments to iboxtalk@spry.com. Comments about the *Internet Quick Tour* and the *Installation & Configuration Guide* can be mailed to sprydocs@spry.com.

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Internet In A Box Installation & Configuration Guide May, 1995

INTRODUCTION:

Look here for tips on how to use the manual and all about Internet In A Box.

INSTALLATION:

Look here for all your installation answers.

CONFIGURATION:

How to set up Internet In A Box for use with InterServ or any other Internet Service Provider.

USING THE SOFTWARE:

Everything you need to know about using Internet In A Box--what's not here, you'll find in *The Whole Internet User's Guide*.

TROUBLESHOOTING:

If Internet In A Box isn't functioning properly, read here before calling Technical Support — chances are, you'll find a solution.

ADVANCED SETTINGS:

Look here for advanced information such as custom modem settings or SLIP/PPP and PAP information.

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NOTES

CHAPTER 1 INTRODUCTION

HOW TO READ THIS BOOK

This guide has been designed for you to read in parts. Read the “Installation” chapter **before** you install - it’ll save you time and trouble. The “Configuration” chapter will give you the ins and outs of setting up Internet In A Box for use with your Internet Service Provider: InterServ, the default Internet In A Box Service Provider, or any other Internet Service Provider. The chapter “Using The Software” was designed to help you improve Internet In A Box’s performance through automated logins and personal profiles, as well as explain how to use the Dialer application. If you have any sort of trouble during the installation, refer to the “Troubleshooting” chapter; chances are, you’ll find a solution there. And finally, if you need to change advanced configuration settings, such as PPP or SLIP settings, turn to the chapter “Advanced Settings.”

A few words of advice: whatever you’re looking for, it’s probably in here. If you can’t seem to configure properly, or you can’t connect to register, we have probably seen the problem before. If we have, you’ll most likely find a solution to it in our “Troubleshooting” chapter. **Taking the time to browse through the “Troubleshooting” chapter *before* calling Technical Support may save you time and money.**

WHAT’S IN THE BOX?

Internet In A Box is a complete solution for connecting to the Internet, providing four components which allow you to connect to, use, and understand the Internet:

- **Internet Connection Alternatives**

Set up Internet In A Box for Instant Internet access with InterServ, the default Internet Service Provider (ISP), or use another Service Provider. Internet In A Box provides dial-on-demand access to the Internet over a SLIP or PPP connection, and includes an extensive listing of Internet Service Providers.

- **Internet Applications**

Includes SPRY’s suite of intuitive Windows applications for the Internet.

- **Internet Books**

Installation & Configuration Guide; Internet Service Guide; and O'Reilly & Associates' bestselling The Whole Internet User's Guide, Special Edition.

- **Internet Resources**

The online *Quick Tour* introduces you to the Internet and the Internet In A Box applications. The default connection to the *Internet In A Box World Wide Web Home Page* is your source for quick access to the Internet's best information. The Internet Wizard™ will help you find what you're looking for on the World Wide Web.

These components are described in further detail below.

INTERNET CONNECTION ALTERNATIVES

Internet In A Box uses your computer and modem to dial up an *Internet Service Provider* which gives you a connection to the Internet. Internet In A Box works with *SLIP (Serial Line Internet Protocol)* or *PPP (Point-to-Point Protocol)* access accounts. Unlike other methods of Internet access, a SLIP or PPP connection (referred to as **SLIP/PPP** for convenience) turns your personal computer into an actual host on the Internet. You can use the Internet In A Box applications to send and receive mail, read news, and access files and services on the Internet just as you could with a machine directly connected to the Internet.

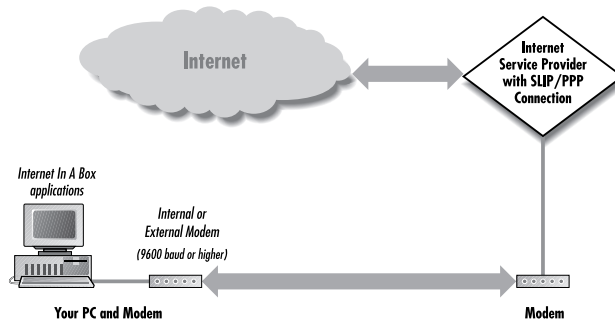


Figure 1-1

Internet In A Box can automatically set up an Instant Access Account for you online with InterServ, or you can use any other Internet Service Provider that offers a SLIP/PPP connection. An extensive list of Service Providers that provide a SLIP/PPP connection can be found in the *Internet Service Guide* included in your Internet In A Box package.



***SLIP and PPP** are communications specifications that are used to connect to the Internet over a phone line. SLIP/PPP accounts are different from other popular means of Internet access such as **terminal access** or **shell** accounts (sometimes just called “**dialup**” accounts). These types of access allow you to get to the Internet but restrict you to applications provided by the Service Provider (which are sometimes unfriendly, command-line applications).*

Internet In A Box features *dial-on-demand* access to the Internet: when you click on any of the Internet In A Box applications, your connection to the Internet will be started automatically. You can access as many of the Internet In A Box applications at a time as you'd like.

INTERNET APPLICATIONS

Internet In A Box's Windows applications for the Internet allow you to access the most popular Internet services available. These applications serve as gateways to the Internet, allowing you to download files, read news discussion groups and online publications, send mail to colleagues and friends around the world, and access remote computers.

Internet In A Box applications are part of SPRY, Inc.'s suite of TCP/IP applications for Windows. Internet In A Box applications include:

SPRY MOSAIC™ WORLD WIDE WEB BROWSER

SPRY Mosaic is an easy-to-use point and click Internet application, incorporating text, graphics, sound, and animation, that lets you access the World Wide Web. You can also access news, gopher, and ftp (file transfer protocol) sites with SPRY Mosaic, giving you one tool for several kinds of Internet access.

SPRY MAIL™ INTERNET MAIL

SPRY Mail allows you to send and receive electronic mail over the Internet. You can easily attach documents, programs, and graphics files to your mail messages. Save or print mail messages you receive, or drag and drop them into mail folders.

SPRY NEWS™ INTERNET NEWSREADER

Read and post articles to USENET news with this intuitive newsreader. SPRY News features threading (news sorted by subject) and custom headers (the ability to hide information you don't want to see), and allows you to create personal groups containing only the newsgroups you're interested in.

NETWORK FILE MANAGER™ FTP/REMOTE FILE MANAGEMENT

Get program files, graphics files, and more from FTP sites on the Internet using Network File Manager. Network File Manager allows you to drag and

drop files directly from the Internet to your PC, and is designed to work just like Windows File Manager.

SPRY GOPHER™ INTERNET SEARCH AND RETRIEVAL TOOL

Search for and retrieve organized Internet information on Internet *gopher* servers. SPRY Gopher features a unique tree structure allowing you to easily retrace your steps, and allows you to create custom Gopher windows containing just the resources you use frequently.

SPRY TELNET™ TERMINAL EMULATION

Access services such as library catalogs and other research tools on Internet *telnet* sites.

WINCIM WINDOWS COMPU SERVE INFORMATION MANAGER

The WinCIM application is used to access the CompuServe Information Service. This product has been included with Internet In A Box v. 2.0 to provide InterServ customers with full access to CompuServe resources. WinCIM is installed during the Internet In A Box installation, and, for InterServ customers, is automatically configured for connection and usage. Refer to the WinCIM online help for instructions on using WinCIM.

INTERNET UTILITIES

To aid you in working with resources you find on the Internet, Internet In A Box also includes the following utilities:

IMAGEVIEW

Allows you to view *GIF* and *JPEG* graphics files, image file formats commonly found on the Internet. You will most often use ImageView when using SPRY Mosaic.

UUCODE

Allows you to *uudecode* files that have been *uencoded* (“converted” to ASCII from binary); you will find many uencoded files on the Internet (i.e., to store a picture or application in a news article, it is commonly “uencoded”). You can also use UUCode to uencode files so that you can put them up on the Internet. Note: SPRY Mail and SPRY News will automatically uencode and uudecode files for you.

INTERNET BOOKS

THE WHOLE INTERNET USER'S GUIDE, SPECIAL EDITION

The Whole Internet User's Guide is a customized version of Ed Krol's bestselling book, often called the “Internet user's bible.” *The Whole Internet User's Guide* covers everything from the basics, like electronic mail and USENET news, to the newest developments on the Internet. This special edition of *The*

Whole Internet User's Guide contains complete documentation for the SPRY Series applications: SPRY Mosaic, the high-powered World Wide Web browser, and the popular Internet applications SPRY Gopher, SPRY Mail, SPRY News, Network File Manager (FTP), and SPRY Telnet, all of which are enhanced for Windows users in Internet In A Box.

INSTALLATION & CONFIGURATION GUIDE

The *Installation & Configuration Guide* is your guide to Instant Internet Access. This manual will guide you through the step-by-step process of installing, configuring, and customizing your Internet In A Box software. And, should you ever have a problem using your Internet In A Box software, the *Installation & Configuration Guide* is loaded with helpful troubleshooting ideas. See Chapter Five, "Troubleshooting," for help solving your connection problems.

INTERNET SERVICE GUIDE

The *Internet Service Guide* is a directory of Connect™ Program associate and partner members. The Connect™ Program is an Internet Service Provider association directed by SPRY, Inc., makers of Internet In A Box. Membership in this association requires that ISP's be proficient in supporting SPRY applications and provide reliable Internet access. Connect™ Program members are trained and informed about Internet In A Box and other SPRY products. The *Internet Service Guide* is divided into sections for Partner and Associate members.

INTERNET RESOURCES



INTERNET QUICK TOUR

Designed as a hands-on introduction to the Internet In A Box applications, the Internet Quick Tour will give you the ins and outs of using your new software. In addition to showing you the software, the Internet Quick Tour introduces you to the Internet and includes an extensive Internet glossary.

INTERNET IN A BOX WORLD WIDE WEB HOME PAGE

When you use SPRY Mosaic, it automatically connects to the Internet In A Box home page. Not only does this site give you point-and-click access to important SPRY locations (Customer Service, Technical Support, Product Information, and Product Upgrades), it also provides you with the SPRY Internet Wizard search tool, allowing you to find whatever you're looking for on the Internet. The Internet In A Box home page also gives you access to SPRY City, a collection of the Web's hottest home pages.

INTERNET WIZARD

Internet In A Box features the new Internet Wizard™, a handy resource for using Internet In A Box. The Internet Wizard will do everything from helping you install your Internet In A Box software to finding a list of World Wide Web sites organized by topic. Look for the Wizard, it will make your life easier.

BEFORE YOU BEGIN

There are a few things you'll need to know before starting with the Internet In A Box installation. They are listed below:

SYSTEM REQUIREMENTS

The minimum system required to use Internet In A Box is an IBM-compatible 386 computer with 4 megabytes of RAM, running Windows 3.1 or Windows for Workgroups. You will notice increased performance with additional RAM on your system. Internet In A Box will use 10 megabytes of free disk space on your hard disk, although slightly more free disk space may be temporarily required during installation.

For optimal performance, an IBM-compatible 486/33 or greater computer with a fast (1 Mb or greater) video card and 8 megabytes or more of RAM is recommended. A sound card will allow you to hear sounds that you find on the Internet using SPRY Mosaic or SPRY News.

MODEM REQUIREMENTS

For your modem to work with Internet In A Box, it must meet the following requirements:

- **9600 bits per second (bps) or greater modem speed**

Faster modems are recommended for optimum performance. 2400 bps modems are *not* supported with Internet In A Box.

- **Support for hardware flow control**

This is a feature of your modem; check your modem documentation to see whether your modem supports hardware flow control.

Additionally, use of a 16550 UART for the modem communications port is strongly recommended. If your modem uses a different UART chip, you may have trouble using the modem with Internet In A Box at any speed above 9600 bps. The *UART (Universal Asynchronous Receiver/Transmitter)* is a chip on the modem card itself (for internal modems) or on your PC's communications card (for external modems).

You can check which UART your communications port is using by running the MS-DOS MSD application, if available. Type **MSD** at the DOS prompt and examine the **Com Ports** entry by pressing the [C] key; this will indicate the UART chip for the communications port of your modem (along with other information).

DETERMINING INFORMATION ABOUT YOUR MODEM

During the installation, you will be asked to specify your modem type, modem speed, and which communications port your modem is using.

Modem Type

Internet In A Box supports most popular modems. If your modem is not listed during the modem configuration, you will need to select a compatible modem type. *Hayes* is the default modem type; you should choose *Hayes* if you are unsure of or cannot determine your modem type.

Modem Speed

Your modem speed should be listed in your modem documentation; determine, if possible, the highest speed your modem can achieve.

Communications Port

You need to know which communication port (also called “COM port”) your modem is using. This will be COM1, COM2, COM3, or COM4. For an internal modem, the communications port is set on the modem itself, and for an external modem, it is the port that the modem is plugged into on your computer. The person who set up your computer should be able to tell you which communications port it is using.



If you don't know which communications port your modem is using, you can also find out by using a telecommunications program, like Procomm Plus or Windows Terminal. Be sure your modem is plugged into a working phone line (and is turned on, if external) before trying this test.

*In the program's Setup menu or Setup screen, set the communications port to COM2 (a commonly used port) and, in the terminal mode for the application, try typing the characters **AT** and **Enter**. If you see an acknowledgment on your screen (usually “**OK**”), then COM2 is the communications port. If you do not, try the other port settings: COM1, COM3, COM4. (Note: external modems will always use COM1 or COM2).*

CHOOSING A SERVICE PROVIDER

You must choose an Internet Service Provider to provide you with an Internet access account. An account with **InterServ** (the default Internet In A Box Service Provider) may be your best choice: with over 400 dial-up numbers in the US and Canada, InterServ is the lowest priced nationwide service provider available. Internet In A Box provides easy configuration with InterServ or allows you to use any Service Provider that can provide a SLIP or PPP access account. You will have the option of changing Service Providers at a later time, or of using multiple Service Providers, if you prefer.

Your options are described below; for more information on choosing a third-party Service Provider, see the section “Deciding on an Internet Service Provider” in the *Internet Service Guide* included in your Internet In A Box package.

INTERSERV

You can have Internet In A Box set up your account online with InterServ, a nationwide Internet Service Provider, so that your software is automatically configured for instant access to the Internet. InterServ provides instant PPP access accounts over local dial-up numbers for most US cities, as well as a toll-free 800 number for nationwide access.

With competitive pricing and Instant Internet Access (your software will be automatically configured for you when you choose this Service Provider), an InterServ account is the easiest and fastest way to get onto the Internet. Using the SPRY RAMP (Remote Account Maintenance Protocol) technology, Internet In A Box will register, create an account for you with InterServ, allow you to choose an e-mail address, *and* configure all the network settings for you! With the click of a button, your system will be configured and ready to use. No wait, no worry, and no hassle.

If you choose InterServ as your Service Provider, Internet In A Box will automatically create and set up a new account for you; you can immediately begin using Internet In A Box. *Be sure you want to use InterServ as your Service Provider before choosing either of these options.* You will be able to use this account immediately. Note: you will need to have credit card information ready in order to create this account. You will be asked to provide billing information during the configuration in order to register with InterServ. This automatic setup feature is particularly nice because it requires minimal knowledge about the setup and configuration of SLIP/PPP access accounts.

For information on InterServ’s prices and services, refer to the pricing information that will appear during the installation.

OTHER SERVICE PROVIDERS

You can use almost any Internet Service Provider with Internet In A Box, as long as they provide you with a **SLIP** or **PPP** access account. In general, it is recommended that you use a PPP account, if you have a choice. A listing of Service Providers that offer SLIP/PPP accounts can be found in the *Connect™ Program Internet Service Guide*, included in your box. This guide will also give you additional advice on choosing an Internet Service Provider. If you cannot find a local Internet Service Provider for your area, you may consider InterServ as an option; they will most likely have a local access number in your area. If InterServ doesn't offer a local access number for your area, your best alternative is a toll-free access account, either through InterServ or through an Internet Service Provider who offers toll-free access. The *Internet Service Guide* in your box lists a number of toll-free service providers, or you can create a toll-free instant Internet Access account with InterServ.



If you decide to use a Service Provider other than InterServ, you must contact that Service Provider and set up a SLIP or PPP access account before starting the installation. Use the Internet Access Account Form at the end of this chapter for help recording your account information.

If you want to use SPRY Mail (the Internet In A Box electronic mail application), the Service Provider must be able to provide you with a mail account that uses POP3. POP3 (*Post Office Protocol*) is a popular protocol used for Internet mail. If you do not have a POP3 mailbox, you will not be able to use SPRY Mail. You will, however, be able to *send* mail in other applications, such as SPRY News and SPRY Mosaic.

If you want to use SPRY News (the Internet In A Box News application), your Service Provider must provide you with an NNTP Server account. NNTP (Network News Transfer Protocol) is the Internet protocol used for Internet news. If you do not have an NNTP Server account, you will most likely not be able to read Internet News.

Fill out the Access Account Form (found at the end of this chapter), with the information you get from the Service Provider (or you may want to fax them the form, and have them fill it out and fax it back). The form contains all the information you will need to know about your access account to allow you to configure and use Internet In A Box. Once you've gotten all the information from the Service Provider, you can start the installation.

WHAT WILL HAPPEN



Don't forget to have your modem documentation nearby, in case you need to refer to it to configure your Internet In A Box modem settings.

This is a brief description of what will happen during the installation and configuration process. The configuration process is explained in more detail in chapter Three "Configuration".

If You Choose an InterServ Instant Access Account

After the software installation, you will configure your modem to register and create your account. Internet In A Box will then dial InterServ over a toll-free access number and download up-to-date pricing information for InterServ's various Instant Access pricing packages. The automatic installation and registration process will create a full Internet account for you, including a username, password, e-mail address, and e-mail login information.



If you choose an InterServ Instant Access account for your Internet Service account, you will need to have your credit card information nearby, as the registration will also automatically create a billing account for you.

You will be prompted for credit card billing information for your Internet access account with InterServ. You will also be able to submit requests for your e-mail address. Your modem will then dial and connect to SPRY, your software will be registered online, and your Internet access account will be created. You will then get information for your Instant Internet access account with InterServ (including your e-mail address, username, and password), and you will be asked to print or record this information.

You will then be ready to use Internet In A Box.



If you are upgrading from Internet In A Box 1.0 and changing from a SprintLink/InterServ account to an InterServ Instant Access Account, be sure to write down your SprintLink/InterServ account information (account number, password, and e-mail address) *before* proceeding with the installation. You will need this information when changing accounts.

If You Choose Another Internet Service Provider

If you choose the *Manual Configuration* option in the <Selectan Access and Pricing Method> dialog, you will configure Internet In A Box for use with your Internet Service Provider. Your Internet In A Box software will dial

SPRY, Inc. over a toll-free phone line and register automatically. After the automatic registration is completed, you will be asked to provide account information from your Internet Service Provider, and to specify whether your account is SLIP or PPP.



The *Internet Access Account Form* worksheet, located at the end of this chapter, has been designed to help you gather all the information needed to successfully configure your software. You can fax the form to your Service Provider and ask them to provide all the information about your access account.



You must have an Internet Access Account before you can configure Internet In A Box for use with an Internet Service Provider other than InterServ. Contact your Internet Service Provider for information about creating an Internet Service account. The *Internet Service Guide* included in your package has a list of numerous US and Canadian Internet Service Providers, as well as tips on how to choose your Service Provider.

IF YOU ARE UPGRADING FROM INTERNET IN A BOX 1.0

If a copy of Internet In A Box 1.0 is found on your system during installation, you will have two upgrade options. If you want to change to a new Internet Service Provider *other than* InterServ, you should choose **New Installation**, which will erase any Internet In A Box 1.0 settings (preferences, modem information, etc.). If you want to keep your current Internet Service Provider, you should choose **Upgrade** and preserve those settings.

If you select **Upgrade**, you will have the option of creating an Instant Access Account with InterServ. You will also have the opportunity to make adjustments to modem and network settings during the configuration process.

IF YOU ARE CHANGING FROM A SPRINTLINK/INTERSERV ACCOUNT TO AN INTERSERV INSTANT ACCESS ACCOUNT

If you are changing from an existing SprintLink/InterServ account to an InterServ Instant Access Account, you should select an InterServ pricing package in the <Select An Access and Pricing Option> dialog (explained in chapter 3, “Configuration”). You will then create a *new* account with InterServ. In order to avoid double-billing, **you should cancel your old account with InterServ.** To cancel your old account, send an e-mail document with your *old* account information (account number and password) to cancel@interserv.com.

IF YOU ARE UPGRADING FROM MOSAIC IN A BOX TO INTERNET IN A BOX

If you are upgrading from Mosaic In A Box to Internet In A Box, you should proceed as though performing a new installation. After you have installed your new software, **be sure to cancel your Mosaic In A Box account:** To cancel your

old account, send an e-mail document with your *old* account information (account number and password) to **cancel@interserv.com**. If you do not cancel your Mosaic In A Box account, you will continue to receive a monthly bill, even if you no longer use that account.

INSTALLING INTERNET IN A BOX V. 2.0



Before you install Internet In A Box, you should decide which Service Provider you will use for your Internet connection. If you do not choose to use InterServ as your Internet Service Provider, you will need to contact another Service Provider to set up an account and get your account information, as discussed in the “Choosing a Service Provider” section on page 15.

Before you start the installation, be sure to remove any communications drivers (such as FAX/Modem drivers) that may currently be running on your system.

1 INSERT THE FIRST DISKETTE

Start Windows. Insert Internet In A Box **Disk 1** in your PC's floppy disk drive.

2 BEGIN THE INSTALLATION

In your Windows Program Manager, open the **File** menu and choose **Run**. In the dialog that appears, type **a:\setup** or **b:\setup** and press **Enter**. The Internet In A Box installation program will start.

- If you have previously installed Internet In A Box, you will be asked whether you want to **upgrade** your previous installation, preserving your Internet In A Box settings, or perform a **New Installation**. Choose which installation you want to perform. See page 18 for more information.
- If the Internet In A Box Setup detects an installation of SPRY's Mosaic In A Box or AIR Series/Internet Office products, you will be asked whether you still wish to install Internet In A Box. Click **OK** to continue with the installation.

3 SPECIFY THE DESTINATION DIRECTORY

You will be asked to specify a directory for the Internet In A Box applications (**C:\SPRY** is suggested for new installations). If you are upgrading, the default directory will be the directory in which Internet In A Box 1.0 was installed.

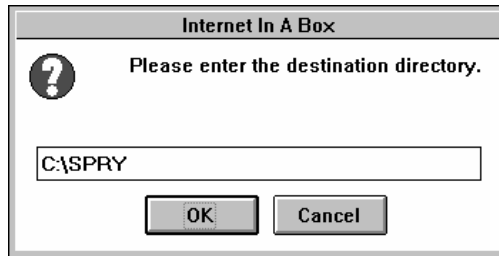


Figure 2-1

Click **OK** to accept **C:\SPRY**, or type in a different directory name and click **OK** (the new directory will be created). The directory name you specified will be added to your path (note that if you have more than one **PATH** statement in your **AUTOEXEC.BAT**, it will only be added to the first **PATH** statement).

4 INSTALL THE SOFTWARE

Internet In A Box files will be copied to the directory you specified. At some point, you will be asked to insert additional disks.

When the Internet In A Box installation is complete, the Windows program group called "Internet In A Box" will appear in your **Windows Program Manager**, or will be modified to include the new Internet In A Box applications if you are upgrading from Internet In A Box 1.0.

INTERNET ACCESS ACCOUNT FORM

Fill out the information you receive from your Internet Service Provider in this form, so that you can install and use Internet In A Box. This can also serve as a record of your account information. These items are described briefly on the next page.

Service Provider Name & Phone — For your records

Name: _____ Voice phone #: _____

Account Information — For the Dialer Setup Dialog

Access Phone Number: _____

Your IP Address: _____ Netmask: _____

Name Server 1: _____ Name Server 2: _____

Your Host Name: _____ Domain Name: _____

☐ Configure Using BOOTP

E-mail Account Information — For the Default Hosts Dialog

E-mail Username: _____ E-mail Password: _____

POP3 E-mail Host: _____

SMTP Relay Host: _____

E-mail Address: _____

Default Internet Hosts (if available) — For the Default Hosts Dialog

SPRY Mosaic: _____

SPRY Gopher: _____

SPRY News: _____

Login Information — For connecting to your Internet Service Provider

Login Name: _____ Password: _____

Additional Login Instructions: _____

ACCOUNT INFORMATION

(For more information, see pages 37–39 in this documentation)

Access Phone Number: The phone number that you dial to connect to the Internet Service Provider in order to establish your connection. (This is a dedicated dial-up line, not a voice phone number for customer service or technical support).

Your IP Address: Your Service Provider may require you to use an IP Address for your Internet account. An IP Address uses the format X.X.X.X, where X can be from 1 to 3 numbers. Example: **165.121.36.6**. Some Service Providers will not require you to use an IP address; if so, specify 0.0.0.0 for this field.

Netmask: Your Service Provider should be able to tell you your Netmask (also known as subnet mask). This is a number based on your IP address (it identifies what type of network you are on).

Name Server 1/Name Server 2: Also called DNS or Domain Name Server, this is a machine that looks up Internet addresses. Specify a Name Server address in the **Name Server 1** field. **Name Server 2** is optional.

Your Host Name: The name that is used to identify your PC. This may be assigned by your Service Provider, or you may choose your own host name.

Domain Name: The domain assigned to you by your Service Provider (i.e., **bakerstreet.com**).

Configure Using BOOTP: If your Service Provider assigns your IP address using BOOTP, check this option.

E-MAIL ACCOUNT

(For more information, see pages 41–42 in this documentation)

E-mail Username and Password: The name and password that are required to log in to your e-mail host.

POP3 E-mail Host: The address of the machine that contains the mailbox in which your e-mail is stored. You need to connect and log in to this machine in order to retrieve your mail. (This address may be a fully qualified Domain Name, like **mailhost.mailserv.com**, or an IP address, like **165.121.6.5**.)

SMTP Relay Host: If your Service Provider uses an SMTP Relay host to send mail, provide the address.

E-mail Address: Your e-mail address; the address other people will use when addressing mail to you.

DEFAULT INTERNET HOSTS — OPTIONAL

(For more information, see pages 41–42 in this documentation)

SPRY Mosaic: Fill out the home page of the host (i.e., **http://www.bakerstreet.com**).

SPRY Gopher, SPRY News: Fill out the fully qualified Domain Name of the host (i.e., **gopher.figaro.com**).

LOGIN INFORMATION

(For more information, see pages 51–53 in this documentation)

Login Name and Password: The login name (also called User ID or Account ID) and password you use to sign on when you connect to the Internet Service Provider.

Additional Login Instructions: You may be asked to type a command to start PPP or SLIP, or to pick a command from a menu of choices. Your Service Provider can give you all the information you need to login.

NOTES

CHAPTER 3 CONFIGURATION

This chapter describes the configuration process for Internet In A Box. If you are upgrading from either Internet In A Box 1.0 or Mosaic In A Box, please turn to the appropriate section at the end of this chapter for important upgrade information before beginning the configuration process.

CONFIGURING INTERNET IN A BOX

Once you have installed the Internet In A Box software, you will automatically begin the configuration process as explained in the sections that follow. The configuration begins with you supplying modem settings and registration information, after which you will choose and configure for an Internet Service Provider.



If you are upgrading from Internet In A Box 1.0 or Mosaic In A Box, you should refer to the corresponding sections later in this chapter (“Upgrading from Internet In A Box” and “Upgrading from Mosaic In A Box”) for important upgrade information.

I. SETTING UP AND REGISTERING YOUR SOFTWARE

You will first be asked to specify information about your modem. These initial settings are used for your modem when registering; if you need to perform additional modem configuration in order to use Internet In A Box, you will be able to do that after you register, using the Configuration Utility. For more information on the Configuration Utility, see Chapter Four, “Using the Software.”

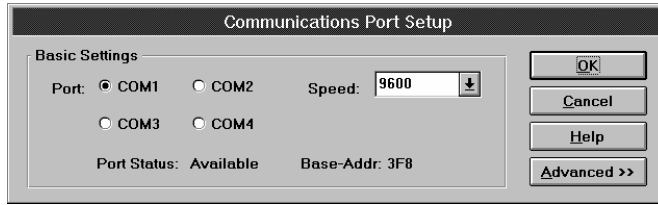


If you are upgrading from Internet In A Box 1.0, many of the configuration dialogs will already contain communications and network information from your previous configuration. Please check the information to verify that it is correct.

1

Set up Your Communications Port

The <Communications Port Setup> dialog appears once the installation is complete.

*Figure 3-1*

In this dialog, specify the port and speed settings for your modem. If you need to further configure your COM Port setup for use with your Service Provider, see the “Advanced Communications Port Setup” section in Chapter Six, “Advanced Settings”. The default settings should not be changed for the configuration process.

PORT

Choose COM1, COM2, COM3, or COM4. When you choose an option, the dialog will tell you whether the COM port you have selected is available, along with other information. If you’re not sure which COM port your modem is on, this indicator may help you narrow down the choices. When you select the COM port, if it displays the message “unavailable,” that COM port is probably not being used by your modem. If it is “available,” then it *may* be your COM port.



*The **Port Status:** message indicates which ports are available. If you have a PCMCIA card, or if multiple COM ports are in use, this message may not indicate the correct COM port status. If this is the situation, determine the COM port availability using the method described on page 14, or consult your modem documentation.*

For more information on choosing your COM port, see page 14. For information on advanced COM port settings, see page 97.

COM PORT SPEED

When you first set up your modem, we recommend that you set your modem speed to 9600. This will produce the least amount of complications during the registration and configuration process. Then, once you have ensured that your applications are working correctly, you can increase the COM port speed to the highest speed (bps) your modem can achieve (using the <Communications Port Setup> dialog). Choose **Port** in the <Connection Setup> dialog of the Configuration Utility, or *Port Setup* in the **Modem** menu of the **Dialer**, and change this dialog.



If you are unsure of your modem speed, choose 9600.

General guidelines for choosing your COM port speed are shown below.

- If your modem is 9600 bps, choose 9600.
- If your modem is 14,400 bps, choose 19,200. (Note: there is no option for 14,400).
- If your modem is 28,800 bps, choose 38,400.

If your modem does not initialize at the recommended speed, try a slower setting.

2 Set up Your Modem

In this dialog, you will be asked to choose the make and model of your modem, as well as the type of phone line you will be using. The *Modem Type* field contains a drop-down list of popular modems. If you find your modem in the list, select it.

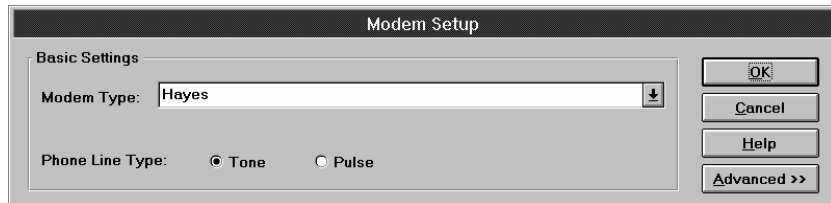


Figure 3-2

If your modem is not listed, you will need to choose a compatible modem from the drop down list. Your modem documentation may indicate other modems that are compatible with yours; if so, try to find one on the drop-down list and select it. If you are unsure, try *Hayes Optima 144 + FAX144* (this will work with most modems). **Note: Internet In A Box support technicians cannot help you determine compatible modem choices. You must contact the modem manufacturer to get this information.**

The Modem Type you choose will be used for the software registration and (if you choose an Instant Access account option) the configuration. If you need to further configure the modem for use with your Service Provider, see the “Advanced Modem Setup” and “Custom Modem Setup” sections in Chapter Six, “Advanced Settings,” for more information.

PHONE LINE TYPE

Choose **Tone** for touchtone phones (the default), or **Pulse** for pulse dialing phones.

Click **OK** when you have finished filling out the <Modem Setup> dialog.

3 Register Your Software

Following the <Modem Setup> dialog, you will see the <Software Registration> dialog. The **First Name, Last Name, Address Line 1, City, Country/State, ZIP Code, and Day Phone** fields must be completed.

Registering your Internet In A Box software will ensure efficient technical support and timely upgrades. You must fill out the <Software Registration> dialog to proceed with the Internet In A Box configuration.

Figure 3-3

Internet In A Box uses *SPRY RAMP* (*Remote Account Maintenance Protocol*) technology to automatically register your Internet In A Box software. The RAMP process will take place later in the configuration.



If you choose InterServ as your Service Provider (either a Local Instant Access Account or a Toll-Free Instant Access Account), the information in this dialog will be used as the billing address for your InterServ access account.

4 Specify Dial Modifiers

When you have finished filling out the Software Registration dialog, you will see the <Dial Modifier> dialog.

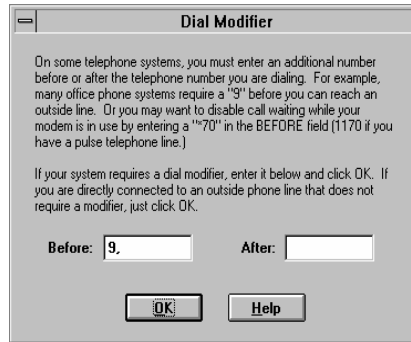


Figure 3-4

The Dial Modifier fields are optional. They are provided for the following reasons:

- You may need to dial a code to get an outside phone line (as with PBX phone systems).
- You may want to disable call waiting so that incoming calls do not interrupt your Internet In A Box sessions. If so, enter ***70** for touchtone phone lines or **1170** for pulse phone lines.
- You may want to set up a calling card for use with Internet In A Box. The registration will take place over a toll-free number, but you may have to dial a toll number to reach your Internet Service Provider.



*You should add a pause (delay) to this field by adding a comma (,) to the number. In other words, if your phone system requires you to dial 9 and then takes a few seconds to give you a dial tone, you might specify **9,** and then the number; i.e., **9,555-9292**. (For additional delays, add more commas; i.e., **9,,555-9292**.)*

DISABLING CALL WAITING

If you have call waiting on your telephone, an incoming call will usually disconnect you from Internet In A Box (or any telecommunications application). To suppress call waiting, type ***70**, in the **Before:** field (if you have a pulse dial telephone, type **1170**).

Fill out any other Dial Modifiers your phone system requires, and click **OK**.

When you have finished filling out the Dial Modifier information, you will proceed to the next stage of the configuration: Selecting and Configuring for Your Internet Service Provider.

II. SELECTING AND CONFIGURING FOR YOUR INTERNET SERVICE PROVIDER

Internet In A Box gives you two options for Internet Service Providers. You can choose to configure Internet In A Box for use with InterServ, the default Internet Service Provider, or with any other Service Provider offering a SLIP or PPP dial-up access account. For more information on selecting an Internet Service Provider, see the section “Before You Begin” in the previous chapter.

SELECT A PRICING AND ACCESS OPTION

Before you select a dialup number, you will need to select a pricing and access option. Internet In A Box will dial InterServ over a toll-free phone line, to download InterServ’s account pricing information. You will then be able to choose a pricing package from multiple options. Regardless of the pricing options offered by InterServ, you will always have the *Manual Configuration* option, which allows you to configure Internet In A Box for use with an independent Internet Service Provider.

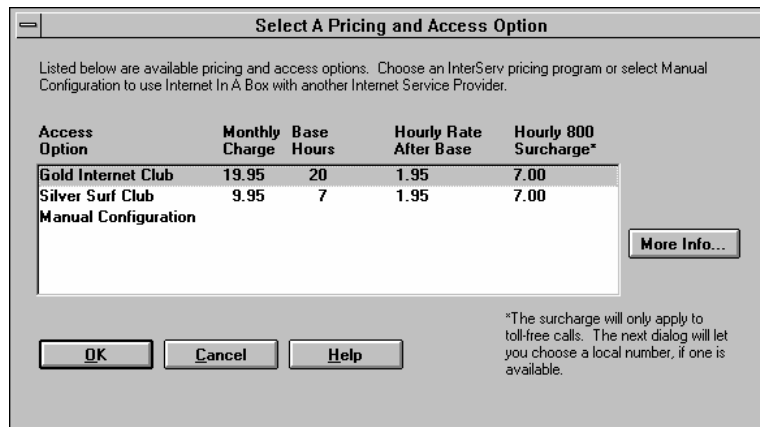


Figure 3-5

To continue with the configuration process, in the <Select a Pricing and Access Option> dialog, choose one of the InterServ pricing packages or choose *Manual Configuration*. For more information on any of the options in the <Select a Pricing and Access Option> dialog, select an option and click on the **More Info** button.



If you choose to manually configure Internet In A Box for use with an Internet Service Provider other than InterServ, proceed to the next section of this chapter, “Configuring For Use With Another Internet Service Provider.”

CONFIGURING FOR USE WITH INTERSERV

If you choose from one of the InterServ access account packages, you will see the <Wizard Lookup> dialog.

1 Choose an Access Number

You will choose your InterServ dialup number in the <Wizard Lookup> dialog — this is the number you will dial to access the Internet.



Figure 3-6

This screen will show the toll-free and local Instant Access numbers in your area. Note that there is an hourly surcharge for toll-free access.

Verify that the area code displayed in the **Area Code** box is correct; if you will be dialing from a different area code, enter that number in this field and select an access number from the list that appears.

Choose an access number from the list box on the left. This list displays a Toll Free number and, if available, a local access number.

GUIDELINES FOR CHOOSING AN ACCESS NUMBER:

Try to select a local access number, if one is listed. Select the fastest baud rate available.

If you live in an outlying location, there may be no local access numbers available. If so, check the **Long Distance** checkbox and add a long-distance prefix (such as a 1 or 1-206) in the **Long Distance** field.

Make sure your **Long Distance** field entry is correct. Some phone companies require that you dial the area code for all long distance calls (both within and outside of your area code), while others only require an area code for long distance calls outside of your area code.

Due to the cost of long distance telephone service, it may be more economical for you to create a Toll-Free Instant Internet Access account. To create a toll-free account, choose the **CompuServe 800/US** access number. Remember that toll-free access carries an hourly surcharge in addition to normal usage rates (as indicated previously in the <Choose a Pricing and Access Option> dialog box).

2 Fill out the Account Application

If you choose InterServ as your Internet Service Provider, you will see the <Secure Account Application Form> dialog, asking you to specify a credit card for your connection charges. (Your name and address information from the <Software Registration> dialog will be used for a billing address.)

Figure 3-7

Specify which credit card you want to use for your Internet access fees: Visa, MasterCard, or American Express. You must also specify the expiration date and the name used on the card. Your mother's maiden name is also requested for verification of your identity.

When you have completed the <Account Application Form>, click on the **Register** button.

3 Choose an E-mail Name

You will now see the <Select an E-mail Username> dialog.

Figure 3-8

In this dialog, you can make up to three requests for your e-mail name. Some guidelines for selecting an e-mail name follow:

- Be sure the name is something that will help others remember you — you could use your initials, a nickname, or some combination of letters in your name, for example.
- Be sure your selection is in good taste. A name deemed in poor taste by the InterServ system administrators will be changed to a random e-mail name.
- There are thousands of subscribers on InterServ. Be sure that your second and third choices are unique — you might include a combination of numbers or other special characters, to ensure you don't request an e-mail name chosen by another user.



For SprintLink/InterServ Customers: In the process of creating your new, lowest-cost Instant Access Account, your SprintLink e-mail name will need to be changed. Since you will not be able to maintain your Internet In A Box 1.0 e-mail name, you will need to request a new address.



If all of your e-mail name requests have been previously chosen by other InterServ customers, the automatic registration process will create an e-mail account for you by using your first choice from the <Select an E-mail Username> dialog, and adding a random number at the end. For example, if your e-mail requests are already chosen, and your first choice of e-mail name is yolanda, your e-mail name will be yolanda001 or something similar.

Click **OK** when you have entered your e-mail name requests. You will be asked to review the dialog. When you have ensured that your entries are correct, click **Confirm**, or click **Go Back** to go back and change your information. Your e-mail username will be given to you at the end of the registration process, along with additional account information.

4 Autoregister and Create Your Instant Access Account

Internet In A Box will register your Internet In A Box software and set up your InterServ account at the same time.

During the registration process, you will see an <Initializing Modem> dialog. If you have specified the correct modem settings, your modem will begin dialing. A variety of messages will appear in the <Connection Status> dialog, and the **Dialer** icon will appear at the bottom of your screen. For a list of connection status icons and what they mean, see page 64.

When the connection is made, you will see a <Connected!> dialog, and you will be presented with a <Registration Complete> acknowledgment.

If you cannot register with InterServ for your access account for some reason, try again by clicking on the **Try Again** button — in some cases, registering again will take care of the problem. You will not have to retype any of the information you have already provided. If after subsequent attempts you still can't register, you should wait a while and register again. You can restart the registration process by double-clicking on the **Configuration Utility** icon in the Internet In A Box program group, and clicking on the **Instant Access** button in the **Configuration Utility**.

5 Record Your Account Information

When the registration is complete, you will see a dialog containing your account information for InterServ. This dialog will contain your login ID and password as well as your e-mail username, password, hostname, and address.

Summary Information

Please take a moment to record your InterServ account information.

Access Account

Login ID: Password:

Mail

E-mail Username: E-mail Password:

E-mail Host:

E-mail Address:

Figure 3-9

You will need to know the information in this dialog to use your Internet access account and your e-mail account. Make sure that you write down this information or print it by clicking the **Print** button. You can save the information in this dialog to a file by clicking the **Save** button; the information will be saved to the file `PASSWORD.TXT` in your `\SPRY\DATA` directory.



Be sure to record your password information before leaving this dialog. You will be asked to verify your login and e-mail passwords after you exit this dialog.

Record this information now, and click **OK**.

6 Verify Your Password

You are now asked to verify the passwords you saw in the last dialog. Type them now, and click **OK**. If you did not record them, you should click **Go Back** to return to the previous dialog, and record the information. **You must verify your passwords to finish the installation.**

Your registration/configuration is now complete, and you are now ready to run the Internet In A Box applications.

Now that your configuration is complete, you'll want to start accessing the Internet with your Internet In A Box applications. For more information on starting your Internet tour, see Chapter Four, "Using the Software." For a better idea of the Internet In A Box applications and their features, start the online Quick Tour by double-clicking its icon in the Internet In A Box program group.

CONFIGURING FOR USE WITH ANOTHER SERVICE PROVIDER

If you choose **Manual Configuration** to specify a Service Provider other than InterServ, Internet In A Box will register your software and prompt you for access account information for your selected Service Provider.



Before you can configure Internet In A Box, you must have set up an account with a Service Provider. You will have to provide account information for that Service Provider, as described in “Choosing a Service Provider” on page 15.



*If you are upgrading and configuring Internet In A Box for use with your existing Internet Service Provider, and chose the **Upgrade** option during the Installation, each of the configuration dialogs will already contain information from your existing account. Please double-check to verify that the information is correct.*

1

Autoregister Your Software

Your Internet In A Box software will now dial SPRY, Inc. and register itself via a toll-free number. Registering your Internet In A Box software will ensure timely notification of software updates and upgrades, as well as efficient technical support.

During the registration process, you will see an <Initializing Modem> dialog. If you have specified the correct modem settings, your modem will begin dialing. A variety of messages will appear in the **Connection Status** dialog, and the **Dialer** icon will appear at the bottom of your screen. For a list of connection status icons and what they mean, see page 64.

When the connection is made, you will see a <Connected!> dialog, and you will be presented with a **Registration Complete** dialog.

If you cannot register with InterServ for some reason, check the **Troubleshooting** chapter. Try restarting the registration/configuration — in some cases, registering again will take care of the problem. To restart the registration process, double-click on the **Configuration Utility** icon in the Internet In A Box program group, and click on the **Register** button. You will not have to retype any of the information you have already provided.

2 Configure Your Dialer Setup Information

The <Dialer Setup> dialog will now be displayed.

Figure 3-10

The information in this dialog should have been provided for you by your Internet Service Provider when you signed up with them for an Internet Access Account. You can use the Internet Access Account Information Form (found at the end of Chapter 2, “Installation”) to gather your access account information. If you cannot provide all this information now, click **Cancel**; you will have to return to this dialog and fill it out before you will be able to use Internet In A Box (you can do this by starting the **Configuration Utility** and clicking the **Register** button).

Type the information in this dialog *exactly* as it is provided by your Internet Service Provider. Once you type the information in this dialog, you will not need to refer to it again unless you change your access account. Although you do not need to understand what this information means in order to use Internet In A Box, the information in the <Dialer Setup> dialog is described in detail below.

Dial Before/Dial After

The *Dial Before/Dial After* fields are the same fields as the *Dial Modifiers* you had an opportunity to specify earlier. If you did not fill them out earlier, you can specify them here. See pages 28–29 for information.

Phone Number

This is the number that you dial to connect to the Internet Service Provider in order to establish an Internet session. (This is a dedicated dialup line, not a voice phone number you use to talk to someone at the Service Provider office.) Include complete dialing information in this field (i.e., 1-800-555-9292, not 800-555-9292). Dashes are permitted.

Your IP Address

Your Service Provider may require you to use an *IP Address* for your Internet account. This is a unique number identifying you on the Internet. An IP Address uses the format W.X.Y.Z, where W, X, Y, and Z can be from 1- to 3-digit numbers. Example: 165.121.63.6

Some Service Providers assign you a *dynamic IP address* (you're assigned a different IP address each time you login), or use *BOOTP* to assign you an IP address; if so, specify 0.0.0.0 for this field.

Netmask

You must specify a *Netmask* (also known as *subnet mask*). This is a number that identifies what type of network you are on. Your Service Provider should be able to tell you your subnet mask. If you know your IP address, you can generally look up your subnet mask in the table below. (These values will not work for all cases; it is best to get this information from your Service Provider.)

If the first segment (AAA of AAA.BBB.CCC.DDD) of the IP address starts with:

1-126, use 255.0.0.0 for your netmask

128-191, use 255.255.0.0 for your netmask

192-223, use 255.255.255.0 for your netmask

If you have a dynamic IP address (as described in “Your IP Address,” above), you will most likely will use a netmask of 255.255.0.0 (again, you should check with your Service Provider).

Name Server 1/Name Server 2

These are also referred to as *DNS* or *Domain Name Servers*. A Name Server is a machine that you connect to that contains a large list of IP addresses; it is essentially an “address book” for Internet hosts. This allows you to specify hosts in your applications by their fully qualified Domain Names, such as **don.figaro.com**, instead of by their IP addresses (165.121.6.6, for example), which is what the Internet actually uses to reach the host.

Your Service Provider or network administrator most likely has a Name Server available. You need to specify a Name Server address in order to have this ‘address book lookup’ happen automatically (without you being aware that it is taking place). Specify a Name Server address in numeric IP address format (i.e. 165.121.6.2) in the **Name Server 1** field. **Name Server 2** is optional; use this field only if a second Name Server is available to you.

Your Host Name

This is a name that is used to identify your PC on the Internet. Your Internet Service Provider may supply you with a host name, or ask you to supply a value for your host name. If that is the case, type the host name here. If not, choose a name you would like as your host name (perhaps your first name or login ID).

Domain Name

This is the name used to identify the domain of your Service Provider (this is used to make applications aware of where you are located). Your Internet Service Provider should supply you with a domain name. A sample domain name is **bakerstreet.com**.

If you use a domain name, you can contact hosts within your domain by using only the first part of their fully qualified domain name (i.e. if you set up the domain name above, and you wanted to send mail to **sholmes@bakerstreet.com**, you could just address the mail to user **sholmes**).

Configure Using BOOTP

BOOTP is a method used by some remote host machines to assign you an IP address 'on demand'. Your Service Provider should be able to tell you whether you need to use BOOTP. (Most Service Providers do not use BOOTP; they instead use a fixed IP address or dynamically assign an IP address.)

Check this option if you need to use BOOTP to get your IP address.

Once you have finished filling out the <Dialer Setup> dialog, click **OK**.

If you cannot fill out all of this dialog now, click **Cancel**. You can repeat this procedure at any time by clicking on the **Configuration Utility** icon in the Internet In A Box program group, clicking on the **Communications** button, and clicking the **Dialer Setup** button.



*The **Timers** button in this dialog allows you to set up values for how long the **Dialer** will wait to connect and when the applications should disconnect; see “Timer Options” on pages 74–76 for more information.*

3 Select a Network Interface

You will now see a <Network Interface> dialog, asking you to specify whether your Service Provider uses a *SLIP* (*Serial Line Internet Protocol*) or *PPP* (*Point-to-Point Protocol*) account.

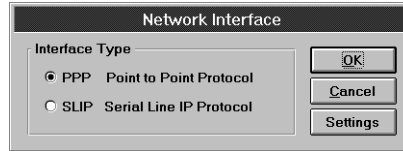


Figure 3-11

Choose **SLIP** or **PPP**.

You can click the **Settings** button to configure advanced settings for SLIP or PPP. In most cases, you will not need to configure these advanced settings unless directed to by your Service Provider. If your Service Provider requires you to use a PAP (*password authentication protocol*) username and password, you will need to configure advanced settings.



See the section, “*Configuring SLIP and PPP*” in Chapter Six, “*Advanced Settings*” for information on configuring these advanced SLIP and PPP settings.

Click **OK** to continue.

4 Specify Your Default Hosts

You will now see the <Default Hosts> dialog.

Figure 3-12

The <Default Hosts> dialog is used to set up your e-mail account information so that you can use the **SPRY Mail** application in Internet In A Box. You can also set up default hosts that are used by your Internet In A Box applications; this means that when you start the applications, they will immediately access specific locations on the Internet.



All of the options in this dialog can be set in the applications directly; this dialog is provided to give you one place to easily set them all.

E-mail Account Options

We recommend that you set up e-mail information from your Service Provider in this dialog to simplify using the SPRY Mail application to send mail. The e-mail account information you are asked to provide is described below.

E-mail Username

This is the name that you will have to use to login to your e-mail host. (This might also be called your E-mail ID or E-mail Login.) This is often based on your name, but may also be a number or a combination of letters and numbers.

E-mail Password

This is the password associated with the e-mail username, above. You will have to type in this password to access SPRY Mail.

POP3 E-mail Host

This is the address of the machine that contains the mailbox in which your e-mail is stored. You need to connect and login to this machine in order to retrieve your mail. (This address may be a Fully Qualified Domain Name, like **mailhost.schubert.com**, or an IP address, like **165.121.6.5**)

SMTP Relay Host

Your Service Provider may provide an SMTP (Simple Mail Transfer Protocol) Relay Host to use when you send mail; if so, provide the address here (the address may be a Fully Qualified Domain Name or IP address, as mentioned above). You do not have to specify this value. If you specify this value, you should set up SPRY Mail to send by SMTP; choose **Preferences** in the SPRY Mail **Options** menu, and change the “**Send Mail By**” option to “**SMTP**.”

E-mail Address

This is the address that the Internet Service Provider assigns you; this is what other people will use when sending mail to you. It is usually in the format **name@location.ext** or **name@location.location.ext** (i.e. **romeo@juliet.com** or **holmes@mycroft.foe.org**).

Default Internet Host Options

Default hosts are provided to help you get started using the Internet. For instance, SPRY Mosaic will automatically connect to the Internet In A Box home page, so that you can start navigating the Internet using a friendly interface. The Mosaic, Gopher, and News hosts can all automatically be used by your applications. However, your Service Provider may provide different resources that you will want to use. You can change them here.

SPRY Mosaic

Fill out the *URL* of the host. This is a unique address for the Mosaic home page. A URL takes the format **http://www.bakerstreet.com/holmes/biography.html**.

SPRY Gopher, SPRY News

Fill out the Fully Qualified Domain Name (i.e. **gopher.burrow.com**) or IP address (i.e. **165.121.6.6**) for each host you want to have the applications connect to by default.

Once you have filled out all the Default Hosts information, click **OK**. You have now completed the configuration for Internet In A Box and are ready to use your new software!

If you want to further configure Internet In A Box, see Chapter Four, “Using the Software” and Chapter Six, “Advanced Settings.” For information on configuring the SPRY applications themselves, see the appropriate chapters in *The Whole Internet User’s Guide*.

UPGRADING FROM INTERNET IN A BOX V. 1.0

If you are upgrading from Internet In A Box 1.0, you have two configuration options.

- A. Upgrade Internet In A Box and create a new InterServ Instant Access Account
- B. Upgrade Internet In A Box and configure for use with an Internet Service Provider *other* than InterServ

These options are described below.

A. CREATE A NEW INSTANT ACCESS ACCOUNT

Internet In A Box v. 2.0 includes the option to create an Instant Internet Access account with the default Service Provider, InterServ. InterServ offers two account options: local Instant Internet Access, providing local access numbers for most cities in the United States; and toll-free Instant Internet Access using a toll-free 800 line access number. Using an Instant Internet Access Account can have you using the Internet in less than 5 minutes! InterServ Instant Access Accounts are the *lowest nationwide access accounts available*. You can find more information on InterServ's Instant Access accounts in Chapter 2, "Installation."

If you are a current **SprintLink/InterServ** customer, you will most likely want to take advantage of the new pricing offered by InterServ. You can do this by creating a new Instant Access Account. Note that in the process of creating your new low-cost Instant Access Account, your SprintLink/InterServ e-mail name will need to be changed.



If you choose to upgrade Internet In A Box 1.0 and create an Instant Access Account with InterServ, you should cancel your account with your previous Service Provider to avoid double-billing.

If you are changing from an existing SprintLink/InterServ account to an InterServ Instant Access Account, you can cancel your SprintLink account by sending your *old* account information (account number and login password) in an e-mail document to *cancel@interserv.com*.

To upgrade and create an access account with InterServ, please turn to page 25 and proceed with the configuration process as described there, following the steps for configuring for use with InterServ.

B. USE ANOTHER INTERNET SERVICE PROVIDER

If you are upgrading and configuring Internet In A Box for use with your existing Internet Service Provider, and chose the **Upgrade** option during the Installation, each of the configuration dialogs will already contain information

from your existing account. Please double-check to verify that the information is correct.

If you are upgrading and configuring for use with an Internet Service Provider different from the Service Provider you used with Internet In A Box 1.0, you should choose **New Installation** during the installation. In this case, the configuration dialogs will not contain information for your previous Internet Service Provider.

If you are upgrading Internet In A Box and want to configure the software for use with an Internet Service Provider other than InterServ, please turn to page 25 and follow the steps for configuring for use with another Internet Service Provider.

UPGRADING FROM MOSAIC IN A BOX

If you are upgrading from Mosaic In A Box to Internet In A Box 2.0, you should proceed as though configuring for a new installation, beginning on page 25.



If you are upgrading from Mosaic In A Box, you should contact InterServ, the Mosaic In A Box Service Provider, and cancel your Mosaic In A Box account in order to avoid being double-billed. After creating your new account with InterServ, send your old account information (account number and password) in an e-mail document to *cancel@interserv.com*.

CHAPTER 4

USING THE SOFTWARE

This chapter will discuss the basics of using Internet In A Box, such as connecting and disconnecting and using the Configuration Utility and Dialer applications.

The first section of this chapter, which discusses connecting to your Internet Service Provider, is divided into two parts: connecting to InterServ and connecting to another Internet Service Provider. Please read the appropriate section for information on connecting with Internet In A Box.

CONNECTING TO INTERSERV

Now that you've configured Internet In A Box, you will automatically start connecting to your Service Provider whenever you double-click on an Internet In A Box application icon (if you are not already connected).

Internet In A Box automatically uses the **Dialer** application (which was installed during the installation) to connect to your Service Provider and establish a SLIP or PPP session. You will not have to know much about the Dialer to use Internet In A Box, although you can use the Dialer for some advanced configuration and troubleshooting. Dialer features such as automated logins and time-out functions are explained in detail later in this chapter; advanced Dialer features, such as custom modem settings and authentication methods, are described in Chapter 6, "Advanced Settings."

1 STARTING AN APPLICATION

Start an Internet In A Box application by double-clicking on the icon for that application. SPRY Mosaic is suggested as a good application to start the first time you start Internet In A Box.

If your modem initializes correctly, Internet In A Box will begin dialing your Service Provider. You will see a <Connection Status> dialog, which will indicate the different stages of your connection. For a list of connection status icons, see page 64.



Figure 4-1

If you connect, you will see a connection acknowledgment.

2 LOGGING IN

If you configured Internet In A Box for InterServ, an automated login was created for you; you will not need to enter your login or password. However, having an automated login can raise some security issues, as explained below.

SECURITY ISSUES

Internet In A Box and InterServ are configured for an automatic connection. This means all you need to do to connect to InterServ with Internet In A Box is double-click on an Internet In A Box application icon (i.e. SPRY Mail, SPRY News, etc.). Internet In A Box's automatic login feature can save you time by entering your login information for you automatically; however, it poses security risks. *Because your login is automated, anyone who has access to your PC also has access to your InterServ account.*

If your computer is at home or located in a secure area, a fully automated login may not concern you. However, if many people have access to your PC, you may want to reconfigure Internet In A Box to login with security features, limiting who has access to your InterServ account. You can reconfigure your login to prompt you for your username and password when connecting, as described below.

RECONFIGURING INTERNET IN A BOX FOR INCREASED SECURITY

In the **Configuration Utility**, click on the **Connection** button. In the <Connection Setup> dialog, click on the **Login Setup** button. You will modify the auto login process that the <Login Setup> dialog contains.

You have two options for increased security: manual login, or a modified auto login.

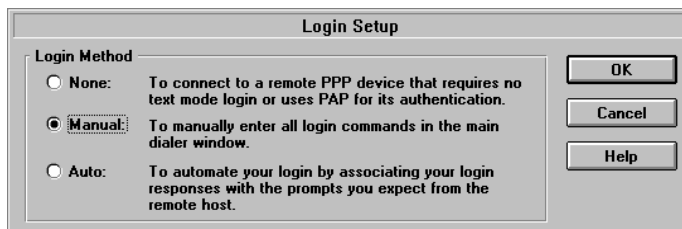


Figure 4-2



Note that the “None” login option *will not work* with InterServ.

Manual Login

To set up Internet In A Box for manual login, click on the **Manual Login** radio button. Choosing this login option will require you to enter all login commands in the main Dialer window as you are prompted by InterServ. This requires that you have your InterServ account login information available (your username and password). For more information on manually logging in to a Service Provider, see the next section, “Connecting to Another Internet Service Provider.”

Modified Auto Login

To modify Internet In A Box’s auto login, click on the **Auto Login** radio button and click **OK**. You will then see the <Auto Login> dialog. Edit the **Password** auto login event by selecting it and clicking **Edit**. This will open an <Auto Login Event> dialog. Change the selected option in this window from “send response, do not prompt,” to either “prompt with response shown” or “prompt with response encrypted.”

If you work in a busy office where people can watch over your shoulder, you may not want your password displayed on screen; to increase security even more, choose the “prompt with response encrypted” option. If you choose this option, your response will not be shown on screen; instead, you’ll see an asterisk for each character you input.

For more information on the Auto Login feature, see the section “Login Options” later in this chapter.

3 USING THE SOFTWARE

Once you have successfully connected and logged in to InterServ, you can use any of the Internet In A Box applications.



Until you disconnect Internet In A Box, your SLIP/PPP connection will be active. Note that connection charges may occur as long as your applications are open; see the section “Using Internet In A Box” and “Disconnecting Internet In A Box” later in this chapter for more information.

See *The Whole Internet User's Guide* for information on using the applications in Internet In A Box.

CONNECTING TO ANOTHER INTERNET SERVICE PROVIDER

If you configured Internet In A Box for a Service Provider other than InterServ, you will need to go through a manual login procedure to connect to your Service Provider and establish your SLIP or PPP account, as described below. You can automate this procedure using Internet In A Box's **Auto Login** feature, as described in "Login Options" later in this chapter.

1 ESTABLISHING A CONNECTION

Double-click on an Internet In A Box application. The Dialer will dial the access number you entered during the configuration and establish a connection with your Internet Service Provider. After you connect, the **Dialer** screen will appear, opened, on the desktop.

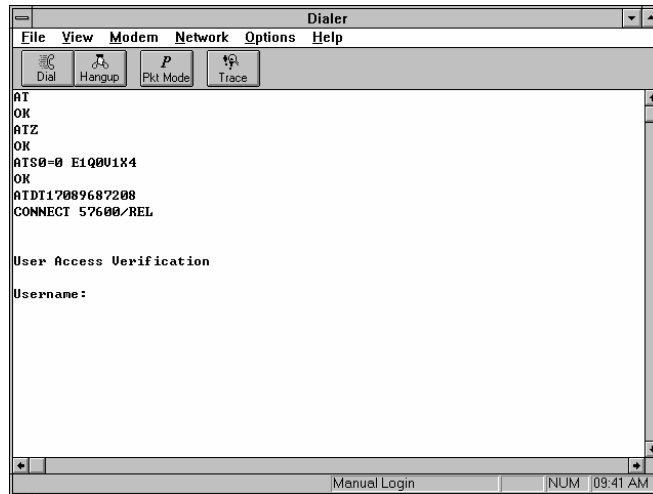


Figure 4-3

You should see text on the **Dialer** screen. This text may identify your host or Internet Service Provider. The information you see on the screen will vary depending on your Service Provider. You will be asked to provide a login username and password.



Some Service Providers may prompt you to provide a PAP Username and Password, instead. If your Service Provider uses PAP (Password Authentication Protocol), you may not see the Dialer screen; Internet In A Box will either immediately connect, or it will prompt you to supply your PAP Username and Password. If you are prompted, you should supply the PAP username and password given to you by your Service Provider. If you filled out this information in the <PPP Settings> dialog, as described on page

102–104, you should not be prompted to supply this information. Skip to step 3.

Your Service Provider can tell you the exact sequence of steps that you will need to execute.

2 LOGGING IN TO YOUR SERVICE PROVIDER

Type information in the **Dialer** screen, as instructed by your Service Provider. In most cases, you will be prompted to supply a login name and password:

Login Name (also called Login ID, Account ID, Username)

This is your Internet account login name. (Do not confuse this with your e-mail username). Type it, and press **Enter**.

Access Password

This is your Internet account password. (Do not confuse this with your e-mail password). Type it, and press **Enter**.

At this point, some Service Providers may automatically start your SLIP/PPP connection. If this is the case, *skip to step 3*.

Many service providers will now ask you to provide a command to start SLIP or PPP.

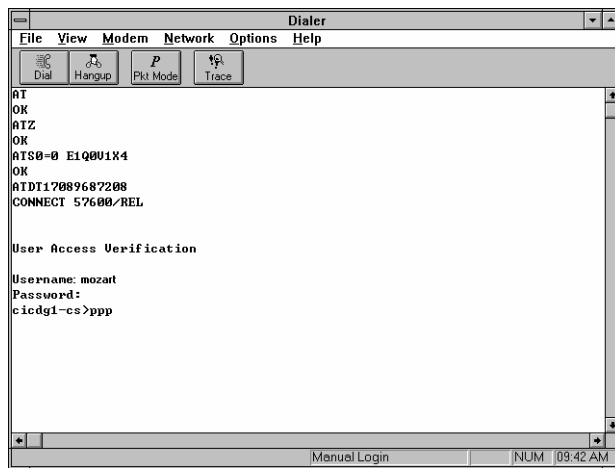


Figure 4-4

Prompt to start connection

If another prompt is shown, you may have to provide a command that will start SLIP or PPP. Usually this command is “SLIP” or “PPP” (check with your Service Provider). Type the command, if appropriate, and press **Enter**.

At this point, you may automatically make a connection. If so, *skip to step 3*.

If you do not make a connection, you may have to issue an additional *Packet Mode* command from the Dialer. This is a command that tells the Service Provider you are ready to connect. In the Dialer, click the **Pkt Mode** button on the Toolbar, or choose **Start Packet Mode** from the **Network** menu.

If you are using a **SLIP** account, you will most likely have to use the Packet Mode command in order to complete your connection.



*A SLIP/PPP transaction is like a conversation between two machines; in this case, Internet In A Box and your Service Provider. One of the machines has to initiate the conversation, and the other has to respond. Internet In A Box is always **passive open**; in other words, it is waiting for the remote Internet Service Provider to initiate SLIP/PPP (**active open**). If the Internet Service Provider is also passive open, no SLIP/PPP connection will ever take place, so you must issue the Packet Command to start SLIP or PPP on the remote host.*

3 **COMPLETING YOUR CONNECTION**

The connection should now be completed; if you connect successfully, you will see a <Connected!> message, and the Dialer will minimize at the bottom of the screen. The application you double-clicked will then complete its connection.

You can start other Internet In A Box applications without having to reconnect. Until you disconnect Internet In A Box, your SLIP/PPP connection will be active. (Note that connection charges may occur as long as your applications are open; see “Disconnecting Internet In A Box” on page 55 for more information.)

AUTOMATING YOUR LOGIN

You can automate these login and connection steps so that you will not have to go through them by using the **Auto Login** feature described in the “Login Options” section. It is recommended that you try connecting manually (as described in this section) at least a few times before setting up your Auto Login script. Automating your login has some security risks. See the section “Security Issues” on page 48 for more information.

If you have any trouble making the connection to your Service Provider, see the “Troubleshooting” chapter of this manual.

USING INTERNET IN A BOX

Once you've established your Internet connection, as described in the last section, you can use the application you opened, and open as many other Internet In A Box applications you'd like. Using Internet In A Box is just like using standard Windows applications, except that you are connected to a Service Provider while you're using the applications.

Your Internet connection will remain open as long as you have applications open, unless the *automatic time-out* feature kicks in. See the "Timer Options" section in this chapter for information on this feature and on how to disconnect Internet In A Box.



Note that connection charges may be incurred as long as your applications are open, so you should be sure to disconnect Internet In A Box whenever you are finished using it. (Disconnecting properly will also ensure that your phone line is available again.)

There are many customizable features in the Internet In A Box applications, such as SPRY Mosaic hotlists, SPRY News personal groups, and SPRY Mail's "Work Off-line" feature. These features will help you save time when using the Internet, by organizing the resources that you want to see. To learn more about customizing your Internet In A Box applications and how to find information faster, refer to the online help, or read the appropriate chapters in *The Whole Internet User's Guide*.

SPRY Mosaic is a good place to start familiarizing yourself with the Internet. Open SPRY Mosaic and start browsing the items on the default home page (the information screen that you automatically connect to). You can also click the **Hotlist** button to see all of the information that comes pre-configured in SPRY Mosaic; click on folders to open them, and double-click on any listed items to access those resources with SPRY Mosaic.

Consult *The Whole Internet User's Guide* for complete information on using the Internet In A Box applications.

DISCONNECTING INTERNET IN A BOX

Internet In A Box has an *automatic time-out* feature. The Dialer will automatically be disconnected whenever when you close all your open Internet In A Box applications, or when your applications are inactive for a certain amount of time. The amount of time that Internet In a Box waits before disconnecting in these cases is controlled using the **Timers** feature, described in the “Timer Options” section later in this chapter.

When Internet In A Box times out, a <Notification> dialog will appear. This screen tells you that Internet In A Box will be shut down, and begins a 30 second countdown. You can click **Continue** in the dialog to resume using your applications. If you want Internet In A Box to be disconnected, click **Hangup**, or wait—the screen will disappear. You can disable this <Notification> feature using the *Prompt on Hangup* option in the <Timers> dialog.

You can manually disconnect the Dialer at any time by clicking once on the minimized **Dialer** or **Dashboard icon** and choosing **Close** from the Windows System menu. You can also disconnect by opening the Dialer and clicking on the **Hangup** button, or choosing **Hangup** from the Dialer’s **Modem** menu.

If you are disconnected from Internet In A Box with applications open, any current application will remain open, if possible. If you try to access additional information in that application (clicking on a newsgroup in SPRY News, for instance), Internet In A Box will try to reconnect you automatically and restore the application to the state it was in prior to the disconnection. You can turn off this reconnect feature by unchecking *Prompt before reconnecting* in the <Timers> dialog.



Whenever you are connected to the Internet with Internet In A Box, you may be incurring charges with your Service Provider. You may want to disconnect the Dialer whenever you are not using it.

You should never disconnect the Dialer application during a SPRY Mail session. This will cause errors with some mail hosts. Disconnect SPRY Mail first (by clicking on the disconnect button), then disconnect the Dialer.

WHERE TO GO FROM HERE

The rest of this manual contains information on Internet In A Box configuration, including the Dialer, SLIP/PPP, and PAP options. In addition, Chapter Five of this manual (“Troubleshooting”) contains an extensive troubleshooting section. Reading this section when you are having difficulty with Internet In A Box can be very productive: you can find solutions to the most common technical support issues, which can save you time and money.

To learn more about using, personalizing, and configuring your Internet In A Box applications, see the Quick Tour in the Internet In A Box program group, refer to *The Whole Internet User’s Guide*, or read the online help.

A complimentary copy of CompuServe’s WinCIM (Windows CompuServe Information Manager) application was installed with the Internet In A Box software, as a service to InterServ customers. For more information about using this application, see the online help for WinCIM.

THE CONFIGURATION UTILITY

The **Configuration Utility** is provided so that you can easily configure Internet In A Box with your Service Provider and modem and further customize your preferences. The **Configuration Utility** can be accessed by clicking on the **Configuration Utility** icon in the Internet In A Box program group.

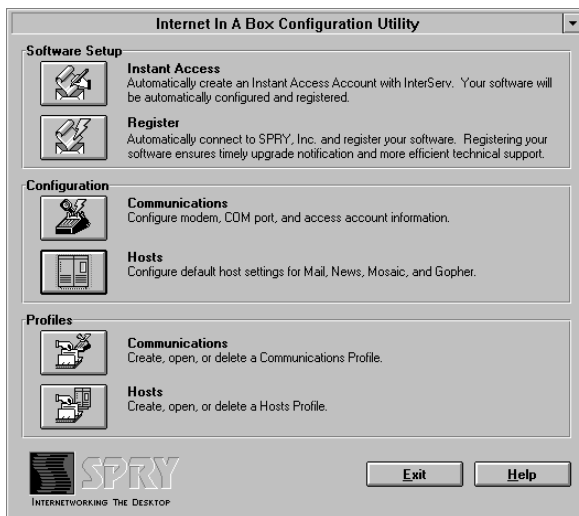


Figure 4-5

The buttons on the **Configuration Utility** perform the following functions:

SOFTWARE SETUP SECTION

The **Software Setup** section in the **Configuration Utility** provides two options:

- Create an Instant Internet Access account with InterServ, the default Internet Service Provider, or to configure Internet In A Box for use with most other Internet Service Providers.
- Register your Internet In A Box software with SPRY, Inc.

You might also use the Software Setup options if you completed the software registration but could not complete the Service Provider information, or if you want to change Service Providers.

INSTANT ACCESS

Instant Access will allow you to set up and configure an Instant Access Account with InterServ or create an account with other Internet Service Providers, as described in the *Configuration* chapter of this documentation.

You can also use **Instant Access** if you want to change the Service Provider you are using. Keep in mind that choosing InterServ as your Service Provider will create a new account with InterServ.



When you choose **Instant Access**, you will overwrite any information in your current Internet In A Box configuration; you may want to save your current information to a **profile** before creating your account. See the section “Profile Options” later in this chapter for more information.



If you change your account using **Instant Access**, you'll have to cancel your other account to avoid being billed twice. Contact your old Service Provider to cancel the account.

REGISTER

The **Register** option in the **Configuration Utility** repeats the Internet In A Box registration process described in the *Configuration* chapter in this documentation.

Use **Register** if you could not register properly due to modem or connection problems. You should not have to fill out any information that you previously provided.

CONFIGURATION SECTION

The options in the **Configuration Section**, described below, allow you to configure your Internet In A Box settings for use with your Internet Service Provider.

COMMUNICATIONS

The **Communications** option allows you to configure important connection options: COM port setup, modem setup, and access account information including dial modifiers and your access phone number. Choosing this option will open the <Communications Setup> dialog, described below.

The <Communications Setup> dialog allows you to configure important connection settings: Dialer settings, login settings, and modem configuration settings. These options can also be changed in the Dialer application.

- Dialer Setup

The <Dialer Setup> dialog allows you to configure Dialer information: access numbers and network settings. This dialog is described in detail on pages 37–39 of this manual.

- Login Setup

The <Login Setup> dialog allows you to select from three login options: none, manual, and auto. The login setup feature is described in greater detail in the “Login Options” section of this chapter.

- Port

The <Communications Port Setup> dialog allows you to configure communications port settings: COM Port, port speed, and advanced settings like flow control. This dialog is described on pages 25–27 of this manual.

- Modem

The <Modem Setup> dialog allows you to set your modem and phone type, and configure advanced modem settings. The <Modem Setup> dialog is explained in detail on page 27 of this manual.

- Custom

The <Custom Modem> dialog allows you to create custom modem settings such as initialization strings, command strings, and reply strings. This option is explained in detail on pages 98–100 of this manual.

HOSTS

The **Hosts** option allows you to configure your default Internet hosts, including default start-up connections for Mosaic, News, and Gopher, as well as your e-mail account information. The <Default Hosts> dialog is described in detail in Chapter Three, “Configuration,” of this documentation.

PROFILES SECTION

You can save Hosts and Communications settings to files, so that you can easily switch between several different configurations of Internet In A Box. See the discussion on “*Profiles*” later in this chapter for more information on creating profiles.

COMMUNICATIONS PROFILE

The **Communications Profile** option allows you to create and select from a list of multiple communications profiles (important connection options such as COM port and modem setup, as well as access account information including dial modifiers and your access phone number.).

HOSTS PROFILE

You can save your current hosts settings (default hosts you will be connecting to with Internet In A Box) using the **Hosts Profile** option. You can create multiple hosts profiles, and select from a list of profiles at any time.

USING THE DIALER

The **Dialer**, which is used to make your Internet In A Box connection, is a stand-alone application in Internet In A Box. You can use the Dialer independently to start an Internet In A Box session, if you want, or use it when you are running Internet In A Box to monitor the session activity.

Within the Dialer, you can also set up all the options that are found under the **Connection** option in the **Configuration Utility** (Dialer Setup, Login Setup, Communications Port, Advanced, and Custom modem options). The Dialer menus also have additional options that will help you configure and use the Dialer.

You can open the Dialer by double-clicking on the **Dialer icon** or on the **Dashboard icon** when Dialer is minimized during an Internet In A Box session, or you can start it by double-clicking on the Dialer icon in the Internet In A Box program group. The Dialer screen will appear.

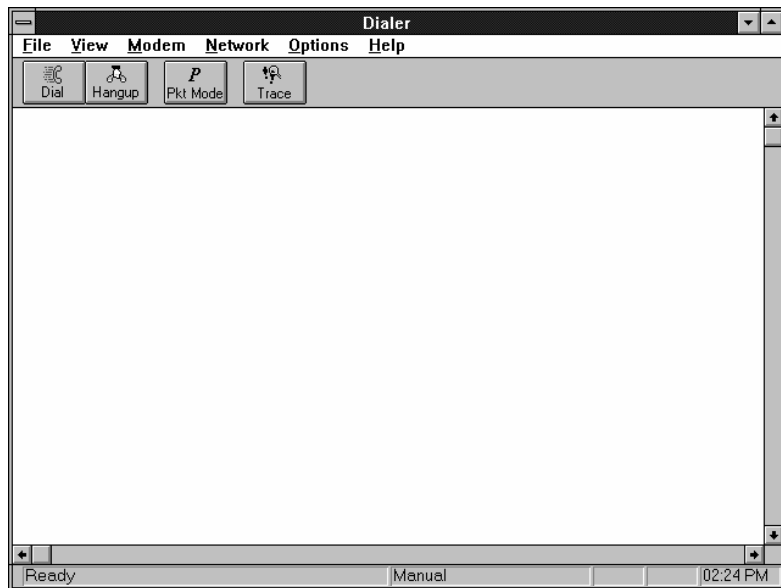


Figure 4-6

DIALER MENU OPTIONS

The Dialer menu options are described below.

FILE MENU

New Profile

This option allows you to create a new communications profile consisting of all your modem and network settings. For more information on profiles, see the “Profiles” section later in this chapter.

Open Profile

This option allows you to select and open a communications profile. The default Internet In A Box profile is titled “Default.”

Delete Profile

This option allows you to delete a profile from a list of all the profiles you have created. *Be sure you want to delete a profile before doing so; deleted profiles cannot be restored.*

Capture Session

This can be used to capture all of the activity on your Dialer screen to a file. If you check this option, the activity for your current session will be copied by default to the file AIRDIAL.LOG in your \SPRY\DATA directory. This file is overwritten for each new session.

Exit

This option allows you to exit and close the Dialer application.

EDIT MENU

Clear Window

This option removes any text that may appear in the Dialer screen.

VIEW MENU

Toolbar, Status Bar

These items are used to display or hide the Toolbar (the bar at the top of the screen displaying buttons) and the Status Bar (the bar at the bottom of the screen displaying status messages). Checking these items will display them, and unchecking them will hide them.

MODEM MENU

Setup

This option will bring up the <Modem Setup> dialog, allowing you to configure basic and advanced modem settings. The <Modem Setup> dialog is described on page 27.

Custom

This option will bring up the <Custom Modem Settings> dialog, allowing you to create and configure a custom modem. A description of the <Custom Modem Settings> dialog can be found on pages 98–101.

Initialize

This command will initialize the modem, using the initialization string associated with the modem you have set up in the <Modem Setup> dialog.

Dial

This command will dial the modem, using the phone number specified in the <Dialer Setup> dialog.

Hangup

This will hang up the modem.

Port Setup

This option will bring up the <Communications Port Setup> dialog, described on pages 25–27 of this documentation.

NETWORK MENU

Dialer Setup

This option brings up the <Dialer Setup> dialog, allowing you to easily enter important Dialer information: access account phone number, dial modifiers, and network settings. This dialog is described in more detail on pages 37–40.

Login Setup

This option brings up the <Login Setup> dialog, allowing you to set up the method that is used to login to your Internet Service Provider. You can set up an **Auto Login**, enabling your login to take place automatically without input from you. For more information on Login Setup, see the “Login Options” section later in this chapter.

Interface

This option allows you to specify whether you use SLIP or PPP to connect to your Internet Service Provider, and allows you to specify settings for SLIP and PPP. See pages 102–107 for more information on this option.

Trace

This brings up the **Trace** application, which can be used to get detailed statistical information about your current SLIP/PPP connection. See the **online help** in the Trace application for information on using Trace.

Start Packet Mode

Use this option to initiate Packet Mode in the Dialer, if necessary. See pages 52–53 for more information on using this command.

OPTIONS MENU

Toolbar Style

This option can be used to change the appearance of the Toolbar buttons. You can choose **Text only**, **Picture and Text**, or **Picture only**.

Timers

This option brings up the <Timers> dialog, allowing you to determine values for how long the Dialer waits before connecting and disconnecting. See the section “Timer Options” in this chapter for more information.

Dialing Status

This option indicates where the current Dialer status messages (i.e. “Initializing,” “Connecting,” etc.) will be displayed. By default, Dialer status messages are displayed in a <Connection Status> dialog in the middle of your screen. If you uncheck this option, the Dialer status will be displayed in the Dialer Status Bar, if the Dialer is open, or will be indicated by changes in the Dialer icon or the Dashboard icon if the Dialer application is minimized.

Icon Always On Top

With this option, you determine whether or not the Dialer or Dashboard icons stay on top of your other applications when you minimize the Dialer. These icons give you quick access to common Dialer functions by clicking on them. The disadvantage to having the icons on top is that they may cover up information shown in the Status Bar (for instance, URL information showing in SPRY Mosaic’s Status Bar) and could impede your work.

Dashboard Icon

When you minimize the Dialer and have this function selected, you will see the Dashboard icon (see Figure 4-7) rather than a minimized Dialer icon. The dashboard icon gives you information about your current session, including modem status, transfer rate, and connection status. This information is explained in detail below.

Save Settings on Exit

This option, if checked, will save any changes you've made to Dialer-specific settings. It will save the current Dialer size and position, the Capture Session value, Toolbar and Status Bar state, and the Dialing Status value. If it is not checked, any changes you make to these settings will take effect only for the current session.



*The following Dialer functions can be accessed without opening the Dialer: Restore, Close, Dial, Hangup, Trace, and About; just click once on the minimized **Dialer** or **Dashboard** icon and choose an item from the Windows System menu.*

THE DASHBOARD ICON

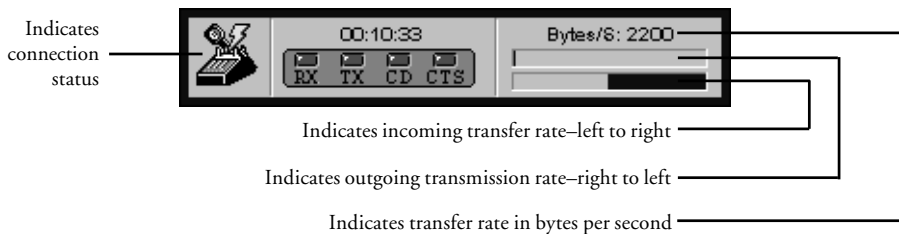


Figure 4-7

The Connection Status icon will change to reflect the current status for the Dialer, as described below.

Connection Status Icons	Indicates
Hung-up phone	On hook (modem line is hung up)
Modem with stethoscope	Initializing modem
Phone off hook with lightning bolt	Modem is dialing
Key	Authenticating
Shaking hands	Negotiating
Phone off hook with lightning bolt	Connected
Modem with stethoscope	Disconnecting



The Connection Status Icons seen on the **Dashboard** icon are the same icons you will see in grey status windows in the middle of the screen when you initiate an Internet In A Box session.

The Time indicator above the Indication Lights indicates how long you have been connected to the remote SLIP or PPP site. This will serve as an accurate indicator of your connect time, which can be useful information if you are paying for your connection.

Dialer Status Indicator Lights

These four lights indicate the status of your modem—critical information for troubleshooting your communications settings.

Indicator Light	Indicates
RX	Receiving data
TX	Transmitting data
CD	Carrier detect (indicates a proper connection has been achieved)
CTS	Clear to send (indicates the modem is ready to send information)

The **CTS** indicator can be of great help when troubleshooting your communications setup. If this is not lit up, it indicates something is wrong with your modem hookup. If you are using an internal modem, no CTS light means your modem is probably not configured properly (most likely the wrong Com port has been selected). See chapter 5 “Troubleshooting” for more information about troubleshooting your modem.

The Bytes/S indicator displays the current data throughput rate (sending and receiving data); this can range from 0–8192K.

The two status bars represent the send and receive throughput rates, as a percentage of the total possible throughput. A colored bar will display in the top status bar when data is being sent; this bar will move from left to right. When data is being received, a colored bar will display in the bottom bar; this bar will move from right to left. When the throughput is 90% or higher, the bars will turn red, indicating that your connection is performing well.

USING THE PHONE BOOK

As a service to our InterServ customers, Internet In A Box includes a handy InterServ **Phone Book**, which allows easy configuration for all US and Canadian InterServ access numbers, should you need to change access numbers.

CHANGING YOUR ACCESS NUMBER USING THE PHONE BOOK

To change your access number using the **Phone Book**, double-click on the **Phone Book** icon in the Internet In A Box program group. You will see the <Wizard Lookup> dialog pictured in Figure 4-8.

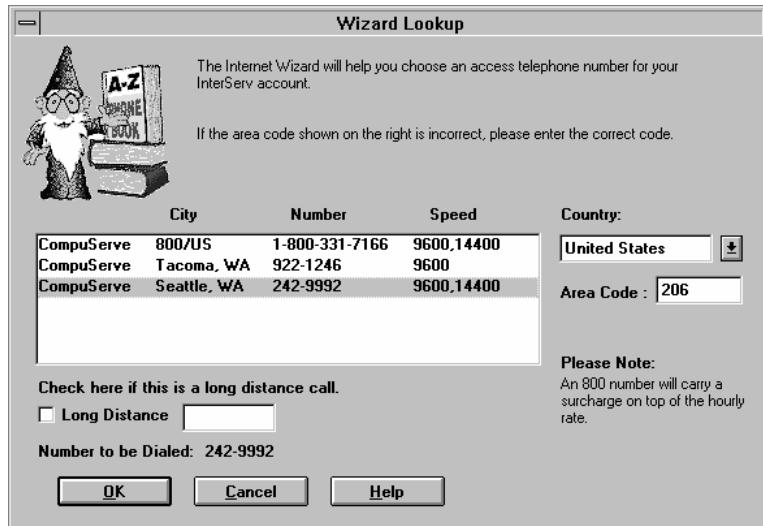


Figure 4-8

The <Wizard Lookup> dialog is explained in detail in Chapter Three, "Configuration". To select your access number, change the *Country* and/or *Area Code* information as necessary. Then select an access number from the choices in the window.



If there are no access numbers available in your local dialing area, you may have to use a long-distance dialing prefix. If you do not wish to incur long-distance calling charges, you may want to use a toll-free 800 access number. See the step "Choose an Access Number" in Chapter Three, "Configuration", for more information.

LOGIN OPTIONS

Using the **Login Setup** option (found under the **Connection** option in the **Configuration Utility** or in the **Network** menu in the **Dialer** program) allows you to set up how you want to login to your Service Provider.

You can set up **Auto Login** as described on the next page) to automatically provide information to the Service Provider, so that you do not have to type it in manually. (If you chose InterServ for your provider during the initial configuration, you are already set up for automatic login. For added security, you can edit the Auto Login script to prompt you for your password and/or login name. See page 60–62 for more information.)

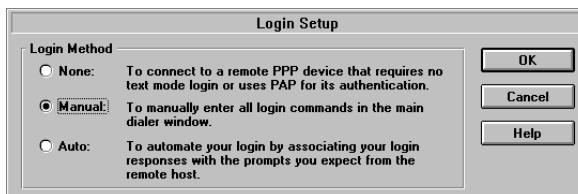


Figure 4-9

There are three options for **Login Method**:

- **None**

This option is used temporarily during the SPRY RAMP registration process. If your Internet Service Provider does not require you to login, or uses an authentication method such as PAP for your connection, you would use this option.

- **Manual**

This is the default login option used if you have chosen a Service Provider other than InterServ. When you login and connect to a host using this login method, the Dialer screen will appear and will prompt you to type some information in order to connect.

- **Auto**

This method can be used to automatically login and connect to your Internet Service Provider. (This method is already being used if you have chosen InterServ as your Service Provider.) You must provide some information about what prompts are provided by your Service Provider to set up Auto Login.

Choose the option you want to use to login by checking the appropriate option in the <Login Setup> dialog.

Auto Login is described in the next section.

Auto Login

Before you use **Auto Login** to automate your login, you should use **Manual Login** a few times, to familiarize yourself with the events that occur during your login/connection. Note down the prompts you are provided with, and what you type as a response.



A good way to be sure your login information is correct is to **capture** your login session. Before using the Dialer application to connect to your Service Provider, select the **Capture Session** option in the Dialer's **File** menu. The Dialer will then create a text file (called **AIRDIAL.LOG**, stored in your `\SPRY\BIN` directory) containing a record of everything that appears on your screen during an Internet In A Box session — including prompts from your Internet Service Provider as well as your responses. Print this file to use as a reference when creating an Auto Login.

For example, suppose user Mozart logs in and connects to his Service Provider as follows:

At the prompt **Username:** types **mozart**

At the prompt **Password:** types **figaro**

At the prompt **cicdgl-cs>** types **ppp**

Then he sends a *Packet Mode Command* to the Service Provider by clicking the **Pkt Mode** button on the Toolbar.

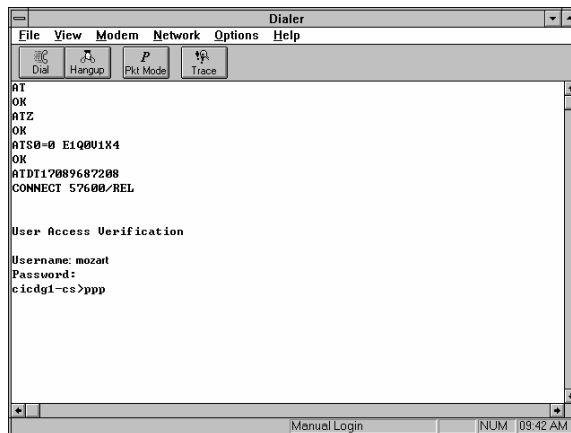


Figure 4-10

In order to set up auto login, you must define the steps you perform when manually logging in to the host. You do this by setting up *events* that occur

during login. You first define the text that appears on the Dialer screen, and then your response to that text.

Your login/connection procedure will vary depending on your Service Provider. Typically, when you connect to a Service Provider, three “events” will occur:

- a prompt for a Login or Username
- a prompt for a password
- a prompt for you to start SLIP/PPP

And, as in our example above, you may also need to send a *Packet Mode Command* to the service provider (described in more detail on page 52–53).

The procedure to set up Auto Login is described below.

SETTING UP AUTO LOGIN

1 OPEN THE <LOGIN SETUP> DIALOG

To create an Auto Login to connect to your Service Provider, click on **Connection** in the **Configuration Utility**, and in the <Connection Setup> dialog click on **Login Setup**. In the <Login Setup> dialog, choose **Auto**. The **Auto Login** portion of the <Login Setup> screen will open up, displaying your current Auto Login information. If you haven’t set up an auto login script yet, the lower portion of the window will open blank.

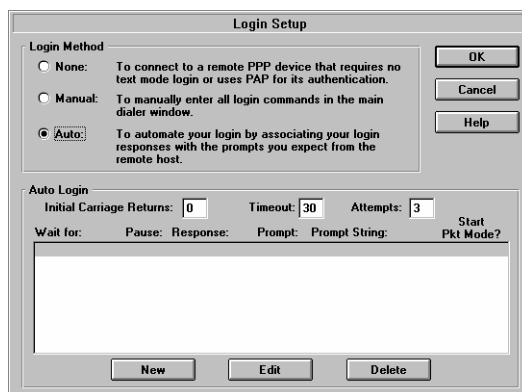


Figure 4-11

2 CREATE A NEW AUTO LOGIN EVENT

Set up an **Auto Login** event by clicking the **New** button, or double-clicking on the line to which you want to add an event. You will see the <Auto Login Event> dialog, prompting you to add one **Auto Login** event.

The screenshot shows a dialog box titled "Auto Login Event". It is divided into two main sections: "Command" and "Options".

- Command Section:**
 - Wait for:** A text box containing "Username:", followed by ". then..."
 - ...pause:** A numeric input box with "0" and the text "seconds before..."
 - Response:** A text box containing "mozart"
- Options Section:**
 - Three radio buttons:
 - send response, do not prompt (NONE)
 - prompt with response shown (SHOW)
 - prompt with response encrypted (ENCRYPT)
 - A text box labeled "Provide a brief, on-screen prompt for this response:" which is currently empty.
 - A checkbox labeled "Start Packet Mode after:" followed by a numeric input box with "0" and the text "seconds".

At the bottom of the dialog are four buttons: "OK", "Cancel", "Help", and "Clear".

Figure 4-12

For *Wait For:*, specify the first prompt that your Service Provider will provide. In the previous example, you would type **Username:** for the *Wait For:* text.



Note that you must match the text of the prompt exactly. If the text prompt ends in a colon (:) or greater than (>) symbol, for instance, **be sure to match it in the *Wait For* text.**

For *pause:*, supply the amount of time you want to wait before sending your response. The default of 1 second should work for most cases. You can go back and adjust this value if your response seems to be sent too quickly.

For *Response:*, specify what you want to type when the *Wait For:* text is provided. In the previous example, you would type **mozart** for the *Response:*.



*If your Service Provider instructs you to include **additional** line feeds or carriage returns in your auto login, you can enter command codes in these dialogs, as well. For instance, if your response should include a **carriage return** or a **line feed**, you can enter the command character values in the *Wait For* or *Response* fields. To enter your username followed by a carriage return, type your username followed by **^m** or **\13**. For a line feed, use **^j** or **\10**.*

You do not have to provide a response in the *Response* field; instead, you can choose to have a prompt appear at this point in the connection, prompting you for the response. (You might do this, for instance, if you did not want your password to be passed on automatically, for security reasons). You do this by changing the response option at the bottom of the dialog from **None** (the first option) to one of the other two options, **Prompt with response shown on screen (SHOW)**, or **Prompt with response encrypted on screen (ENCRYPT)**. These two options will both cause a dialog to appear on your

screen, prompting you to supply information, but the **Prompt with response encrypted on screen (ENCRYPT)** option will not show on screen what you type; it will appear as *********. If you choose either of these options, you can provide a brief on-screen message for the prompt. For example, if you want to be prompted for your password on screen, you might type “Enter your Password Now.” This will make any displayed portion of your automatic login easier to understand.

The last option, *Start Packet Mode after ___ Seconds*, allows you to start *Packet Mode* in this event. You only need to use this option if you have to start packet mode when you manually log into your Service Provider. If you have a SLIP account with your Service Provider, you should always use this option. (See page 52–53 for more information about the packet mode command.) Checking this option is equivalent to clicking the **Pkt Mode** button on the Toolbar or choosing **Start Packet Mode** from the **Network** menu during a manual connection.

You should check this option only during the last Auto Login event. In the previous example, Mozart is required to type his login name, password, and “PPP” at the prompts provided by his Service Provider, and then has to click the **Pkt Mode** button on the Toolbar in order to complete his connection. In his Auto Login script, he would create events for the login name and password, and then, in his last event, the one that contains the “PPP” command, he would click the *Start Packet Mode* option in order to start packet mode.

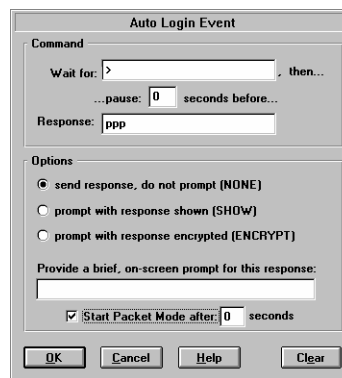


Figure 4-13

Once you have filled out the <Auto Login Event> dialog, click **OK**. The event you defined will be added to the list of **Auto Login** events.

3 CREATE ADDITIONAL AUTO LOGIN EVENTS AS NEEDED

Click **New** to create additional events. You should create an event for each prompt that you encounter when connecting to your Service Provider.

Login Setup

Login Method

- None:** To connect to a remote PPP device that requires no text mode login or uses PAP for its authentication.
- Manual:** To manually enter all login commands in the main dialer window.
- Auto:** To automate your login by associating your login responses with the prompts you expect from the remote host.

Auto Login

Initial Carriage Returns: Timeout: Attempts:

Wait for:	Pause:	Response:	Prompt:	Prompt String:	Start Pkt Mode?
Username:	0	mozart	NONE		NO
Password:	0	figaro	NONE		NO
>	0	ppp	NONE		YES

New **Edit** **Delete** **OK** **Cancel** **Help**

Figure 4-14

When you have finished creating all the events necessary for automatic login, there is some additional information shown in this dialog that you may want to supply, described below.

Initial Carriage Returns

This allows you to specify whether to send a few carriage returns to the Service Provider when you first connect. Some Service Providers will not immediately provide you with a prompt until they receive some carriage returns (the equivalent of hitting **Enter**). The default is 0, or no carriage returns. If you did not have to hit the **Enter** key after you connected during manual login, do not change this value.

Timeout

This value dictates how long (in seconds) the **Auto Login** routine will wait for all of the **Auto Login** events to occur before disconnecting. The default is 30 seconds.

Attempts

This value dictates how many attempts the **Auto Login** routine will make to connect to the Internet Service Provider. The default is 3 attempts.

Click **OK** to save the **Auto Login** information. The next time you login or connect to your Service Provider, your connection will be automated to the

extent you specified. To disable **Auto Login**, choose another login method in the <Login Setup> dialog.

EDITING OR DELETING EVENTS

If you wish to edit any of the events you have created, double-click on that event, or highlight the line containing the event, and click the **Edit** button. You will see the <Auto Login Event> dialog for that event. Make any appropriate changes, and click **OK**.

You can also delete events by selecting the events and clicking the **Delete** button. The Event line you deleted will be replaced by a blank line; you can add another event in that position. When you exit the <Login Options> dialog, any blank lines will be removed.

TIMER OPTIONS

You can use the <Connection Timer Settings> dialog to set how long the Dialer waits before redialing, how many times it redials, and how long Internet In A Box will wait after the applications are closed or inactive before disconnecting (the *automatic disconnect* feature). You can reach this dialog by choosing **Timers** from the Dialer **Options** menu, or by clicking the **Timers** button in the <Dialer Setup> dialog.

Default values for Timer options have been provided for you; you may want to change these options once you have become familiar with Internet In A Box.

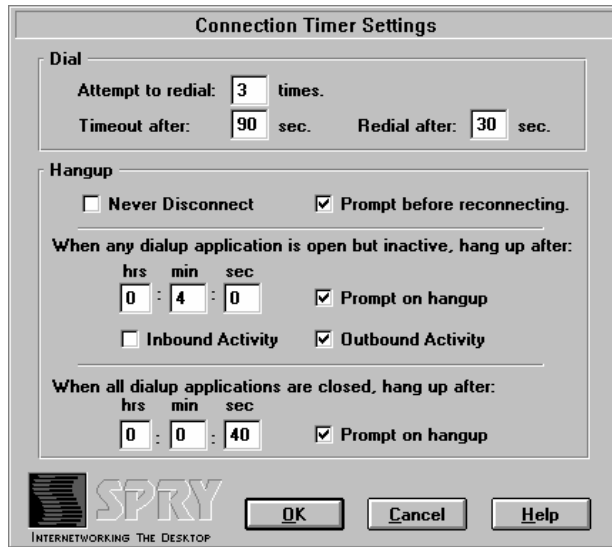


Figure 4-15

You can set the options in this dialog as described below.

DIAL OPTIONS

Attempt to redial: __ times

Specifies how many times to attempt to redial the Service Provider when the provider is busy or not available.

Timeout after: __ seconds

Specifies how long to wait for a connection when dialing the Service Provider.

Redial after: __ seconds

Specifies how long to wait before redialing the Service Provider after receiving a busy signal or no answer.

HANGUP OPTIONS***Never disconnect***

By default, the Dialer will disconnect automatically when applications are inactive or closed. If you choose this option, the Dialer will not disconnect unless you close it manually (the other Hangup options in this dialog will be disabled when you select this option). This option may be useful if you want to keep your connection active for a long period of time.

Prompt before reconnecting

Most of the Internet In A Box applications have the ability to automatically reconnect to the Service Provider. If you have an Internet In A Box application open, and close the Dialer, or get disconnected from your Service Provider, you can restart your connection in most of the Internet In A Box applications by simply continuing to use the application. If you want to receive a prompt asking you whether you should reconnect (instead of automatically reconnecting), check this option.

For example, with SPRY News, if you are using News and walk away from your computer and get disconnected after 5 minutes of inactivity, you will come back to find the Dialer has disappeared from the bottom of your screen, but News is still open. When you click on a News article, Internet In A Box will automatically dial and try to reconnect to your Service Provider.

When any dialup application is open but inactive, hang up after:

If all of your current applications are inactive (not in use), Internet In A Box will hang up after the amount of time you specify. This value can be set between 0:00:00 (immediately disconnect) and 9:99:99 (disconnect after 9 hours, 99 minutes, and 99 seconds). Note that this may occur if you are merely reading information from the application; for an application to be considered active, you must either be searching for or receiving information (see Inbound and Outbound activity, below).

Prompt on hangup

For the option above, this value specifies whether a dialog will appear, telling you that you are about to be disconnected from your Service Provider, and giving you a chance to continue your connection.

Inbound activity

This option, when checked, indicates that the Timer will consider Internet In A Box applications **active** when they are performing *Inbound* activity, such as retrieving a file, returning results of searches, or receiving SPRY Mosaic home pages, SPRY Gopher menus, or SPRY News articles, etc.

Outbound activity

This option, when checked, indicates that the Timer will consider Internet In A Box applications **active** when they are performing *Outbound* activity, such as sending out a file via Network File Manager, searching for information on Mosaic, or sending a mail message.

When all dialup applications are closed, hang up after:

When all of your Internet In A Box applications are closed, the Dialer will, by default, disconnect you after the amount of time you specify in this field.

Prompt on hangup

For the option above, this value specifies whether a dialog will appear, telling you that you are about to be disconnected from your Service Provider, and giving you a chance to continue your connection.

PROFILES

You can create *profiles* containing Internet In A Box settings (Dialer Setup, Default Hosts, Timer, Modem, and Login settings), and quickly configure Internet In A Box by choosing the profile you want to use.

Profiles contain all the information that can be configured in the **Configuration Utility** Service Provider phone number and access account information, modem information, timer information, auto login information, and default host information. See the diagram below:

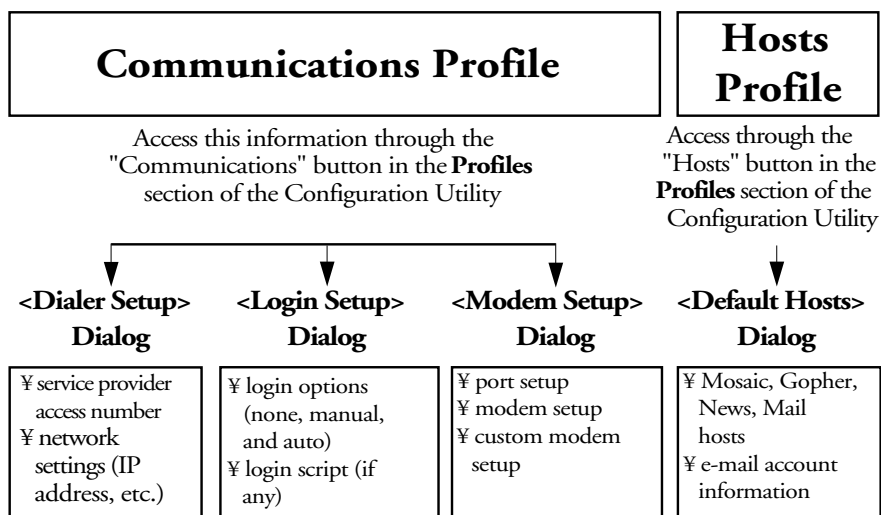


Figure 4-16

Some reasons you might want to use profiles:

- **Several people are using Internet In A Box.**

You can set up a different communications or hosts profile for each person who uses Internet In A Box, containing their account information and preferences.

- **You have different environments in which you use Internet In A Box.**

You might, for instance, use Internet In A Box on a laptop at both work and home. You could create a special "work" profile which includes a dial modifier of "9" so that Internet In A Box will automatically access your outside phone line at work when dialing your Service Provider. Or, if you travel often and use an InterServ access account (which covers over 90% of the United States), you may want a communications profile for each city in which you need to access your InterServ account.

- **You want to access different types of hosts with Internet In A Box.**

You might use Internet In A Box to explore your professional interests as well as your hobbies. You could create two hosts profiles, each with a different list of *default hosts* (see the description for the <Default Hosts> dialog on page 41 for more information).

- **You use more than one Service Provider.**

You can set up communications profiles for different accounts you have with different Service Providers.

You can save as many profiles as you'd like.

You can work with Profiles by choosing **Save Profile** and **Open Profile** from the **File** menu in the Dialer, or by clicking on the appropriate button in the **Profiles** section of the Configuration Utility.

CREATING PROFILES

You can create either a *communications profile* or a *hosts profile*.

- A **communications profile** saves the Dialer modem and network settings under a name you specify. You can then choose from a list of communications profiles, to quickly configure Internet In A Box for use with multiple communications configurations.
- A **hosts profile** contains the information found in the <Default Hosts> dialog: e-mail account information and default Internet host information (default Mosaic, Gopher, News, and Network File Manager connections).

When you make changes to communications profile or hosts profile settings, those changes are saved in the current profile. Internet In A Box's default communications profile is titled "Default"; when you first install and configure Internet In A Box, your communications settings are saved as "Default."

CREATING A NEW COMMUNICATIONS PROFILE

You can create a new communications profile quickly and easily.

- 1 Click the **Communications** button in the **Profiles** section of the **Configuration Utility**; you will see the <Communications Profiles> dialog, with three choices: **Open**, **New**, and **Delete**.

The **New** option allows you to configure a new profile.

The **Open** option allows you to select and open an existing communications profile.

The **Delete** option allows you to delete an existing profile.

- 2 Click on the **New** button. You will see the <New Profile> dialog, which will prompt you to name the new profile. Use a name that will help you easily recognize the profile at a later date. Click the **OK** button when you have

finished naming the profile. If you have any profiles that you would like to base your new profile on, check *Copy settings from:* and select one of your existing profiles from the drop-down list, and click **OK**. If you selected an existing profile, a new profile will be created with the same settings as the profile you selected. You can then edit these settings as described below.

- 3** Configure the communications settings as you are prompted: first you will see the <Communications Port Setup> dialog, then the <Modem Setup> dialog, the <Dialer Setup> dialog, and the <Login Setup> dialog. Each of these dialogs is described in detail in Chapter Three, “Configuration,” except for the <Login Setup> dialog, which is described in the “Login Options” section earlier in this chapter.
- 4** When you have finished filling in these dialogs, you will see the <Communications Profile> dialog again. Click on the **Exit** button, and your new communications profile will be saved and will become the current profile.

CREATING A NEW HOSTS PROFILE

You can easily create new hosts profiles. You may want to configure multiple hosts profiles to reflect work and hobby interests, or to let multiple users access their favorite Internet sites easily.

- 1** In the **Configuration Utility**, click on the **Hosts Profiles** button. You will see the <Hosts Profile> dialog. Click on the **New** button. You will see the <New Profile Name> dialog, which will prompt you to name the new profile. Use a name that will help you easily recognize the profile at a later date. Click the **OK** button when you have finished naming the profile.
- 2** The <**Default Hosts**> dialog will appear. Enter your hosts profile information (e-mail and default Internet hosts) and click **OK** when you are done. You will see a <Warning> dialog indicating that your changes may affect your ability to use your software. If you are sure that the information you have entered is accurate, click **OK** and ignore the warning message.
- 3** When you have finished with the <Default Hosts> dialog, you will see the <Hosts Profiles> dialog again, with the new hosts profile in the pull-down menu window. Click on the **Use** button to use the new profile, or select another profile from the pull-down menu.

OPENING PROFILES

Once you’ve set up more than one hosts or communications profile, switching between profiles is a snap!

OPENING A COMMUNICATIONS PROFILE

- 1** Click on the **Communications** button in the **Profiles** section of the **Configuration Utility**. You will see the <Communications Profile> dialog with three choices: **Open**, **New**, and **Delete**. Click on the **Open** button.

- 2 You will then see the <Open Profile> dialog, with a drop-down menu containing a list of the communications profiles you have configured. From the drop-down menu, select the profile you wish to use, and click **OK**.
- 3 Click **OK** in the <Communications Profile> dialog. The communications profile you selected is now the current profile, and ready for use.



*You can also open a communications profile in the Dialer application itself. Choose **Open Profile** from the Dialer's **File** menu.*

OPENING A HOSTS PROFILE

Opening a hosts profile is as easy as opening a communications profile.

- 1 In the **Configuration Utility**, click on the **Hosts Profile** button. You will see the <Hosts Profiles> dialog.
- 2 Select the hosts profile you wish to use from the drop-down menu in the <Hosts Profiles> dialog.
- 3 Click on the **Use** button. You are now ready to use the hosts profile you selected.

EDITING PROFILES

You may find, after you have configured a host or communications profile, that you need to return and change some of the settings. For instance, you may wish to change your login options in a communications profile, or you may wish to change a default Internet host in a hosts profile.

EDITING A COMMUNICATIONS PROFILE

- 1 To edit a communications profile, first open that profile (make it the current, or active, profile), as described above. Then you can edit the settings as explained below. Alternately, you can choose **New Profile** in the <Open Profile> dialog, and make edits based on an existing profile. See the section “Creating a New Profile” above for more information.
- 2 In the **Configuration Utility**, click on the **Communications Setup** button. You will see the <Communications Setup> dialog.
- 3 Make any changes necessary in the appropriate dialogs. Your changes will automatically be saved, and the communications profile will be updated to reflect those changes.

EDITING A HOSTS PROFILE

- 1 To edit a hosts profile, first make that profile the current, or active, profile by selecting it in the <Hosts Profiles> dialog as described above.

- 2 Once you have chosen the profile as the current profile, click on the **Hosts** button in the **Configuration Utility**. You will see the <Default Hosts> dialog, which is described in detail in the **Configuration** chapter of this manual.
- 3 Make any changes necessary, and click **OK**. You will see a <Warning> dialog indicating that your changes may affect your ability to use your SPRY software. If you are sure that the information you have entered in the <Default Hosts> dialog is accurate, click **OK** and ignore the warning message. Your edits will now be saved, and the current hosts profile will be updated to reflect any changes made.

DELETING A PROFILE

You may find that you no longer need a communications or hosts profile you've created. For this reason, you have the option of deleting a profile.

DELETING A COMMUNICATIONS PROFILE



Be very sure that you want to delete a profile. Once you delete a profile, you cannot restore it.

To delete a communications profile, click on the **Communications** button in the **Profiles** section of the **Configuration Utility**. You will see the <Communications Profile> dialog. In this dialog, click on the **Delete** button. You will see the <Delete Profile> dialog. From the drop-down menu, select the profile you wish to delete, and click **OK**. Once you verify that you want to delete the selected communications profile, it will be deleted.

DELETING A HOSTS PROFILE

To delete a hosts profile, click on the **Hosts** button in the **Profiles** section of the **Configuration Utility**. You will see the <Hosts Profiles> dialog. Select the profile you want to delete from the drop-down menu, and click on the **Delete** button. The profile will be deleted. Select another hosts profile from the drop-down list, and click on the **Use** button to configure Internet In A Box to use one of your remaining profiles.

NOTES

CHAPTER 5 TROUBLESHOOTING

This chapter provides basic troubleshooting information for Internet In A Box. Please check through the steps below before contacting technical support.

TROUBLESHOOTING BASICS

Troubleshooting anything Internet-related isn't as easy as saying "It doesn't work. What's wrong?." In light of this, we've designed the Internet In A Box troubleshooting section so that it takes a general approach to solving your problem. Although you might not get an immediate answer, keep reading; it might save you time and money. Using the Internet involves transferring information between multiple hosts — inherently complex and somewhat unstable. You no longer have to rely on *one* workstation to function properly, but three, four, or even more. And *if* the problem is on the *local host* (Internet lingo for your PC), it's most likely due to incorrect modem or communications settings rather than your applications.

ASK YOURSELF THESE QUESTIONS

There are three easy questions you must ask before solving your problems. They are very easy questions; don't be offended by how easy they are! In the heat of battle, you may forget to ask a few simple things.

When did it start?

When did the trouble begin? If you were able to perform a function yesterday that you can't perform today, then something must have changed. If the trouble began after you installed a new application or a new peripheral, you have a good idea of what may have caused the trouble.

What's changed?

If an application worked yesterday but doesn't today, something must be different. The physical troubleshooting steps described later in this section may be the first place to start:

- Have you installed or connected to a different modem?
- Have the cables between your PC and your modem been disconnected?
- Is the modem connected properly to the phone receptacle.

The physical connection between your computer and modem is always a good place to start troubleshooting. You never know when you may have jostled something out of place.

However, many changes occur on a system level, too:

- Have you changed service providers?
- Have you installed any new applications, changed any Windows settings, or deleted any files or directories?

In the ongoing process of keeping up-to-date, some of the important Internet In A Box files may have been changed or deleted. Try restoring any Windows system files that may have been changed recently; for a listing of the files changed during the Internet In A Box installation, see the next chapter, “Advanced Settings.”

All, some, or none?

The most important thing you can do when troubleshooting your connection is determine the extent of the problem by narrowing it down. If you can't connect to *all* the Internet sites, find out whether you can connect to just some Internet sites, or if you can't connect to any.

- Using the application you are having trouble connecting with, try connecting to a different site. If you can, your original site is probably down or you have the Internet address wrong. Try again later, after you've verified the address.
- If you can't connect to a different site with the same application, try connecting to an Internet site with another application. For instance, if you cannot connect to anything with SPRY Mosaic, try connecting to something using SPRY Telnet. If you cannot connect to anything with another application, there is probably something wrong with your communications settings. See the section “Verifying Your Connection” for more information on the connection process.

These three questions (When did it start? What's changed? and All, some, or none?) are good preparation for the next troubleshooting section, because they give you a set of possible reasons for connection problems.

REGISTRATION/DIALUP PROBLEMS

A number of factors can affect your registration and dialup. If you have a problem, check through the sections below. If you did not register properly, re-register by starting the **Configuration Utility** (click the **Configuration Utility** icon in the Internet In A Box program group), and clicking the **Register** button in the **Software Setup** section.

If your modem does not initialize, or you're getting a "Dialer Communications Error: Your Modem Reports Errors when Using the Current Modem Settings" message:

- Were you able to select your modem in the Internet In A Box modem list that appeared during installation? If your modem was not listed, select a compatible modem from the modem list (select **Setup** from the Dialer's **Modem** menu, choose the correct modem make and type, and then try registering or connecting again). If you do not know a compatible modem, try using the *Hayes* option. If you cannot find a modem option that works with your modem, you can define a custom modem; see "Custom Modem Settings" on page 107 for more information.

If you are getting a "Dialer Communications Error: The Communications Port and/or Modem Is Not Ready for Use" message:

- Did you specify the correct COM port and speed for your modem? Choose the **Port Setup** menu item in the Dialer's **Modem** menu, and check the settings for your modem in the dialog that appears.

If your modem won't dial or connect, check the following:

- If your modem is external, is the power on? Is it properly connected to your PC?
- Is the modem connected to a phone line?
- Is the phone line plugged into the correct port on the modem?
- Is the phone line available?
- Did you choose the correct communications port (COM port) and speed for the modem?
- If you need to dial a special code before the phone number (e.g., dialing "9" before a call), did you enter it during the installation/configuration? If not, you can set it in the <Dialer Setup> dialog.
- Is the modem on the hook from any previous modem calls? If not, you can use the **Hang-up** command in the Dialer to hang up the modem.
- Does the modem work with any other telecommunications programs (such as Windows' Terminal application)? If it does, use the settings in that application for the modem and COM port settings in your Internet In A Box configuration.

If you are getting the "Unable to Initialize WINSOCK.DLL" error

- You may have multiple WINSOCK.DLL files on your system. Search your system for files with this name, and rename or delete any found outside of the /SPRY/BIN directory.

If you are getting no answer, or a busy signal, when dialing your Service Provider:

- Are you using the correct phone number for the Service Provider? (If you are using **InterServ**, you do not have to check this.)

- Are you dialing any necessary codes before or after the phone number (such as long distance area code, or 9 to dial out)? This can be changed in the <Dialer Setup> dialog.
- Try again at a later time; the registration server or Service Provider may be temporarily busy or unavailable.

If you get garbage (random characters) on your Dialer screen, and do not connect:

- You may need to change the **Auto Baud** setting in the <Advanced Modem Settings> dialog to **Off**. See page 105 for more information.

CONNECTION PROBLEMS

If you can connect to the Service Provider, but cannot login:

- If you are using **Auto Login** (i.e. the Dialer does not open during your login) to connect to your Service Provider, change to Manual Login using the **Login Setup** option, and try connecting again (you will probably need to provide a login name and password to connect). You can then find out when your connection is hanging.
- Are you using the correct login name and password? Are you following the right sequence of login steps? Check with your Service Provider.
- Check the **Dialer Setup** screen and compare it with your account information from your Service Provider; did you supply the correct values?
- You may have to send an additional Packet Mode Command to the Service Provider. (See page 65 for information).

If your applications disconnect when you don't want them to, giving you a disconnect warning:

- Use the **Timers** option to change the time that Internet In A Box waits before disconnecting. See the section “Timer Options” in Chapter Four, “Using the Software” for more information.

If the applications disconnect for no apparent reason:

- Be sure that you are not being disconnected by call waiting. You can disable call waiting by changing the **Dial Before** field in the <Dialer Setup> dialog to ***70** for touchtone or **1170** for pulse dial.
- Some phone lines tend to have a lot of line noise (crackling or whining sounds) that can also cause you to disconnect. Contact your local telephone company to register a complaint. Sometimes, slowing your connection to 9600 bps can help.

If your application will not make a connection:

- Try using another Internet In A Box application to see if the problem is with the particular application you are using. Try connecting to a

different host using that application to see if the problem is with the host.

- Be sure that **Flow Control** (in the Dialer's <Port Setup> dialog) is set to *Hardware*.

VERIFYING YOUR CONNECTION

Most often, errors that occur in your Internet In A Box software will be due to connection problems. Often you will be able to establish a connection with your Internet Service Provider, but not be able to connect to necessary Internet hosts. The diagram below illustrates a typical Internet connection procedure. See *The Whole Internet User's Guide*, chapters Four and Fifteen for more information on this process.

- 1 Double-click on an Internet In A Box application.
2. The Dialer application launches and attempts to connect to your Internet Service Provider.
3. Assuming a successful connection to your Internet Service Provider, the application you have launched then attempts to connect to the target host:
 - a If you have supplied a **Fully Qualified Domain Name** rather than an **IP Address**, the application will send a message to your Domain Name Server (DNS) asking for the numeric IP address, like in the diagram below. "Your PC" connects to the Internet Service Provider, and then sends a message to the DNS server.

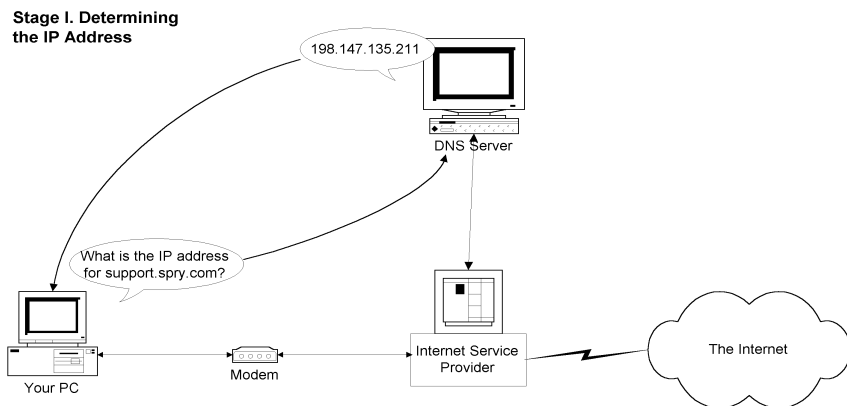


Figure 5-1

- b The DNS Server returns the IP address

- c Your Internet In A Box application connects to the target host and begins the session.

Stage II. Connecting to the Host

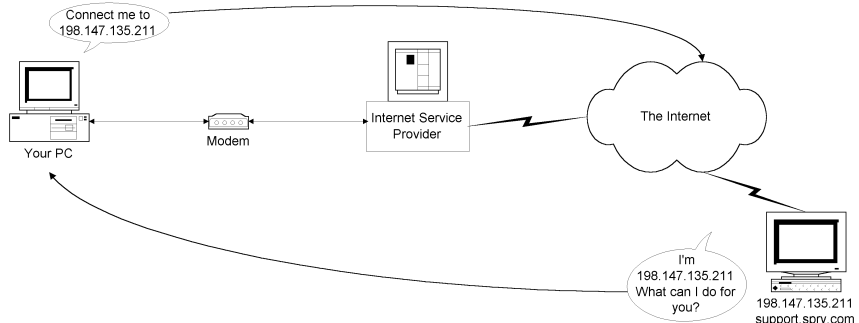


Figure 5-2

Errors can occur at any stage in this connection process, but they occur most often between your PC and the DNS Server. This portion of the troubleshooting session will help you determine at what stage in the process your connection is breaking down.



If you are using Auto Login to connect to your Internet Service Provider and you are having connection problems, you should reset your login procedure to Manual to double-check your login procedure.

If you aren't able to connect to your Service Provider:

If you can't connect to your Service Provider, see the previous section, "Connection Problems."

If you can connect to and log into your Service Provider:

If you *are* able to connect to your Service Provider, then you know your problems lie beyond the Service Provider. This section will show you how to troubleshoot local problems (problems with your system).

If you can connect to your Service Provider, but receive a "Get Remote Host Information Failure" or "Failed DNS Lookup" error thereafter:

- Double-check that you have entered the hostname or Internet address correctly.
- Make sure you can connect to *anything*. For instance, if you're having trouble connecting to a WWW home page in Mosaic, try connecting to another home page. You should try to connect to a home page that is stable, such as **http://support.spry.com**, the SPRY technical support home page. A list of stable Internet addresses follows.

- Try another application to see if you can connect to anything else.
- If you aren't able to connect to anything using Fully Qualified Domain Names, there may be a problem with your DNS (Domain Name Server). Verify this by trying to connect to something using a numeric IP address (several numeric IP addresses are listed below — note, however, that IP addresses change often; the addresses listed may no longer be accurate). If you can connect to the host using the numeric IP address, you know that your connection problem is due to trouble with your DNS server. Contact your Internet Service Provider to request the server be repaired.



Note that, unless you have chosen InterServ as your Internet Service Provider, you should not call SPRY Technical Support in the event of a DNS problem. Contact your Internet Service Provider only.

- If you cannot connect to anything using the numeric IP address, double-check that your modem setting for **Flow Control** is correct (found in the <Port Setup> dialog). If this is not set to *Hardware*, change it so it is.
- If your Flow Control setting is correct, and you cannot connect to the host using a numeric IP address, the host is probably not functioning. Wait a while and try again.

Stable Internet Address Table

Host	Domain Name	IP Address [†]	Host Type
SPRY Technical Support	support.spry.com	198.147.135.21	WWW Server
Congressional Access	thomas.loc.gov	140.147.3.28	WWW, Telnet Server
SPRY Gopher Server	gopher.spry.com	165.121.1.70	Gopher Server
InterServ News Server*	news.interserv.com	165.121.1.69	NNTP News Server*

[†]Note that the numeric IP addresses are more likely to change. If you cannot establish a connection to any of these numeric addresses, try one or two other ones before assuming the server is down.

*Note that, if you connect to InterServ's News Server, you will only see a select number of newsgroups, unless you are a current InterServ customer. Also, if you are not a current InterServ customer, you will not be able to post to any of the news groups you can see.

GENERAL APPLICATION PROBLEMS

If you are getting the message “APP2SOCK Connection Closed” while using an application:

- The host you are connected to has closed your connection. Try to reconnect two or three times by restarting the application you’re using and reconnecting to the host. If you still cannot connect, try again a few hours later, or the next day.

If your applications are getting “Get Remote Host Information Failure” or “Failed DNS Lookup” errors:

- You may have a problem with your Domain Name Server (DNS Server). Be sure that the Name Server address you are using is correct (in the **Configuration Utility** click **Communications** and then **Dialer Setup**, and check the value for **Name Server**). If this value is correct, your DNS name server may be unavailable. Wait a few minutes and try again.

If the value is incorrect, reenter it so that it reflects an accurate Domain Name Server address. If you are trying to connect to a nonexistent host, or the host name you are trying to reach is typed incorrectly, you will see the “Remote Host Information” or “DNS Failure” error message.

If you get a “No Socket Available” error:

- You may not have enough memory for all the applications you are currently running. Close any noncritical applications, and try again.
- You may be running too many Internet sessions. If you are running multiple Telnet sessions along with several other Internet applications, close any sessions that aren’t necessary and try again.
- The Dialer application may have disconnected. If so, click the **Dial** button.

If an application seems to be hung:

- Be patient. Wait long enough to make sure that the application is not just retrieving information.

TROUBLESHOOTING SPRY MAIL PROBLEMS

If you are getting the message “APP2SOCK: Get remote host information failure” when connecting to your mail server:

The APP2SOCK remote host error indicates that Mail has not been able to connect to your POP3 email server. Several possible causes follow. See “Verifying Your Connection” earlier in this chapter for more information on the remote host error.

- You haven’t connected to your Internet Service Provider successfully.

- You have an incorrect setting in the Dialer application. Most likely, *Flow Control* (found in the <Port Setup> dialog) is not set to *Hardware*.
- You have entered the hostname incorrectly in the <Default Hosts>, the <Login Options>, or in the Mail Login dialogs. Correcting the hostname in any one of these dialogs will correct it in the others.
- Your Internet Service Provider doesn't have a POP3 server. You will need to change providers.
- Your POP3 server is down at the moment. You can wait a while (usually 30 minutes is sufficient) to see if it will repair itself. If not, you may want to contact your Internet Service Provider to report the problem.
- You may have the same value in both the *Domain Name* and *POP3 E-mail Host* fields in the <Default Hosts> dialog. If this is the case, delete the information in the *Domain Name* field.

If you are getting the message "POP3: -ERR Password supplied for '(your username)' is incorrect" when connecting to your POP3 email server:

- You may have entered your username incorrectly.
- You may have entered your password incorrectly. You may have spelled it correctly, but most mail servers are case sensitive. Be sure you don't have the [Caps Lock] key on, and that you properly type each character in your password (i.e., upper- or lowercase).

If you are getting the message "POP3: -ERR Mail drop lock busy. Is another session active?"

The mail drop lock error indicates that you had a previous mail session which has either not ended or ended abruptly. If you end your mail session abruptly (i.e. through an application crash or by closing the Dialer without closing SPRY Mail first), your mailbox may not be reset. If you were cut off for some reason, and are trying to log back in, you may get the mail drop lock error.

- Wait a while (30 minutes is usually sufficient). Some POP3 servers will unlock a connection automatically.
- Call your Internet Service Provider and ask that the administrator unlock your mailbox.



Note that the "Mail drop lock" error indicates a problem with your mail account, not with your Internet In A Box software. Do not contact SPRY Technical support to repair this problem unless you are using InterServ as your Internet Service Provider. Contact your Internet Service Provider administrator and request that they unlock your mailbox.

If you are getting the message “Synchronizing Folders” when exiting SPRY Mail:

Occasionally you will see the message “Synchronizing Folders” when exiting SPRY Mail. This message indicates that SPRY Mail is performing administrative functions on your mail folders. This can take some time, depending on the number of messages you have stored (and moved) in your mail folders. Be patient, the process will end soon. Do not force quit SPRY Mail while synchronizing folders — the process will begin again when you start SPRY Mail the next time.

TROUBLESHOOTING SPRY NEWS PROBLEMS

As with the other Internet In A Box applications, problems you have while accessing Internet news are often related to your Internet connection rather than the Internet In A Box software.

If you are getting the error message “APP2SOCK: Get Remote Host Information failure. Unable to establish a connection to this NNTP server”:

If you have trouble connecting to your news server, you should first make sure you are able to connect to the Internet through your Internet Service Provider by using another SPRY application. If you cannot use SPRY Telnet, for instance, to connect to a stable host (for a list of stable Internet host addresses, see page 89), you may not have made a good connection to your Internet Service Provider. See the section “Verifying Your Connection” for more information.

- You may not have been able to establish a successful connection with your Internet Service Provider.
- You may have entered the News Server address incorrectly. Verify that you have entered this address correctly.
- The address you have entered may not be a news server (it may be a valid Internet address, but the host may not be acting as a News Server). Contact your Internet Service Provider to verify the address of your News Server.

If you can connect to your News Server, but can only see a few newsgroups in the Newsgroup Browser:

- If you are using an Internet Service Provider other than InterServ, and have attached to the default Internet In A Box News Server (news.interserv.com), you may experience this problem. You will be able to see and read a few groups from the server, but you won't be able to post any messages.

Like most private Internet Service Providers, InterServ limits News Server traffic to its customers. Your Internet Service Provider should also provide you with an NNTP (Network News Transfer Protocol) server. Contact your Service Provider to verify the address of that server, and enter that address in the <Default Host> or <Startup Options> dialog.

If Newsgroups aren't present:

You might not see certain newsgroups on your News Server that you may have heard of from other Internet users, or that you have seen previously. This could be because:

- The newsgroup(s) may never have been added to your News Server. Contact your Internet Service Provider (or the News Server Administrator) and request the newsgroup(s) be added.
- The newsgroup(s) may not be available on your News Server. Contact your Internet Service Provider (or the News Server Administrator) and request the newsgroup(s) be returned to the server. (Note that this is at the News Server Administrator's discretion.)

TROUBLESHOOTING SPRY MOSAIC PROBLEMS

The most common problems you have with SPRY Mosaic will be related to your connection. If you have not logged into your Service Provider successfully, or if your DNS lookup server is down, you will see the "Remote Host Information" error.

If you are getting the message "Cannot Access Local File"

- You may have entered the URL incorrectly
- You may have entered an invalid URL
- You may not have entered the string "http://" before the WWW address of a Web home page.
- You may have been accessing a local HTML file (saved on your PC with a *.htm* extension) which included references to graphic file(s) not present on your system. You will be able to view the HTML file; however, you will not be able to load the graphic(s).

CONTACTING TECHNICAL SUPPORT

There are several ways to get in touch with SPRY, Inc.'s technical support department.

Method	Address/Number
WWW homepage	http://support.spry.com (searchable HTML documents available for download, faxback, and e-mail delivery)
E-mail	iboxtech@spry.com
Faxback	(206) 515-2998
Voice	(206) 515-2998, wait on the line

Please try the troubleshooting steps in this chapter *before* you call or e-mail SPRY, Inc. Technical Support — it might save you time and money, and it will help ensure a more efficient response for those customers with problems not addressed in this manual.

CHAPTER 6 ADVANCED SETTINGS

This chapter covers advanced settings not discussed in the preceding chapters. It focuses on advanced communications settings such as advanced COM Port and Modem settings as well as advanced SLIP and PPP settings.

ADVANCED MODEM SETTINGS

The **Advanced** options in the <Modem Setup> and <Communications Port Setup> dialogs allow you to configure advanced modem settings. You can also use the **Custom Modem** option to create a custom modem configuration. You can access these dialogs under the **Modem** menu in the Dialer application, or through the **Communications** option in the **Configuration** section of the **Configuration Utility**. To configure advanced COM Port settings, click on the **Advanced>>** button.

ADVANCED MODEM SETUP

Options in the <Advanced Modem Setup> dialog allow you to configure advanced modem settings. Most likely, you will not need to change these settings.



The current options in the <Advanced Modem Settings> dialog will work for most modems when using Internet In A Box. *Do not change the settings unless you are specifically instructed to do so by a technical support representative or by your Internet Service Provider.*

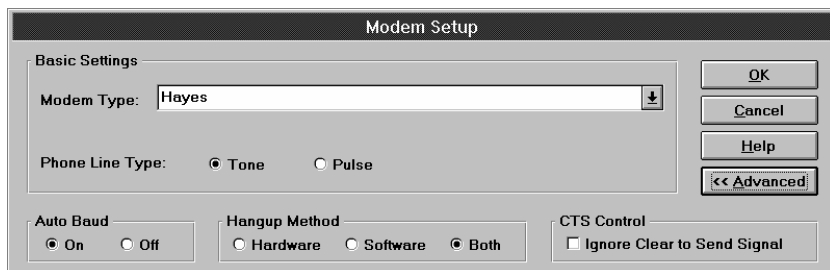


Figure 6-1

Auto Baud

The most important of these advanced settings is **Auto Baud**. Auto Baud specifies whether your modem rate is adjusted to match the speed of the

Service Provider's remote modem. If Auto Baud is **On** (the default), your modem rate will be adjusted. In most cases, this setting will work well. If you see garbage on your Dialer screen when you connect, you may need to set Auto Baud to **Off**. This means that your modem will not adjust to the speed of the remote modem.

Hangup Method

Hangup Method determines how the Internet In A Box software hangs up your modem.

- **Hardware**
The dialer uses the Windows communications driver to send a signal to the modem's hardware that tells it to hang up.
- **Software**
The Dialer sends the standard hangup string (such as +++) to the modem. The Dialer will use the hangup string defined in the modem definition; you can check that your modem hangup string is correct by using the <Custom Modem Settings> dialog.
- **Both**
The Dialer will try both methods to hang up the modem.

CTS (Control/Ignore Clear to Send Signal)

The Dialer waits for a signal from the remote modem before sending information, so that no information is lost in transmission. This signal is known as CTS, or **Clear to Send**.

The Dialer may not receive this signal from network modems. If you are using a network modem (i.e. the modem is not physically attached to your machine, but is accessed over a network), you may need to enable this option by checking the box.

ADVANCED COMMUNICATIONS PORT SETUP

The options in the <Advanced Communications Port Setup> dialog allow you to configure advanced settings related to your communications port. These options relate mostly to the flow or transmission of data. If you are having trouble connecting to remote hosts using Internet In A Box, you may find your solution lies in changing your advanced communications port settings.

You can configure advanced communications port settings by clicking on the **Advanced**>> button in the <Communications Port Setup> dialog.

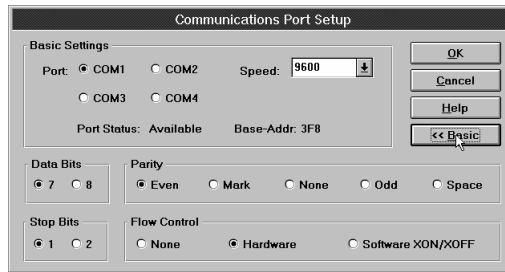


Figure 6-2

Data Bits

Specifies the number of data bits in each packet of information.

Parity

Specifies the error-checking method used.

Stop Bits

Specifies the number of stop bits in each packet of information.

Flow Control

Specifies the method used to control the transmission, or flow, of data. The *Hardware* setting *should always be used* if your modem supports it. Check your modem manual to find out what flow control method is used.



Flow Control is the most important of the advanced Communications Port Settings. It should always be set to *Hardware* if your modem supports it.

CUSTOM MODEM SETTINGS

The **Custom Modem** option allows you to define custom modem information for use with Internet In A Box. This feature is provided in case you cannot find a compatible modem listed in the Internet In A Box modem list and in case *Hayes Optima 144 + Fax 144* (the recommended standby) does not work for your modem.

Creating a custom modem requires you to provide some technical information about your modem and to go through a number of steps to configure Internet In A Box for your modem. You will need to have the documentation for your modem; familiarity with modem initialization strings is also helpful.

CREATING A CUSTOM MODEM

- 1 Choose **Custom Modem** from the <Configuration Utility> (by choosing **Communications**, and then **Custom**) or from the **Modem** menu in the **Dialer**. The <Custom Modem Settings> dialog will appear.

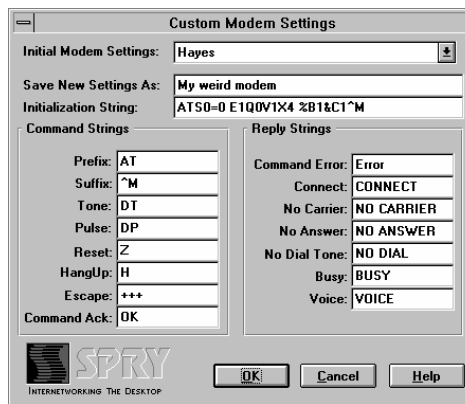


Figure 6-3

- 2 You can use the *Initial Modem Settings* field to specify a modem that you want to use as the basis for your custom modem. You do not have to select a modem in this field, but it will probably be easier to start with a completed dialog and then make the changes that apply to your modem.

If you know of a listed modem that is similar to yours, select it from the list; otherwise, *Hayes* is suggested as a good modem to use.

- 3 Now you need to set up your modem for use with Internet In A Box by defining settings for the modem. You do this by typing modem *commands* in the *Initialization String* field. Specific modem commands that are required for your custom modem to work with Internet In A Box are listed in the table

that follows. The “Common Commands” column shows you some initialization strings that are commonly used for these commands.

Mode	Recommended Setting	Common Commands
Auto Answer:	<i>OFF</i>	S0=0
Command Echo	<i>ON</i>	E1
Result Codes:	<i>ON</i>	Q0
Result Code Type:	Strings/Verbose	V1
Result Messages:	Include BUSY, NO DIALTONE	X4
DCD Control:	Follow Carrier	&C1
DTR Control:	Hang-up/Disconnect	&D2
Flow Control:	Hardware (CTS/RTS) <i>ON</i> (XON/XOFF <i>OFF</i>)	&K3, /Q3
Data Compression:	<i>OFF</i>	%C0

Look up the commands required for these settings in your modem documentation. You should then fill them out in the *Initialization String:* field, in the following format:

```
AT (Initialization String) ^M
```

For example, for a modem which uses the common commands listed in the table above, you should type the following for your Initialization String:

```
AT S0=0 Q0V1X4&C1&D2&K3%C0 ^M
```

Be sure to include spaces after the **AT** command, and before the **^M** (carriage return command).



The initialization string is the most important modem configuration variable for Internet In A Box. If you are using a custom modem, your modem will use the initialization string you specified to configure the modem before making a connection; you must initialize the modem correctly or it may not work with Internet In A Box.

- 4 You should now fill out the additional modem settings displayed beneath the initialization field. Most modems will use the defaults, listed below. (These settings will already appear in the dialog if you chose an initial modem in the *Initial Modem Settings* field.)

Prefix

This is the command prefix that the modem recognizes, usually called the “attention” command. (Default: “AT”)

Suffix

This defines the command termination string, usually a carriage return. (Default: “^M”)

Tone

This defines the tone dialing command string. (Default: “DT”)

Pulse

This defines the pulse dialing command string. (Default: “DP”)

Reset

This defines the reset string used to perform a soft reset of the modem. (Default: “Z”)

Hangup

This defines the hang-up command string that will return the modem to ON-HOOK state. (Default: “H”)

Escape

This defines the escape string used to interrupt the modem when it is not in command mode. (Default: “+++”)

CommandAck

This defines the acknowledgment string that the modem returns when successful. (Default: “OK”)

CommandErr

This defines the error string returned by the modem when error conditions arise. (Default: “ERROR”)

Connect

This defines the DTE (the error string returned by the modem when connecting). (Default: “CONNECT”)

NoCarrier

This specifies the string that the modem returns when no connection can be established. (Default: “NO CARRIER”)

NoAnswer

This specifies the string returned by the modem when the remote system doesn't answer. (Default: "NO ANSWER")

NoDialTone

This specifies the string that is returned from the modem when no dial tone is detected. (Default: "NO DIAL")

Busy

This specifies the string that is returned when the remote system's phone connection is in use. (Default: "BUSY")

Voice

This specifies the string returned by the modem when a human voice is detected when connecting. (Default: "VOICE")

- 5** When you finish making all the settings for the custom modem, you need to give it a name. Fill out the *Save Settings As:* field with a name for your modem. You can save over an existing custom modem, if you wish.
- 6** Click **OK** to save the custom modem information.

The custom modem you created will now be used automatically by Internet In A Box, and the modem will now be shown in Internet In A Box's modem list.

CONFIGURING SLIP AND PPP

You may not have to configure your SLIP and PPP settings to have Internet In A Box work properly with your Internet Service Provider. However, there are a number of settings you can change, if necessary.

You can configure SLIP or PPP from the <Network Interface> dialog by selecting **SLIP** or **PPP** and choosing the **Settings** button.

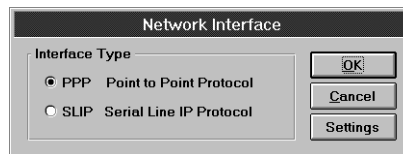


Figure 6-4

The <Network Interface> dialog is presented during installation if you choose “Other Service Provider,” and can be reached by choosing **Interface** from the Dialer's **Network** menu. (You can also reach the dialog from the Configuration Utility by clicking on the **Communications** button and clicking on the **Dialer Setup** button, and then clicking the **Interface** button.)



Note: If you are using InterServ for your Internet Service Provider, you shouldn't change any settings in this dialog unless specifically instructed to do so by SPRY, Inc. Technical Support.

The next two sections describe advanced PPP and SLIP settings, respectively.

PPP SETTINGS

The following options are now available for PPP. You will only see the first option, *Authentication Protocol*, at first; you can click the **Advanced** button to display additional advanced options. You can change the options in this dialog to configure PPP for your particular host or Service Provider. Note that many of these options are advanced; changing them may produce unpredictable results. If at any time you want to set these options back to their original settings, click the **Default** button.

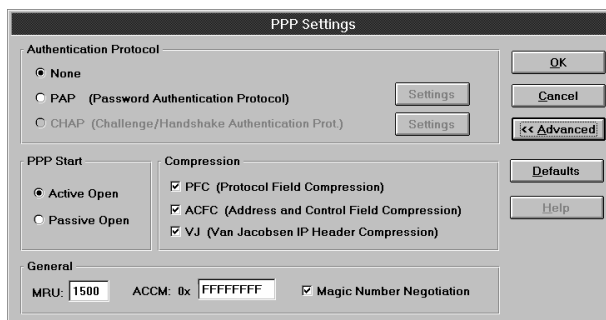


Figure 6-5

AUTHENTICATION PROTOCOL

None/PAP/CHAP

Some PPP hosts use *authentication methods* like PAP or CHAP to verify that you are a valid user of an account. Authentication may be used in conjunction with a standard login/password (known as “clear text login”) or as a stand-alone method that does not require you to login to the host directly, but passes the authentication information directly to the host. If the only method you use when connecting to your host is an authentication method like PAP or CHAP, you should make sure the Login Method in the <Login Setup> dialog (found using **Login Setup** in the Dialer **Network** menu) is set to **None**.

The default setting for Authentication Method is **None**; you should always use this setting unless your host uses PAP or CHAP.

PAP (Password Authentication Protocol) is a popular method of authentication requiring a PAP username and password. These will usually be different from your login ID and password, if you have one. If you choose PAP, you can configure the PAP Username and Password by clicking the **Settings** button next to the PAP option. You will see the <PAP Settings> dialog. Fill out this dialog with your PAP username and password.

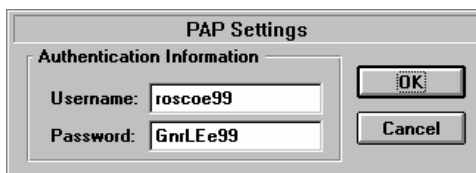


Figure 6-6

You do not have to fill out the username and password information here, but if you do not, you will have to provide it each time you log in. Filling it out

here will result in less of a possibility of errors when connecting, but you may wish to leave the password blank for security purposes.

CHAP (Challenge/Handshake Authentication Protocol) is another method of authentication used by some hosts. CHAP is not supported in this release, but will be supported in future releases of Internet In A Box.

ACTIVE OPEN/PASSIVE OPEN

This indicates what method is used to start PPP, *Active Open* or *Passive Open*. A PPP transaction is like a conversation between two machines; in this case, your machine and your Service Provider's PPP host. One of the machines has to initiate the conversation, and the other has to respond. The Dialer assumes that the remote Internet Service Provider is **Active Open**, meaning that it will initiate the conversation with the Dialer. In some cases, the Internet Service Provider will be **Passive Open**, which means that they will **not** initiate a conversation (even if you type "PPP" or another command to initiate PPP, they still may not initiate it).

If this is the case, choosing *Passive Open* from this dialog will cause the Dialer to send an additional command (a *Packet Mode Command*) to initiate PPP on the remote host.

Most Service Providers you will encounter will be Active Open.

COMPRESSION METHOD

PFC/ACFC/VJ

The Compression section specifies several different methods of compressing data that will be sent over a PPP connection. These methods are PFC (Protocol Field Compression), ACFC (Address and Control Field Compression) and VJ (Van Jacobsen IP Header Compression).

The options above specify which parts of a PPP packet are compressed when sent. Some or all of these methods may be "understood" by your PPP host; whatever options are set here will be used.

GENERAL OPTIONS

MRU/ACCM/Magic Number Negotiation

MRU (Maximum Receive Units) indicates the size in bytes of data that is received in PPP packets. The allowable range is 128-1500. The default value for this option is 296.



In cases where you are transferring multiple files or performing other operations involving large throughput, you may want to increase the size of the MRU to improve performance and increase speed. However, increasing this value will slow down interactive operations (like reading news articles or using Mosaic).

ACCM (Asynchronous Control Character Map) indicates whether PPP will use the Asynchronous Control Character Map, and indicates a value to be used. A default value of FFFFFFFF is provided.

Magic Number Negotiation can be selected. This will allow use of a magic number, a unique number that is used to identify you by the remote host. This option is on by default.

SLIP SETTINGS

The following options are available for SLIP:

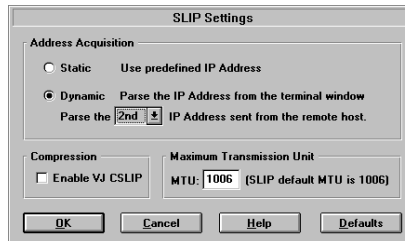


Figure 6-7

ADDRESS ACQUISITION

You can now specify whether your IP address is *Static* or *Dynamic*. Static is the default method used.

Static addressing means that you are required to use one IP address which never changes. *Dynamic addressing* means that you are assigned a new IP address each time you start a SLIP session. Your Internet Service Provider will be able to tell you which method you will use. (Hint: if you are assigned a specific IP address for your account, such as 165.121.6.6, then you are using static addressing).

If you choose **Static addressing**, the address you provide in the <Dialer Setup> dialog will be used as your IP address.

If you choose **Dynamic addressing**, the address you should use will be sent back from the SLIP host when you connect, and the Dialer will extract it (“parse” it) from the host screen each session (it will change each session). Often, it is the first address that is sent back from the Dialer. In some cases, however, the SLIP host will send back several different addresses (such as an IP address and a gateway address). In those cases, you need to specify which address should be used as your IP address (check with your Service Provider if you are not sure). You should indicate which address on the screen should be used by selecting **1st**, **2nd**, **3rd**, **4th**, or **5th** for the *Parse the ___ IP Address sent from the remote host* option.

COMPRESSION

If the SLIP host you are connecting to supports *CSLIP* (Compressed SLIP transmission), you can have the Dialer use CSLIP. Click *Enable VJ CSLIP* to enable CSLIP compression. This will result in better, faster performance with your host; however, you do not have to enable it in order to work with a CSLIP host.

MAXIMUM TRANSMISSION UNIT

The MTU (Maximum Transmission Unit) represents the size in bytes of data sent in SLIP packets. In most cases, you will **not** have to change this value; change it only if directed to by your Service Provider or Network Administrator. The default MTU used for SLIP is 1006.

TECHNICAL INFORMATION

Internet In A Box runs over a customized TCP/IP (Transmission Control Protocol/Internet Protocol) transport specially developed by SPRY, Inc. This transport was designed to work with the included Dialer application. Internet In A Box should not be used over any other TCP/IP transport.

The Internet In A Box TCP/IP transport can be configured for SLIP (Serial Line Interface Protocol) or PPP (Point-to-Point Protocol), and adheres to RFC 1055 (SLIP) and RFC's 1331, 1332, 1548, and 1661 (PPP) specifications for those protocols. Internet In A Box also supports PAP (Password Authentication Protocol) and BOOTP, and adheres to the RFC 1334 and RFC 1048 specifications for those protocols.

Internet In A Box uses SPRY's public specification, RAMP (Remote Account Maintenance Protocol), for software registration and for online account setup with InterServ.

CHANGES MADE BY THE INSTALLATION

THE FOLLOWING DIRECTORIES ARE CREATED:

\SPRY\BIN DIRECTORY:

- Executable application files and DLLs
- Application help files
- Transport-related files

\SPRY\TCP DIRECTORY:

- HOSTS file, PROTOCOL file, SERVICES file

\SPRY\DATA DIRECTORY:

- This directory is automatically used for Internet In A Box data files such as Telnet keyboard mapping files, News personal group files, Mail alias files, etc.

\SPRY\DOWNLD DIRECTORY:

- This directory is intended for you to store files (i.e., image files and text files) that you download using your Internet In A Box applications.

\SPRY\SAMPLES DIRECTORY:

- This directory contains sample REMOTE.INI, PROFILE.INI, MODEMS.IBX, AIRWIN.INI, and AIRMOS.INI files. These default Internet In A Box files are provided for your information and can be used in the event that the files you use are corrupted or deleted.

THE FOLLOWING FILES ARE ADDED TO YOUR \WINDOWS DIRECTORY:

REMOTE.INI

This file stores your current Internet In A Box information.

PROFILE.INI

This file stores *profiles*, individual copies of configuration information, so that you can have multiple Internet In A Box configurations.

MODEMS.IBX

This file contains the list of modems used in Internet In A Box. Any modems you add to Internet In A Box using the custom modem feature will also be stored in this file.

AIRWIN.INI, AIRMOS.INI

These files contain settings for the applications in Internet In A Box.

Do not edit any of the .INI files; all the settings in these files can be changed using the applications directly. If you contact Internet In A Box technical support, you may be asked to print out and fax these .INI files.

NOTES

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For references to specific dialogs, look under the dialog titles (i.e., see <COM Port Setup> for the <COM Port Setup> dialog.

The title Internet Service Provider has been abbreviated *ISP* in this index.

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