

Getting Started

```
{button  
  Related  
  Topics,AL(  
    `IDH_Way  
    s_of_Usin  
    g_Puma;l  
    DH_HT_U  
    se_Puma_  
    With_NS;l  
    DH_HT_U  
    se_Puma_  
    With_MSI')  
}
```

Once you've started your web browser, you can use ReachOut Passport from an existing web site or locally.

The simplest way to start ReachOut Passport is to visit a web site that offers ReachOut Passport remote control connections. Just click on the links provided and you'll be on your way.

To start ReachOut Passport locally, without such a web site, follow these steps:

1. Make sure that the remote computer you want to connect to is running [ReachOut® 5.0](#) or higher, connected to the Internet, and waiting for calls. If that computer is, say, your own computer at your office, set it up by following "How to Let Another Computer Connect" in ReachOut help.
2. [Open a startup file](#) in your browser:
3. [Create a connection icon](#) for the remote computer.
4. Double-click that connection icon.

Now you're connected. Go ahead and use the remote computer's desktop as if you were there.

What ReachOut Passport Does

```
{button  
  Related  
  Topics,AL(  
  `IDH_Way  
  s_of_Usin  
  g_Puma;l  
  DH_Puma  
  _remote_c  
  ontrol;IDH  
  _Puma_Dif  
  ferences;l  
  DH_HT_U  
  se_Puma_  
  With_NS;l  
  DH_HT_U  
  se_Puma_  
  With_MSI')  
}
```

ReachOut Passport™ lets you access computers around the world from your Internet web browser. You can connect to any computer on the Internet running [ReachOut® 5.0](#) or later under any version of Windows and waiting for your call. While connected, you can control the [remote computer](#) just as if you were sitting in front of it.

ReachOut Passport operates as a [Plug-in](#) with plug-in compatible browsers such as Netscape® Navigator 2.0 (or higher). It operates as an [ActiveX control](#) with Microsoft® Internet Explorer 3.0 (or higher) and other browsers that support ActiveX controls.

You must already be connected to the Internet to use ReachOut Passport. All of your Internet connection details are taken from Windows® 95 or Windows NT® files. (If you need to make a connection to your Internet service provider manually, do it before attempting to connect to the ReachOut computer.)

From within ReachOut Passport, you can:

[Open and edit files on a remote computer](#)

[Run programs on a remote computer](#), including reading e-mail or accessing network resources.

[Print remote documents at your local printer](#)

[Transfer data between the two computers](#)

Controlling a Remote Computer

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
      _Puma_D  
        oes;IDH_P  
          uma_Differ  
            ences;IDH  
              _P_Screen  
                _Resolutio  
                  n;IDH_P_  
                    Speeding_  
                      up_The_C  
                        onnection;l  
                          DH_Remot  
                            e_Clipboar  
                              d;IDH_HT  
                                _Disconne  
                                  ct_Puma;l  
                                    DH_P_Co  
                                      ntrolling_R  
                                        emote_RO  
                                          ;IDH_HT_  
                                            Get_Back_  
                                              to_the_Loc  
                                                al_Desкто  
                                                  p;IDH_HT  
                                                    _resize_vi  
                                                      ewing_win  
                                                        dow;IDH_  
                                                          HT_Transf  
                                                            er_Data_b  
                                                                etween_th  
                                                                  e_Comput  
                                                                    ers;IDH_H  
                                                                      T_Transfer  
                                                                        _Files;IDH  
                                                                          _HT_Open  
                                                                              _a_File_in  
                                                                                  _a_Remot  
                                                                                      e_Applicati  
                                                                                        on;IDH_H  
                                                                                          T_Print_R  
                                                                                            emote_to_  
                                                                                                Local'}}}
```

When you connect to a [remote computer](#), the remote computer's desktop appears within ReachOut Passport's [viewer](#). Use the displayed desktop in the viewer to work on the remote computer just as if you were sitting in front of it.

Unless you [maximize](#) it, the viewer appears inside your web browser's window, where its size relative to the window is fixed. If necessary, the browser provides scroll bars to let you move around in the viewer.

Viewing Options

The viewer displaying the remote desktop is your workspace while you are using ReachOut Passport. Depending on the display settings of the [local](#) and remote computers, you might want to [adjust the viewer](#) to make your work easier.

If remote control is [sluggish](#), options such as [compression](#) and [caching](#) can significantly improve response time. These properties are on by default for connection icons you create. If they aren't on for computers you link to from a web page, check with the webmaster to see if the settings can be modified.

Work on Both Computers

Since the remote control session takes place in your browser's window, you can also [work on your local computer](#) while remaining connected. Just work outside the browser; reduce or minimize it if necessary.

If you are working on both computers, you may wish to transfer data between them. Passport lets you [copy data between computers](#). And you can [control where printing occurs](#)— on the remote or local printer.

Remote Full-Screen DOS

Due to details of Windows support for DOS, you can't connect to a computer running ReachOut under DOS. You can use a DOS box on any computer once you are connected, however. Using [DOS in full-screen mode](#) on the remote computer is slightly restricted.

Security Settings on the Remote Computer

Depending on how [ReachOut](#) is set up on the remote computer you might not be able to connect to it; or you may be able to connect but then be unable to transfer data, see its desktop or perform certain or all remote control functions. To remove any of these restrictions, ask the owner to change the computer's ReachOut's settings.

Note: If you can remotely control the computer and have the appropriate access, you can [change that computer's ReachOut settings](#).

Using ReachOut Passport with Different Browsers

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;IDH_H  
  T_Use_Pu  
  ma_With_  
  NS;IDH_H  
  T_Use_Pu  
  ma_With_  
  MSI;IDH_  
  HT_Conne  
  ct_to_an_  
  FTP_Serv  
  er')}
```

You use ReachOut Passport while you are browsing the Internet with a web browser. ReachOut Passport can work in two types of browsers:



[Web browsers like Netscape® Navigator 2.0 \(or higher\)](#) that support [plug-ins](#).



[Web browsers like Microsoft® Internet Explorer 3.0 \(or higher\)](#) that support [ActiveX](#) controls.

Using Passport with Netscape® Navigator

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;;IDH_  
  HT_Use_P  
  uma_With  
  _NS;IDH_  
  Ways_of_  
  Using_Pu  
  ma;IDH_H  
  T_Customi  
  ze_pum_Fi  
  les;IDH_H  
  T_Connect  
  _to_an_FT  
  P_Server;I  
  DH_PP_W  
  ith_MS')}
```

After the ReachOut Passport plug-in is installed on your computer, you can start Passport in several ways:

- Open the browser, go to a web page that provides links to control [remote computers](#)., and click a link
- Open the browser, then type the full path or drag a [startup file](#) into it.
- Run a Passport [startup file](#) file to open your default browser.

Once you are connected to a ReachOut computer, using Passport is the same no matter how you connected. When Passport is running and not connected, you can create [connection icons](#) as needed.

Installing the Plug-In

If you installed Passport from ReachOut Setup, it is ready to use with whatever type of browser you have on your computer. Just click a link in a web site or create and click a connection icon.

If you downloaded the plug-in from a web site, you have to know a little more. The Passport plug-in depends on the plug-in file itself (NPROP.DLL), as well as three specific files that Microsoft provides: MFC40.DLL, MSVCRT40.DLL, and WININET.DLL. Most computers have the Microsoft files in the WINDOWS\SYSTEM or WINNT\SYSTEM32 folder. If you don't have them, your browser won't be able to use the Passport plug-in.

Your web site should provide files to be downloaded. It's easiest if you download files to a temporary folder and run them there the first time.

The Netscape Plug-In File

If you don't have the Netscape plug-in, locate the web page and find the instructions for first time users. They will be similar to these.

- Download ROPNP.EXE. Run it to extract the contained files. Then copy NPROP.DLL to your browser's plugins folder (usually \NETSCAPE\NAVIGATOR\PROGRAM\PLUGINS) and copy ROP.HLP and ROP.CNT to the WINDOWS\HELP or WINNT\HELP folder.

Required Microsoft Files

The Foundation Class Libraries you need, MFC40.DLL and MSVCRT40.DLL, are both contained in a file called ROPMFC.EXE. WININET.DLL is contained in a file called WINTDIST.EXE (for Windows NT 4.0) or WINT351.EXE (for Windows NT 3.51).

If you don't have both MFC40.DLL and MSVCRT40.DLL, locate the web page and find the instructions for first time users. They will be similar to these.

- Download ROPMFC.EXE. Run it to extract the contained files. Then copy MFC40.DLL and MSVCRT40.DLL to the WINDOWS\SYSTEM or WINNT\SYSTEM32 (or WINNT35\SYSTEM32) folder.

If you don't have WININET.DLL, locate the web page and find the instructions for first time users. They will be similar to these.

- Download WINTDIST.EXE (for Windows 95 or Windows NT 4.0) or WINT351.EXE (for Windows NT 3.51). Run it to extract the contained files and process them appropriately. It will store WININET.DLL where it belongs. You won't have to do anything further.

Using Passport with Microsoft® Internet Explorer

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;IDH_  
  Ways_of_  
  Using_Pu  
  ma;IDH_H  
  T_Use_Pu  
  ma_With_  
  MSI;IDH_  
  HT_Conne  
  ct_to_an_  
  FTP_Serv  
  er;IDH_PP  
  _With_NS'  
  )}
```

After the ReachOut Passport ActiveX Control is installed on your computer, you can start Passport in several ways:

- Open the browser, go to a web page that provides links to control [remote computers.](#), and click a link
- Open the browser, then type the full path or drag a [startup file](#) into it.
- Run a Passport [startup file](#) file to open your default browser.

Once you are connected to a ReachOut computer, using Passport is the same no matter how you connected. When Passport is running and not connected, you can create [connection icons](#) as needed.

Installing the ActiveX Control

If you installed Passport from ReachOut Setup, it is ready to use with whatever type of browser you have on your computer. Just click a link in a web site or create and click a connection icon.

If you downloaded the ActiveX Control from a web site, it processes and installs itself appropriately. You don't have to do anything else.

Depending on how security is handled on your browser, you may see a certificate from VeriSign, Inc., attesting to the safety of the code.

Differences from ReachOut Remote Control

```
{button  
  Related  
  Topics,AL(  
  `IDH_P_S  
  creen_Res  
  olution;IDH  
  _HT_Get_  
  Back_to_t  
  he_Local_  
  Desktop;ID  
  H_HT_resi  
  ze_viewing  
  _window;l  
  DH_VIEW_  
  _Toolbar_  
  CMD;IDH_  
  Puma_Sca  
  le_CMD')}}}
```

Using ReachOut Passport is similar to using [ReachOut®](#) remote control over an Internet connection. If you're already familiar with ReachOut remote control, you'll notice very little difference.

There are some ReachOut features you won't find in Passport:

- **Shortcut keys.** Because its administrative functions operate in the same window used for remote control, ReachOut Passport does not provide shortcut keys as does ReachOut, for example, CONTROL+P for *Properties*. The toolbar and right clicking give you the access you need.
- **Logging outgoing calls.** Passport does not log connections you make.
- **Panning the remote desktop.** There is no panning function to move hidden parts of the [remote](#) desktop into view. Instead, use the viewer's scrolling bars.
- **Remote task switching.** There is no Hot Key combination (ALT+RIGHT ARROW in ReachOut) to switch tasks on the remote computer: (ALT+TAB always switches tasks on the [local computer](#).)
- **Returning to the calling application.** ReachOut Passport's viewer contains all of its controls; its toolbar remains visible at all times. You don't have to switch between viewer and control windows, so there is no Hot Key combination (LEFT-SHIFT+RIGHT-SHIFT in ReachOut) for this.
- **Drive mapping.** ReachOut Passport has no facility for mapping drives between computers.

There are also some Passport features you won't find in ReachOut:

- **Remote control in a browser.** ReachOut Passport [functions inside your web browser](#).
- **Full Screen Mode.** Make the ReachOut Passport viewer [expand to fill your screen](#).
- **Refreshing connection icons.** Make a running ReachOut Passport display [connection icon](#) information changed since startup in another ReachOut Passport.
- **Toolbar buttons.** ReachOut Passport has several commands available as toolbar buttons that ReachOut does not: [Options](#), [Get Clipboard](#), [Send Clipboard](#) and [Scale Remote Display](#).

The remote ReachOut can log, disconnect, block calls, or place restrictions on remote control from ReachOut Passport connections, just as it does with ReachOut connections.

ReachOut Passport has a single function: it lets you remotely control the computer you connect to over the Internet. Thus you cannot use ReachOut Passport to: receive calls, chat, or transfer files between the local and remote computers. To [transfer files](#), use [FTP](#), or install ReachOut on both computers and use ReachOut Explorer.

Note: In ReachOut 5.0 or earlier, the waiting computer was called the "ReachOut Host." In ReachOut Passport it is called the "remote computer."

Controlling Where Printing is Done

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Print_Rem  
    ote_to_Loc  
    al;IDH_Wh  
    at_Puma_  
    Does;IDH_  
    P_Controlli  
    ng_Remot  
    e_RO;IDH_  
    _Puma_O  
    ptions_CM  
    D')}
```

When you print a document during remote control, it prints on whatever printer you specify in the application, most likely a printer connected to the [remote computer](#).

When you are connected to a computer running Windows 3.1, Windows 3.11, or Windows 95, Passport lets you [redirect the printout](#) to the local printer you specify. You can also store the document in a [pool file](#) on the [local computer](#). Later, print the spool file by copying it to your local printer port.

Note: This feature can be disabled in ReachOut at the remote computer for security reasons. In that case, documents on the remote computer can be printed only on the remote computer's printer unless you have the appropriate access and can [change ReachOut's settings](#).

Clipboard Transfer

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;IDH_H  
  T_transfer  
  _clipboard  
  _RtoLocal;  
  IDH_HT_tr  
  ansfer_clip  
  board_Lto  
  Remote;ID  
  H_P_Contr  
  olling_Re  
  mote_RO;l  
  DH_HT_Tr  
  ansfer_File  
  s')}}}
```

The Windows Clipboard on your own computer lets you cut and paste data between files on your own computer. During remote control, you can cut and paste data between files on the [remote computer](#).

Additionally, ReachOut Passport lets you [cut and paste data between files on the two computers](#) using ReachOut's Remote Clipboard function.

The Windows Clipboard can contain several types of data, in several different formats, at a time. For example, text you cut or copied might contain characters that are not supported in all plain text programs. Therefore, the Clipboard stores the text in two formats—the format it was in when you copied it, and a format that does not include the extended text characters. (Those characters might be converted into similar text characters that are universally supported.) ReachOut Passport lets you select exactly the data you want to transfer between the Clipboards. This saves you time since you transfer only what you need.

Note: This feature can be disabled in ReachOut at the remote computer for security reasons. In that case, you can transfer data only if you have the appropriate access and can [change ReachOut's settings](#).

Screen Resolution

```
{button  
  Related  
  Topics,AL(  
    `IDH_Way  
    s_of_Usin  
    g_Puma;l  
    DH_HT_re  
    size_viewi  
    ng_windo  
    w;IDH_Pu  
    ma_Zoom  
    _CMD;IDH  
    _Puma_Sc  
    ale_CMD')  
}
```

ReachOut Passport supports screen resolutions from 640 x 480 (VGA) to 2048 x 1280, as does [ReachOut](#). The [local](#) and [remote](#) computers don't need to be set at the same screen resolution for remote control to work.

If your screen's resolution is greater than the resolution on the remote computer, then the remote desktop may be smaller than your ReachOut Passport [viewer](#): it appears surrounded by empty space. On the other hand, if the remote computer's screen resolution is higher than yours, you won't be able to see the entire desktop at once in your own viewer: use the viewer's scroll bars to move the hidden parts into view.

If the situation isn't convenient, you can [adjust the viewer](#).

If adjusting the viewer isn't satisfactory, you can change the screen resolution of one of the computers.

If you want the remote desktop to ...

Expand relative to the viewer

Do this:

Decrease your computer's screen resolution

Or this:

Increase the remote computer's screen resolution

Shrink relative to the viewer

Increase your computer's screen resolution

Decrease the remote computer's screen resolution

You may have to restart the computer whose screen resolution you changed. If you do, the connection will close and you'll have to reconnect.

Slow Connections

```
{button  
  Related  
  Topics,AL(  
    `IDH_P_co  
    mpresion;  
    IDH_P_Bit  
    map_Cach  
    ing;IDH_H  
    T_Speed_  
    Up_a_Con  
    nection;ID  
    H_Connec  
    tion_Prope  
    rties_Call_  
    Options_D  
    B')}
```

A great deal of data is transferred to your [local computer](#) during remote control, especially the large bitmaps used in redrawing the [remote computer's](#) desktop. These transfers may make the connection unacceptably slow.

If you'd like to speed up the connection, you can change two settings of the connection:

- [Compression](#)
- [Caching](#)

To change the settings, you will have to close the connection, change the settings, and then reopen it.

Compression

```
{button  
  Related  
  Topics,AL(  
    `IDH_P_Bi  
    tmap_Cac  
    hing;IDH_  
    HT_Speed  
    _Up_a_Co  
    nnection;l  
    DH_Conne  
    ction_Prop  
    erties_Call  
    _Options_  
    DB')}}}
```

Compressing data sent from the [remote computer](#) to your computer is one way to speed up most ReachOut Passport connections.

For any connection, you can choose to have data compressed before it's sent to your computer. This reduces the size and number of the data packets passing between computers, and speeds up most connections.

However, if you have a fast connection, the time taken to compress the data may be greater than the time saved sending it, and compression may actually slow the connection.

Caching

```
{button  
  Related  
  Topics,AL(  
    `IDH_P_co  
    mpresion;  
    IDH_HT_S  
    peed_Up_  
    a_Connect  
    ion;IDH_C  
    onnection_  
    Properties  
    _Call_Opti  
    ons_DB')}
```

Many Windows graphic elements, including icons, buttons, and pictures are drawn (and transferred) as bitmaps. When you use ReachOut Passport remote control, ReachOut Passport many bitmaps are transferred from the [remote computer](#) to your [local computer](#).

ReachOut Passport can use a RAM cache on your local computer to store frequently-used bitmaps. It is much faster for ReachOut Passport to access the cached data internally than to transfer it from the remote computer.

Caching uses up memory on your computer, so if you have the minimum amount of RAM for running ReachOut Passport or if you have many [local](#) applications open simultaneously, you may not be able to use caching.

ReachOut Passport can save its cached information on your hard disk when you disconnect from the remote computer. This is useful if you often connect to the same computer, because ReachOut Passport will have cached data ready for use when you connect, thereby speeding up your remote control session. On the other hand, saving the cache to disk uses up disk space on your computer.

Note: If caching is turned off, you may notice color distortion in the remote desktop. Try changing the connection icon property to OFF. If you connected using a web page link, ask the webmaster to set caching back on and see if that helps.

The Remote Computer's ReachOut

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_P  
    rinting_Re  
    mote_to_L  
    ocal;IDH_  
    Remote_C  
    lipboard'}}
```

Like access to a ReachOut computer, the ability to control the [remote computer's ReachOut](#) and possibly change its ReachOut settings can be restricted. That's why ReachOut on the remote computer normally doesn't allow a connected user to access it at all—it remains as a minimized icon on the remote desktop and cannot be maximized.

If the remote computer is running ReachOut for Windows 95 or ReachOut for Windows & DOS and the owner has defined a [master password](#), you can open the ReachOut window and remotely control it. When you try to maximize the remote ReachOut icon, you supply the password and the ReachOut window opens. Then you can use all of ReachOut's features, including transferring files with ReachOut's SuperFTP Client and changing its access restrictions.

If the remote computer is running ReachOut for Windows NT and you have the appropriate access rights, you will be able to open and modify ReachOut on that computer. Contact the computer's owner to change your access rights.

Note: If the remote ReachOut was installed from a network, a ReachOut supervisor may have configured the security. You cannot change any settings that a supervisor has restricted.

Using Remote Full-Screen DOS

{button
Related
Topics,AL(
`IDH_Opti
ons_DOS
Emulate_D
B')}

During remote control, if you open a DOS window on the [remote computer](#), you can work inside it as you normally would.

However, if you run the remote DOS in full-screen mode, some functions are unavailable:

- You cannot use the mouse.
- Since you cannot cut and paste from full-screen mode DOS, you cannot transfer data between the remote DOS and your computer using *Get Clipboard* and *Send Clipboard*.
- You cannot print remote documents on your local computer. (This restriction holds for printing from a windowed DOS application as well.)

Remember, these restrictions apply only when the remote DOS is running in *full-screen mode*; when it's running in a window on the remote computer, ReachOut Passport functions normally.

Note: To switch the remote DOS between full-screen and windowed mode on the remote computer, press ALT+ENTER, as you normally would.

**About
ReachO
ut
Passpor
t**

**ReachOut Passport™ Release 7.0
Remote Control
for Windows® 95 and Windows NT® 3.51 (or higher)**

© 1996 Stac, Inc. All rights reserved.

Patent pending.

**Index Cross-
Reference
Item**

Please refer to the topic indicated.

POPUP

ActiveX

ActiveX technology allows you to run applications inside web browsers like Microsoft® Internet Explorer. When run this way, the applications are called ActiveX controls.

ReachOut Passport is an ActiveX control. When running, you see its toolbar and dialog boxes from within the web browser. The browser's own functions remain constantly available.

Check your browser's documentation to see if it supports ActiveX controls.

plug-ins

Plug-ins allow applications to run within web browsers like Netscape Navigator whenever their functionality is needed. For example, you may have installed and used plug-ins before to see 3D environments or live video within your browser.

The ReachOut Passport plug-in is a file named NPROP.DLL. Put this file into your web browser's PLUGINS folder before you run the browser.

Check your browser's documentation to see if it supports plug-ins.

local computer

The computer that you are actually sitting at; the one running ReachOut Passport.

remote computer

The computer that you connect to (not the computer where you are actually sitting); the one running [ReachOut](#).

connection file

A file containing the information ReachOut Passport uses to connect to a [remote computer](#). Information includes the remote computer's [IP address or hostname](#), the user name and password you need to connect to it, and various connection settings. Connection files have the extension ROP.

A connection file is represented by a [connection icon](#) in the ReachOut Passport viewer. You can create, change and delete connection icons in the [viewer](#) or edit them directly with any text editor.

When you use ReachOut Passport from a web browser by following a link on a web page, you are simply opening a connection file stored at the web site.

Connection files are normally stored in the ReachOut Passport folder.

IP address

The unique identifier of a computer connected to the Internet. The IP address has the form of a series of numbers separated by periods, such as

232.109.111.23

A computer may also have a corresponding hostname (also known as a domain name or Domain Network Server [DNS] entry), to identify it. Hostnames are in word form, so they are much easier to remember. For example the computer with the above IP address might also be identified by the hostname

JOHN.SOMEWHERE.COM

You can often use either way to identify a computer on the Internet, but IP addresses are generally more reliable.

ReachOut

The product from Stac that must be running on the [remote computer](#) you want to connect to.

ReachOut Passport can connect to any Internet computer running ReachOut 5.0 or later under Windows and waiting for calls.

File Transfer Protocol (FTP)

A protocol (or set of rules) for transferring files between computers on the Internet.

Most modern web browsers can act as FTP *clients*, enabling you to transfer files with a computer running an FTP *server* application. If your browser does, and if the remote computer is running [ReachOut](#) 6.0 under Windows 95, you can use the remote computer's ReachOut PersonalFTP™ Server—if you have access rights to it— to transfer files between the two computers.

editing remote files

Double-click a file on the remote desktop to open it—just as you would if you were sitting at the remote computer.

running remote applications

Double-click an application's shortcut or executable file on the [remote computer's](#) desktop. Then use the application to create new files and edit existing files, just as you would if you were sitting at that computer.

remote printing

Have ReachOut Passport print files on the [local computer's](#) printer—even when you print them from a [remote](#) application under Windows 3.1 or Windows 95.

spool file

A file containing text to be printed as well as instructions for the printer on how to print it. You should send it to a printer without using a text editor, for example, by dragging the file onto the printer's icon.

Spool files are created in the ReachOut Passport folder on the [local computer](#) whenever you redirect printing to your local printer.

master password

A special password required on a [remote computer](#) running ReachOut for Windows 95 or ReachOut for Windows & DOS to change its [ReachOut](#) settings during remote control. ReachOut prompts you for this password when you try to open its minimized icon on the Windows taskbar.

A computer running ReachOut for Windows NT uses special security settings and Windows NT groups to accomplish the same thing.

connection icon

An icon in the unconnected ReachOut Passport [viewer](#) that you use to connect to a particular [remote computer](#). You can [create](#), [edit](#), [rename](#) and [delete](#) connection icons in the viewer.



Connection Icons

A connection icon represents a [connection file](#).

transferring data between computers

You can cut and paste data between the two connected computers using ReachOut Passport's Clipboard Transfer function, which transfers the contents of the [local](#) Windows Clipboard to the [remote](#) Windows Clipboard, or vice-versa.

ReachOut Passport viewer

The remote control tool that runs inside a web browser. You can use the viewer to open , conduct, and close remote control sessions with a [remote computer](#).

The ReachOut Passport viewer appears in the browser's window along with its toolbar and, if necessary, scroll bars. If connected, it contains the remote desktop; if not, it contains any local [connection icons](#).

startup files

Files you use to start ReachOut Passport inside a web browser. They are kept in the ReachOut Passport folder on your computer.

Setting up Passport from ReachOut Setup installs two. You choose one according to your default web browser:



For Netscape Navigator 2.0 (or higher) and other [Netscape plug-in](#) compatible browsers:

Plug-In Browser



For Microsoft Internet Explorer 3.0 (or higher) and other [ActiveX](#) compatible browsers:

ActiveX Control Browser

To start ReachOut Passport, open the appropriate startup file in your browser. You can create additional startup files using these text files as models.

Note: You may not have startup files if you downloaded ReachOut Passport from a web site.



Introduction to Commands

```
{button  
  Related  
  Topics,AL(  
  `IDH_PUM  
  A_INTRO_  
  CMD;IDH_  
  PUMA_CO  
  NNECT_C  
  MD;IDH_P  
  UMA_CO  
  NNECTIO  
  N_PROPE  
  RTIES_C  
  MD;IDH_H  
  T_Customi  
  ze_pum_Fi  
  les')}}}
```

There are two ways to use ReachOut Passport commands:

Click a toolbar button

The ReachOut Passport toolbar is visible at all times. Buttons are grayed when they are not available.



Right-click in the unconnected viewer

When the [viewer](#) is unconnected, you can also access some ReachOut Passport commands by:

- right-clicking a [connection icon](#)
- right-clicking the viewer's background

Some commands are not on the toolbar. They can be accessed as follows:

- [Rename](#). Select the connection icon and click it, or right-click a connection icon and choose *Rename*.
- [Arrange Icons](#). Right-click the unconnected viewer's background and choose *Arrange Icons*.
- [Line up Icons](#). Right-click the unconnected viewer's background and choose *Line up Icons*.
- [Refresh](#). Right-click the unconnected viewer's background and choose *Refresh*.

Learn how to access commands

[Display command list.](#)

Passport Commands

[Arrange Icons](#)

[Connect](#)

[Delete Icon](#)

[Details of Icons](#)

[Disconnect](#)

[Full Screen](#)

[Get Clipboard](#)

[Help Topics](#)

[Large Icons](#)

[Line Up Icons](#)

[List Icons](#)

[New Connection Icon](#)

[Options](#)

[Properties of Icon](#)

[Refresh viewer](#)

[Rename Icon](#)

[Scale Remote Display](#)

[Send Clipboard](#)


[Small Icons](#)



Commands

New {button
 Related
Connect Topics,AL(
ion `IDH_PUM
 A_INTRO_
 CMD;IDH_
 PUMA_CO
 NNECT_C
 MD;IDH_P
 UMA_CO
 NNECTIO
 N_PROPE
 RTIES_C
 MD;IDH_H
 T_Customi
 ze_pum_Fi
 les'})}

Creates a new [connection icon](#). Click the default name to change it.

Newly created connection icons have no information about a specific computer. To set the computer name or IP address, click [Properties](#) .



New Connection is on the toolbar.

Tips:

- You can right-click the unconnected viewer's background and choose *New*.
- Using a text editor, you can [create a connection file](#) to create a new connection icon. Connection files are usually kept in the ReachOut Passport folder.

Note: *New Connection* is available whenever Passport is not connected.



Commands

Rename {button
Related
Topics,AL(
`IDH_PUM
A_INTRO_
CMD;IDH_
PUMA_NE
W_CONN
ECTION_
CMD')}

Lets you give the selected [connection icon](#) a new name.

Note: To access this command, right-click a connection icon or select a connection icon then click it.

Tip: Renaming a connection file renames the corresponding connection icon. Connection files are usually kept in the ReachOut Passport folder.



Commands

Delete {button
Related
Topics,AL(
`IDH_PUM
A_INTRO_
CMD;IDH_
PUMA_NE
W_CONN
ECTION_
CMD;IDH_
PUMA_CO
NNECTIO
N_PROPE
RTIES_C
MD')}}}

Deletes the selected [connection icon\(s\)](#). All selected icons are deleted.



Delete is on the toolbar. It is available whenever Passport is not connected and a connection icon is selected.

Tips:

- You can right-click a connection icon or selected group of icons and choose *Delete*.
- Pressing the DELETE key deletes any selected connection icons.
- You can delete a connection icon by deleting its corresponding connection file. Connection files are usually kept in the ReachOut Passport folder.



Commands

```
{button ,JI(
`>main', `ID
H_Connec
tion_Prope
rties_UH_
DB')}}
Dialog
Boxes
```

Properties

```
{button
Related
Topics,AL(
`IDH_PUM
A_INTRO_
CMD;IDH_
PUMA_CO
NNECTIO
N_DELET
E_CMD;ID
H_PUMA_
NEW_CO
NNECTIO
N_CMD;ID
H_HT_Cus
tomize_pu
m_Files;ID
H_P_Com
pression;l
DH_P_Bit
map_Cach
ing')}}}
```

Lets you change the [remote computer](#) settings for the selected [connection icon](#).

There are two kinds of connection properties you can change:

- [User and Host](#) for connection itself
- [Calling Options](#) for the resulting session



Properties is on the toolbar. It is available whenever Passport is not connected and a connection icon is selected.

Tips:

- You can right-click a connection icon and choose *Properties*.
- You can also change connection settings by [editing a connection file](#) with any text editor.



Commands

```
Connect {button  
  Related  
  Topics,AL(  
  `IDH_PUM  
  A_INTRO_  
  CMD;IDH_  
  Puma_Ne  
  w_Connec  
  tion_CMD;  
  IDH_PUM  
  A_DISCO  
  NNECT_C  
  MD;IDH_P  
  UMA_CO  
  NNECTIO  
  N_PROPE  
  RTIES_C  
  MD;IDH_H  
  T_Customi  
  ze_pum_Fi  
  les')}}}
```

Makes a connection using the selected [connection icon](#).

You can be connected to only one remote computer at a time. However, you can make another connection if you start up a second ReachOut Passport.



Connect is on the toolbar. It is available whenever Passport is not connected and a connection icon is selected.

Tips:

- You can double-click a connection icon.
- You can right-click a connection icon and choose *Connect*.



Commands

Disconnect {button
Related
Topics,AL(
'IDH_PUM
A_INTRO_
CMD')}

Ends the connection to the [remote computer](#). The ReachOut Passport [viewer](#) remains open showing any local connection icons.



Disconnect is on the toolbar. It is available whenever Passport is not connected.



Commands

```
{button ,JI(  
'>main', `ID  
H_Send_C  
board_DB'  
)} Dialog  
Box
```

```
Send  
Clipboard  
d {button  
Related  
Topics,AL(  
`IDH_PUM  
A_INTRO_  
CMD;IDH_  
Puma_Get  
_Clipboard  
_CMD;IDH  
_Remote_  
Clipboard;I  
DH_HT_tr  
ansfer_clip  
board_Lto  
Remote;ID  
H_Full_Scr  
een_DOS')  
}
```

Copies the contents of the Windows Clipboard on the [local computer](#). to the Windows Clipboard on the [remote computer](#).

If there is no data on the local Windows Clipboard, this command has no effect.



Send Clipboard is on the toolbar. It is available whenever Passport is connected.



Commands

```
{button ,JI(
`>main', `ID
H_Get_Cb
oard_DB')}}
Dialog Box
```

Get Clipboard

```
{button
Related
Topics,AL(
`IDH_PUM
A_INTRO_
CMD;IDH_
Puma_Sen
d_Clipboar
d_CMD;ID
H_Remote
_Clipboard
;IDH_HT_t
ransfer_cli
pboard_Rt
oLocal;IDH
_Full_Scre
en_DOS')}}}
```

Copies the contents of the Windows Clipboard on the [remote computer](#). to the Windows Clipboard on the [local computer](#).

If there is no data on the remote Windows Clipboard, this command has no effect.



Get Clipboard is on the toolbar. It is available whenever Passport is connected.



Commands

```
{button ,JI(
`>main', `ID
H_Options
_Printing_
_DB')}}
Dialog
Boxes
```

Options

```
{button
Related
Topics,AL(
`IDH_Opti
ons_Printi
ng_DB;ID
H_Options
_Folders_
_DB;IDH_O
ptions_DO
S_Emulate
_DB')}}}
```

Lets you change the settings of ReachOut Passport options:

- [Local printing of remote documents](#)
- [Folders used by ReachOut Passport](#)
- [Emulations used with remote DOS](#)



Options is on the toolbar. It is always available.



Commands

**Full
Screen** {button
Related
Topics,AL(
'IDH_PUM
A_INTRO_
CMD;IDH_
Puma_Sca
le_CMD;ID
H_P_Scre
en_Resolu
tion;IDH_H
T_resize_v
iewing_win
dow;IDH_
Puma_Diff
erences;ID
H_HT_Get
_Back_to_
the_Local_
Desktop')}}}

Enlarges the ReachOut Passport [viewer](#) to fill the entire screen. All browser details disappear. To restore the viewer to its previous size, click *Full Screen* again.



Full Screen is on the toolbar. It is always available.



Commands

```

Scale      {button
Display    Related
              Topics,AL(
              `IDH_PUM
              A_INTRO_
              CMD;IDH_
              Puma_Zoo
              m_CMD;ID
              H_P_Scre
              en_Resolu
              tion;IDH_H
              T_resize_v
              iewing_win
              dow')}}

```

Makes the [remote](#) desktop fit in the ReachOut Passport [viewer](#).

If the remote desktop is bigger than the Passport viewer, scaling shrinks the remote desktop so it all fits in the viewer. If you don't scale the remote display, you can use the viewer window's scroll bars to see the whole desktop. Scaling eliminates the need for scrolling to see all the parts of the remote display—but it may slow down performance and decrease the image quality.

If the desktop is smaller than the viewer, scaling stretches the desktop so it fills the viewer. If you don't scale the remote display, the desktop image is surrounded by empty space.

To restore the previous view of the remote desktop, click *Scale Display* again.



Scale Display is on the toolbar. It is available whenever Passport is connected.



Commands

Large Icons

```
{button
  Related
  Topics,AL(
    `view
  style;IDH_
  VIEW_AR
  RANGE_C
  MD;IDH_V
  IEW_LINE
  UP_CMD')
}
```

Displays large [connection icons](#), with their names underneath. They are arranged horizontally across the unconnected [viewer](#).



You can drag a connection icon to any part of the ReachOut Passport viewer. If [Auto Arrange](#) on the *View* submenu is checked, ReachOut Passport keeps the icons lined up, but you can still change their order by dragging an icon to a new position.



Large Icons is on the toolbar. It is available whenever Passport is not connected.

Tip: You can right-click the unconnected viewer's background, and on the *View* submenu choose *Large icons*.



Commands

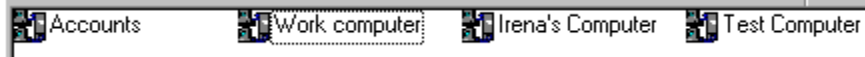
Small Icons

```

{button
  Related
  Topics,AL(
    `view
  style;IDH_
  VIEW_AR
  RANGE_C
  MD;IDH_V
  IEW_LINE
  UP_CMD')
}

```

Displays small [connection icons](#), with their names to their right. They are arranged horizontally across the unconnected [viewer](#).



You can drag a connection icon to any part of the ReachOut Passport viewer. If [Auto Arrange](#) on the *View* submenu is checked, ReachOut Passport keeps the icons lined up, but you can still change their order by dragging an icon to a new position.



Small Icons is on the toolbar. It is available whenever Passport is not connected.

Tip: You can right-click the unconnected viewer's background, and on the *View* submenu choose *Small Icons*.

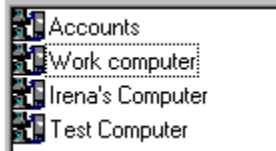


Commands

List

```
{button  
  Related  
  Topics,AL(  
    `view  
    style' )}
```

Displays small [connection icons](#), with their names to their right. They are arranged vertically down the unconnected [viewer](#).



You can't change either the order or the position of a connection icon. [Auto Arrange](#) and [Line up Icons](#) are not available.



List is on the toolbar. It is available whenever Passport is not connected.

Tip: You can right-click the unconnected viewer's background, and on the *View* submenu choose *List*.







Commands

Details

```
{button
Related
Topics,AL(
`view
style'}}
```

Displays small [connection icons](#), with their names to their right. They are arranged vertically down the unconnected [viewer](#) and connection details are shown in following columns.

Connection Name	Host Address	User
 Accounts	accts.work.com	Morty
 Irena's Computer	irena.work.com	Irena
 Test Computer	test.work.com	geek
 Work Computer	curt.work.com	Curt

In the *Details* display, you can order the connection icons just as you can when using [Arrange Icons](#), but even faster: just click the heading for the column you want to sort by. To reverse the order of sorting, click the heading again.

You can't change either the order or the position of an individual connection icon. [Auto Arrange](#) and [Line up Icons](#) are not available.



Details is on the toolbar. It is available whenever Passport is not connected.

Tip: You can right-click the unconnected viewer's background, and on the *View* submenu choose *Details*.



Commands

Arrange Icons {button
Related
Topics,AL(
`IDH_PUM
A_INTRO_
CMD;IDH_
VIEW_LA
RGE_CM
D;IDH_VIE
W_SMALL
_CMD')}}}

Note: To access this command, right-click the unconnected viewer's background.

Orders and lines up the [connection icons](#), in the unconnected [viewer](#) in various ways:

by Name

Orders the connection icons alphabetically by icon name.

by Host Address

Orders the connection icons alphabetically by host address.

by User Name

Orders the connection icons alphabetically by user name (login).

Note: If you have chosen [Details](#), you can click the heading to sort the column. To reverse the order of the connection icons, click the heading again.

Auto Arrange

Maintains the icons lined up horizontally across the unconnected viewer. You can reorder the icons by dragging them, but they remain lined up. If *Auto Arrange* is not checked, you can drag icons anywhere within the Passport viewer.

Note: *Auto Arrange* is available whenever Passport is not connected and [Large Icons](#) or [Small Icons](#) is checked.



Commands

**Line up
Icons** {button
Related
Topics,AL(
'IDH_PUM
A_INTRO_
CMD;IDH_
VIEW_LA
RGE_CM
D;IDH_VIE
W_SMALL
_CMD')}}}

Note: To access this command, right-click the unconnected viewer's background.

Adjusts the position of the [connection icons](#), in the ReachOut Passport unconnected [viewer](#), so they are neatly arranged. Preserves the order and relative positions you have chosen.

Note: *Line up Icons* is available whenever Passport is not connected and [Large Icons](#) or [Small Icons](#) is checked.



Commands

Refresh {button
Related
Topics,AL(
'IDH_PUM
A_INTRO_
CMD')}

Note: To access this command, right-click the unconnected viewer's background.

Updates the [connection icons](#) and their property sheets in the unconnected [viewer](#), based on the current [connection files](#).

This is useful if you're running two ReachOut Passport sessions at once. Here's an example: you're running two ReachOut Passports and you make some changes in the connection information in one, for example, [deleting](#) or [adding](#) a connection icon or [editing connection properties](#). The other ReachOut Passport doesn't show those changes. To see and use those changes in the second, choose *Refresh*.

Note: *Refresh* is available whenever Passport is not connected.



Commands

**Help
Topics** {button
Related
Topics,AL(
'IDH_PUM
A_INTRO_
CMD')}

Opens the standard Help window with three ways to access ReachOut Passport help:

- **Contents tab:** The table of contents for ReachOut Passport help. Click your way through it as you would using a book's table of contents.
- **Index tab:** An alphabetical listing of terms you're likely to think of that direct you to relevant topics. Search for a topic using keywords as you would use a book's index.
- **Find tab:** A search aid not normally available in books. Type or select a word you think might be in the text of the topic you want. *Find* searches through all the words in every topic in ReachOut Passport help.



Help Topics is on the toolbar. It is always available.

Tip: You can get *Help Topics* at any time by pressing F1.

**Send
Clipboard
Data to Host
(Dialog Box)**

```
{button  
  Related  
  Topics,AL(  
    `IDH_Pum  
    a_Get_Cli  
    pboard_C  
    MD;IDH_R  
    emote_Cli  
    pboard;ID  
    H_HT_tran  
    sfer_clipbo  
    ard_LtoRe  
    mote;IDH_  
    Full_Scree  
    n_DOS')}}}
```

The Transfer Clipboard lets you transfer data between Windows Clipboards on the local and remote computers.

Select clipboard formats for exchange.

When you cut or copy data from a [local](#) application onto the local Windows Clipboard, the application chooses a number of formats in which to save that data. For each format there is a separate copy of the data. When you paste the data, the application into which you paste uses the data in the format it handles best. If none of the formats is suitable, you won't be able to paste.

In Clipboard Transfer, the formats are listed in this dialog box. Keeping in mind the [remote](#) application(s) into which you intend to paste, choose one or more formats from the list. You must select at least one format or no data will be transferred.

Which format(s) should you choose?

If you're transferring text, two formats are most useful:

- Use *Text* when the applications on both ends are likely to be compatible.
- Use *OEM Text* when the applications on both ends are likely not to be compatible, as for example when the two operating systems differ.

If you're transferring graphics, two formats are most useful:

- Use *Bitmap* when the color palettes on both ends are the same, for example, 256 colors.
- Use *DIB Bitmap* when the color palettes on the ends differ, for example, 256 and 16 colors.

The more formats you choose, the more applications you will be able to paste the data into. For greatest versatility, and if your connection is fast, choose more complete formats—*OEM Text* or *DIB Bitmap*—or even multiple formats. However, each additional choice increases the amount of data to transfer, possibly slowing the transfer unnecessarily. For example, *OEM Text* supports more characters than *Text* does, but transferring both of them takes more time.

If the remote computer's Clipboard does not contain any information, you won't see this dialog box at all.

**Get
Clipboard
Data from
Host (Dialog
Box)**

```
{button
  Related
  Topics,AL(
  `IDH_Pum
  a_Get_Cli
  pboard_C
  MD;IDH_R
  emote_Cli
  pboard;ID
  H_HT_tran
  sfer_clipbo
  ard_LtoRe
  mote;IDH_
  Full_Scree
  n_DOS')}}

```

The Transfer Clipboard lets you transfer data between Windows Clipboards on the local and remote computers.

Select clipboard formats for exchange.

When you cut or copy data from a [remote](#) application onto the remote Windows Clipboard, the application chooses a number of formats in which to save that data. For each format there is a separate copy of the data. When you paste the data, the application into which you paste uses the data in the format it handles best. If none of the formats is suitable, you won't be able to paste.

In Clipboard Transfer, the formats are listed in this dialog box. Keeping in mind the [local](#) application(s) into which you intend to paste, choose one or more formats from the list. You must select at least one format or no data will be transferred.

Which format(s) should you choose?

If you're transferring text, two formats are most useful:

- Use *Text* when the applications on both ends are likely to be compatible.
- Use *OEM Text* when the applications on both ends are likely not to be compatible, as for example when the two operating systems differ.

If you're transferring graphics, two formats are most useful:

- Use *Bitmap* when the color palettes on both ends are the same, for example, 256 colors.
- Use *DIB Bitmap* when the color palettes on the ends differ, for example, 256 and 16 colors.

The more formats you choose, the more applications you will be able to paste the data into. For greatest versatility, and if your connection is fast, choose more complete formats—*OEM Text* or *DIB Bitmap*—or even multiple formats. However, each additional choice increases the amount of data to transfer, possibly slowing the transfer unnecessarily. For example, *OEM Text* supports more characters than *Text* does, but transferring both of them takes more time.

If the remote computer's Clipboard does not contain any information, you won't see this dialog box at all.

**Properties
(Dialog Box)
User and
Host** {button
Related
Topics,AL(
'IDH_HT_
Customize
_pum_File
s')}}}

Use this property sheet to provide data necessary for connecting to the [remote computer](#).

Host Address

Type the [Internet IP address or the hostname](#) of the computer you are connecting to.

Specify Remote Computer Password

Click this button if you want ReachOut Passport to store a user name and password with the [connection icon](#). Since the password doesn't print, you'll have to type it twice to be sure you've typed it correctly. Then when you connect, ReachOut Passport sends the information to the remote computer automatically and you do not have to type it in.

Properties (Dialog Box) Calling Options

```
{button  
  Related  
  Topics,AL(  
    `IDH_P_C  
    ompressio  
    n;IDH_P_  
    Bitmap_Ca  
    ching;IDH_  
    P_Controlli  
    ng_Remot  
    e_RO')}}}
```

Use this property sheet to set options that apply when you are connecting to or controlling the [remote computer](#). Many of these options can speed up remote control.

Enable cache

Check this box to turn on bitmap caching while you are viewing the remote computer's desktop.

With bitmap caching, ReachOut Passport saves frequently-seen pieces of the remote display as bitmaps on [your computer](#). This makes screen updates faster, because ReachOut Passport can retrieve information from local files faster than it can transfer information from the remote computer.

Save cache to disk

If *Enable cache* is checked, check this box to tell ReachOut Passport to save cached information to your hard disk when you disconnect from the remote computer.

This is useful if you often connect to the same remote computer. ReachOut Passport will have cached data ready for use when you connect, thereby speeding up your remote control session.

Enable compression

Check this box to have ReachOut Passport compress data transferred from the remote computer using Stac's LZS compression. This decreases the amount of data that travels over the connection, usually speeding up remote control.

However, if your network connection is very fast, compression might actually increase the time required for transfer.

Disable the remote keyboard and mouse

Check this box to prevent a user at the remote computer from using the keyboard and mouse. This allows you to use the remote computer exclusively and avoid keyboard and mouse conflicts.

Don't transmit local keyboard and mouse input

Check this box to disable your own keyboard and mouse within the ReachOut Passport viewer. This prevents you or anyone at your computer from affecting the remote computer during remote control. You might choose this option if you only want to observe what the remote user is doing.

Note: The remote ReachOut may have been set by the network supervisor to always prevent mouse and keyboard input from the calling computer. If so, this option has no effect.

Scale remote display

Check this box to shrink or expand the remote display to exactly fit your ReachOut Passport [viewer](#). You might want to do this if the remote display is too small to see easily or too big to fit in the viewer, necessitating scrolling.

Notes:

- Scaling may slow down performance, and the image quality may suffer.
- You can turn scaling on or off from the toolbar after connecting to the remote computer.

Clear the remote display

Check this box to keep the remote computer's screen blank. This prevents anyone at the remote computer from seeing your keyboard and mouse actions.

Options (Dialog Box) Printing

```
{button  
  Related  
  Topics.AL(  
    `IDH_HT_  
    Print_Rem  
    ote_to_Loc  
    al;IDH_Pri  
    nting_Rem  
    ote_to_Loc  
    al;IDH_Full  
    _Screen_  
    _DOS')}}}
```

Allows you to set options for [local](#) printing. First you have to set the [remote computer](#) to [redirect printing](#) to the local printer.

Note: You can redirect printing from a ReachOut computer running under Windows 3.1 or Windows 95.

Printer

Sets the local printer. Choose a local printer with the PASSTHRU feature from the drop-down menu. If you don't want to print now, choose *Spool File*.

Spool File

If you chose *Spool File* from the drop-down *Printer* menu above, give a name for the [spool file](#) on your local computer. Now if you print from the remote computer, the print job will be saved in a file of this name in the ReachOut Passport folder on [your computer](#). When you want to print the file, just send the spool file to the printer without opening an application.

Note: If you downloaded ReachOut Passport from a web site, you don't have a ReachOut Passport folder. The *Choose Directory* dialog box asked you to name a folder for your connection and spool files. If you didn't name one, the spool files are in the folder your browser chose for you:

- For Netscape Navigator, it's the PLUGINS folder, usually `...\NETSCAPE\PROGRAM\PLUGINS`.
- For Microsoft Internet Explorer, it's *Desktop*.

Flush Timeout

Remote files redirected to the local printer are transmitted in parts. After each part, ReachOut Passport waits for another part. This value is the number of seconds ReachOut Passport waits after receiving each part before it assumes the transfer is finished. When it's waited this long, it clears the print job from the printer's queue and resets the printer. Set this value lower for fast connections, higher for slow ones.

Note: If the remote ReachOut disallows printer redirection, *Printing* options have no effect; if the remote printer is not set to redirect printing, changing *Printing* options has no effect until you set the remote printer to redirect.

Options
(Dialog Box)
Folders

```
{button  
  Related  
  Topics,AL(  
    `IDH_Pum  
    a_new_co  
    nnection_  
    CMD;IDH_  
    Puma_Re  
    name_CM  
    D;IDH_Pu  
    ma_Conne  
    ction_Dele  
    te_CMD;')}
```

Allows you to set options for folders used by ReachOut Passport.

Address Book

Specifies the folder in which to look for and store [connection files](#). Change the folder if you want to keep more than one set of connection files, i.e. more than one address book.

Options {button
(Dialog Box) Related
DOS Topics,AL(
Emulation `IDH_Full_
Screen_D
OS`}}

Allows you to set options used during DOS emulation by ReachOut Passport..

Fonts

Specifies the font to use when displaying [remote DOS in full-screen mode](#). Choose the *Name* and *Size* of the font you prefer. Fonts are fixed-width, appropriate for DOS emulation.

How to Connect Using Passport in Netscape® Navigator

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;;IDH_  
  HT_Use_P  
  uma_With  
  _NS;IDH_  
  Ways_of_  
  Using_Pu  
  ma;IDH_H  
  T_Customi  
  ze_pum_Fi  
  les;IDH_H  
  T_Connect  
  _to_an_FT  
  P_Server;l  
  DH_PP_W  
  ith_MS;ID  
  H_PP_Wit  
  h_NS')}}}
```

1. Run a [plug-in](#) compatible web browser, such as Netscape® Navigator 2.0 (or higher).
2. To start ReachOut Passport from a web page:in the browser:
 - Go to a web page that provides links for using ReachOut Passport to control [remote computers](#). (Ask your webmaster for details.)
 - Click an appropriate link.
 - Provide user name and password if asked.
1. To start ReachOut Passport locally, do one of the following to start Passport.
 - [Open](#) the plug-in [startup file](#) in the browser.
 - Open a [connection file](#) by dragging it on the browser. You can create and [customize connection files](#) on your computer for the connections you want to make.

Then click a connection icon to make the connection.

Note: If you get the *Plug-in Not Loaded* dialog box, you probably don't have either the plug-in file or all the required Microsoft files. See [Using Passport with Netscape Navigator](#) for details.

How to Connect Using Passport with Microsoft® Internet Explorer

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;IDH_  
  Ways_of_  
  Using_Pu  
  ma;IDH_H  
  T_Use_Pu  
  ma_With_  
  MSI;IDH_  
  HT_Conne  
  ct_to_an_  
  FTP_Serv  
  er;IDH_PP  
  _With_MS'  
  )}
```

1. Run an [ActiveX](#) control compatible web browser, such as Microsoft® Internet Explorer 3.0 (or higher).
2. To start ReachOut Passport from a web page:in the browser:
 - Go to a web page that provides links for using Passport to control [remote computers](#). (Ask your webmaster for details.)
 - Click an appropriate link.
 - Provide user name and password if asked.
1. To start Passport locally, do one of the following to start Passport.
 - [Open](#) the ActiveX Control [startup file](#) in the default browser.
 - Open a [connection file](#) by dragging it on the browser. You can create and [customize connection files](#) on your computer for the connections you want to make.

Then click a connection icon to make the connection.

Note: If the browser can't locate the ActiveX control, it should download it automatically as explained in [Using Passport with Internet Explorer](#). If you are working locally and did not have Internet Explorer installed at the time you ran ReachOut Setup, you'll have to run Setup again.

How to Open a File Within a Web Browser

```
{button  
Related  
Topics,AL(  
`IDH_What  
_Puma_D  
oes;IDH_  
Ways_of_  
Using_Pu  
ma;IDH_H  
T_Use_Pu  
ma_With_  
NS;IDH_H  
T_Use_Pu  
ma_With_  
MSI')}}}
```

“Opening a file” here means causing the *browser*, not an application running in it, to read the file. Usually such files are web pages with extension with HTM or HTML.

There are a number of ways to open a file in a running web browser:



- On the running browser’s *File* menu click *Open*. Select the file to open and click *OK* or *Open*.
- Type or paste the file’s pathname into the running browser’s *Location* or *Address* window and press ENTER.
- Drag and drop the file into the running browser’s window (not possible with all browsers). This works even if you are connected and you drop the file onto the remote desktop.

Notes: Opening a file has different effects on an open connection in different browsers:

- In Netscape Navigator an open connection is closed.
- In Microsoft Internet Explorer an open connection is left open. To return to the [remote computer](#), click the browser’s *Back* button.

How to Create a Connection Icon

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Connect_i  
    n_the_Pu  
    ma_Windo  
    w;IDH_HT  
    _Customiz  
    e_pum_Fil  
    es')}}}
```

1. While unconnected, click [New Connection](#) .
2. Type a name for the new [connection icon](#) (for example, My work computer) and press ENTER.
3. Click [Properties](#) .
4. Make entries on the [User and Host](#) and [Calling Options](#) tabs as desired.

The information you've entered is saved in a new [connection file](#) in the ReachOut Passport folder. The file has the same name as the connection icon and an extension of ROP.

Note: If you downloaded ReachOut Passport from a web site, you don't have a ReachOut Passport folder. The *Choose Directory* dialog box asked you to name a folder for your connection and spool files. If you didn't name one, the browser chose one for you:

- For Netscape Navigator, it's the PLUGINS folder, usually ...\\NETSCAPE\\PROGRAM\\PLUGINS.
- For Microsoft Internet Explorer, it's *Desktop*.

How to Rename a Connection Icon

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Connect_i  
    n_the_Pu  
    ma_Windo  
    w;IDH_HT  
    _Customiz  
    e_pum_Fil  
    es')}
```

1. Select the connection icon, then click again to rename the icon directly. Or right-click the [connection icon](#) (or a [connection file](#)) and choose Rename.
2. Type the new name and press ENTER.

The connection properties of the connection icon are unchanged.

How to Connect to a Waiting Computer

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Use_Puma_  
    _With_NS;  
    IDH_HT_U  
    se_Puma_  
    With_MSI')  
}
```

If you're already running your browser, you can start ReachOut Passport and connect to a [remote computer](#) in two ways:


From a web site

If you are browsing the web and know a web site that has Passport links to ReachOut computers:

1. Go to the Passport web page your webmaster has prepared for you on the web site.
2. Click the link to the computer you want to control.

Locally

If you aren't browsing or don't know of such a web site:

1. Start up Passport inside your browser locally: [open](#) the plug-in or ActiveX [startup file](#) in the browser.
2. Select the [connection icon](#) you want by clicking it. If you don't see the one you need, you may have to [create a connection icon](#) or [edit an existing one](#).
3. Click [Connect](#)  or double-click the connection icon.

Note: The computer you want to control must be running [ReachOut](#) 5.0 or greater under Windows and waiting for Internet calls.

How to Customize ReachOut Passport Connection Files

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Use_Puma  
    _With_NS;  
    IDH_HT_U  
    se_Puma_  
    With_MSI')  
}
```

Note: You can customize a [connection file](#) most easily by [editing its connection icon's properties](#) from the ReachOut Passport [viewer](#).

1. Open and edit a connection file, using any text editor. For example, run Notepad and drag and drop the file into the Notepad window. (If you don't have a connection file yet, create a new one or modify SAMPLE.ROP.)
2. Edit the fields in the file for the connection you want to make:
 - **HostAddress=** The [hostname or IP address](#) of the *remote ReachOut* computer you want to connect to.
 - **UserName=** The ReachOut user name required by that computer.
 - **Password=** The ReachOut password for that user name. For security reasons, you might want to leave this blank and supply it each time you connect.
 - **EnableCache=1** Save screen data used by ReachOut Passport so that the same data isn't needlessly transferred more than once. (0 means don't cache and disable *SaveCache*.)
 - **SaveCache=1** Save the cached information to your hard disk when you disconnect from the remote computer. (0 means don't save to disk. *SaveCache* has no effect if *EnableCache* is 0.)
 - **EnableCompression=1** Use Stac's LZS compression to reduce the size of data packets sent from the [remote computer](#). (0 means don't compress.)
 - **DisableInput=1** Prevent anyone at the remote computer from using the keyboard and mouse. (0 means allow the mouse and keyboard to be used.)
 - **DontTransmitInput=1** Disable your own keyboard and mouse within the ReachOut Passport viewer so no one at your computer can affect the remote computer during remote control. (0 means allow remote control with mouse and keyboard.)

Note: If the remote ReachOut is set to always disable input, this field has no effect.




 - **ScaleDisplay=1** Make the remote desktop exactly fit the ReachOut Passport viewer. (0 means the remote desktop may be smaller or larger than the viewer.)
 - **ClearDisplay=1** Blank the remote computer's screen so a person at that computer won't be able to see what you're doing. (0 means let the screen show your activity.)
3. Save this file. (If you're using SAMPLE.ROP, save it with a new name and the same .ROP extension.)

A connection file can be used from any computer that has ReachOut Passport to connect to the computer named in the *HostAddress=* field. This means that you can write a connection file for your own computer—if it has ReachOut 5.0 or later and runs ReachOut under Windows—and give it to anyone you want to have access to your desktop. And if they are using a web browser to connect to your PersonalFTP™ Server (included with ReachOut 6.0), they can use *your* connection files by browsing through them and clicking one of them. They will then be connected to a remote ReachOut computer *you* have specified.

How to Speed up a Connection

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_P  
    _Compres  
    sion;IDH_  
    P_Bitmap_  
    Caching;ID  
    H_Connec  
    tion_Prope  
    rties_Call  
    Options_D  
    B')}}}
```

Note: to speed up a connection you must break the connection, change its settings and reconnect.

1. Click [Disconnect](#) .
2. Click [Properties](#)  and choose the [Calling Options](#) tab.
4. Turn on any or all of the following: [Enable cache](#), [Save cache to disk](#), or [Enable compression](#). These are all ON by default.
5. Click OK.
6. Click [Connect](#) .

How to Close a Connection

```
{button  
  Related  
  Topics.AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_P  
    uma_Disc  
    onnect_C  
    MD')}}}
```

Disconnecting and staying in ReachOut Passport

If you want to open another remote control session after disconnecting:

- Click [Disconnect](#) 

The unconnected ReachOut Passport [viewer](#) displays any local [connection icons](#) you have created.

Disconnecting and leaving ReachOut Passport

If you don't immediately want another remote control session:

- Close the web browser's window.

Note: The following methods apply only to browsers using [plug-ins](#). With [ActiveX](#) browsers, the connection stays open whenever you return to the ReachOut Passport web page where you started.

- Type a new URL within the browser's *Location* or *Address* box.
- Go to a previously-visited page.
- Click *Back* until you get to the page you were viewing before you started the ReachOut Passport session.

How to Open a File in a Remote Application

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_H  
    T_Print_R  
    ernote_to_  
    Local'}}}
```

While you are connected:

1. On the [remote](#) desktop within the [viewer](#), start an application as you normally would if you were sitting at the remote computer.
2. Once the application is running, open any file on the remote computer as you normally would.


While the file is open, you can [exchange data](#) between it and a file you open in a [local](#) application.

Note: You cannot open local files in a remote application, or open remote files in a local application. To transfer files between the computers, use [FTP](#).

How to Print a Remote Document at a Local Printer

```
{button  
  Related  
  Topics,AL(  
  `IDH_Printing_Remote_to_Local  
  ;IDH_What_Puma_Does;IDH_Puma_Options_CMD;IDH_HT_Control_the_Remote_RO')}}}
```

While you are connected to a ReachOut computer that is NOT running under Windows NT:

1. **In ReachOut Passport, choose a compatible printer.** On your [local computer](#), click [Options](#)  on the ReachOut Passport toolbar. From the *Printer* list, choose a printer that has the PASSTHRU feature. (If you don't have a printer with the PASSTHRU feature set up, you have to install the driver for one. The HP LaserJet Series II printer driver does have this feature. You can install and use this driver if you don't know how to find out about the PASSTHRU feature on other printers.)
2. **Set the remote computer's printer port to redirect.** On the [remote computer](#), set up a printer to use the ReachOut printer port.
 - If it's running ReachOut for **Windows 95**, set its printer port to **RCHOUT.PRN**: click the *Start* button, choose *Settings*, and then *Printers*; right-click the printer you want, choose *Properties* and click the *Details* tab. Under *Print to the following port*, choose RCHOUT.PRN.
 - If it's running ReachOut for **Windows 3.1 or 3.11**, set its printer port to **LPT1.DOS**: from *Program Manager, Main*, click *Control Panel*, then *Printers*. Choose the printer you want, click *Connect, Ports*, and choose LPT1.DOS.

Which printer to choose? Choose a printer of the same general type as your local printer. If that printer is not the default printer, you will have to choose it every time you want to print a remote document locally; if it is the default printer, restore its original port setting for the next user at that computer.

Now any print request you issue from the remote desktop (directed to the remote printer you chose) will be printed at your local printer.

Notes:

- The remote computer's [ReachOut](#) may be set up to disable this feature. If you have the appropriate access, you may be able to enable it.
- If you are printing from a remote DOS application, windowed or full-screen mode, you can't print on your local printer.

How to Get Back to Your Local Desktop

```
{button  
  Related  
  Topics,AL(  
    `IDH_Way  
    s_of_Usin  
    g_Puma;l  
    DH_What_  
    Puma_Do  
    es;IDH_HT  
    _resize_  
    vi  
    ewing_win  
    dow;IDH_  
    Puma_Diff  
    erences;ID  
    H_Puma_  
    Zoom_CM  
    D')}
```

You can access your [local](#) desktop while keeping an open connection to a [remote computer](#):

- Press ALT+TAB to cycle through your locally-running applications.
- Minimize or reduce the size of your browser's window.
- Press CTRL+ESC to show the local computer's Windows taskbar and *Start* menu. Use your mouse to change applications.

Note: Closing the browser window ends your ReachOut Passport session, disconnecting you from the remote computer.

How to Use Your Browser's FTP Client

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_P  
    uma_Differ  
    ences;IDH  
    _HT_Disco  
    nnect_Pu  
    ma;IDH_H  
    T_Transfer  
    _Files')}}}
```

Most modern browsers can act as [FTP Clients](#), enabling you to transfer files with any Internet computer that is running an FTP server application.

1. Get the server's [IP address or hostname](#), as well as a valid user name and password for that FTP server.
2. In the web browser, wherever you normally type a web page's URL, type one of these:
`ftp://ftphostname` (you'll be prompted for access information)
`ftp://user name:password@IP address or hostname:port`

Note: The FTP client needs to connect to the same port as is specified as the FTP server's *Listen Port*. (By default this will probably be 21 for both the client and server applications.)

3. Press ENTER.

If your web browser can act as an FTP Client, it will attempt to connect to the computer you specified.

Note: If your user name or password is not valid, or if the remote computer's FTP server application is not running or is busy, it will be unable to connect.


How to Adjust the Viewer

```
{button  
  Related  
  Topics,AL(  
  `IDH_Way  
  s_of_Usin  
  g_Puma;l  
  DH_What_  
  Puma_Do  
  es;IDH_HT  
  _Get_Back  
  _to_the_L  
  ocal_Deskt  
  op;IDH_Pu  
  ma_Differe  
  nces;IDH_  
  Puma_Zoo  
  m_CMD;ID  
  H_Puma_  
  Scale_CM  
  D;IDH_P_  
  Screen_R  
  esolution`)
```

ReachOut Passport accommodates size differences between the [remote](#) display and the ReachOut Passport [viewer](#), in different ways. If the current way is inconvenient for you, adjust the viewer. While connected, try one of the following:


Remote desktop too big for viewer

When the remote desktop takes up more area than is in the ReachOut Passport viewer, use the horizontal and vertical scroll bars to see its hidden parts. If instead you want to all of the remote desktop, do this:

- Click [Scale Display](#).  The entire desktop shrinks to fit in your viewer and there are no scroll bars. (To return to the original view, click *Scale Display* again.)


Remote desktop too small for viewer

When the remote desktop takes up less area than is in the ReachOut Passport viewer, the desktop is surrounded by empty space. To make the desktop expand to fill your viewer, do this:

- Click [Scale Display](#).  The entire desktop stretches to fit in your viewer and there is no empty space. (To return to the original view, click *Scale Display* again.)

Viewer too small

In either case, you may also wish to make the viewer itself bigger. Do this:

- Click [Full Screen Mode](#).  The viewer expands to fill your entire screen. (To return to the original size, click *Full Screen Mode* again.)

Note: If none of the above is entirely satisfactory, you can change your or the remote computer's [screen resolution](#) so they match.

How to Transfer Data between the Computers

```
{button  
  Related  
  Topics,AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_R  
    emote_Cli  
    pboard;ID  
    H_Puma_  
    Send_Clip  
    board_CM  
    D;IDH_Pu  
    ma_Get_C  
    lipboard_C  
    MD;IDH_H  
    T_Transfer  
    _Files;IDH  
    _HT_Contr  
    ol_the_Re  
    mote_RO')  
}
```

While connected to a [remote computer](#), you can transfer data in either direction between the two computers' Windows Clipboards.

- [Transfer from the remote to the local.](#)
- [Transfer from the local to the remote.](#)

How to Transfer Data to the Local Computer

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes  
  IDH_Remote_Clipboard;  
  IDH_Puma_Send_Clipboard_CMD;  
  IDH_HT_Transfer_Files;  
  IDH_HT_Control_the_Remote_R  
  O'})}
```

While connected to a [remote computer](#):

1. From a [remote](#) application, copy or cut some text or an image. The data is now on the remote Windows Clipboard.

2. Click [Get Clipboard](#) 

3. In the [Get Clipboard Data from Host dialog box](#), select the type(s) of data stored on the remote Windows Clipboard that you want to have available on the [local](#) Windows Clipboard. (You must do this or no data will be transferred.)

4. Choose *OK*. This copies the selected data in the selected format(s) to the *local* computer's Windows Clipboard.

5. Paste the data into a local application.


Notes:

- ReachOut Passport's Clipboard Transfer transfers data only, not files. To [transfer files](#), use [FTP](#). (But if the file is short, just select all its data in step 2 above and paste it into a new file!)
- ReachOut Passport's Clipboard Transfer can be disabled in the remote computer's [ReachOut](#). If you have permission, you can [change ReachOut's settings](#).

How to Transfer Data to the Remote Computer

```
{button  
  Related  
  Topics,AL(  
  `IDH_What  
  _Puma_D  
  oes;IDH_R  
  emote_Cli  
  pboard;ID  
  H_Puma_  
  Get_Clipb  
  oard_CMD  
  ;IDH_P_C  
  ontrolling_  
  Remote_R  
  O;IDH_HT  
  _Transfer_  
  Files;IDH_  
  HT_Contro  
  l_the_Rem  
  ote_RO')}}}
```

While connected to a [remote computer](#):

1. From a [local](#) application, copy or cut some text or an image. The data is now on the local Windows Clipboard.
2. Click [Send Clipboard](#) .
3. In the [Send Clipboard Data to Host dialog box](#), select the type(s) of data stored on the local Windows Clipboard that you want to have available on the [remote](#) Windows Clipboard. (You must do this or no data will be transferred.)
4. Choose *OK*. This copies the selected data in the selected format(s) to the *remote* computer's Windows Clipboard.
5. Paste the data you got into a remote application.

Notes:

- ReachOut Passport's Clipboard Transfer transfers data only, not files. To [transfer files](#), use [FTP](#). (But if the file is short, just select all its data in step 2 above and paste it into a new file!)
- ReachOut Passport's Clipboard Transfer can be disabled in the remote computer's [ReachOut](#). If you have permission, you can [change ReachOut's settings](#).

How to Transfer Files

```
{button  
  Related  
  Topics.AL(  
    `IDH_What  
    _Puma_D  
    oes;IDH_R  
    emote_Cli  
    pboard;ID  
    H_HT_Co  
    nnect_to_a  
    n_FTP_Se  
    rver;IDH_  
    HT_Contro  
    l_the_Rem  
    ote_RO')}
```

ReachOut Passport does not provide a formal file transfer mechanism. However, it may be possible to transfer files during remote control:

Use your web browser as an FTP client.

Most browsers can act as [FTP](#) clients. If you are using ReachOut Passport within a web browser, [use the browser's FTP client](#) to transfer files with the [remote computer](#). This is the most efficient way to transfer files.

Use ReachOut Passport's Clipboard Transfer.

If you want to transfer only one or two short files, you can do it from ReachOut Passport: Although only data is actually transferred, if that data is the entire contents of a file, simply save it in a file. Using Clipboard Transfer this way you can:

- [Transfer files to the remote computer](#)
- [Transfer files to the local computer](#)

Use ReachOut Explorer™ or SuperFTP™ Client.

If have [ReachOut](#) 6.0 on your computer, you can use its ReachOut Explorer or SuperFTP Client to transfer files.

How to Remove ReachOut Passport from Your Computer

{button
Related
Topics,AL(
"")}

If you downloaded Passport from a web site, remove it by deleting one of these files:

- NPROP.DLL from your PLUGINS folder
- ROP.EXE from your WINDOWS\OCCACHE folder (or WINNT or WINNT35)

If you installed Passport from the ReachOut CD-ROM or floppy disks:

1. From the Windows *Start* menu, choose *Settings* and open the Control Panel.
2. Click Add/Remove Programs and select *ReachOut Passport*.
3. Choose *Remove*.
4. When all ReachOut Passport components have been removed from your computer, click *OK*.

Notes:

- Removing ReachOut Passport using Add/Remove Programs deletes all program files but saves the ReachOut Passport folder and your [connection files](#). You can delete these files if you want, but if you save them and then reinstall ReachOut Passport in the same folder, you'll have all your former [connection icons](#).

How to Control the Remote ReachOut

```
{button  
  Related  
  Topics,AL(  
    `IDH_HT_  
    Print_Rem  
    ote_to_Loc  
    al;IDH_HT  
    _Transfer_  
    Data_betw  
    een_the_C  
    omputers;l  
    DH_HT_tr  
    ansfer_clip  
    board_Rto  
    Local;IDH_  
    HT_transfe  
    r_clipboard  
    _LtoRemot  
    e;IDH_HT  
    _transfer_  
    clipboard_  
    LtoRemote  
    `)}}}
```

While you are remotely controlling a computer, you may be able to use and control its [ReachOut](#).

1. On the [remote computer's](#) taskbar, click the *ReachOut* button.

Note: If you get a dialog box that says you cannot open the ReachOut window, you don't have the appropriate access. Ask the computer's owner if necessary.

If the remote computer is running ReachOut for Windows 95 or ReachOut for Windows & DOS, you may be prompted for a [master password](#). If so, type the master password.

1. If the remote computer is running ReachOut for Windows NT, you must have the appropriate Windows NT access right.
1. When the ReachOut window expands, use it as you would if you were sitting in front of the remote computer.

Notes:

- If the remote ReachOut was installed from a network, its settings may be subject to security restrictions configured by the network supervisor. These restrictions may override some of the changes you want to make. You cannot change any settings that a supervisor has restricted.

**Troubleshooting
ReachOut
Passport**

{button
Related
Topics,AL(
"")}

What's wrong?

{button ,JI('IDH_p_TS_cant_connect')}

[I can't connect to a remote computer.](#)

Troubleshooting ReachOut Passport

{button
Related
Topics,AL(
'IDH_T_S
_Puma')}

Cannot connect to a remote computer

Check that you are connected to the Internet when you try to connect to a [remote computer](#). ReachOut Passport cannot make your Internet connection for you.

If you are sure that you are on the Internet, how did you try to connect to the remote computer?

{button ,JI('','IDH_p_TS_cant_connect_link')}

[By following a link on a web page.](#)

{button ,JI('','IDH_p_TS_cant_connect_pum')}

[By opening a connection file from a browser like Netscape Navigator.](#)

**Troubleshooting
ReachOut
Passport** {button
Related
Topics,AL(
`IDH_T_S
_Puma;ID
H_p_TS_c
ant_conne
ct')}}}

Cannot connect to a remote computer by following a web page link

Look at your web browser's status bar as you select the link. Most browsers show the location of the file that the link will take you to before you click it. This gives you a chance to check that the link refers to what it's supposed to.

Possibly the link points to a file that no longer exists. If you can, check the validity of the link by asking a more experienced user or the webmaster to check it.

Finally, the link may be fine but the [remote computer](#) it is attempting to connect to is not available. If the remote computer already has a ReachOut Passport connection, is not connected to the Internet or is not running ReachOut and waiting for calls, then you may have better luck later.

Troubleshooting ReachOut Passport

```
{button  
  Related  
  Topics,AL(  
    `IDH_T_S  
    _Puma`)}  
}
```

Cannot connect to a remote computer when opening a customized connection file

Note: This applies only if you have created local connection icons.

Check that the following line in the connection file (extension ROP) are intact and unchanged:

HostName=

The value after = should have the correct [IP address](#) of the [remote computer](#). If it has the computer's [hostname](#), try using its IP address instead.

Check with the remote computer's owner that the password you are using is still valid. If the password field is empty or incorrect, you'll be prompted to enter it when the connection is made.

Finally, the link may be fine but the remote computer it is attempting to connect to is not available. If the remote computer already has a ReachOut Passport connection, is not connected to the Internet or is not running ReachOut and waiting for calls, then you may have better luck later.

