



INSTALLING AND USING ARTISOFT I.SHARE™

Sharing Internet access across your network

Version 3.5

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INTRODUCING ARTISOFT I.SHARE

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Congratulations on your purchase of Artisoft® i.Share™ version 3.5. i.Share is an Internet-access sharing program for networked computers. It drastically reduces the cost of giving everyone in your workgroup simultaneous Internet access. With i.Share installed on your network you can share an Internet connection just as easily as you share files and printers.

This chapter explains i.Share's features and describes how to use online Help and other resources. Successive chapters walk you through the installation, and instructions for sharing Internet access. The glossary at the back defines the terms used throughout this manual.

Note... In this book, the word "Internet" is used throughout when referring to i.Share connections, but the connection could be to an intranet instead.

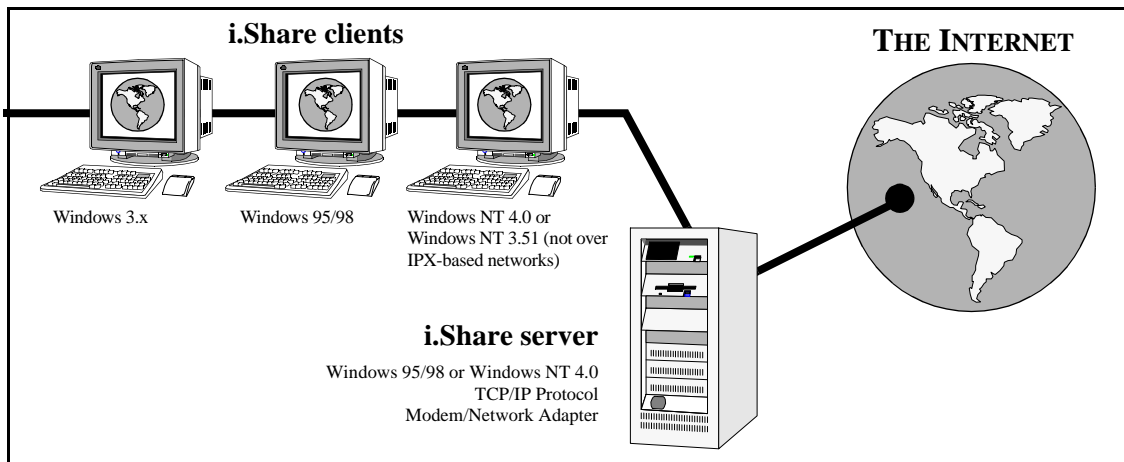
How i.Share works

With i.Share, you need only one Internet connection on a network computer running Windows[®] 95/98 or NT 4.0. This computer becomes your **i.Share server**. The other computers on your network become **i.Share clients** and are able to access the Internet by using the server computer's shared Internet connection.

What's the difference between a server and a client?

The i.Share software has two components, the i.Share server and the i.Share client. You install the server component on one computer that has an Internet connection, and the client component on each computer that will use the shared connection. See Chapter 2 for installation instructions.

Note... The server doesn't need to be dedicated to the task of running i.Share; you can also use it as a workstation, print server, etc. You can have multiple servers on your network, each sharing one or more of its resources. Each server must have its own Internet connection.



How a client connects to the Internet

When someone at an i.Share client computer wants to get on the Internet, he simply starts an Internet application. The i.Share program starts automatically and connects him, across the network, to the server computer, which in turn connects him to the Internet. These connections occur in the background, so the person at the client computer can start using the Internet without ever thinking about i.Share.

What kinds of connections can be shared?

Artisoft i.Share lets you share the following kinds of connections:

- Any dial-up connection supported by Microsoft's Dial-Up Networking.
- Any direct connection to the Internet. A cable "modem" is a direct connection.
- Any connection to a corporate intranet.

How do I use e-mail with i.Share?

Each user can have his own e-mail account with your Internet Service Provider. Even though multiple users are reaching the Internet Service Provider through the same connection, their unique passwords still give them access to their individual accounts.

i.Share features

This section provides a brief explanation of Artisoft i.Share's features. Be sure to see "New with i.Share 3.5" on page 4.

TCP/IP sharing

Typically, a computer with an Internet connection needs to have memory-intensive TCP/IP programs (often called a stack) installed. With i.Share, only one computer needs TCP/IP; your other computers take advantage of its stack to reach the Internet.

Built-in firewall

i.Share provides built-in security for your network, eliminating the need to purchase expensive firewalls or routers. Because the Internet communicates on a TCP/IP protocol, and your network communicates on a NetBIOS or IPX network protocol, your network is automatically shielded from any unwanted Internet intrusion.

AutoConnect

If you select the AutoConnect option on an i.Share client, whenever you start an Internet application, i.Share automatically connects to the server and resource that's currently carrying the least traffic. Other automatic connection options let you use the same server and resource you used last time, or let each application use a different resource. If you prefer, you can disable AutoConnect so that i.Share will let you manually select a server and resource each time you start an Internet application.

i.Watch

The i.Watch feature lets you restrict the World Wide Web sites that i.Share client computer users can visit. i.Watch lets you block access to a few sites and allow all the rest, or allow access to a few sites and disallow all the rest. The i.Watch list is easy to keep up to date. You can even import and export the list to share it between programs or other i.Share servers.

Password protection

You can assign two levels of password access on the Internet connection being shared. A basic password allows access to the Internet but applies i.Watch Web viewing restrictions. The second, higher-level password overrides i.Watch restrictions to allow full access to the Internet.

Activity log

From the i.Share server you can monitor and log information about how much and how often your Internet connections are being shared. The data includes the date and time when each i.Share client logged on and off, and the total number of bytes transmitted and received during the session. i.Share conserves disk space by automatically deleting old data according to a schedule you define.

Monitor and control of client activity

From the i.Share server you can check to see what resources are being shared by which clients. You can also disconnect any client with a single click of the mouse.

New with i.Share 3.5

Connection to more than one server and resource at a time

i.Share client computers can have more than one Internet connection at a time, using two or more different servers or resources.

Check your current connections from the client

32-bit i.Share clients can now check the status of their current connections from the updated Connection Manager window.

Application-based specific resource use

You can set up an i.Share client to use a specific server and resource for each of its Internet applications.

Windows NT 4.0 and Windows 98 support

In addition to Windows 95, you can now install the i.Share server and client software on computers running Windows NT 4.0 or Windows 98. Plus, i.Share still supports 16-bit client computers running Windows 3.x, Windows NT 3.51 and Windows for Workgroups.

Multiple simultaneous dial-up connections

Windows NT 4.0 i.Share servers can share multiple dial-up connections. This ability to share multiple modems from one server lets you greatly expand your Internet-sharing network at a lower cost.

Support for TCP/IP protocol

i.Share 3.5 now supports computers that use TCP/IP.

User-based licensing

i.Share 3.5 is available in versions that support 3, 10, 32 or unlimited simultaneous users (client computers).

Winsock 2 application support

i.Share uses Winsock 2, and it automatically installs Winsock 2 on Windows 95 computers that have an older version of Winsock. Winsock, short for Windows Sockets, is the supporting program that handles input/output requests for Internet applications in a Windows operating system. Winsock 2 offers better performance than previous Winsock versions.

Using online Help

i.Share's online Help system offers:

- a detailed description of each element in any i.Share window
- the Find function, which will track down every topic that contains a term you specify
- step-by-step instructions for using i.Share
- an Index of all topics, and keywords in Help topics
- a screen-by-screen tour of the i.Share interface

Context-sensitive Help is available on both the server and client computers. This means that when you click the Help button in any window, you'll see Help text about that window.

There are four ways to open the online Help system:

- Click Start, Programs, i.Share, and select i.Share Help
- Click the Help button in an i.Share window
- Press **F1** in any i.Share window
- Double-click the i.Share Help icon in the i.Share program group (16-bit client)

Where to go for technical support

If you can't find the information you need in this manual or in the online Help or Readme file, you may want to use Artisoft's technical support services. Artisoft is committed to offering quality support services to our valued customers. For complete instructions on using these services worldwide, see the **Directory of Support Services** that's included in your package.

Upgrading i.Share

If you have the evaluation version of i.Share, or the 3- or 10-user version, you can purchase an upgrade over the telephone and activate it using the Upgrade button. You can purchase versions of i.Share that support 3, 10, 32 or unlimited concurrent users.

To check your current maximum number of users, go to an i.Share server, start i.Share, click the Status tab and look for Maximum.

To upgrade i.Share, call Artisoft's headquarters at 1-520-670-7100 and make payment arrangements. Callers in the U.S. and Canada can call the toll-free line at 1-800-846-9726. You can also get information about upgrading from Artisoft's World Wide Web site at www.artisoft.com.

When you purchase the upgrade, you'll receive a new serial number and verification key. Then you can **follow these steps on every i.Share server computer**.

Note... If you're upgrading from the evaluation version, you must follow these steps on every client computer as well.

1. Open the i.Share program, if it isn't already running.
2. Click the About button (client) or the About tab (server).
3. Click Upgrade. The Upgrade i.Share window opens.
4. Type your new serial number and verification key into the fields in this window.
5. Click OK, then restart your computer to make the upgrade take effect.

INSTALLING I.SHARE

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To use i.Share, you need to install the i.Share **server** software on a Windows NT 4.0 or Windows 95/98 computer that has an Internet connection.

The i.Share **client** software should be installed on each computer on your network that doesn't have its own Internet connection. Client computers can be running Windows 3.x, Windows 95/9, Windows NT 4.0 or 3.51. (Windows NT 3.51 clients are not supported on Novell or other IPX protocol networks).

Note... i.Share installs Winsock 2 on all Windows 95 i.Share client and server computers that have an older version of Winsock. Winsock, short for Windows Sockets, is the supporting program that handles input/output requests for Internet applications in a Windows operating system. Winsock 2, included with i.Share, offers better performance than previous versions

System requirements ---

Make sure your computers meet these qualifications:

Network

One of the following:

- LANtastic[®] (NetBIOS over AILANBIO protocol)
- Microsoft[®] (NetBIOS over NetBEUI protocol, or IPX protocol)
- Novell NetWare[®] (IPX/SPX protocol)
- TCP/IP

i.Share server computer

- Windows 95/98 or Windows NT 4.0 and 7MB free disk space
- An Internet or intranet connection
- A modem or other connection device, such as an analog modem, cable modem or ISDN

i.Share client computers

If you have a NetBIOS-based network (LANtastic or Microsoft):

- Windows 3.x, Windows 95/98, Windows NT 4.0 or 3.51 and 7MB free disk space

If you have an IPX/SPX-based network (Novell NetWare):

- Windows 3.x or Windows 95/98 and 7MB free disk space

Installing i.Share on client computers ---

There are no preliminary steps for i.Share clients as there may be for servers. To install the i.Share **client** program, go directly to “i.Share client and server installation steps” on page 14.

Installing i.Share on server computers ---

Before you install, check your server configuration

Important... Before installing the i.Share **server** program, you must complete the following steps to make sure your computer is configured to use Window 95/98's or Windows NT 4.0's TCP/IP stack and Dial-Up Networking.

Follow the instructions indicated by your answers to these two questions:

- **Does this computer have a direct (non-modem) connection to the Internet?**

If you have a direct connection to the Internet (you're not using a modem), you can skip Parts 1–4 and go straight to “i.Share client and server installation steps” on page 14. A cable “modem” is a direct connection.

- **Has this computer previously connected to the Internet using a modem?**

Yes – If you've previously used a modem on this computer to connect to the Internet, you only need to perform the steps in Part 4. For Windows NT 4.0, go to Part 4 on page 11. For Windows 95/98, go to Part 4 on page 13.

- **No** – If this computer hasn't connected to the Internet via modem, you must follow the steps in Parts 1–4. These steps ensure that your server computer is set up properly to use i.Share. Part 1 for Windows NT 4.0 begins on page 9. Part 1 for Windows 95/98 begins on page 12.

Parts 1 – 4, Windows NT 4.0 i.Share servers

This section applies only to Windows NT 4.0 computers. For Windows 95/98 instructions, see page 11.

Important... Before following any of the steps in this section, be sure to read “Before you install, check your server configuration” on page 8. Depending on your answers to questions in that section, you may find that you don't need to follow any of these preparatory steps.

Part 1 (NT) – Installing Dial-Up Networking

Check to see whether Dial-Up Networking has been installed. To do this, double-click My Computer, then double-click Dial-Up Networking. If Dial-Up Networking hasn't been installed, NT will give you the option to install at this time. If it's already been installed, skip to Part 2 on page 10.

If Dial-Up Networking isn't installed, you need to install it now. To do so:

1. Double-click My Computer, then double-click Dial-Up Networking, and click Install.
2. If you have a modem installed, the install wizard will detect this as a RAS-Capable Device. Click OK. If you don't have a modem installed you must install one at this time. Select Install Modem.
3. After you've installed and selected your modem, click the Configure button. Confirm that “Dial out only” is selected. Click OK.

4. While still in the Remote Access Setup window, click Network and check TCP/IP only; then deselect NetBEUI. Click OK, then click Continue. If TCP/IP hasn't been installed, NT will ask you to do so now.
5. In the IP address field, enter a LAN IP address. Obtain this IP numbers from your network administrator or use a non-routable IP numbers such as 192.168.27.100. Change the Subnet mask to 255.255.255.0. Click OK. When you receive the message asking if you want to use WINS, choose No. Leave all other settings at default.

Note... Don't put DNS entries in the TCP/IP properties in the network stack unless you're permanently connected to the Internet. DNS entries will be made in phone book entries.

6. Restart your computer.

Part 2 (NT) – Installing TCP/IP

Confirm that TCP/IP is properly installed. To do so:

1. Click Start, Settings, Control Panel, then double- click Network. The Network window appears.
2. Click the Protocols tab. Confirm that TCP/IP is listed. If TCP/IP isn't listed, Click Add and refer to Step 5 of Part 1, above.

Part 3 (NT) – Configuring your Internet connection

1. Double-click My Computer, then double-click Dial-up Networking. You'll see a pop-up message that says the phone book is empty. Click OK.
2. Enter an appropriate name in the phone book entry name box. Click Next.
3. Check the box for "I am calling the Internet." Check with your Internet Service Provider to determine whether you need to select "Send my plain text password if that's the only way to connect." If you aren't sure, go ahead and select this option as well. Click Next.
4. Put in the phone number that your Internet Service Provider gave you for access (not their phone number). If you have to dial a number (such as 9) to get an outside line, your entry should look like this: 9, 555-1212 Alternatively, the 9 can be added through the Telephony Dialing Properties Control Panel. If you need to use a credit card or other special configuration, select Use telephony dialing properties. Click Next, then click Finish.
5. You'll receive a pop-up message about your Internet connection. Click More, and select Edit entry and modem properties. If you only have one modem, clear the check box for Use another port if busy. Click the Server tab. Verify that TCP/IP is the only protocol selected. Check with your

Internet Service Provider to determine whether PPP LCP extensions are required. If you're not sure, clear the check box for Enable PPP LCP extensions.

6. If you don't have a permanent IP address, click the TCP/IP Settings button. Click the option to Specify name server addresses. This is where you will enter the DNS numbers that you must get from your Internet Service Provider. Leave all other items as default. Click OK.
7. Click OK to go back to the Dial-Up Networking window.
8. Click More, then select User preferences. Set Idle seconds before hanging up to 45. Check the box at the bottom to enable Redial on link failure. Click OK.

Part 4 (NT) – Saving your Internet Service Provider password

If you don't save your password, i.Share clients won't be able to access the Internet through this connection.

1. From the Dial-Up Networking window, select your Internet Service Provider from the phone book drop-down list. Click the Dial button. You're prompted to enter your Internet Service Provider's user name and password. If your server is a Microsoft Domain Server you'll also see a box for Domain Name. This box should be blank for Internet access.
2. Enter your user name and password as given to you by your Internet Service Provider.
3. Make sure the Save Password field is checked.
4. Click Connect and wait until the Internet connection is established.
5. Once the connection is established, you can immediately disconnect. The purpose of this connection was only to save your password. i.Share will automatically open the connection again whenever you use an Internet application.

Your server preparations are now complete. You're ready to install i.Share on your server computer.

Parts 1 – 4, Windows 95/98 i.Share servers

This section applies only to Windows 95/98 computers. For Windows NT 4.0 instructions, see page 9.

Important... Before following any of the steps in this section, be sure to read "Before you install, check your server configuration" on page 8. Depending on your answers to questions in that section, **you may find that you don't need to follow any of these preparatory steps.**

Part 1 (Windows 95/98) – Installing Dial-Up Networking

Check to see whether Dial-Up Networking has been installed. To do so, click Start, Programs, Accessories. If a folder for Dial-Up Networking exists, it has already been installed. Skip to Part 2, below.

If the Dial-Up Networking folder isn't listed, you need to install it now. The Windows 95/98 CD may be required during these steps:

1. Click Start, Settings, Control Panel, then double-click Add/Remove Programs. Click the Windows Setup tab.
2. Click Communications, then click Details. Check the box for Dial-Up Networking. Click OK to close the two dialog boxes.
Windows 95/98 will take a few minutes to copy files.
3. When prompted to restart your computer, click Yes.

Part 2 (Windows 95/98) – Installing TCP/IP and the Dial-Up Adapter

You can check for the presence of TCP/IP and the Dial-Up Adapter in the same place. To do so, click Start, Settings, Control Panel, then double-click the Network icon. The Network window appears. If the Dial-Up Adapter is listed, then it has already been installed. For TCP/IP, you must check to make sure that it has been installed and bound to the Dial-Up Adapter. Look for “TCP/IP -> Dial-Up Adapter.” If it's listed, then it has already been installed and bound.

If both are already listed, skip to Part 3, below. If not, you need to install the missing element(s), as follows:

To install the Dial-Up Adapter

1. From the Network window, click the Configuration tab, then click Add.
2. Double-click Adapter.
3. Under Manufacturers, click Microsoft.
4. Under Network Adapters click Dial-Up Adapter.
5. Click OK to return to the Network window.

To install TCP/IP and bind it to the Dial-Up Adapter:

1. From the Network window, click Add (on the Configuration tab).
2. Double-click Protocol.
3. In the Select Network Protocol dialog box, click Microsoft, then click TCP/IP.

4. Click OK.

When you're prompted to restart your computer, click Yes.

Part 3 (Windows 95/98) – Setting your Internet connection for use with i.Share

1. Double-click My Computer, then double-click Dial-Up Networking.
2. In the Dial-Up Networking window, check to see if there's already an icon for your Internet Service Provider. If not, create one by double-clicking Make New Connection and following the on-screen instructions.
3. Click the icon for your Internet Service Provider.
4. Click the File menu and Properties.
5. Click the Server Type button.
6. Under Allowed Network Protocols, make sure that TCP/IP and **only** TCP/IP is checked.
7. Click OK to close the two dialog boxes, but stay in the Dial-Up Networking window to perform the steps in Part 4, next.

Part 4 (Windows 95/98) – Saving your Internet Service Provider password

Important... If you don't save your password, i.Share clients won't be able to access the Internet through this connection.

1. Double-click My Computer, then double-click Dial-Up Networking.
2. From the Dial-Up Networking window, double-click your Internet Service Provider icon to initiate a connection to the Internet. A window appears asking for your Internet Service Provider's user name and password.
3. Enter your user name and password as given to you by your Internet Service Provider.
4. Make sure the Save Password field is checked.

If Save Password was already checked, skip the rest of these steps and go to "i.Share client and server installation steps" on page 14.

If Save Password wasn't already checked, you'll need to make a connection to the Internet Service Provider for the password to be truly saved.

5. Click Connect and wait until the Internet connection is established. You'll know that the connection is established when the timer begins counting.

6. Once the connection is established, you can immediately disconnect. The purpose of this connection was only to save your password. i.Share will automatically open the connection again whenever you use an Internet application.

Note... If the Save Password option is grayed out, you'll have to click Start, Settings, Control Panel, then double-click the Passwords icon. Click the User Profiles page, and make sure the "Users can customize their preference" option is selected. This will allow passwords to be saved.

Your server preparations are now complete. You're ready to follow the instructions under "i.Share client and server installation steps" on page 14.

i.Share client and server installation steps ---

Complete the following steps on each computer.

1. If this computer will be an i.Share server, make sure you've followed any steps indicated by your answers to the questions under "Before you install, check your server configuration" on page 8.

2. Put your i.Share CD-ROM in your CD-ROM drive. **If Autorun starts, go to step 3.**

If your computer isn't configured to start Autorun:

- For Windows 95/98 or NT 4.0, click Start, Run, then type **D:\SETUP <Enter>** (where D: is the letter of your CD-ROM drive).
 - For Windows 3.x or Windows NT 3.51, choose File, Run, then type **D:\SETUP <Enter>** (where D: is the letter of your CD-ROM drive).
3. There are five choices in the Autorun screen: **i.Share 3.5, Manual, Bonus software, CD info,** and **Exit.** Move your mouse cursor over each of the items to display its description in the lower left corner.
 4. In the Autorun screen, click i.Share 3.5 when you're ready to install i.Share.
 5. The Welcome window reminds you to exit all Windows programs before running Setup. Click Next to continue.
 6. The Software License Agreement appears. Click Yes if you accept the terms of the agreement.
 7. Type in your i.Share serial number and verification key. These numbers are on the registration card that came in your i.Share package. Click Next to continue.

Note... If you click Next without entering a valid serial number and verification key, a

dialog box asks whether you want to install the evaluation version of i.Share.

8. In the Destination Directory Selection window, click Next to accept the default installation directory, or click Browse to change it.
9. At the Select Program Folder window, you can accept the default i.Share folder or enter a different folder name. Click Next to continue.
10. Select the type of network your i.Share computers are using, then click Next.
11. In the Select Station Type window, select **Client** if this computer doesn't have its own Internet connection, or **Server** if this computer has an Internet connection that you want to let others use. Click Next to continue.
12. Type in a name for this client or server computer and click Next, or accept the one that appears by default by clicking Next.
13. A summary of your Setup selections appears. Click Next to start copying i.Share files onto your computer, or click Back to change the information you entered in any of the previous Setup windows.

Note... If this is a Windows 95/98 computer, you may be prompted for the location of the Windows 95/98 CD at some point while Setup files are being copied onto your computer.

14. The View Readme Option window appears. Click Next to display the Raadme.txt file, which may contain late-breaking information about using i.Share.
15. Review the Setup Information window, then click Next (or click Back to go back and read the Readme file).
16. The Setup Complete window appears. Select Yes if you're ready to restart your computer now, or select No if you want to restart it later (you must restart before using i.Share). Then click Finish.
17. **For instructions on making your first Internet connection using the i.Share client, go either to:**
 - Chapter 4 for the 32-bit client (Windows 95/98 or NT 4.0), beginning on page 35.

Or

 - Chapter 5 for the 16-bit client (Windows 3.x, NT 3.51), beginning on page 45.

For instructions on using the i.Share server, go to Chapter 3, beginning on page 17.

RUNNING AND CONTROLLING THE I.SHARE SERVER

CHAPTER CONTENTS

How the i.Share server works	18
Configuring the i.Share server	18
Running an Internet application on the i.Share server	32
Saving money by setting a Dial-Up Networking timeout.	33
Exiting the i.Share server program	34

The i.Share server program runs on a Windows 95/98 or Windows NT 4.0 computer that has Internet connections. It lets this computer share its Internet connections with i.Share client computers. From the i.Share server, you can monitor and control access to the shared connections, set passwords and Web site restrictions, keep logs of i.Share client activity, and much more.

With i.Share version 3.5, Windows NT 4.0 i.Share servers can run and share more than one dial-up connection at the same time. This feature is unavailable on Windows 95/98 i.Share servers.

How the i.Share server works

The i.Share server software runs automatically whenever you start your server computer. It operates in the background, but you can open it at any time by clicking its icon in the system tray, in the lower right corner of your taskbar:



While the i.Share server is running, its Internet connections are available for use by i.Share client computers on your network. To stop the server's Internet-sharing ability, see "Stopping and starting the server" on page 20.

You can also start the i.Share server program two other ways:

- Click Start, Programs, i.Share, and select i.Share Server.
- Double-click the i.Share server icon in the Windows Control Panel.

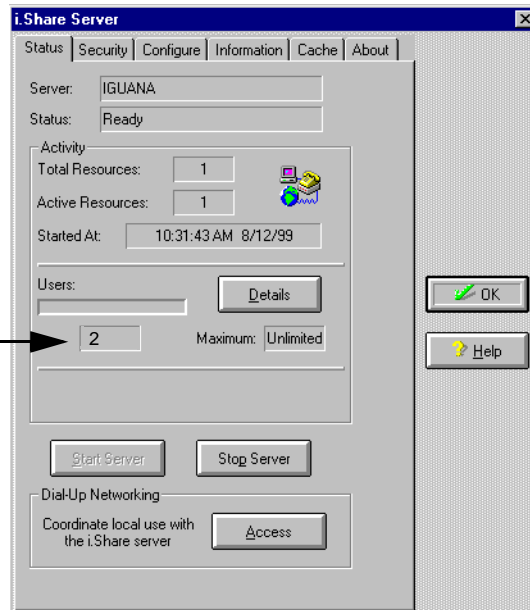
Configuring the i.Share server

The server automatically runs every time you start your i.Share server computer. You can configure the server from one window that has six tabs: **Status**, **Security**, **Configure**, **Information**, **Cache** and **About**. This section explains what you can do from each tab.

Status tab

The Status tab lets you view client activity, disconnect clients, start or stop the server and more.

The Status tab shows that this server's Internet connection is currently being used by two i.Share clients.



i.Share server name, status and activity

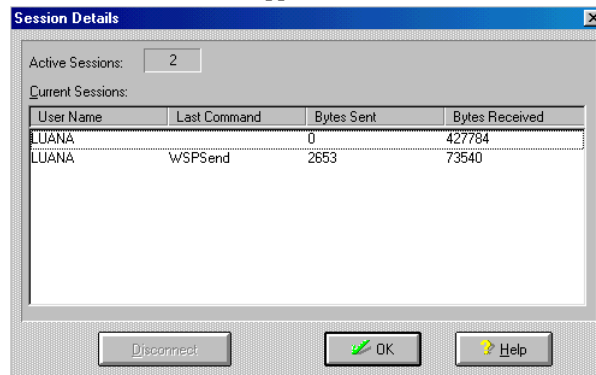
The server name, at the top of the Status tab, is the name that users at client computers see when they connect. Instructions for changing the name appear on page 23.

The **Status** box shows whether the server is currently sharing its Internet resources. In use indicates that an Internet/Intranet account is being shared. Ready indicates that no resources are being shared. Stopped indicates that the server is stopped (see “Stopping and starting the server” on page 20).

The **Activity** box shows the total number of resources, and the number of active resources.

Monitoring i.Share client activity from the Session Details window

In the middle of the Status tab, you can see how many clients are using your server. To see detailed information about those connections, click Details. The Session Details window appears:



This information updates automatically every few seconds.

- **Active Sessions** – Shows the number of Internet applications currently using the server's shared connections.
- **Current Sessions** – Shows details about the Internet applications currently connected. Click a client in the window to select it. There are four columns to check:
 - **User Name** – The i.Share client name.
 - **Last Command** – The last Winsock command the client sent.
 - **Bytes Sent** – The total number of bytes the client sent during this session.
 - **Bytes Received** – The total number of bytes received by the client during this session.

- **Disconnect button** – Select a client in the Current Sessions box, then click this button to disconnect a client from the resources it's using.

Stopping and starting the server

From the Status tab, you can click the Start and Stop Server buttons. When you stop the server, all i.Share clients currently sharing Internet access through this computer are disconnected.

The Start and Stop server buttons are useful when you need to make a change in the server configuration that won't take effect until you restart the server, such as a server name change.

- Note...** The Start and Stop server buttons are grayed out and not available on NT servers. You must EXIT Server to stop because on a NT computer i.Share runs as a service or quasi-service depending on what which option you chose during your i.Share installation.

Any time you make configuration changes that require restarting the server software, you'll see a dialog box that tells you to do so.

Stopping the server isn't the same as exiting the server program. When you click Stop Server, the i.Share server interface remains open on your desktop, and you can still make changes to your i.Share settings. Exiting the server is explained on page 34.

- Note...** The server program always opens with the server started, even if you previously closed it with the server stopped.

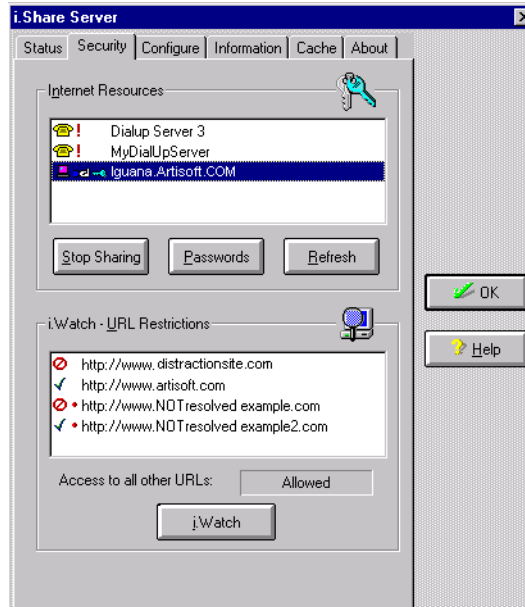
Using Dial-Up Networking

If your i.Share server has a dial-up Internet connection, and you run an Internet application on the server itself, you could experience unexpected disconnections from the Internet. This is because client activity controls the server's Internet connections. In other words, when all clients stop using the shared Internet connection, the connection is dropped.

To avoid this problem, click the **Access** button on the Status tab before you make an Internet connection. Detailed instructions for the Using Dial-Up Networking window appear under "Running an Internet application on the i.Share server" on page 32.

Security tab

You can use the Security tab to set and clear passwords for access to Internet resources on this computer, and to set i.Watch restrictions for viewing World Wide Web sites.



The **Internet Resources** box lists the Internet and Intranet resources available on this server.

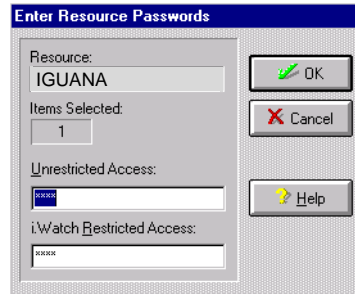
- **Passwords button** – Click to set passwords for the selected resource. The Enter Resource Password window appears. See “Setting password protection for a resource” below for instructions.
- **Refresh button** – Click to update the Internet Resources list. i.Share scans your computer for available Internet/Intranet connections.

Setting password protection for a resource

To set passwords for a resource:

1. From the Security tab’s Internet Resources box, click the resource for which you want to set passwords. To select more than one, hold down the **Ctrl** key as you click.

2. Click Passwords. The Enter Resource Passwords window appears.



You can set two levels of password protection for each resource on the server:

- **Unrestricted Access** – A client who knows this password can connect to the Internet through this resource and have unlimited World Wide Web activity, ignoring i.Watch restrictions.
 - **i.Watch Restricted Access** – A client who knows this password can connect to the Internet through this resource, but his World Wide Web activity will be limited by your i.Watch restrictions.
3. Enter passwords in the i.Watch Restricted Access and Unrestricted Access fields. Leaving both fields blank means that clients won't be prompted for a password to use the selected resource.
 4. Click OK.

i.Watch – URL Restrictions

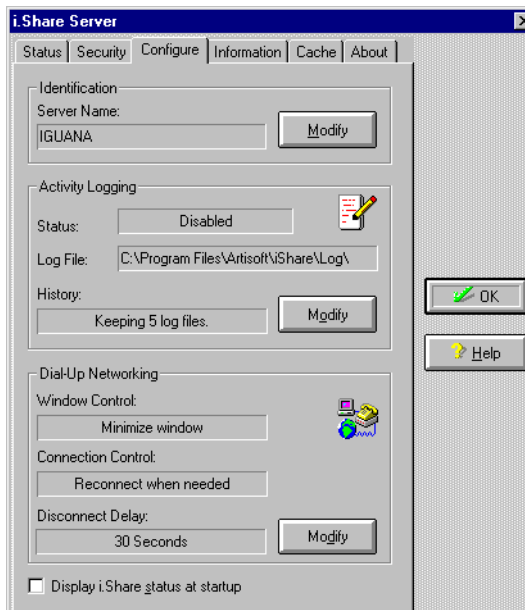
The Security tab's i.Watch–URL Restrictions box shows any restrictions that are currently in effect. A red circle indicates a disallowed Web site; a green check mark indicates an allowed site.

Access to all other URLs – Shows your choice to allow or disallow all Web addresses not on the list.

i.Watch button – Click to go to the i.Watch Restriction List, where you can modify the i.Watch restrictions. For complete information about using i.Watch, see Chapter 6, beginning on page 51.

Configure tab

You can use this tab to change the i.Share server's name, the server's audit logging settings, and the server's interaction with Dial-Up Networking.



Changing the server name

The i.Share server name appears in the Identification area of the Configure tab. This is the name that i.Share clients will see in a list of servers if they're making a manual connection. Note that the i.Share server name can be different from the computer's actual network name.

To change the i.Share server name:

1. From the Configure tab, click the Modify button in the Identification box.
2. Type the new name in the Modify Server Name window, and click OK.

Using i.Share's activity logging feature

The i.Share server can save a record of how often its resources were shared and by which clients. The information is saved in a file of .csv (comma-separated values) format. You can read the file with any spreadsheet program, such as Microsoft Excel[®]. In a spreadsheet program you can perform calculations on the data.

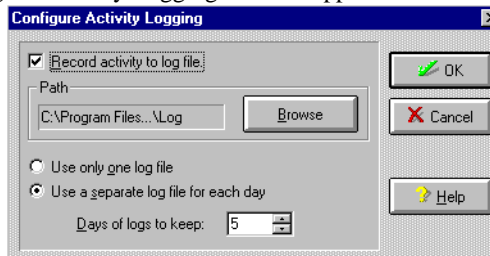
The activity logging file includes the following information:

- When the server was started
- When the server was stopped
- When a client logged on
- When a client logged off
- The total number of bytes sent and received during each client session

You can specify whether i.Share keeps activity logging data in one continuous file or a new file each day. You can also specify how many days i.Share retains old data before deleting it.

Setting up activity logging

1. From the Configure tab's Logging Information box, click Modify. The Configure Activity Logging window appears.



2. To turn on activity logging, select the check box for Record Activity to Log File.
3. You can accept the default path for the file (Program Files/Artisoft/i.Share/Log), or click Browse and select a folder where i.Share will create the activity logging file or files. You can't specify the file names, as i.Share creates them automatically based on the date, using the format YYYYMMDD. For example, 19980711.csv.
4. To have i.Share store all activity logging data in one file, click Use only one log file.
Or
To have i.Share create a new activity log file each day, click Use a separate log file for each day.
5. If you choose to have i.Share create a new file for each day, you must specify the number of days that old files are kept before i.Share deletes them. You can type in a number in the Days of logs to keep field. or click the arrows to raise or lower the number showing. With a setting of zero, only the file for the current day will be kept.
6. Click OK.

Note... If you choose the option to Use only one log file, the size of the file can get

significantly large.

Formatting activity logging data in Microsoft Excel

Artisoft i.Share provides a Microsoft Excel macro that formats the data saved by the activity logging feature. If you have Microsoft Excel, you can use the macro to add column headers, space the columns correctly and greatly enhance the readability of the activity logging data.

To use it, you must copy the macro file ISHARE.XLS from your i.Share directory (usually C:\Program Files\Artisoft\IShare) to your Microsoft Excel startup directory (usually C:\MSOffice\Excel\XLStart).

To use the macro in Microsoft Excel:

1. Open a file of i.Share activity logging data in Excel. Activity logging files are in .csv format, so you may need to change the file type in the Open File window to see it.
2. From the Tools menu, select Format i.Share File. Or, from the Tools menu, select Macro, then select Format i.Share Activity File.
3. If you want to save the formatted data, save it as an Excel file (.xls), not a .csv file.

Setting up Dial-Up Networking

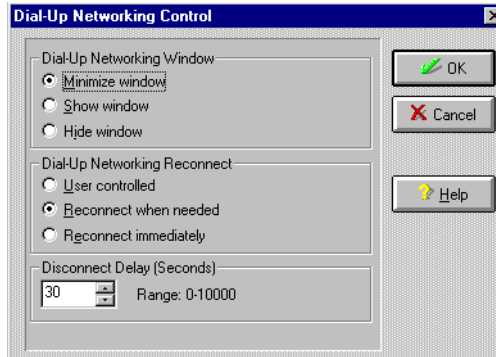
The Configure tab has a Dial-Up Networking box that shows window control and connection settings:

- **Window Control** – Shows how i.Share controls Dial-Up Networking's Internet Connection window. Windows Control is not supported under Windows NT 4.0; it appears grayed out on NT computers.
- **Connection Control** – Shows what i.Share will do if the connection is unexpectedly terminated.
- **Disconnect Delay** – Shows the number of seconds i.Share will wait after all sessions have been closed and no one is actively using the server before it hangs up Dial-Up Networking.

Check box for **Display i.Share status at startup** – Select if you want the i.Share server interface to open whenever you start the computer. If unchecked, the i.Share server will still automatically run at startup, but it will remain in the background.

Click the **Modify** button to open the **Dial-Up Networking Control window**. The Dial-Up Networking program automatically opens an Internet Connection window whenever a dial-up connection to the Internet is made (under Windows

95/98). Because Internet connections may start and stop at any time due to i.Share client activity, the Internet Connection window can become a nuisance to someone working on the server. These options let you control the way it appears:



- **Minimize window** – The window opens in a minimized state. You’ll see it on your status bar but it won’t open on your screen.
- **Show window** – The window opens on-screen.
- **Hide window** – Dial-Up Networking occurs in the background, and you never see any indication of the window.

Note... The Minimize, Show and Hide radio buttons are disabled on Windows NT 4.0 i.Share servers, because an Internet Connection window doesn’t pop up under NT.

Under **Dial-Up Networking Reconnect**, you can specify what you want i.Share to do if a dial-up connection to your Internet Service Provider is terminated because of a timeout or other reason.

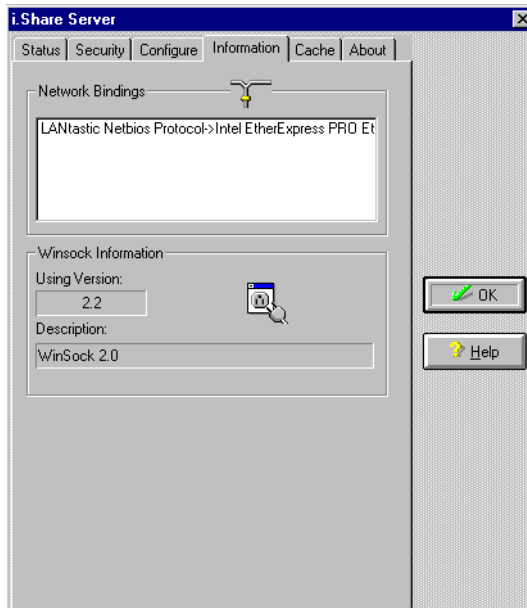
- **User controlled** – Gives you the option to decide whether to reconnect. This selection is unavailable under Windows NT 4.0.
- **Reconnect when needed** – i.Share does nothing, and the connection remains terminated until client activity reopens it.
- **Reconnect immediately** – i.Share automatically tries to reconnect to the Internet Service Provider.

Note... You should select Reconnect Immediately only if you want the connection to your Internet Service Provider to stay up for as long as the server program is running, even if there is no Internet activity on your network.

Disconnect Delay (Seconds) – Specify the number of seconds you want i.Share to wait after all sessions have been closed and no one is actively using the server before it hangs up Dial-Up Networking. You can specify any time from zero (no delay) to 10,000 seconds.

Information tab

You can use the Information tab contains settings relating to how i.Share operates on your network and connects to the Internet.



Network Bindings

The Network Bindings box shows all the network protocols to which i.Share is bound. A network protocol is a “language” that your computers use to communicate with each other over your network. When you installed i.Share, it automatically bound itself to all the protocols available on your network, enabling it to communicate using those protocols.

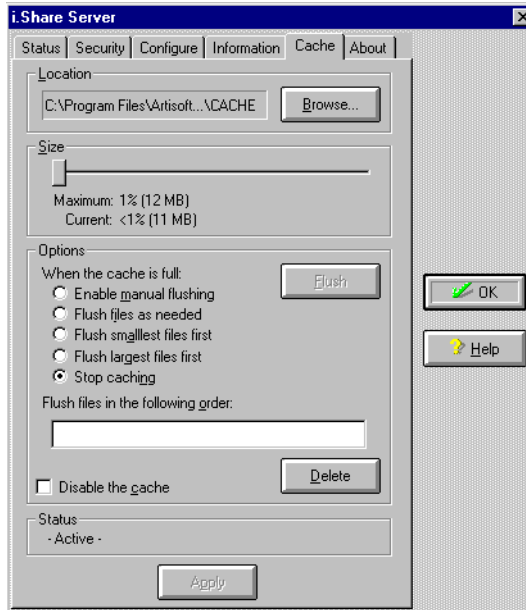
See “Optimizing i.Share’s network protocol bindings” on page 68. for instructions on making sure that i.Share’s protocol bindings are correct.

Winsock Information

Windows uses Winsock to handle all communication with the Internet. The Information tab displays the version and description of Winsock currently being used.

Cache tab

Important... The Cache tab allows you to configure your i.Share cache. At the Cache tab you can enter your i.Share server cache location, size and select how you would like to have your cache memory managed.



Cache Location

There is no restriction where you place your server cache as long as your i.Share server machine has read/write access. Normally the cache is on placed on your local hard drive for the fastest information through put. The default location for your i.Share cache is /Programs/Artisoft/iShare/Cache.

Cache Size

Important... You must click the APPLY button to save changes tot he cache otherwise the changes won't be saved.

The cache size is restricted by the amount of memory available at your specified i.Share cache location. As you move your cache size slider it changes your preference of the maximum threshold percentage that you would like the i.Share cache to use of the physical hard drive. If you have a Gigabyte hard drive and your cache size slider is set to the default, which is 1%, then you have set the threshold of your maximum cache size to 10MB.

You can use the i.Share cache SIZE slider along with cache OPTIONS to manually set a limit on the maximum amount of memory you allow your i.Share cache to use. However, if you have selected the Enable Manual Flushing under the cache tab Options, the i.Share cache memory can still grow larger than i.Share cache maximum size limit until either you click the FLUSH button to manually flush the cache or you run out of memory space on your hard drive. The Enable Manual Flushing option is useful for gauging the where you would ultimately like to set your cache maximum limit.

Once you have determined the best percentage for your maximum cache size threshold then you can set cache Options that will restrict the i.Share cache to get no larger that your specified maximum cache threshold.

Cache Options

These options allows you to specify how you would like i.Share cache memory to be managed.

You can specify your preference of the maximum threshold to where the i.Share cache is considered FULL with the Cache SIZE slider.

If you use i.Share caching, you must select one of the five i.Share cache management options which will be implemented when the i.Share cache reaches the maximum cache size limit.

Enable Manual Flushing: If you have selected Enable Manual Flushing then once the i.Share cache has reached it maximum SIZE threshold or greater then the cache status appears as FULL and the FLUSH button becomes clickable. The i.Share cache memory can still grow larger than i.Share cache size threshold if you have selected the Enable Manual Flushing, in which case the cache memory would keep getting larger until you manually flush the cache or you run out of memory space on your hard drive. The Enable Manual Flushing option is useful for gauging the where you would ultimately like to set your cache maximum limit preference.

Flush Files as Needed: The Flush Files as Needed options allows i.Share to automatically remove files from the cache, once the cache has reached it maximum size threshold. The Flush Files in the Following Order text box that allows you to specify which files to remove from the cache first. Spaces and/or commas are used as delimiters of file types listed. For example if we enter the following: *.JPG, *.TIFF. , i.Share would first remove the *.JPG files and then the *.TIFF files. If that does not bring the size of the cache below the maximum threshold then i.Share would start removing files starting from the oldest to the most recent.

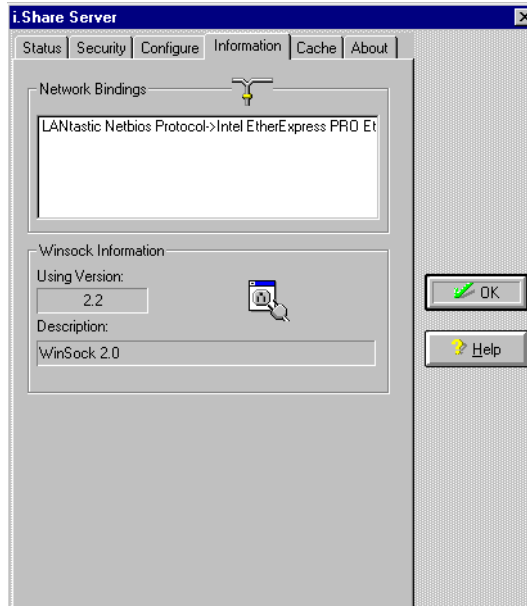
Flush Smallest Files First: When the i.Share cache has reached its maximum threshold, selecting this option will have i.Share search the cache for files based on their size, the smaller files will be removed first.

Flush Largest File First: When the i.Share cache has reached its maximum threshold, selecting this option will have i.Share search the cache for files based on their size, the larger files will be removed first.

You also have the option to Disable the cache, selecting this option allows you to run i.Share without cache.

About tab



The About tab shows your version of i.Share and the maximum number of users it supports. It also shows your i.Share serial number, which you'll need if you call Artisoft Technical Support.



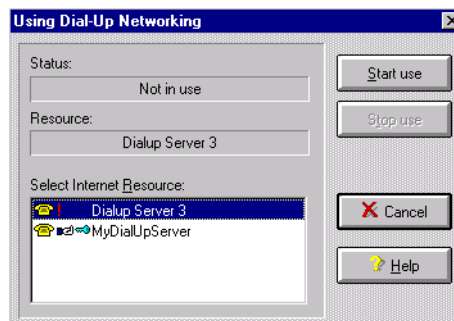
The Upgrade button lets you expand your maximum number of users. First, however, you must purchase an upgrade from Artisoft. For complete instructions, either see “Upgrading i.Share” on page 6 or click Help in this window.

Validating Resources

To validate an internet resource to i.Share, your i.Share server must successfully connect to that internet resource at least once. Internet resources that have not been validated on the i.Share server will not be included on the i.Share Resource list on any of the i.Share client machines. On the server machine, any Internet Resource that has not been validated will be listed with a ! icon. To validate a resource bring up a Dial-Up Networking window. There are three ways that you can access the Dial-Up Networking window:

- you can double click on the Use i.Share network icon  on your desktop or
- you can right-click on the server icon  in system tray and from the menu, select Dial-Up Networking or
- if you select the Status tab, you can click the Access button to get to the Dial-Up window

The Dial-Up Networking window is where your i.Share server can get to the Internet without interfering with i.Share client connections.



- Status - Shows whether the selected resource is currently being used.
- Resource - Shows which Internet/intranet account is being used.
- Select Internet Resource - This list shows all Dial-Up Internet or Intranet resources available on the server. Click the one for which you want to see Status and Resource information in the fields above.

To let your server use a shared Internet resource:

1. Click a resource in the Select Internet Resource box.
2. Click Start Use to connect to the selected resource.
3. The dialog box that appears will ask your ISP username and password. You can leave the Domain text box blank if it is not required by your ISP. Check the 'Save Password' box to complete the validation process.

4. Now you can run an Internet application on this computer.
5. When you're finished using the Internet, come back to this window and click Stop Use to disconnect from the selected resource. The resource will be listed as validated.

Running an Internet application on the i.Share server _____

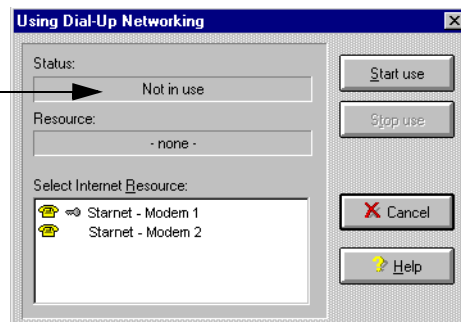
On an i.Share server computer, connecting and disconnecting from the Internet is a process that's controlled automatically by i.Share client activity. This can cause problems if you run an Internet application on the server itself. For example, if all client activity ceases, the server will automatically disconnect from the Internet, terminating the server's own session unexpectedly.

To avoid this problem, you can use the Dial-Up Networking option that's available from the Status tab's Access button.

Note... The following steps are only necessary if you're using a dial-up Internet connection. If you have a direct connection to the Internet, you can run an Internet application on the server without interruption.

1. Open the i.Share server and click the Status tab.
2. Click Access. The Using Dial-Up Networking window appears.

The Status field shows whether the Dial-Up Networking program is currently being used by i.Share.



3. In the Select Internet Resource list, click the resource that you want to use. This is similar to the process someone performs at an i.Share client computer.

Windows 95/98 can use only one dial-up connection at a time. If i.Share clients are currently sharing one of the dial-up resources, you must connect to that resource. Under Windows NT 4.0, however, you can use and share multiple modems.

4. The dialog box that appears will ask your ISP username and password. You can leave the Domain text box blank if it is not required by your ISP. Check the 'Save Password' box to complete the validation process.
5. Click Start Use.

6. Run your Internet application as usual.

Important... When you're finished using the Internet, you must come back to this window and click **Stop Use** to disconnect from the selected resource **otherwise your server machine will continue to have an active modem session on that phone line indefinitely or until the i.Share server program is shutdown.**

- The Users: field on the server console Status tab shows the number of clients using your i.Share resources.
- To see if your server has an active session, select an Internet Resource on the Dial-Up Networking window and the Status field will show if your server currently has an active session using this Internet Resource.

Saving money by setting a Dial-Up Networking timeout _____

If you were using a modem dial-up connection to get on the Internet before you installed i.Share, you may be accustomed to disconnecting manually. With i.Share, however, an Internet connection can be used simultaneously by several i.Share clients who might finish at different times.

To avoid the cost of continuous connection to the Internet, it's best to set a timeout value on the i.Share server in Windows Dial-Up Networking, for each of your dial-out connections. The timeout option automatically terminates the connection to your Internet Service Provider after a given period of inactivity that you define.

A timeout of 10-15 minutes is generally long enough to keep a connection at an i.Share client from timing out during a natural pause, but short enough so that you're not wasting connection time after the client is finished.

When a connection has timed out and is disconnected, it will be automatically redialed and reconnected the next time an i.Share client starts an Internet application.

Windows 95/98 steps

To set a timeout value:

1. On the i.Share server computer, double-click My Computer, then double-click Dial-Up Networking.
2. Select the icon for your Internet Service Provider.
3. From the File menu, select Properties.
4. Click Configure.

5. Enter the timeout setting in the “Disconnect a call if idle for more than ___ mins” field.
6. Click OK.

Windows NT 4.0 steps

To set a timeout value:

1. Double-click My Computer, then double-click Dial-Up Networking.
2. Select the phone book entry from the drop-down list, and click the More button.
3. From the More menu, select User preferences.

Enter the timeout setting in the Idle seconds before hanging up field.

Hint... 10 minutes is 600 seconds; 15 minutes is 900 seconds.

4. Click OK.

Exiting the i.Share server program

To exit the i.Share server program, right-click its icon in the system tray and select **Exit i.Share**. This makes the Internet connections on the computer unavailable for sharing on your network, and also makes it impossible for you to use the i.Share server interface on your desktop.

Note... If you don't want to disconnect anyone, but you also don't want a continuous connection to the Internet if it isn't being used, follow the steps under “Saving money by setting a Dial-Up Networking timeout” on page 33.

To start the i.Share server program again after you've exited it, double-click its icon in Control Panel or click Start, Programs, i.Share, and select i.Share Server.

CONNECTING TO THE INTERNET FROM A 32-BIT I.SHARE CLIENT

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Important... This chapter explains how to use the i.Share client on a 32-bit operating system. **If you're running the i.Share client on a Windows 95/98 or Windows NT 4.0 computer, follow the instructions in THIS chapter** rather than Chapter 5, which contains 16-bit client instructions.

After you install the i.Share client program on computers that don't have their own Internet connections, all you need to do is start your Internet application (such as Netscape or an e-mail application). The i.Share server automatically gets on the Internet and lets your client computer use its shared resource.

Making an Internet connection ---

Start your Internet application

Normally, all you have to do is run an Internet application and you'll automatically start using the i.Share server's Internet connection.

Follow these steps to make a connection to the Internet from your client computer:

1. Start an Internet application (such as Netscape Communicator or Internet Explorer).
 - If this computer has previously connected to the Internet using i.Share, the connection will be made over the network – you don't need to follow any more steps.
 - If this is the first time you've used i.Share to connect to the Internet, the i.Share clients defaults to 'manually select' an I.Share server and resource but you can change the client option so that you use a specific i.Share server next time.

Note... The choice you make here isn't permanent. You can change the way the i.Share client connects at any time, as described under "Manually selecting a server and resource" on page 37 and "Options for automatically selecting a server and resource" on page 39.

- From the **Computer** drop-down list box, select an i.Share server.
- From the **i.Share Resource** drop-down list, select a resource. A resource is an Internet connection that's being shared by an i.Share server. A resource can be a connection to the Internet (either direct or dial-up), or a connection to a corporate intranet.

2. Click OK, and you'll be connected to the Internet.

Note... Clicking the **Status** button in the Resource Browser takes you to the Connection Manager, where you can view the status of your current connections. Clicking **Options** takes you to the Options window, and clicking **Refresh** updates the server information.

Automatic connection options

Even if you decided to let i.Share connect you automatically to an Internet resource, you can make some modifications to the way AutoConnect works. See "Options for automatically selecting a server and resource" on page 39.

Manual connection options

If you decide you'd rather manually select a server and resource each time you want to connect, see "Manually selecting a server and resource" on page 37 for instructions.

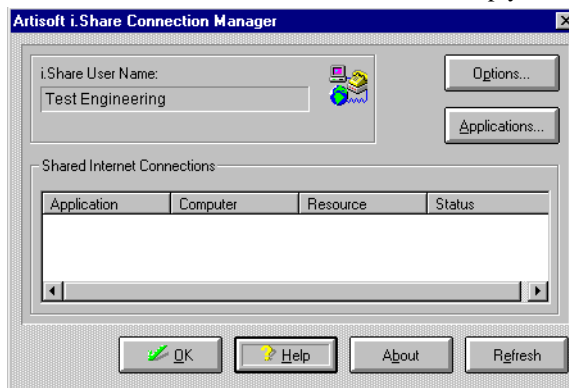
Note... If you're also using an i.Share server computer, note that connecting to the Internet from the server involves a different process. This is described in Chapter 3. See "Running an Internet application on the i.Share server" on page 32.

Manually selecting a server and resource

If you have multiple i.Share servers on your network, or if one i.Share server has multiple resources (Internet connections), you can set up i.Share to prompt you to select a server and resource each time you start an Internet application.

To manually select a server and resource, follow these steps:

1. Right click the globe icon in your system tray (lower right corner of your taskbar) and choose 'Browse'. The i.Share **Connection Manager** window appears. If you aren't currently running any Internet applications, the Shared Internet Connections box will be empty:

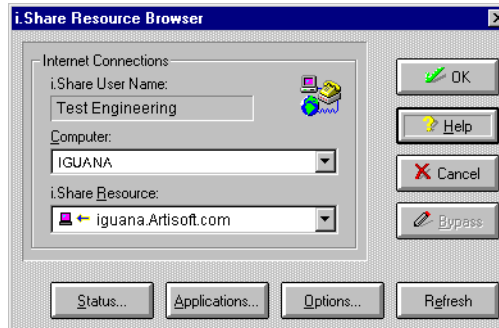


2. Click the Options button. The **Options** window appears:



3. In the Connection Options box, click the option to **Manually select a resource**, and click OK.

4. Now, every time you start an Internet application, the i.Share **Resource Browser** window appears:

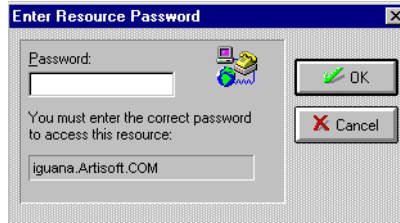


5. In the Resource Browser, click the arrow to the right of the **Computer** drop-down list box, and select an i.Share server.

6. Click the arrow on the **i.Share Resource** drop-down list, and select one of this server's resources.

Important... See "Using multiple resources on i.Share servers" on page 41 for detailed information about connecting to servers that have more than one resource.

7. Click OK and your connection will be made. If a password has been set up for this resource, you'll see this dialog box:



Type in the required password, then click OK.

Once you're connected, the i.Share client program returns to the background. Because you've configured this i.Share client to use manual connection, the next time you start an Internet application you'll again have to choose a server and resource from the Resource Browser window.

Hint... Be sure to check out "Options for automatically selecting a server and resource" on page 39. You may find you prefer the automatic options to manual connection.

Options for automatically selecting a server and resource _____

When you let i.Share make an automatic connection, all you need to do is start an Internet application and i.Share automatically connects you to the Internet using an available i.Share server and resource. You can make some modifications to the way AutoConnect works. To check out your automatic connection options, follow these steps:

1. Click the globe icon in the system tray (lower right corner of your taskbar). The i.Share **Connection Manager** window appears.
2. Click the **Options** button. In the Options window, you have the manual connection option (described under "Manually selecting a server and resource" on page 37), and these automatic connection options:
 - **Select the resource I used last time** – i.Share automatically connects your application to the Internet using the server and resource you last used. (If this is the first time you've used a resource, the i.Share Resource Browser window appears, letting you select a specific server and resource.)

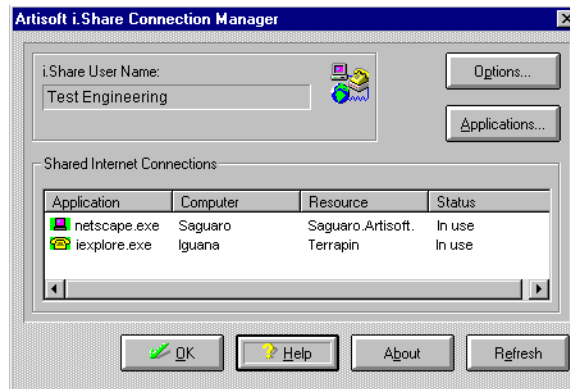
When you choose this option, you must also select one of these two suboptions:

 - **Use a single resource for all applications** – Ensures that every application you run will use the same i.Share server resource (Internet or intranet connection) every time.

- **Allow each application to use a different resource** – Lets each of your Internet applications use different i.Share server resources, and also lets each one use the same resource it used last time.
 - **Select the best resource by use and performance** – i.Share automatically checks the available servers and resources and connects to the Internet using the one that’s carrying the least load.
3. Click OK to save your changes.

Checking your current connections

Any time you have a connection to the Internet, you can check your current connection status from the i.Share Connection Manager window. Click the globe icon in your system tray to open it:



Four columns display this connection information:

- **Application** – The application you’re using for your Internet connection, such as Netscape.
- **Computer** – The i.Share server computer that’s sharing its Internet connection.
- **Resource** – The Internet or intranet connection that an i.Share server is sharing.
- **Status** – Shows In use, Server not found, or Resource not found.

Click the Refresh button to update this display.

Using multiple resources on i.Share servers

An i.Share server can have more than one resource available, and an i.Share client can use more than one resource for each of its Internet applications.

i.Share servers running on **Windows NT 4.0** can share multiple modems. However, i.Share servers running on **Windows 95/98** can share only one dial-up connection to the Internet at a time. Therefore, if you see multiple dial-up resources on a Windows 95/98 server and one of them is already in use by an i.Share client, you must select that one.

Changing your i.Share client name

The i.Share client name is seen by the i.Share server whose shared Internet connection you're using. The i.Share client name is different from the computer's network name.

1. Open the Connection Manager window (click the globe icon in your system tray).
2. Click Options. The Options window appears.
3. Type a new name in the i.Share User Name box.
4. Click OK.

Using i.Share's dial-on-demand feature

With i.Share's dial-on-demand feature, you can specify whether the i.Share client program initiates a connection to the Internet every time an Internet application is started, as opposed to when the application actually needs to use the Internet.

By default, i.Share doesn't connect to the server's Internet Service Provider (ISP) whenever you start an Internet application. This is because there may be times when you want to use an Internet application without using the Internet. For example, you might use your browser to view files on your hard drive, or open your e-mail program to read old mail. In such cases you may not want i.Share to make an Internet connection, especially if you're paying an hourly rate for a dial-up connection.

But if you're using the application to connect to a Web site, then i.Share will make the Internet connection.

Note... Some applications (such as browsers) may be set to always connect to a Web site as soon as you start them. In this case, that application will always initiate a

connection to the Internet.

Modifying dial-on-demand settings

1. Open the i.Share Connection Manager (click the globe icon in your system tray).
2. Click Options. The Options window appears.
3. If you want to have i.Share initiate an Internet connection only when you actually use the Internet, make sure the **Dial Only When Needed** check box is selected.

If you want i.Share to initiate an Internet connection every time you start an Internet application, clear the Dial Only When Needed check box.

4. Click OK.
5. The i.Share server's **Reconnect when needed** option must be enabled for dial-on-demand to work properly. It's enabled by default, but if you want to check it, go to the i.Share server, click the i.Share icon in the system tray, click the Configure tab, and in the Dial-Up Networking box, check what the Connection Control box says. If it doesn't say Reconnect when needed, click the Modify button to change it.

Note... When the Dial Only When Needed check box is selected, you'll experience a pause when you begin using the Internet, while the i.Share server computer dials.

Enabling and disabling the i.Share client

While the i.Share client is running, you can right-click its globe icon in the system tray to bring up a menu with these options:

- **Open** – Opens the i.Share Connection Manager window.
- **Enable/Disable i.Share Client** – The default setting is Enabled, so that all your Internet/intranet connections will go through an i.Share server. This option can be useful if you have a laptop or notebook computer in the office that connects to the Internet via i.Share, but it also needs to be able to use its own modem for Internet access on the road. (In this case, you'd want to disable the client so you can use the modem.)
- This option is also useful if you have a direct intranet connection from your computer, and you want to use a local connection to perform certain tasks at the same time you're using an i.Share connection for other work. Note that if an i.Share session is already open when you disable the client, that session remains open. But you can't open an additional i.Share session until you re-enable the client.

- **Close Connection Manager** – Closes the i.Share Connection Manager window.

Disabling pop-up messages ---

From the Options window, you can select a check box to Disable Pop-up Messages. When selected, this option prevents i.Share from displaying the Please Wait message box when it's searching for i.Share servers.

1. Click the globe icon in the system tray. The Connection Manager window appears.
2. Click the Options button. At the bottom of the window, select the check box for Disable Pop-up Messages, if you don't want to see i.Share's Please Wait message.

Checking i.Share version information ---

From the Connection Manager window, click the About button. The About Artisoft i.Share window shows your version of i.Share and the maximum number of users it supports (or the evaluation version expiration date). It also shows your i.Share serial number, which you'll need if you call Artisoft Technical Support.

For information about upgrading your version of i.Share, either see "Upgrading i.Share" on page 6 or click Help in the About Artisoft i.Share window.

CONNECTING TO THE INTERNET FROM A 16-BIT I.SHARE CLIENT

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Important... This chapter explains how to use the i.Share client on a 16-bit or Windows NT 3.51 operating system. **If you're running the i.Share client on a Windows 3.x, Window NT 3.51 or Windows for Workgroups computer, follow the instructions in THIS chapter** rather than Chapter 4, which contains the 32-bit client instructions.

After you've install the i.Share client program on computers that don't have their own Internet connections, all you need to do is start your Internet application (such as Netscape or an e-mail application). The i.Share server automatically gets on the Internet and lets your client computer use its shared resource.

Making an Internet connection

Start your Internet application

Normally, all you have to do is run an Internet application and you'll automatically start using the i.Share server's Internet connection. However, the **first time** you run an Internet application after installing i.Share, a dialog box asks whether you want to AutoConnect.

Follow these steps to make a connection to the Internet from your client computer:

1. Start an Internet application (such as Netscape Communicator or Internet Explorer).
 - If this computer has previously connected to the Internet using i.Share, the connection will be made over the network – you don't need to follow any more steps.
 - If this is the first time you've used i.Share since installing it, go to step 2.
2. A dialog box asks whether you want to AutoConnect.
 - If you click **Yes**, every time you start an Internet application in the future, you'll be automatically connected to the i.Share server and resource that has the least amount of Internet traffic at the time. You won't see the i.Share interface at all (unless you decide to use it).
 - If you click **No**, every time you start an Internet application you'll be prompted to manually choose an i.Share server and resource. See "Manual connection options" on page 47 for more information.

Note... The choice you make here isn't permanent. You can change the way the i.Share client connects at any time, as described under "Manually selecting a server and resource" on page 47 and "Options for automatically selecting a server and resource" on page 48.

3. If you clicked **Yes** in step 2, skip to step 4.

If you clicked **No** in step 2, the i.Share **Connection Manager** window appears:

- From the **Computer** drop-down list box, select an i.Share server.
 - From the **i.Share Resource** drop-down list, select a resource. A resource is an Internet connection that's being shared by an i.Share server. A resource can be a connection to the Internet (either direct or dial-up), or a connection to a corporate intranet.
4. Click OK, and you'll be connected to the Internet.

Automatic connection options

Even if you decided to let i.Share connect you automatically to an Internet resource, you can make some modifications to the way AutoConnect works. See “Options for automatically selecting a server and resource” on page 48.

Manual connection options

If you decide you’d rather manually select a server and resource each time you want to connect, see “Manually selecting a server and resource” on page 47 for instructions.

Note... If you’re also using an i.Share server computer, note that connecting to the Internet from the server involves a different process. This is described in Chapter 3. See “Running an Internet application on the i.Share server” on page 32.

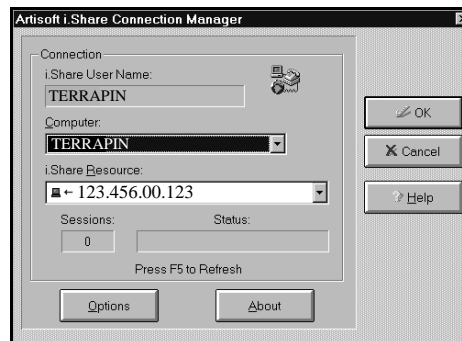
Manually selecting a server and resource

If you have multiple i.Share servers on your network, or if one i.Share server has multiple resources (Internet connections), you can set up i.Share to prompt you to select a server and resource each time you start an Internet application.

To manually select a server and resource, follow these steps:

1. Open i.Share by double-clicking the i.Share client icon in the i.Share program group. Or, if you’re not currently running any Internet applications, you can double-click the i.Share icon in the Windows Control Panel.

The i.Share **Connection Manager** window appears:



2. Click Options. In the Options window, click Manually Selecting a Resource.
3. Click OK, and close the Options window.

4. Back in the Connection Manager window, select an available server from the Computer drop down list box.
5. Click one of the server's available i.Share resources.
6. Click OK. If a password has been set up for this resource, type in the required password, then click OK.
7. Now, every time you start an Internet application, the Connection Manager window appears, and you'll need to select the server and resource you want to use.

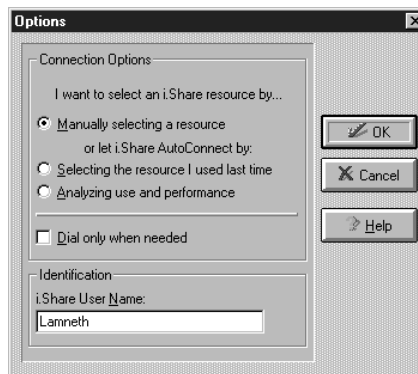
Hint... Be sure to check out "Options for automatically selecting a server and resource" on page 48. You may find you prefer the automatic options to manual connection.

Options for automatically selecting a server and resource

When you let i.Share make an automatic connection, all you need to do is start an Internet application and i.Share automatically connects you to the Internet using an available i.Share server and resource. You can make some modifications to the way AutoConnect works. To check out your automatic connection options, follow these steps:

1. Open i.Share by double-clicking the i.Share client icon in the i.Share program group. Or, if you're not currently running any Internet applications, you can double-click the i.Share icon in the Windows Control Panel. The i.Share **Connection Manager** window appears.

Click the **Options** button. The Options window appears:



2. The first option is the manual connection option (described under "Manually selecting a server and resource" on page 47).

You also have these automatic connection options:

- **Selecting the resource I used last time** – i.Share automatically connects to the same server and resource every time. This is a good option for networks that have only one server, because it prevents i.Share from searching the network for all servers.
 - **Analyzing use and performance** – i.Share automatically checks the available servers and resources, and connects to the Internet using the server and resource that are carrying the least load.
3. Click OK to save your changes.

Using multiple resources on i.Share servers

An i.Share server can have more than one resource available, and an i.Share client can use more than one resource for each of its Internet applications.

i.Share servers running on **Windows NT 4.0** can share multiple modems. However, i.Share servers running on **Windows 95/98** can share only one dial-up connection to the Internet at a time. Therefore, if you see multiple dial-up resources on a Windows 95/98 server and one of them is already in use by an i.Share client, you must select that one.

Changing your i.Share client name

The i.Share client name is seen by the i.Share server whose shared Internet connection you're using. The i.Share client name is different from the computer's network name.

1. Open i.Share by double-clicking the i.Share client icon in the i.Share program group. Or, if you're not currently running any Internet applications, you can double-click the i.Share icon in the Windows Control Panel.
2. In the Connection Manager window, click Options. The Options window appears.
3. Type a new name in the i.Share User Name box.
4. Click OK.

Using i.Share's dial-on-demand feature ---

With i.Share's dial-on-demand feature, you can specify whether the i.Share client program initiates a connection to the Internet every time an Internet application is started, as opposed to when the application actually needs to use the Internet.

By default, i.Share doesn't connect to the server's Internet Service Provider (ISP) whenever you start an Internet application. This is because there may be times when you want to use an Internet application without using the Internet. For example, you might use your browser to view files on your hard drive, or open your e-mail program to read old mail. In such cases you may not want i.Share to make an Internet connection, especially if you're paying an hourly rate for a dial-up connection.

But if you're using the application to connect to a Web site, then i.Share will make the Internet connection.

Note... Some applications (such as browsers) may be set to always connect to a Web site as soon as you start them. In this case, that application will always initiate a connection to the Internet.

Modifying dial-on-demand settings

1. Open i.Share by double-clicking the i.Share client icon in the i.Share program group. Or, if you're not currently running any Internet applications, you can double-click the i.Share icon in the Windows Control Panel.
2. In the Connection Manager, click Options. The Options window appears.
3. If you want to have i.Share initiate an Internet connection only when you actually use the Internet, make sure the **Dial only when needed** check box is selected.

If you want i.Share to initiate an Internet connection every time you start an Internet application, clear the Dial Only When Needed check box.

4. Click OK.
5. The i.Share server's **Reconnect when needed** option must be enabled for dial-on-demand to work properly. It's enabled by default, but if you want to check it, go to the i.Share server, click the i.Share icon in the system tray, click the Configure tab, and in the Dial-Up Networking box, check what the Connection Control box says. If it doesn't say Reconnect when needed, click the Modify button to change it.

Note... When the Dial Only When Needed check box is selected, you'll experience a pause when you begin using the Internet, while the i.Share server computer dials.

USING I.WATCH TO RESTRICT WEB SITE ACCESS

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The i.Watch feature lets you prevent i.Share clients from viewing undesirable World Wide Web sites. This chapter tells how to use the i.Share server program to set up i.Watch restrictions.

The two ways to use i.Watch ---

You can set up i.Watch in one of two ways:

- **A few bad sites.** Allow access to the entire World Wide Web, except for the Web sites you specifically disallow.
- **A few good sites.** Disallow access to the entire World Wide Web, except for the Web sites you specifically allow.

At any time you can change the way in which i.Watch is set up.

Basic World Wide Web terminology ---

To use i.Watch, you'll need to be familiar with some basic terms as they apply to the World Wide Web.

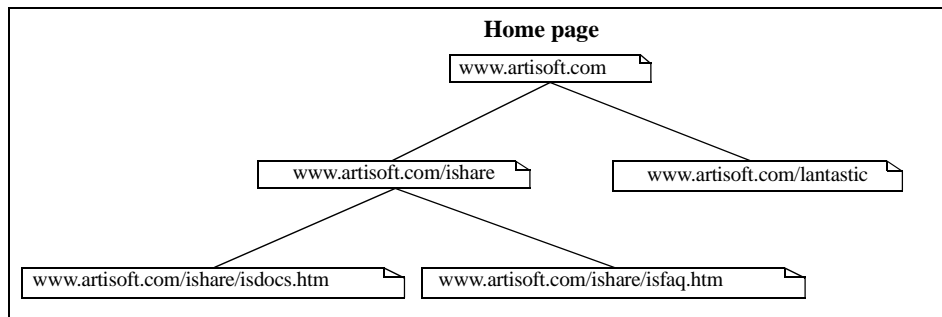
What's a Web page?

A **Web page** is the basic unit of the World Wide Web – it's what appears in a browser's screen at any one time. A Web page can have text, graphics, links to other pages and much more.

With i.Watch you can restrict access to individual Web pages.

What's a Web site?

A **Web site** is one or more Web pages grouped by a common address. Each site has one **home page**; the other, subsidiary pages are identified by additions to the address, as shown in the example below.



The i.Watch restriction that you place on a Web page applies to all pages below it. Placing an i.Watch restriction on the home page affects the entire Web site. However, you can make individual subsidiary Web pages exempt from the restriction placed on the site as a whole (see page 56).

What's a URL?

A **URL**, or Uniform Resource Locator, is a Web page's address – for example, <http://www.artisoft.com/ishare>. The i.Watch feature uses URLs to identify the Web pages you want to restrict.

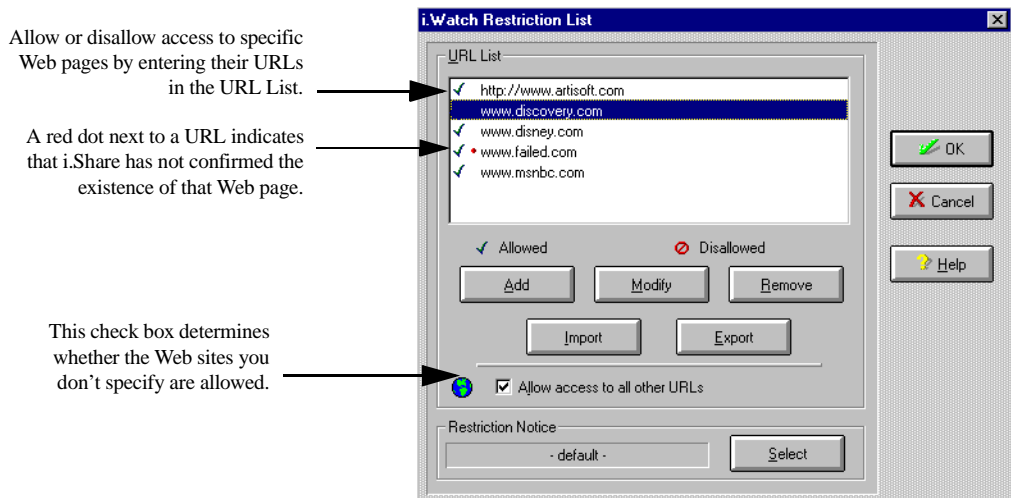
Building your i.Watch list

Your i.Watch restrictions consist of two elements:

- A list of URLs that you enter, each of which can be allowed or disallowed.
- A setting that determines whether the World Wide Web in general (all URLs not on the list) is allowed or disallowed.

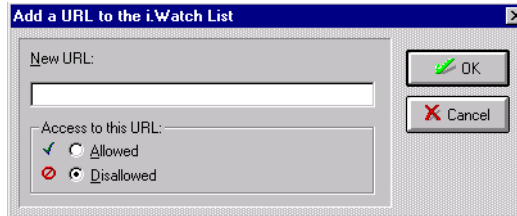
To build your i.Watch list:

1. Click the Security tab.
2. Click i.Watch. The i.Watch Restriction List window appears.



3. Set Allow Access to All Other URLs as follows:

- **Checked.** (A few bad sites.) i.Share clients can access all Web sites except those specifically disallowed in the list.
 - **Unchecked.** (A few good sites.) i.Share clients cannot access any Web site except those specifically allowed in the list.
4. Click Add. The Add a URL to the i.Watch List window appears.



5. Type the URL of a Web page in the New URL field. You don't need to type the "http://" part.
6. Click either Allowed or Disallowed to determine whether or not clients can access this URL.
7. Click OK.
8. Repeat steps 4 – 7 to add as many URLs to the i.Watch list as necessary.
9. When you're finished, click OK to close the i.Watch Restriction List window.

Removing a URL from the i.Watch list

1. Click the Security tab.
2. Click i.Watch.
3. In the URL list, click the URL you want to remove.
4. Click Remove, then click OK.

Note... When you first run the i.Share server program, you'll see Artisoft's World Wide Web site listed in the i.Watch window. It's there as an example only; you can remove it if you want to.

Modifying a URL in the i.Watch list

It's easy to change a URL or its allowed/disallowed setting in the i.Watch list. You don't have to remove it and add it again.

1. Click the Security tab.

2. Click i.Watch.
3. Click the URL you want to change in the URL List, then click Modify. You can also double-click the URL.
4. Make any changes in the Change a URL in the i.Watch List window, then click OK.

Importing and exporting i.Watch URLs

You can import a list of URLs from another program to add to your i.Watch list. Likewise, you can export your own i.Watch list to use in another program. If you have multiple i.Share server computers on your network, you can give them all the same i.Watch restrictions by exporting one server's list and importing it on the other servers.

For importing or exporting URL lists, files of .csv format (comma-separated values) are used. A .csv file can be read by any word processor or spreadsheet program, such as Microsoft Word or Microsoft Excel.

To import a list of URLs

1. Click the Security tab.
2. Click i.Watch.
3. Click Import, then select the .csv file containing the URLs you want to add to your i.Watch list.
4. The new URLs are added to the list, complete with an allowed or disallowed setting. To modify any URL, click it in the list, then click Edit.
5. When the new additions to the i.Watch list are set up the way you want them, click OK.

To export a list of URLs

1. Click the Security tab.
2. Click i.Watch.
3. Click Export, and specify a file name and directory for the .csv file that will be created. Then click OK to create the file.

Your entire i.Watch list is written to the file, complete with allowed or disallowed settings for each URL.

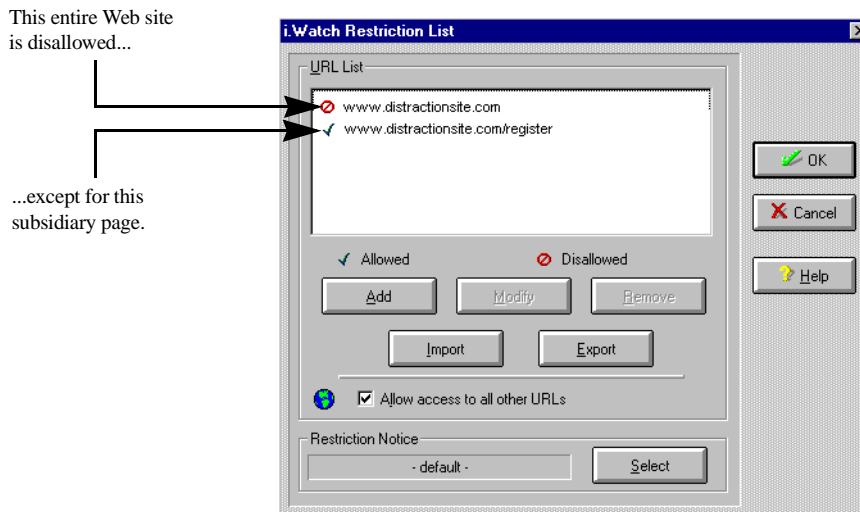
Making a subsidiary Web page exempt

There may be times when you want to allow or disallow a Web site, but have a different setting for a specific subsidiary page within the site.

Examples:

- You want to disallow access to the partisan politics site *www.extremist.com*, but permit access to its page *www.extremist.com/register*, where you can register to vote over the Internet.
- You want to allow access to *www.todaysnews.com*, but disallow access to *www.todaysnews.com/violentcrimes*.

You can do this by entering two URLs in the i.Watch list, one for the site's home page, the other for the subsidiary page you want to make exempt. Give the two URLs different allowed/disallowed settings.



For instructions on adding URLs, see “Building your i.Watch list” on page 53.

Setting up an i.Watch restriction notice

When an i.Share client tries to access a Web page disallowed by i.Watch, a restriction notice appears in his browser screen. i.Share provides four versions of a notice that you can use, described in the next section. You can also select a notice of your own composition.

Selecting an i.Watch restriction notice

1. Click the Security tab.
2. Click i.Watch.
3. In the Restriction Notice area, click Select. The Select Restriction Notice window appears.
4. To use the default restriction notice supplied by i.Share, click Use Default Notice. The default notice says, “Access Denied by i.Watch. Please contact your network administrator for access to this site.”

To use another HTML document as your restriction notice, click Specify File Containing Notice, then click Browse and select the HTML document you want to use. See the next section for the other restriction notices supplied with i.Share.

5. Click OK twice to return to the Security tab.

The i.Watch notices supplied by i.Share

The i.Watch restriction notices supplied by i.Share are listed below with their complete text. You can view a notice in your browser by choosing File, Open from your browser’s pull-down menu, then selecting the notice’s filename as listed below. The notices are stored in the i.Share server’s directory.

Note... The default i.Watch notice can’t be viewed in this way. To view the default notice, you must test it by trying to access a restricted site.

For instructions on selecting an i.Watch restriction notice, see the previous section.

Default i.Watch notice

“Access Denied by i.Watch. Please contact your network administrator for access to this site.”

Note... This notice is used unless you specify another.

Access Denied Contact Administrator.htm

“Access Denied by i.Watch. Please contact your Network Administrator to access this site.”

A link to Artisoft’s home page is provided.

Access Denied Contact Mom.htm

“Access Denied - You are not allowed to view this site. Please contact your Mom if you really need to access this site.”

A link to Artisoft’s home page is provided.

Access Denied Contact Dad.htm

“Access Denied - You are not allowed to view this site. Please contact your Dad if you really need to access this site.”

A link to Artisoft’s home page is provided.

Composing your own restriction notice

Because the restriction notice will appear in a browser screen, it must be an HTML document. You can create an HTML document with Web page authoring software such as Microsoft Front Page™.

The HTML document you create for your i.Watch restriction notice can’t have any links to files outside the document itself. It can, however, have links to other pages on the Web.

Elements you can’t include

- Graphics
- Background images
- Any other element that references another source file

Elements you can include

- Fonts of any size or color supported by your Web page authoring software
- Links to other Web pages
- Tables
- Horizontal rules (paragraph style HR)
- Background color (as opposed to a background image)

Using the i.Watch backup file

i.Share stores your i.Watch list in the IWATCH.DAT file. It also keeps a backup copy of the list in IWATCH.BAK. Both files are in your i.Share directory (usually C:\Program Files\Artisoft\IShare). If your IWATCH.DAT file becomes lost or corrupted, you can recreate your i.Watch list using IWATCH.BAK.

Important... i.Share backs up IWATCH.BAK from IWATCH.DAT every time you make a change in the i.Watch Restriction List window and click OK. To recover a lost i.Watch list, you must perform the following steps *before* making any changes in the i.Watch Restriction List window.

To recover a lost i.Watch list:

1. Exit the i.Share server program by clicking its icon in the system tray (at the bottom right corner of the screen) and clicking Exit.
2. In your i.Share directory, copy IWATCH.BAK and rename the copy IWATCH.DAT, overwriting the old IWATCH.DAT.
3. Launch the server program again by clicking Start, Programs, i.Share, i.Share Server.

Note... Reinstalling the i.Share server program erases the IWATCH.DAT file. Before reinstalling the server program, you should make a backup copy of IWATCH.DAT. After reinstalling, exit the server program, replace IWATCH.DAT with your backup copy and restart the server.

TROUBLESHOOTING

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If you don't find the solution to your problem in this chapter or in the online Help system, refer to "Where to go for technical support" on page 6.

Frequently Asked Questions

How does i.Share 3.5 work?

i.Share is designed to enable multiple workstation computers on a network to concurrently access the Internet using an Internet connection through another machine. In a nutshell, the i.Share server is installed on a computer that is already configured for Internet access. Then each workstation machine that wants to access the Internet through the i.Share server has a copy of the i.Share client installed on it.

When a Winsock application such as an Internet browser or Internet mail package is launched on an i.Share client, it will use the Internet connection on the i.Share server. This effectively allows multiple users access to the Internet through an Internet connection on an i.Share server, all at the same time!

How is i.Share different from your Modemshare32 program?

i.Share is designed to share an Internet connection with multiple users, all at the same time. Modemshare32 is designed to allow users on a network to share their modem and telephone line with others users on a network. When sharing a modem however, only one user can use the modem and telephone line at a time.

How is i.Share 3.5 different from i.Share 3.0?

i.Share 3.5 Server:

- Can be installed as a service on Windows NT machines. This allows the i.Share server to function without having to login to Windows.
- Can cache web pages on the server so they do not have to be downloaded again each time a client requests a web page.
- Resources can be disabled so that they are not available to the clients.

i.Share 3.5 Client:

- Has an improved interface that allows Winsock applications that do not need to use i.Share to be easily bypassed.
- Can browse i.Share servers and resources without having to make a connection.

Can you mix i.Share 3.0 and 3.5 versions?

Yes, i.Share 3.5 clients will work with an i.Share 3.0 server and i.Share 3.0 clients with work with an i.Share 3.5 server.

Which networks and operating systems does i.Share 3.5 support?

i.Share 3.5 will work on LANtastic, Novell and Microsoft networks. Windows 3.x and Windows NT 3.51 machines can be installed as i.Share clients. Windows 9x or Windows NT machines can be installed as either a client or a server.

Can the i.Share server be non-dedicated?

Yes! The i.Share server can also be used as a workstation, modem server, e-mail server, etc.

Does i.Share 3.5 work with any ISP?

Yes, i.Share enables your LAN to connect with any Internet Service Provider that accepts dial-up access via Microsoft Windows RAS dial-up networking. Content providers such as America Online and CompuServe are not Internet Service Providers and therefore cannot be used for a dial up connection to the Internet without special considerations. See troubleshooting document for more details.

How many people can use i.Share 3.5 at one time and experience reasonable performance?

Performance will vary depending on processor, memory or Internet connection speed. i.Share 3.5 offer licensed versions that support 3, 10, 32 or unlimited simultaneous sessions. Below are suggested guidelines for connection speed/optimal usage:

Internet Connections	# Concurrent Sessions
14.4k modem	2-3
28.8k modem	2-5
33.6k modem	2-7
56k modem	2-10
ISDN	2-15
T1 (LAN)	2- machine dependant
T3 (LAN)	2- machine dependant

What is an i.Share session?

Any application or piece of an application that makes a connection through the i.Share server is using an i.Share session. For example, if you load Netscape to browse a web site, download a file, and collect your mail all at the same time, then you would be using 3 sessions. One session is used for the web connection. One session is used to download the file, and one session is used to retrieve your mail. When you are finished downloading the file, you will be down to two sessions, and when you close the mail reader, you will be down to one session.

How does i.Share know where to route TCP/IP packets when multiple PCs are running simultaneous Internet sessions?

Each time a user starts an Internet session, it initiates a Winsock socket, and i.Share assigns the socket a temporary port number. i.Share then routes TCP/IP packets to and from the port until the user ends the session.

Can I use Analog, ISDN, T1, or T3-based Internet connections?

Yes! All that is required is a standard Windows network driver that supports TCP/IP, used with your Internet access device.

Can I temporarily disable i.Share on a client?

Yes! Just right-click on the i.Share globe icon in the system tray (in the corner of the task bar), and select "Disable i.Share Client" from the menu. Wait a few seconds, and you will see the icon change to indicate the disabled state. You can re-enable i.Share by getting to the menu in the same fashion, and selecting "Enable i.Share Client."

Can we use i.Share 3.5 to share one e-mail account?

Yes. However, everyone on the network would have the same e-mail address. Most customers prefer to set up individual e-mail addresses, using e-mail server software such as Artisoft XtraMail.

Can I send and receive Internet e-mail using i.Share 3.5?

Yes. You can set up e-mail accounts and/or domains with your ISP and use Eudora, Pegasus, or any other SMTP/POP3 e-mail client software to send/receive Internet e-mail over your shared Internet connection. As long as each person has an individual e-mail account, everyone can use the i.Share connection to send and receive internet mail.

Can I have multiple i.Share servers on the same network?

Yes! Either you can have more than one server, and can configure the clients to choose the server manually, or auto-connect based on usage (load balancing). Individual sessions can each be assigned to a different resource.

What is the difference between i.Share and a proxy server or PPP router?

The difference is design -- i.Share's elegant engineering means it consumes far less memory and CPU space than a proxy server or a PPP router. The server does most of the work and a TCP/IP stack is not needed on each client PC, conserving resources for other uses. Unlike i.Share, an Internet proxy server requires each client to have its own IP address and TCP/IP stack.

Are there legal restrictions on sharing an Internet account?

Some ISP's may place contractual limits on account sharing. Customers are encouraged to carefully read their ISP agreement in order to determine the policy for their accounts.

Can I use my i.Share 3.0 serial number and verification key with i.Share 3.5?

No, i.Share 3.5 is an upgraded version, which requires a 3.5 serial number and verification key.

I installed the evaluation version of i.Share, but I bought the product and want to use the full version. Can I upgrade without reinstalling?

Yes. On either the i.Share server or client, open the i.Share Control Panel, and select the About tab. Click the UPGRADE button, and fill in your new serial number and verification key. When you reboot, the new full version will become active.

I am having trouble installing i.Share 3.5 over i.Share 3.0. What is the correct way to do this?

You will want to end any running tasks such as virus or system checkers before starting the i.Share 3.5 installation. It may also be necessary to uninstall previous versions of i.Share before installing i.Share 3.5.

Why are there are no protocols listed on the protocol selection screen during the i.Share installation?

This can happen if the only protocol that is installed in the network control panel is the TCP/IP protocol. i.Share requires Artisoft Netbios, IPX, or Netbeui. If one of these protocols is installed in the network control panel but the i.Share installation cannot see it, then this would indicate that the registry keys that i.Share obtains the protocol information from are missing values or otherwise corrupt. Remove all references to the protocol from the network control panel, reboot, and add the protocol back.

Specific problems and answers

My i.Share server tries to dial out to the ISP as soon as I start the computer.

If your i.Share server tries to start a dial-up connection to the Internet when you first start the computer, you'll need to change a default Windows setting. Follow these steps to prevent your server from automatically dialing your ISP:

1. Click Start, Settings, Control Panel.
2. Double-click the Internet icon. The Internet Properties window appears.
3. Click the Connection tab, then select Connect to the Internet using a local area network.
4. Click OK.

If you make this change, you won't be able to set a timeout in the Internet Properties window. But you can set a timeout from the Dial-Up Networking window. Follow the instructions under "Saving money by setting a Dial-Up Networking timeout" on page 33.

Is there a way to stop a cache file from being Flushed?

Go to the Program Files/Artisoft/iShare/cache directory. Right-click on the file you want to keep in your iShare cache and select Properties. Check the Read-only box and click Apply button to make this file read-only.

Some sites I browse has long URLs and they don't seem to be in the cache, why?

The cache only accepts URLs up to 255 characters. If the URL is longer than 255 characters, the data will not be cached.

When I'm running the i.Share server my System Monitor shows the CPU usage at 100%. Why?

The i.Share server has two "worker threads". One thread checks the cache for "stale" data. The other thread flushes the cache. Both of these threads run at "idle priority" which means that they only run when the system has nothing else to do. The iShare server is taking advantage of your systems's idle time to perform necessary cache maintenance. You will not experience any performance degradation.

When do I have to validate an internet resource?

When you have an i.Share server running as a service on an NT machine, you must validate (connect to the internet resource at least once) for that resource before it can be available to the i.Share clients through that i.Share server. Any Internet Resources that have not been validated will appear with an {bmct exclamation.bmp} exclamation mark in the Internet Resources list on the Server tab of the Server ConsoleHID_SRVSECURE window or Using Dial-Up NetworkingHID_SRVLOCALLOGIN window.

When I installed the i.Share 3.0 server program and rebooted, my computer locked up on the Windows 95/98 logo screen.

You may need to correct the way i.Share is bound to your network protocols. Reboot your computer in Safe Mode by holding down the **F8** key as it starts up. Then follow the procedure in the section, "Optimizing i.Share's network protocol bindings" on page 68.

My i.Share client computer can't detect any of the resources available on my i.Share server computer.

You may have the wrong network protocols bound to i.Share. Follow the procedure under "Optimizing i.Share's network protocol bindings" on page 68.

After I close an Internet application, Connection Manager still shows it as an active session, and the modem connection isn't dropped even though this was the only session running on the server.

Some applications, such as Internet Explorer 4.0 and active desktop components, don't close the session and drop the modem connection.

You can safely ignore this situation, but if you need to release the session, you can either:

- Log out of Windows and log back in again.

Or

- Set an inactivity timeout on the server (this is recommended). Instructions for setting an inactivity timeout appear on “Saving money by setting a Dial-Up Networking timeout” on page 33.

Windows 3.x and Windows NT 3.51 client troubleshooting

The items in this section can only occur on Windows 3.x and Windows NT 3.51 computers running the i.Share client.

After installing the i.Share 3.0 client program, I installed an Internet application on the same computer. When I open the Internet application, it gives me an error indicating that there’s no connection to the Internet.

The i.Share client program for 16-bit client computers requires its own Winsock.dll and Wsock32.dll files, which can be overwritten by certain programs. You can replace them using the backup copies that i.Share maintains, called Winsock._IS and Wsock32._IS. To do so:

1. Go to your Windows directory (or WINNT35\SYSTEM32 for NT 3.51).
2. Rename the file Winsock.dll (for example, change it to Winsock.001). This preserves your Internet application’s Winsock file.
3. Make a copy of the file Winsock._IS and rename the copy Winsock.dll.
4. If you’re running Windows 95/98, change directories to Windows/System.
5. Rename the file Wsock32.dll (to, for example, Wsock32.501).
6. Make a copy of the file Wsock32._IS and rename the copy Wsock32.dll.

Your Internet application should now be able to find the Internet.

I’m running the RealAudio Player™ and trying to get live sound off the Internet. It works fine from the i.Share server computer, but it’s highly degraded from the i.Share for 16-bit client computers.

Set the RealAudio Player to use the TCP/IP protocol and select a maximum bandwidth of 14.4 Modem, as follows:

1. Start the RealAudio Player without a sound file playing. On some PC systems you can do this by starting the RealAudio Player from the Start button on the taskbar. On others (for instance, under Microsoft Explorer)

you must start the RealAudio Player by starting a sound file, then stop the sound file with the Stop button or wait for the file to finish.

2. From the View menu, select Preferences.
3. Click the Network tab.
4. In the Receive Audio Via field, click TCP.
5. From the Bandwidth drop-down list, select 14.4 Modem.
6. Click OK.
7. Close the RealAudio Player.

Note... Applications that use the UDP protocol rather than TCP (such as some Voice Internet Chat or some NFS programs) may have problems functioning with i.Share. If an application of this kind has problems, check to see if it has an option to switch to TCP protocol, as does the RealAudio Player described above. If it does, select the TCP option.

16-bit application problems

This section covers problems that can occur when you're running 16-bit applications (for Windows 3.x) over i.Share.

Does Windows NT support 16-bit applications?

No, i.Share running on a 32-bit operating system (Windows 95/98 or NT) does not support 16-bit applications.

The session between the i.Share client computer and the i.Share server no longer exists.

This could occur because of a lost network connection, because the server was stopped and restarted while users were still logged in, or because your client computer was disconnected by someone at the server computer.

1. Exit all Internet applications on the i.Share client computer.
2. Open the i.Share client program by double-clicking its icon in Control Panel.
3. Manually select an available server and resource.

This forces the client computer to reconnect to the i.Share server.

Optimizing i.Share's network protocol bindings_____

In order to allow i.Share clients to access the Internet, the i.Share 3.0 server program interacts with the Network section of your Windows 95/98 or Windows NT Control Panel. For i.Share to work properly, the relationship between it, the

network and the Internet must be set up correctly. If you're having problems making i.Share work, go into the Network section of the Control Panel and make sure that the following protocol settings are established:

- The only protocol bound to your Dial-Up Adapter is TCP/IP.
- The only protocol bound to the i.Share Server is your network protocol.
Your network protocol is:
 - Microsoft network: **NetBEUI**
 - Artisoft LANtastic network: **Artisoft LANtastic NetBIOS**
 - Novell network: **IPX**

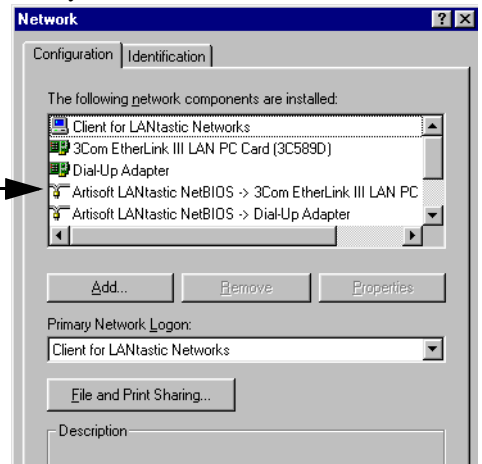
Windows 95/98 instructions

Follow these steps to check your network protocol settings.

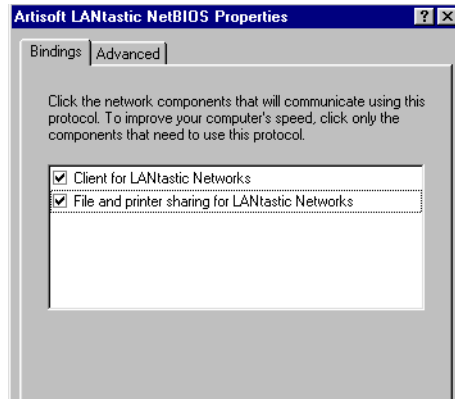
Note... The Windows NT 4.0 instructions for checking network protocol settings appear on page 70.

1. Click Start, Settings, Control Panel. Double-click the Network icon in Control Panel to open the Network window.
2. In the Network window, click the Configuration tab. All the available network protocols are indicated by the cable icon.

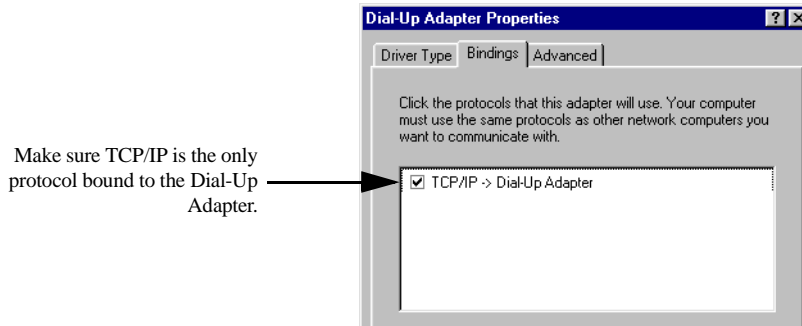
The cable icon identifies network protocols.



3. Double-click each network protocol in turn to open the Properties window. Make sure the Bindings tab is showing, which lists the services to which that protocol can be bound.



4. Look at each protocol to see whether it has a check mark next to Artisoft i.Share 3.0 Server. Your network protocol should be the only one with this box checked.
5. From the Network window, double-click Dial-Up Adapter to open the Dial-Up Adapter Properties window.



6. Make sure that the box for “TCP/IP -> Dial-Up Adapter” is checked. If the window lists other protocols bound to the Dial-Up Adapter (such as NetBEUI or NetBIOS), make sure those check boxes are cleared.
7. Click OK, and reboot your computer if prompted to do so. With these Network settings, i.Share should run correctly.

Windows NT 4.0 instructions

Follow these steps to check your protocol settings:

1. Click Start, Settings, Control Panel. Double-click the Network icon.

2. Click the Bindings tab, then click i.Share 3.0 server.
3. The network protocol you're using for i.Share should be the only one that appears with the network cable icon
If the cable icon doesn't appear next to the network protocol you're using for i.Share, click the protocol then click the Enable button.
4. If any network protocols that you aren't using for i.Share appear with the cable icon, click the protocol then click the Disable button.
5. Click OK. With these Network settings, i.Share should run correctly.

Dial-up connection problems

Server pre-setup steps

You may experience connection problems if you didn't follow the instructions under "Installing i.Share on server computers" on page 8. You can also follow those steps after installing i.Share.

Using i.Share with Artisoft ModemShare

Artisoft ModemShare (version 7.0 or 32) server computers cannot dial out on the same modem at the same time that an i.Share server is using it for an Internet connection.

For example, if you're using a ModemShare modem to send out faxes for an extended period of time, i.Share clients won't have any access to the modem until your ModemShare connection ends.

For this reason, if you expect to use a modem much of the time for ModemShare, it's recommended to have an additional modem on your network for use with i.Share.

Solving connection problems

If you have any trouble with a connection from the i.Share client to the server, or from the server to your Internet Service Provider, follow these steps:

1. If you're using a Dial-Up Internet Service Provider, go to the i.Share server computer and open the Windows 95/98 Dial-Up Networking program. (Click Start, Programs, Dial-Up Networking.)
2. Make sure that Dial-Up Networking is configured correctly for the i.Share server, and that your password is saved, as specified in "Installing i.Share on server computers" on page 8.

3. Manually make a dial-up connection to your Internet Service Provider. Check to ensure that the dial-up connection was successful. (If not, you may have a problem with your modem or phone line.)
4. Go to the i.Share client and select the Internet resource associated with the application running on the server.

Your application should now run successfully. If it doesn't, you may have a configuration problem on the client, or your application may be incompatible with i.Share's Winsock support.

i.Share version compatibility

i.Share 3.0 and i.Share 3.5 are completely compatible. i.Share 2.5 clients can connect to i.Share 3.0 servers. However, an i.Share 3.0 client can't connect to an i.Share 2.5 server. i.Share 3.0 will not work with the LANtastic Internet Gateway that's included with LANtastic 7.0.

If an Internet application's dial-up connection terminates on a server

If an Internet application being run on an i.Share server computer terminates unexpectedly, it's usually because the application wasn't coordinated with i.Share's use of the Internet connection.

For instructions on coordinating use of an Internet connection, see "Running an Internet application on the i.Share server" on page 32.

General system problems

First try closing and restarting the application. If the problem persists, exit all Internet applications on the client computer and restart the i.Share client and i.Share server computers.

GLOSSARY

AutoConnect: The i.Share client's ability to automatically connect to a server and resource whenever the client computer user starts an Internet application.

Internet application: Any software program that uses the Internet, such as a Web browser or an e-mail program.

i.Share client: A computer running the i.Share client program. An i.Share client computer doesn't have an Internet connection itself, but connects to the Internet by using an i.Share server computer's shared Internet connection.

i.Share server: A computer running the i.Share server program. An i.Share server computer has an Internet connection that it shares among i.Share client computers over the network.

i.Watch: The i.Share server feature that lets you restrict access to specific World Wide Web pages from i.Share clients.

resource: In i.Share, any connection that's being shared by an i.Share server. A resource can be a connection to the Internet, either direct or dial-up, or a connection to a corporate intranet. An i.Share server can have more than one resource available.

session: An open Internet application on an i.Share client computer that's using a shared resource on an i.Share server computer. A client computer can run more than one session at a time, if more than one Internet application is running.

TCP/IP: Transmission Control Protocol/Internet Protocol is a standard for communicating between computers on the Internet.

URL: Uniform Resource Locator. A URL is a Web page's full address – for example, <http://www.artisoft.com/ishare>.

Winsock: Winsock, short for Windows Sockets, is the supporting program that handles input/output requests for Internet applications in a Windows operating system. Winsock 2, included with i.Share, offers better performance than previous versions.

Web page: The basic unit of the World Wide Web: what appears in a browser's screen at any one time. Each Web page has a unique URL (address).

Web site: A collection of Web pages grouped by variations on a common address. A Web site consists of a home page and one or more subsidiary Web pages.

World Wide Web: The Web is a network of computers using client/server architecture. The servers store files created using HyperText Markup Language (HTML). These files, called pages, contain links to text, applications, images, sounds and other pages. The client computers use a browser program, such as Netscape Navigator, to view pages and activate hyperlinks.

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