

**pcANYWHERE32™**

# User's Guide

**SYMANTEC.**

**pcANYWHERE** **32**  
VERSION 8.0

# pcANYWHERE32™ User's Guide

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# Welcome to pcANYWHERE32

# 1

pcANYWHERE32 for Windows 95 and Windows NT offers a complete communications solution for your remote control, file transfer, and general communication needs.

With pcANYWHERE32 you can:

- Remotely control one PC from another, as long as both PCs are running pcANYWHERE software.
- Automatically transfer files and synchronize folders between two PCs.
- Connect to a variety of online services.
- Establish a connection to your network and become a node on the network.

You can make a connection using telephone lines, a network, or a combination of the two. You can make direct connections between two PCs using either a serial or parallel cable.



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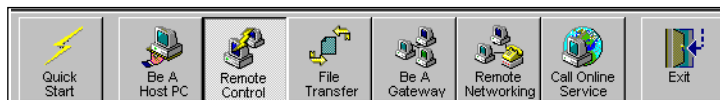
**NOTE:** Some pcANYWHERE32 features are not supported in Windows NT, version 3.51. Please refer to the reference book section of online help for information about these features.

---

## Quick tour of pcANYWHERE32

pcANYWHERE's main window consists of eight buttons, six of which correspond to the six primary functions of pcANYWHERE:

**Figure 1-1**



- Quick Start: Click to display pcANYWHERE wizards for each primary function. A wizard is an executable file that automatically prompts you for information necessary to accomplish the related task.
- Be A Host PC: Click to establish your computer as a pcANYWHERE host to be accessed by one or more remote users. From this window you also create a list of host connection items and select host communications options for each host item. (For more information on host operations, see “Configuring the host” on page 43.)
- Remote Control: Click to control a pcANYWHERE host computer. From this window you also create and manage a list of one or more remote control connection items to choose from for remote computing sessions.

---

**NOTE:** Remote control and file transfer share the same connection items. When the connection item is started from the remote control window, the session begins in remote control mode. When the connection item is started from the file transfer window, the session begins in file transfer mode.

---

- File Transfer: Click to connect to a pcANYWHERE host computer and immediately begin a file transfer session.
- Be A Gateway: Click when you want the PC to act as a gateway on the network. A gateway PC allows network users to share the communications device on the gateway PC, and allows remote callers to access a pcANYWHERE host by connecting to the gateway’s modem. From this window you also create and maintain a list of gateway connection items.
- Remote Networking: Click when you want to connect to a network as a remote node. With a remote networking connection, your remote PC becomes a workstation on the network, with access to network files and services.

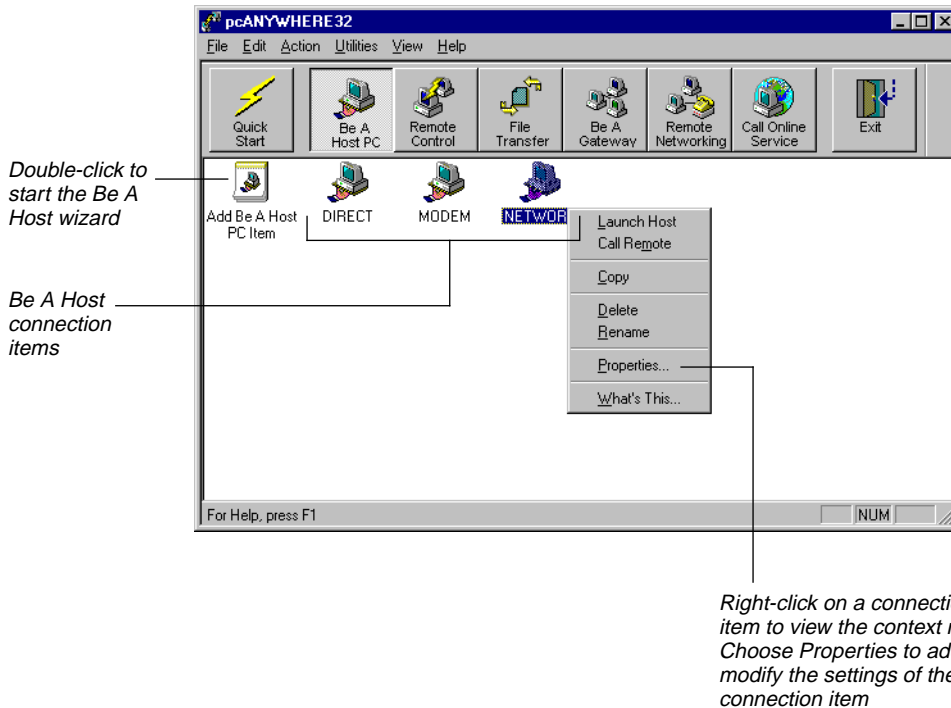
pcANYWHERE integrates remote control and remote networking technologies to enhance the performance of the session. (See “Remote networking” on page 83 for information on remote node connections.)

- Call Online Service: Click to connect with bulletin board services (BBSs), information services such as CompuServe, and other multi-user systems such as mainframes and minicomputers. From this window you also create and manage a list of one or more online service connection items to choose from for online sessions. (See “Online services” on page 153, and “File transfers and session management” on page 91, for more information.)

## pcANYWHERE32 connection items

Once you click a button, the main window displays a wizard icon for the selected action, as well as icons for any connection items created for the action. A connection item represents a pcANYWHERE file containing connection device information and security settings for a connection. It consists of an icon and a name.

**Figure 1-2** pcANYWHERE connection items



Every connection item has a properties sheet associated with it containing the settings configured for the item.

All pcANYWHERE connection items can be dragged or copied from the pcANYWHERE main window to the Windows 95 desktop or a folder.

## Protecting connection items

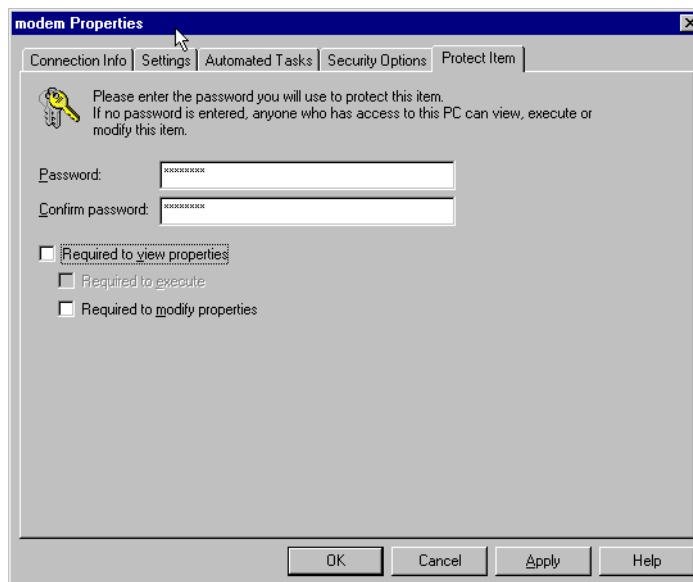
Every connection item has a Protect Item property page on the item's properties sheet that allows you to assign a password to the item to protect it from unauthorized use. You can use the same password for all your connection items, regardless of what mode they are in. Using the same password is easier than having to remember multiple passwords.

A password can be used to prohibit the connection item's properties from being modified or viewed as well as prevent the execution of the connection item.

### To password protect a connection item:

- 1 Click the connection item you want to protect.
- 2 Do one of the following:
  - Right-click the selected item and choose PROPERTIES from the context menu.
  - Select PROPERTIES from the File menu.
- 3 Click the Protect Item tab.

**Figure 1-3**



- 4 Type a password in the Password text box.

- 5 Retype the password in the Confirm Password text box to confirm it.
- 6 Check the level of protection you want.
  - Required To View Properties: Check to require a user to enter the correct password to view the properties on this connection item.
  - Required To Execute: Check to require a user to enter the correct password before running the connection item.
  - Required To Modify Properties: Check to require a user to enter the correct password before modifying any of the properties for this connection item. This selection is grayed when the Required To View Properties box is checked.

## Getting online help

In addition to technical support options that are described in the back of this manual, pcANYWHERE for Windows 95 and Windows NT provides an excellent online help system.

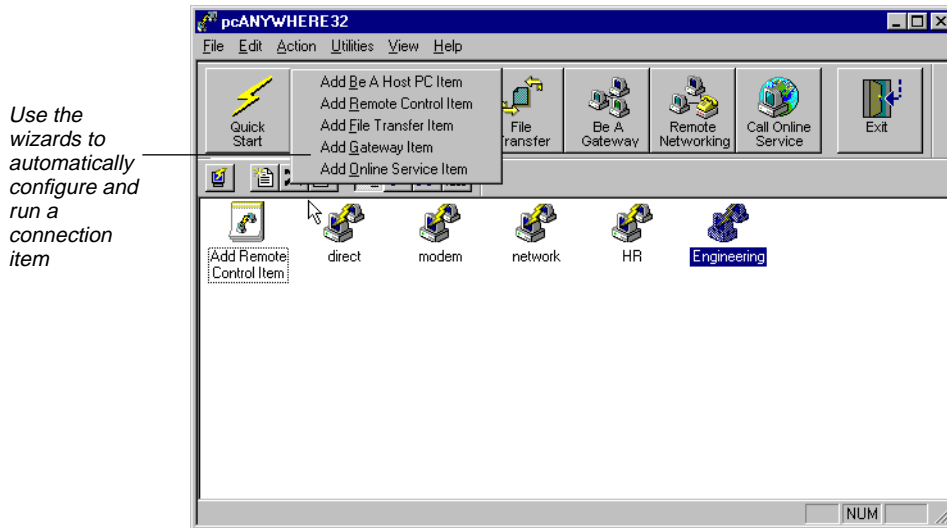
To get help at any point in pcANYWHERE you can:

- Choose CONTENTS from the Help menu to access the table of contents.
- Click the Index or Find tabs and search for a procedure or feature.
- Right-click any option or area of a window, then click What's This for a description of the option and its function in pcANYWHERE.
- Click Help from any dialog box for pointers on how to set the options in that dialog box.
- Consult the Reference book section of help for the answers to frequently asked questions.

## Quick Start wizards

You can use pcANYWHERE's Quick Start wizards to quickly make a remote control, file transfer, gateway, or online service connection.

The Quick Start button displays a list of available wizards.

**Figure 1-4** List of pcANYWHERE wizards

When executed, a wizard creates a connection item by asking the user to provide the minimum configuration information necessary to establish a connection.

If you want to take advantage of all the commands and features available in pcANYWHERE, please read the appropriate chapters of this manual or refer to online help before proceeding.

#### To run a wizard:

- 1 Do one of the following procedures:
  - Click the Quick Start action button and select the wizard you want to run from the list (see Figure 1-4).
  - Click any action button and double-click the add item wizard icon.
- 2 Follow the on-screen prompts.

## Be A Host PC wizard

Run the Add Be A Host PC Item wizard when you want to be a host PC and wait for a call from a remote caller. The host wizard prompts you for the following connection item information:

- Name: Provide a brief, descriptive name for the connection item.

- Connection Device: Choose the device the connection item uses to make connections.

## Remote control wizard

Run the Add Remote Control Item wizard when you want to call a host PC and begin a remote control session. The remote control wizard prompts you for the following connection item information:

- Name: Provide a brief, descriptive name for the connection item.
- Connection Device: Choose the device the connection item uses to make connections.
- Phone Number: Enter the phone number of the host PC if you want the connection item to automatically dial the host. If a phone number is not provided here, you are prompted for one each time you run the remote control connection item.

## File transfer wizard

Run the Add File Transfer Item wizard when you want to call a host PC and immediately begin transferring files to or from the host. The file transfer wizard prompts you for the following connection item information:

- Name: Provide a brief, descriptive name for the connection item.
- Connection Device: Choose the device the connection item uses to make connections.
- Phone Number: If you have selected a modem connection device, provide the host's phone number if you want the connection item to dial the host automatically. If a phone number is not provided, you are prompted for one each time you run the remote control connection item.
- Host Name: If you have selected a network connection device, provide a host name if you want the connection item to connect to the host automatically. If a host name is not provided, you can select a host from a list of available hosts.

---

**NOTE:** Remote control and file transfer share the same connection items. When the connection item is started from the remote control window, the session begins in remote control mode. When the connection item is started from the file transfer window, the session begins in file transfer mode.

---

## Online service wizard

Run the Add Online Service Item wizard when you want to call a bulletin board service (BBS), or other online computer service, for the purpose of obtaining and exchanging information. An online service session is not a remote control session as you do not remotely operate the online service computer. The online service wizard prompts you for the following connection item information:

- **Name:** Provide a brief, descriptive name for the connection item.
- **Connection Device:** Choose the device the connection item uses to make connections.
- **Phone Number:** Enter the phone number of the online service if you want the connection item to dial the service automatically. If a phone number is not provided here, you are prompted for one each time you run the remote control connection item.
- **Terminal Emulation:** Choose the terminal emulation required for this online service.

## Gateway wizard

Run the Add Gateway Item wizard when you want to configure your PC as a gateway on the network. A pcANYWHERE gateway PC allows network users to share the gateway PC's communications device, and provides dial-in and dial-out services. The gateway wizard asks for the following connection item information:

- **Name:** Provide a brief, descriptive name for the gateway connection item.
- **Bidirectional Operation:** Designate if this gateway is to allow both incoming and outgoing calls.
- **Incoming Connection Device:** Choose the device to use for the gateway's incoming calls.
- **Outgoing Connection Device:** Choose the device to use for the gateway's outgoing calls.

## What's new in this version

- **Strong Encryption:** Increases security using Microsoft's cryptography API.
- **NT Caller Security:** Integrates pcANYWHERE remote callers with Windows NT User and Group Security.



- Live Update Integration: Automates downloads of pcANYWHERE32 software updates.
- Voice First Connections: Allows switching between voice and data during a single phone call.
- Host Conferencing: Allows multiple remotes to connect to and view the activities on one host.
- Improved Mouse Control: Synchronizes the remote's mouse configuration with the host's.
- Optimized Desktop Control: Increases connection speed and host desktop navigation by reducing the host's display settings to match the remote display settings.



# Installation

# 2

pcANYWHERE32 files are shipped in a compressed format and automatically decompressed during the installation process. Therefore, to install and run pcANYWHERE on your computer, you must first run the installation program. Do not just copy pcANYWHERE files into a directory on your hard disk.

This chapter covers the following procedures:

- Standard installation of pcANYWHERE: Use a standard installation when you are installing on an individual computer and are not sharing pcANYWHERE data files with other users.
- Network administrator installation: Use an administrator installation when you are installing pcANYWHERE to a network drive and are creating pcANYWHERE shared data files.
- Network workstation installation: Use a workstation installation on a PC connected to a network after the network administrator has done the administrator installation.

Uninstalling pcANYWHERE32: Use the uninstall program to remove pcANYWHERE files as well as other files associated with the pcANYWHERE32 installation.

## System requirements

### Minimum required hardware

- 386 or higher microprocessor
- 4 MB RAM
- VGA or higher resolution display adapter
- Hard disk drive, one CD ROM drive
- At least 20 MB free disk space

### Recommended hardware

- 486, Pentium, or higher microprocessor
- 8 MB RAM or higher
- 20 MB free disk space

## Required software

- Windows 95 or Windows NT 3.51 or later

## Standard installation of pcANYWHERE32

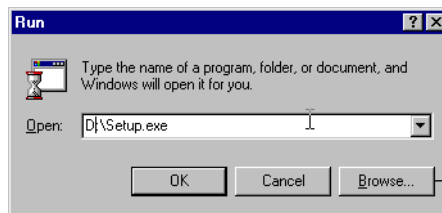
Use the standard installation of pcANYWHERE32 to create and maintain your own pcANYWHERE configuration files. Standard installation can be used even if your PC is connected to a network.

If you are a network administrator and you want to create and control pcANYWHERE configurations for all users on the network, see “[Network administrator installation](#)” on page 23.

### To perform a standard installation of pcANYWHERE:

- 1 Insert the CD into your computer’s CD ROM drive.
- 2 Make sure that Windows 95 or Windows NT is running on your computer.
- 3 Do one of the following procedures:
  - If Windows AutoPlay is enabled, click Install Software on the pcANYWHERE32 installation screen.
  - If Windows AutoPlay is not enabled, choose RUN from the Windows 95 or Windows NT 4.0 Start menu and type `D:\cdinst.exe` in the Open text box, click OK and follow the on-screen instructions.

**Figure 2-1**



*Click Browse if you want to install pcANYWHERE from a different folder*

## Licensing pcANYWHERE32

The pcANYWHERE32 for Windows 95 and Windows NT program requires that you provide licensing information before continuing with the

installation. This installation entitles you to use pcANYWHERE on two computers: a host and a remote.

**To license your copy of pcANYWHERE:**

- 1 Type your name in the Name text box.

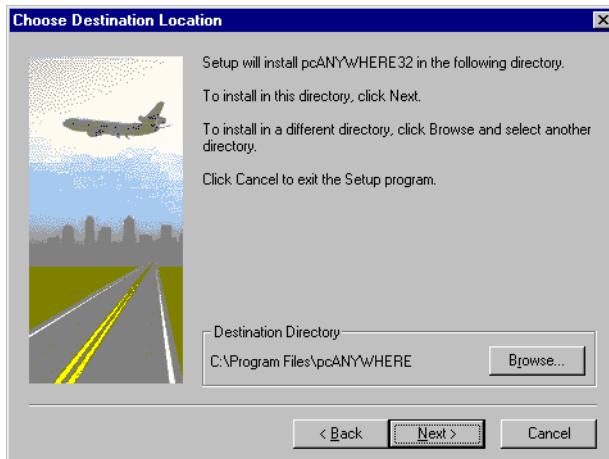
**Figure 2-2**



- 2 Type your company's name in the Company text box (optional).
- 3 Click Next to continue with the installation.

## Specifying the program folder

After you enter the license information for your copy of pcANYWHERE, the installation program asks for the name of the folder where the files will be copied. A suggested folder is displayed in the Program Location dialog box.

**Figure 2-3** Location for pcANYWHERE32**To accept the displayed program folder:**

- Click Next to proceed with the installation. pcANYWHERE is installed in the folder with the name that appears in the text box.

**To change the program location:**

- 1 Click Browse to select a new folder.
- 2 Click Next to continue with the installation.

The installation program copies the files to the specified folder and creates the following subfolders:

- Data: The default subfolder for connection item configuration information. (See Chapter 1, “Welcome to pcANYWHERE32” on page 9 for information on connection items.)
- Download: The default subfolder for files downloaded from an online service.

## Registering your copy of pcANYWHERE32

As a registered user you receive future product announcements and other important notices. If you choose to skip registration now, you can register later by selecting ONLINE REGISTRATION from the Help menu.

After completing the registration forms, you can choose:

- **Modem:** To register your copy of pcANYWHERE32 for Windows 95 and Windows NT 4.0 directly from your computer and send the registration information electronically to our toll-free number.
- **Fax Or Mail:** To send the registration information to your printer. You can then either fax or mail it to the address provided on the printed registration form.
- **Internet:** To send the registration information through the Internet using a LAN (Local Area Network) or RAS (Remote Access Server) connection.

---

**NOTE:** The installation makes changes to the SYSTEM.DAT and USER.DAT files in your Windows 95 folder. The original files are backed up with the file names SYSTEM.PCA and USER.PCA.

---

## Network administrator installation

This section explains how to perform an administrator installation of pcANYWHERE32 to your network. To install the program as an administrator, you need full access privileges to the network. The pcANYWHERE32 program files and options set during the administrator installation affect every network user who runs pcANYWHERE.



Network

### To install pcANYWHERE on a network:

- 1 Insert the CD into your computer's CD ROM drive.
- 2 Make sure that Windows 95 or Windows NT is running on your computer or workstation.
- 3 Choose RUN from the Windows 95 or Windows NT 4.0 Start menu.
- 4 Type `D:\installs\pca32\disk1\setup.exe /A` in the Open text box (see Figure 2-1) and click OK.
- 5 Enter the necessary licensing information. (See [“Licensing pcANYWHERE32”](#) on page 20 for information.)
- 6 Choose the network folder where you want to install pcANYWHERE. (See [“Specifying the program folder”](#) on page 21.)

---

**NOTE:** This folder must be accessible to all users performing a pcANYWHERE workstation installation.

---

- 7 Click Next to continue the installation.

The installation program copies the files to the specified folder and creates the following subfolders:

- Data: Default subfolder for connection item configuration information. (See Chapter 1, “Welcome to pcANYWHERE32” on page 9 for information on pcANYWHERE’s connection items.)
  - Setup: Contains the SETUP.EXE file that installs pcANYWHERE to individual network workstations. (See “Installing pcANYWHERE32 on network workstations” on page 26 later in this chapter for details.)
- 8 Register your copy of pcANYWHERE. (See “Registering your copy of pcANYWHERE32” on page 22.)

## Installing pcANYWHERE32 Five-Node Add-on

pcANYWHERE32 Five-Node Add-On disks are available to extend your license agreement. Each Add-On licenses five additional users.

### To install the Five-Node LAN Add-On disk:

- 1 Insert the pcANYWHERE32 Add-On disk into the computer’s floppy disk drive.
- 2 Choose RUN from the Windows 95 or Windows NT 4.0 Start menu.
- 3 Type A:\Setup in the Open text box.
- 4 Type the location of the pcANYWHERE32 network installation in the Install To text box and click OK.

A message appears confirming installation. You can choose ABOUT pcANYWHERE from the Help menu to verify the number of licenses.

## Configuring administrator options

The pcANYWHERE administrator can customize the network version of pcANYWHERE and control the availability and use of connection items.

The pcANYWHERE administrator can:

- Allow users to name their computers.
- Define a default folder for connection items.



- Allow a user to select a different folder.
- Protect connection items with a password to prevent users from modifying connection item properties.

### To configure administrator options:

- 1 Perform a workstation installation of pcANYWHERE32. (See “[To install pcANYWHERE32 on a workstation:](#)” on page 26 for instructions.)

---

**NOTE:** After installing pcANYWHERE32 to the network, you must perform a workstation installation on the administrator’s PC before administrator options can be configured.

---

- 2 Choose RUN from the Windows 95 or Windows NT 4.0 Start menu.
- 3 Type `netpathname\WINAW32.EXE /A` in the command line text box and click OK. (Replace *netpathname* with the network drive and folder that contains the network installation of pcANYWHERE.)
- 4 Type the administrator password in the Enter Administrator Password text box.

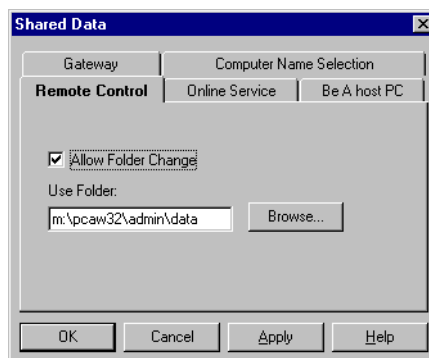
---

**NOTE:** The administrator password is case-sensitive. The first time you run pcANYWHERE with the /A administrator option, you are asked to confirm the password.

---

- 5 Choose SHARED DATA from the Administrator menu.

**Figure 2-4**



- 6 Check Allow Folder Change to allow users to use a different folder for their connection items. (See Chapter 1, “Welcome to pcANYWHERE32” on page 9 for information on pcANYWHERE’s connection items.)
- 7 Do one of the following procedures:
  - Type a folder to use as the default folder for Remote Control connection items.
  - Click Browse to select a default folder.
- 8 Repeat steps 6 through 7 for the Online Service, Be A Host PC, and Gateway property pages.
- 9 Click the Computer Name Selection tab.
- 10 Choose one of the following options:
  - Allow User Defined: Allows the user to provide any name for an individual PC.
  - Windows Computer Name Only: Causes pcANYWHERE to automatically use the computer name provided in the Windows 95 and Windows NT installation.

## Installing pcANYWHERE32 on network workstations

After the administrator has installed pcANYWHERE32 on the network and has configured the shared data files, users on the network can install pcANYWHERE on their local workstations.

A workstation installation must be performed at each individual PC that is running pcANYWHERE32 from the network. This section explains how to perform workstation installations. Before beginning, be sure your network administrator has completed the network installation.




---

**Note:** Ask your network administrator which network drive and folder (*netpathname*) contains the pcANYWHERE program files.

---

### To install pcANYWHERE32 on a workstation:

- 1 Choose RUN from the Windows 95 or Windows NT 4.0 Start menu. The Run dialog box appears (see Figure 2-1).
- 2 Do one of the following procedures:
  - Enter *netpathname*\SETUP\SETUP.EXE in the command line text box and click OK. (Replace *netpathname* with the network

drive and folder that contains the network installation of pcANYWHERE. Ask your network administrator for help if necessary.)

- Click Browse to locate the correct drive and folder and select the SETUP.EXE file.
- 3 Click OK and follow the on-screen instructions.
  - 4 Type the necessary licensing information. (See “[Licensing pcANYWHERE32](#)” on page 20.)
  - 5 Select the folder where you want to install pcANYWHERE. (See “[Specifying the program folder](#)” on page 21.)
  - 6 Do one of the following:
    - Click Next to allow pcANYWHERE to wait as a host before logging on to Windows or the network.
    - Click Skip to continue the installation. You can still use the pcANYWHERE host but only after you log on to Windows and your network.
  - 7 Click Next.

The installation program copies the files to the specified folder and creates the following subfolders:

- Data: The default subfolder for connection item configuration information. (See “[pcANYWHERE32 connection items](#)” on page 11 for information on pcANYWHERE’s connection items.)
- Download: The default subfolder used for files downloaded from an online service.

#### **To uninstall pcANYWHERE32:**

- 1 Choose PROGRAMS from the Windows 95 or Windows NT 4.0 Start menu.
- 2 Point to the PCANYWHERE32 folder.
- 3 Point to REMOVE PCANYWHERE and release the mouse button.

#### **To run pcANYWHERE32 from Windows 95 or Windows NT:**

- 1 Choose PROGRAMS from the Windows 95 or Windows NT 4.0 Start Menu.
- 2 Point to the PCANYWHERE32 folder.
- 3 Point to PCANYWHERE32 and release the mouse button.

The first time you start pcANYWHERE32 after installation, the pcANYWHERE Smart Setup Wizard appears to help you configure your PC with basic connection device information.

**Figure 2-5**

*The Smart Setup Wizard only executes the first time you start pcANYWHERE after installation*



*If your operating system has detected your modem during installation, pcANYWHERE automatically adds it to your connection device list*

- 4 Do one of the following procedures:
  - Click Next if your operating system has added your modem to the Modem text box.
  - Click Add Modem to have Windows 95 detect your modem or to select your modem from a list of modems supported by Windows 95.
- 5 Select a default network device for this PC to use for network connections. You can select other network protocols at any time from the pcANYWHERE program. (See “Network devices” on page 34 for information on network protocols.)
- 6 Select a port to use for your direct cable connections. You can select other ports at any time from the pcANYWHERE program. (See “COM1 through COM4 serial devices” on page 32 for information on communication ports.)
- 7 Click Finish.



#### To run pcANYWHERE32 from Windows NT, version 3.51:

- 1 Do one of the following procedures:
  - Double-click the pcANYWHERE program icon in the pcANYWHERE program group.

- Choose RUN from the Program Manager File menu, type *pathname*\WINAW32.EXE in the command line text box and click OK.

The first time you start pcANYWHERE32, the pcANYWHERE Smart Setup Wizard appears to help you configure your PC with basic connection device information.

- 2 Select the serial port your PC is using for modem connections from the Com Port drop-down list.
- 3 Select your modem from the drop-down list box. If your modem is not listed, choose the generic modem that most closely emulates your modem.
- 4 Click Next to continue the wizard.
- 5 Select a default network device for this PC to use for network connections. You can select other network protocols at any time from the pcANYWHERE program. (See “Network devices” on page 34 for information on network protocols.)
- 6 Select the serial port your PC is using for direct cable connections from the Com Port drop-down list.
- 7 Click Finish to close the Smart Setup window and return to the pcANYWHERE32 main window.



# Connection devices

# 3

This chapter describes the settings found in the Connection Info property page. This property page is located in the properties sheet of all connection items and determines what hardware device the connection item uses to make connections.

## Windows 95 and NT 4.0 Connection Info property page

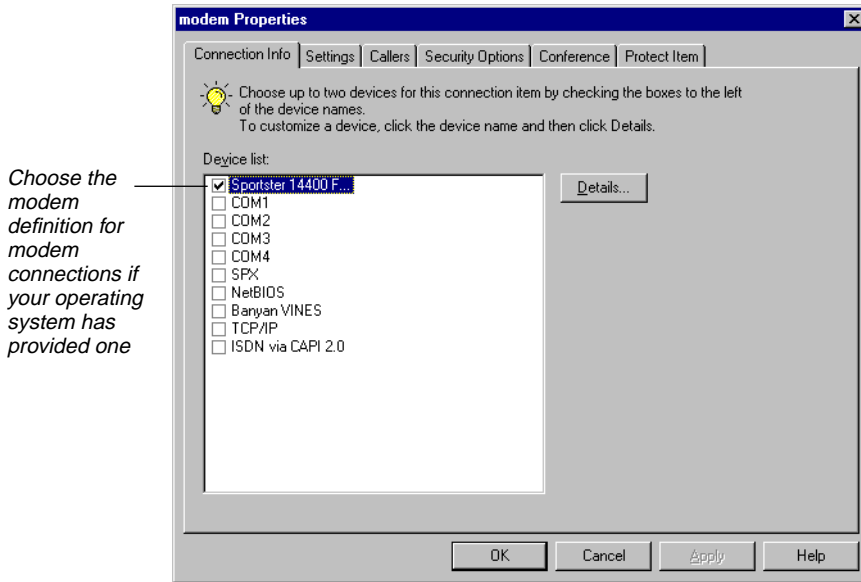
Before you can make a connection, pcANYWHERE must know what communication device to use. Every connection item has a properties sheet associated with it that contains all the information and settings needed to make a connection.

### **To configure connection information for Windows 95 and Windows NT 4.0:**

Do one of the following:

- Choose NEW from the File menu to configure a new connection item.
- Right-click a connection item and choose PROPERTIES from the context menu to modify an existing item.

Figure 3-1



**NOTE:** Windows NT does not support IPX, NASI/NCSI, or parallel port (LPT) connections.

## TAPI modem definition

If your modem was connected to your PC when you installed Windows 95 or Windows NT 4.0, the operating system added a modem in the Modems folder of the Windows 95 and Windows NT control panel. `pcANYWHERE32` automatically adds this modem definition to the top of the list of devices on the Connection Info property page. Choose this modem definition for modem connections (see Figure 3-1).

If your modem was not present at the time of the Windows installation, or if your modem has changed since the installation, edit or add a modem definition using the Windows 95 or Windows NT 4.0 control panel.

## COM1 through COM4 serial devices

Modem definitions and serial ports are controlled in the Windows 95 and Windows NT 4.0 control panel. The modem definition listed in the device list



also includes the correct serial port. (See “TAPI modem definition” on page 32 for details.)

pcANYWHERE32 can make both serial and parallel direct connections in Windows 95. COM1 through COM4 are for serial direct connections using a null modem cable. LPT1 through LPT4 are for parallel direct connections using a special parallel cable. (See “LPT1 through LPT4 parallel connections” on page 34.)

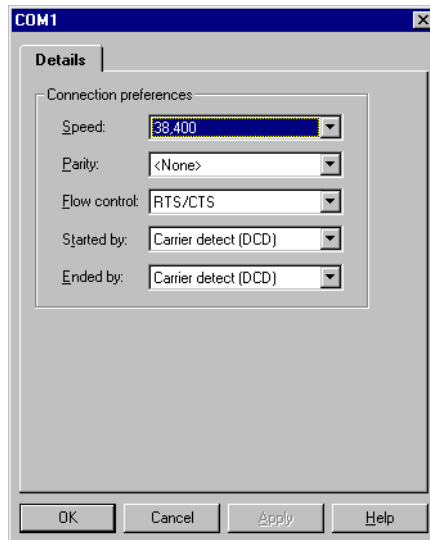


Parallel connections for Windows NT are not supported. Please refer to the Reference book section of online help for important information on Windows NT.

### To configure COM1 through COM4:

- 1 Check the serial communications port your PC uses for serial connections.
- 2 Click Details.

**Figure 3-2**



- 3 Choose from the following connection preferences:
  - Speed: Most newer machines can handle speeds of 38,400 and higher.
  - Parity: Set to None for pcANYWHERE remote control sessions.

- Flow Control: Set to RTS/CTS for pcANYWHERE remote control sessions.
  - Started By: Select a method by which the communication session begins. The default is carrier detect. Refer to online help or your modem's manual for more information on the available settings.
  - Ended By: Select a method by which the communication session ends. The default is carrier detect.
- 4 Do one of the following:
- Click Apply to save connection info settings and leave the connection item's properties sheet open.
  - Click OK to save all settings and return to the pcANYWHERE main window.

## LPT1 through LPT4 parallel connections

Parallel port connections are used to direct-connect two computers using a parallel cable. A parallel cable significantly increases the performance of pcANYWHERE when using a parallel port to connect two computers.

---

**NOTE:** To communicate between the two computers bi-directionally, you must configure the parallel port in the BIOS for bi-directional operation and use a bi-directional parallel cable.

---

### To configure LPT1 through LPT4:

- Check the parallel communication port your PC uses for direct connections and click OK.

## Network devices

Network devices are used by PCs that are attached to a network. For example, your PC can connect to other computers on that network or use network communication devices such as a pcANYWHERE gateway, or Novell NetWare Connect, to connect to computers that are not on the network.

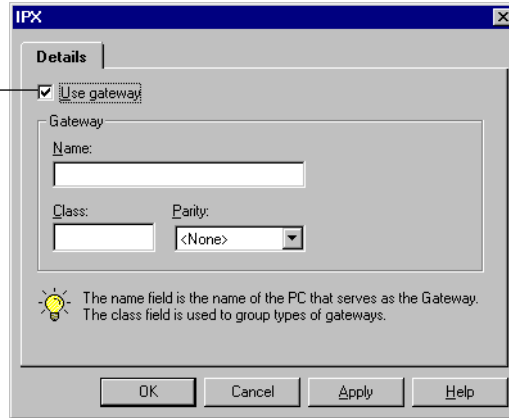
### To configure IPX, SPX, NetBIOS, Banyan, and TCP/IP network devices:

- 1 Click the Remote Control action button.

- 2 Right-click a connection item and choose PROPERTIES from the context menu.
- 3 Check the network protocol your PC uses.
- 4 Click Details. (The Details button is grayed on Be A Host connection items.)

**Figure 3-3**

*Check if you want to connect to a gateway PC and use the gateway's modem to call out of the network*



- **Use Gateway:** Check this box if you plan to use a gateway for communicating out of the network through an outbound gateway.
- **Name:** Enter the gateway name to have pcANYWHERE select that gateway automatically. If no name is entered, a list of available gateways is presented. Enter an asterisk (\*) to allow pcANYWHERE to select any gateway.
- **Class:** Enter the gateway classification if several gateways exist with different classes. If no class is entered, a list of available gateways and classes is presented. Enter an asterisk (\*) in the Class text box to have pcANYWHERE select any class.
- **Parity:** Click the Parity prompt button to select a parity different from that set under the gateway's outgoing list device. Parity should be set to None for pcANYWHERE remote control connections.

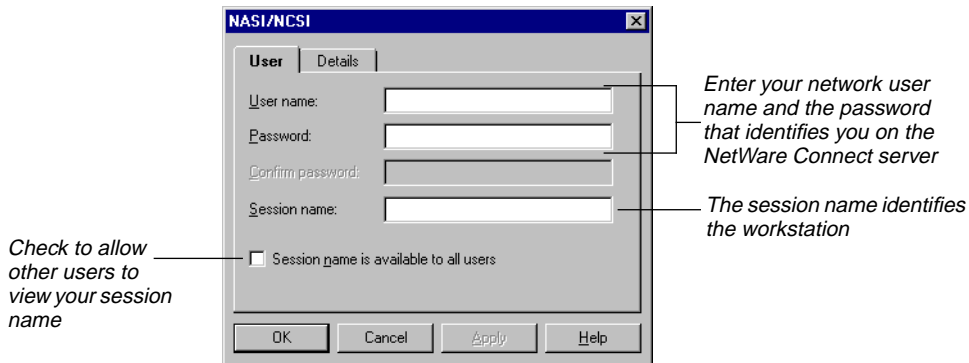


**NOTE:** An Options property page appears when NetBIOS is selected as the network device. This property page contains a setting that allows a user to use a LAN Adapter Number (LANA) that is configured in the Windows 95 or Windows NT operating system.

### To configure NASI/NCSI network devices:

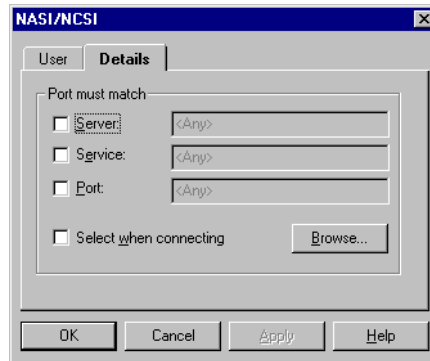
- 1 Check NASI/NCSI in the device list.
- 2 Click User.

**Figure 3-4**



- 3 Type the following information:
  - User Name: Enter the name that you use to login to the NASI/NCSI server. See your network administrator for your login information.
  - Password: Enter your password on the NASI/NCSI server.
  - Session Name: Enter a name for this session. This name is listed as an available workstation session after you log on to the server.
- 4 Check Session Name Is Available To All Users to make this workstation session available to all callers after connecting to the NASI server.
- 5 Click the Details tab.

Figure 3-5



- 6 Check any of the following options:
- **Server:** Check to enter a server name. Click the Browse button to select from a list of currently available servers. Select <Any> to have pcANYWHERE select the first available server.
  - **Service:** Check to enter the modem group name. Click the Browse button to select from a list of currently available services. Select <Any> to have pcANYWHERE select the first available service.
  - **Port:** Check to enter a port name. Click the Browse button to select from a list of currently available ports. Select <Any> to have pcANYWHERE select the first available port.
  - **Select When Connecting:** Allows the remote caller to select the server, service, and port at the time of connection.

---

**NOTE:** If you plan to wait for a connection as a host, pcANYWHERE requires that you preselect a specific server, service, and port, or a NetWare connect dial-in group. Do not select the <Any> options if you use different logins and passwords on multiple servers.

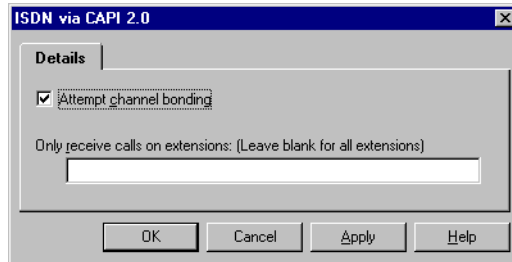
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## ISDN connections

Integrated Services Digital Network (ISDN) is a digital telecommunication network that is becoming increasingly popular because of its ability to transmit data at speeds up to 10 times faster than modems. pcANYWHERE<sup>32</sup> supports ISDN connections using Common ISDN Application Programming Interface (CAPI) 2.0 devices.

**To configure ISDN using CAPI 2.0 devices:**

- 1 Check ISDN Via CAPI 2.0 in the device list.
- 2 Click Details.

**Figure 3-6**

- 3 Check Attempt Channel Bonding if you want pcANYWHERE to attempt to combine two 64K channels into a single channel providing for a 128K bps transmission. Channel bonding cannot occur if the second channel is unavailable. Check the transmission rate to determine if channel bonding was successful. Leave this option unchecked if you want the second channel to remain free for other communications.
- 4 Type in Multiple Subscriber Number (MSN) extensions if you want to restrict incoming calls to only those extensions. Use a semicolon or comma to separate the extensions. If no extension numbers are provided, connections are made to any MSN extension.

## Infrared Connections

pcANYWHERE32 automatically detects the presence of the Microsoft Infrared communications driver.

## Windows NT 3.51 Connection Info property page



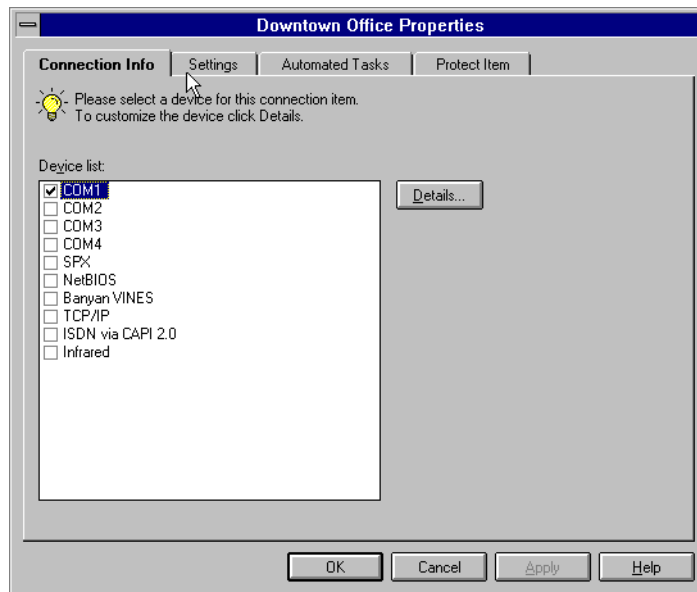
The connection devices listed in the connection info property page for Windows NT, version 3.51, differ slightly from the devices listed for Windows 95 and Windows NT, version 4.0. Windows NT, version 3.51, does not support TAPI modem definitions, IPX connections, NASI/NCSI connections, or parallel port (LPT) connections.

### To configure connection information for Windows NT, version 3.51:

Do one of the following:

- Choose NEW from the File menu to configure a new connection item.
- Right-click a connection item and choose PROPERTIES from the context menu to modify an existing item.

**Figure 3-7**



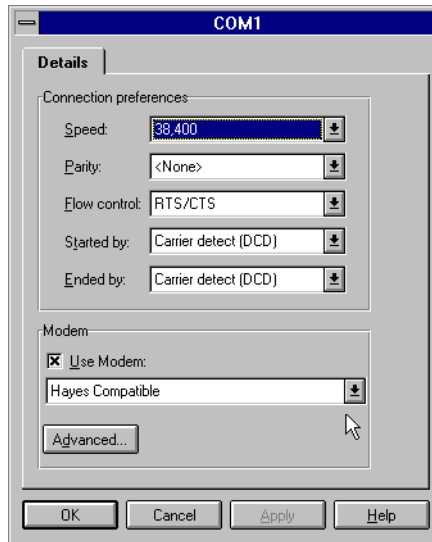
## COM1 through COM4 serial devices

pcANYWHERE32 uses the COM1 through COM4 serial ports to make modem connections and direct cable connections in Windows NT, 3.51.

### To configure COM1 through COM4:

- 1 Check the serial communications port your PC uses for serial connections.
- 2 Click Details.

Figure 3-8



- 3 Choose from the following connection preferences:
  - Speed: Start with the default setting. If you experience connection problems, lower the speed.
  - Parity: Set to None for pcANYWHERE remote control sessions.
  - Flow Control: Set to RTS/CTS for pcANYWHERE remote control sessions.
  - Started By: Select a method by which the communication session begins. The default is carrier detect. Refer to online help or your modem's manual for more information on the available settings.
  - Ended By: Select a method by which the communication session ends. The default is carrier detect. Refer to online help or your modem's manual for information on the settings available.
- 4 Check Use Modem and choose your modem from the Use Modem drop-down list box (see Figure 3-8). If the name of your modem does not appear in the list, consult your modem's manual for an alternative choice.
- 5 Click Advanced to change the advanced settings if necessary. Refer to your modem's manual for more information on these advanced modem settings.



6 Click OK.

For details on configuring SPX, NetBIOS, Banyan VINES, TCP/IP, ISDN with CAPI 2.0, and Infrared connections, see “[Windows 95 and NT 4.0 Connection Info property page](#)” on page 31.



# Configuring the host

# 4

Before you can begin a remote computing session with a remote PC, you must first create a host connection item. A host connection item is a file containing connection device information and security settings for the host. With pcANYWHERE32, you can create several host connection items, each using a different configuration. For example, you can have a host configured to make a modem connection and another to make network connections.

## Creating host connection items

You can create connection items manually, or you can run the Add Be A Host PC wizard (Figure 4-1). The wizard allows you to configure the name and connection device for the connection item, and uses default settings in the remaining property pages. (See “[Quick Start wizards](#)” on page 13 for more information on wizards.)

To customize the default settings, you can edit the connection item’s properties.

---

**TIP:** You can customize the defaults used by the wizard connection item so that every new connection item created by the wizard uses the customized settings. (See “[To modify a connection item’s properties:](#)” on page 44 for details.)

---

### To create a new be a host connection item:

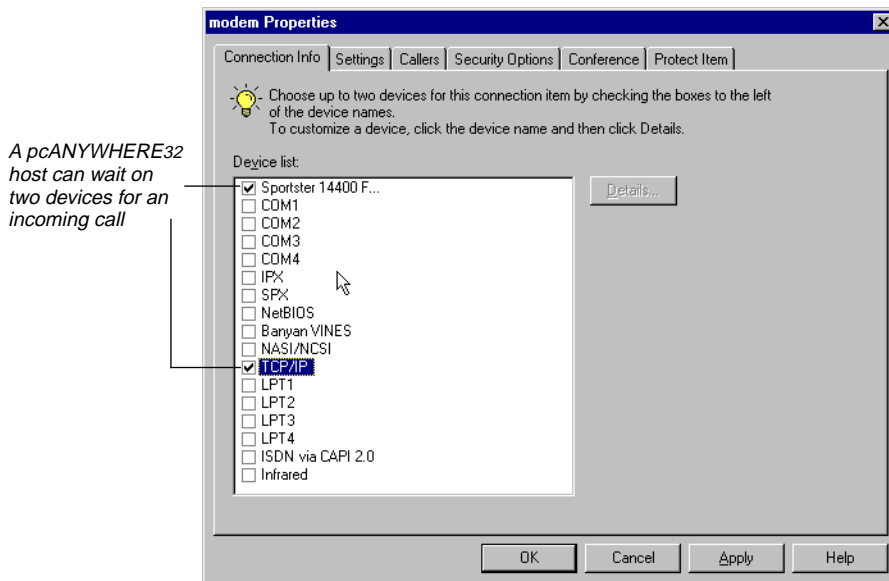
- 1 Click the Be A Host PC action button.
- 2 Do one of the following:
  - Double-click the Add Be A Host PC Item icon to create a new connection item using the wizard.
  - Choose NEW from the File menu.
  - Right-click in the Be A Host PC window and choose NEW from the context menu.

### To modify a connection item's properties:

Do one of the following:

- Right-click the connection item and choose **PROPERTIES** from the context menu.
- Click the connection item and choose **PROPERTIES** from the File menu.

**Figure 4-1**



The host connection item properties sheet contains six property pages:

**Connection Info:** Allows you to select the hardware device this host connection item will use for each session. A host can wait for a connection on two separate devices.

**Settings:** Allows you to configure host options for every remote control session in which the host item engages.

**Callers:** Allows you to give callers all rights on the host after connecting, or specify the rights available to each individual caller.

**Security Options:** Allows you to set the security options for all remote control sessions this host engages in.

Conference: Allows you to configure a multicast IP address for the host to allow multiple remotes to view the activity on the host.

Protect Item: Allows you to protect the selected host connection item with a password.

**To configure host connection info:**

- 1 Open the host item's properties sheet (see ["To modify a connection item's properties:"](#) on page 44).
- 2 Choose the communication devices this host item uses to wait for a call. The pcANYWHERE32 host can wait on two separate devices for an incoming call. (See [Chapter 3, "Connection devices,"](#) on page 31 for more information on configuring connection devices.)

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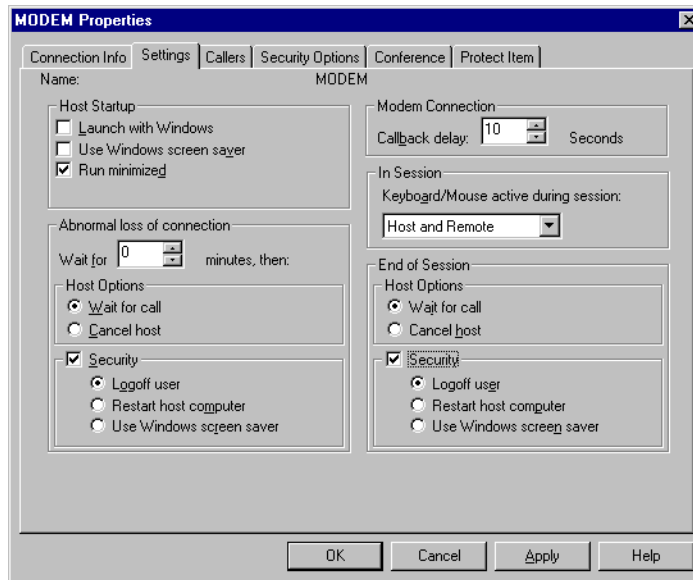
**NOTE:** When the host connects to a remote using one device, the second device is not available until the first session ends.

---

**To configure host settings:**

- 1 Open the host item's properties sheet (see ["To modify a connection item's properties:"](#) on page 44).
- 2 Click the Settings tab.

Figure 4-2



- 3 In the Host Startup group box, select the options you want to configure for this host connection item.
  - **Launch With Windows:** Causes the host to load and wait for a call automatically each time you start your PC.
  - **Use Windows Screen Saver:** Causes your Windows 95 screen saver to launch whenever the host is waiting for a call. Add a password to your screen saver to lock the host and prevent unauthorized users from canceling the waiting host.
  - **Lock NT Workstation:** Prevents unauthorized users from canceling the waiting host by locking the NT Workstation with a password.
  - **Run Minimized:** Causes the host to appear on the desktop as an icon when it is waiting for a connection. If this option is unchecked, pcANYWHERE displays a status dialog box.
  - **Run As A Service:** Configures the host to run as an NT Service. This option is enabled by default and is a required option if you want to launch the host with Windows.
- 4 In the Modem Connection group box type the number of seconds the host waits before making a call back to the remote PC. This setting is ignored if the Call Back The Remote User option is not



checked in the Callback property page on the Caller properties sheet. (See “[Modifying caller properties](#)” on page 54.)

- 5 In the In Session group box select which keyboard and mouse is active during the session. The default setting is Host And Remote.
- 6 Select how you want to leave the host after an unintentional loss of connection occurs or after ending a remote control session:
  - Wait For: [0] Minutes: Allows the host to set the number of minutes to wait after an abnormal disconnect before continuing with one of the End Of Session options described above.
  - Cancel Host: Cancels the host. Other connections are not possible when the host is canceled.
  - Wait For Call: Causes the host to wait for another call.
- 7 Select what security measures to enable after an unintentional loss of connection occurs or after ending a remote control session:
  - Logoff User: Causes the host to log the current host user off the network, preventing unauthorized access to the user’s network privileges.
  - Restart Host Computer: Causes the host PC to restart. If you want the host PC to wait for another call after restarting, check the Launch With Windows option.
  - Use Windows Screen Saver: Causes your Windows 95 screen saver to launch whenever the host is waiting for a call. Add a password to your screen saver to lock the host and prevent unauthorized users from canceling the waiting host.
  - Lock NT Workstation: Prevents unauthorized access to the workstation by locking the NT workstation with a password.



## Configuring host security options

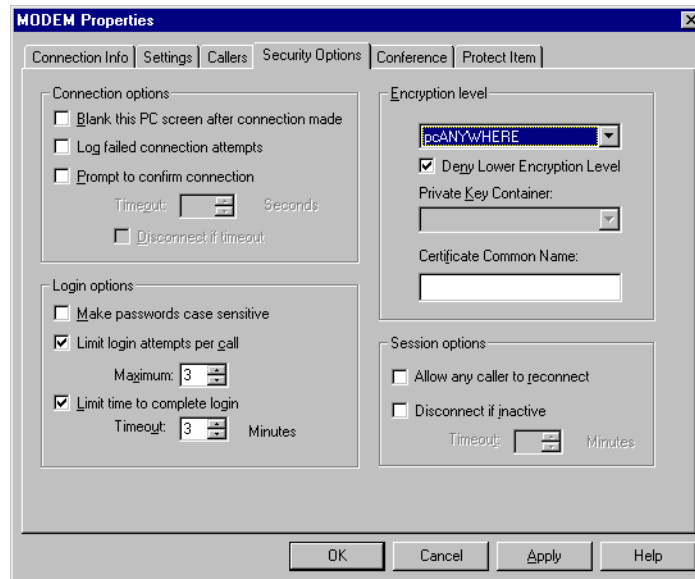
Some security options determine if the remote user can blank the host screen or encrypt data. Other options regulate passwords and prompts.

### To configure the security options:

- 1 Click the host connection item you want to configure.
- 2 Do one of the following:
  - Right-click the selected item and choose **PROPERTIES** from the context menu.
  - Choose **PROPERTIES** from the File menu.

- 3 Click the Security Options tab.

**Figure 4-3**



- 4 Check the connection options you want for this host connection item.
  - **Blank This PC Screen After Connection Made:** Improves the security of unattended host sessions by blanking the host PC's monitor display.
  - **Log Failed Connection Attempts:** Causes the host to create a log file containing information on unsuccessful attempts to connect.
  - **Prompt To Confirm Connection:** Sends a message to the host operator that a connection is being requested by a remote. When this option is checked and a remote user attempts a connection, the host user receives an alert of the impending connection and provides a Yes/No prompt from which the host can choose to allow the connection or not.
  - **Timeout:** Specifies how long the host operator has to respond to the Yes/No prompt. The default value is 10 seconds.
  - **Disconnect If Timeout:** Unchecked, a connection is made automatically after the timeout expires. If checked, the remote caller is disconnected after the expiration of the specified timeout



period. This option is grayed if the Prompt To Confirm Connection option is not checked.

- 5 Check the login options you want for this host connection item:
  - Make Passwords Case Sensitive: Specifies that passwords must be entered with the correct combination of uppercase and lowercase letters.
  - Limit Login Attempts Per Call: Specifies how many log in attempts the user may make. The default value is 3 attempts.
  - Limit Time To Complete Login: Specifies the time a user has to log in successfully. The default value is 3 minutes.
- 6 Choose one of the following encryption levels:
  - Public Key: Provides the highest level of security and is used when a certificate authority makes public keys available to the Cryptographic Service Provider (CSP) on both host and remote sides of the session.
  - Symmetric: Provides the next level of security and is used when there is no certificate authority available but there is a Cryptographic Service Provider available.
  - pcANYWHERE: Provides minimum encryption capability and is used when there is no Cryptographic Service Provider available. It is the only level compatible with pcANYWHERE versions 2.0, 5.0, and 7.x.
  - Deny Lower Encryption Level: Causes the host to deny connections from computers not using the same level of encryption as the host. If not checked, the host allows connections from computers using a lower level of encryption.
  - Private Key Container: Select a private key from the list of currently installed private keys.
  - Certificate Common Name: Type the name associated with the selected private key. This is the name provided to the Certificate Authority at the time the certification was requested. This option is case sensitive; type the name exactly as you provided it to the Certificate Authority.

---

**NOTE:** Some encryption options are not supported in Windows 3.51.

---

- 7 Check the session options you want for this host connection item:
  - Allow Any Caller To Reconnect: Allows any caller to connect to the host after a remote computing session is unexpectedly

disconnected. If this option is not checked, only the caller that was signed on to the host at the time of the disconnect can reconnect. This prevents unauthorized viewing of information left on the host screen at the time of the disconnect.

- **Disconnect If Inactive:** Specifies the timeout period. pcANYWHERE32 automatically disconnects the session when no screen data has changed or no keystrokes have been entered for the number of minutes specified. Establishing an inactivity timeout period keeps the telephone line free in case the remote user forgets to end the session. This timeout can be enforced on an individual caller basis by checking the Caller Subject To Inactivity Timeout check box in the Advanced property page of the caller's properties sheet. (See ["Modifying caller properties"](#) on page 54.) The default is 10 minutes of inactivity before disconnection occurs.

## Configuring the host for conference sessions

A conference host allows multiple remote users to simultaneously connect and view the host activities. For example, the host user can conduct a software training demonstration that can be viewed by any remote caller connected to the host PC.

Unlike a standard pcANYWHERE host, a conference host is only remotely controlled by the first remote caller to connect. Subsequent remote callers can only view the activity on the host screen and can use some utility functions such as saving screens and recording sessions.

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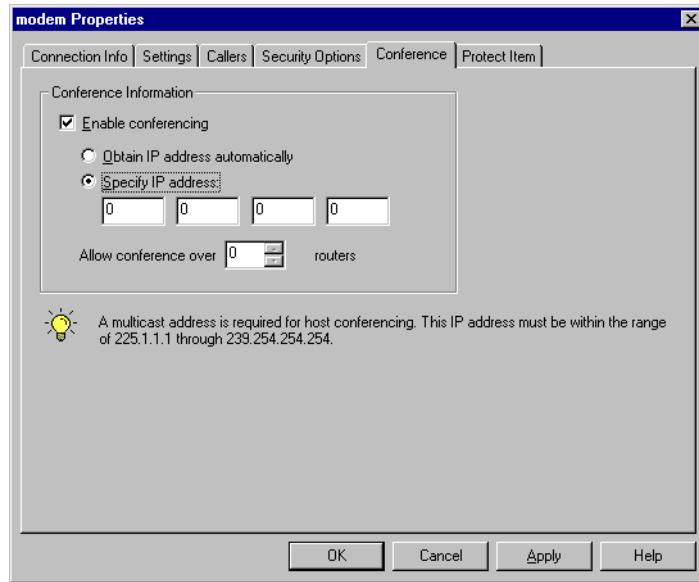
**NOTE:** The first caller can connect using any connection device. Other callers connecting to view the activities on the host must make a TCP/IP network connection.

---

### To configure a conference host:

- 1 Click the host connection item you want to configure.
- 2 Do one of the following:
  - Right-click the selected item and choose **PROPERTIES** from the context menu.
  - Choose **PROPERTIES** from the File menu.
- 3 Click the Conference tab.

Figure 4-4



- 4 Check Enable Conferencing to allow multiple callers to connect and view the activities on this host.
- 5 Do one of the following procedures:
  - Click Obtain IP Address Automatically to automatically select an IP address from any valid Class D addresses.
  - Click Specify IP Address to type an IP address within the range of 225.1.1.1 through 239.254.254.254.
- 6 Type the number of routers to include in the conference area.

## Protecting the host connection item

Each host item can be password-protected from use by others. Host items can have the same password or each can be given a unique password. Please see “[pcANYWHERE32 connection items](#)” on page 11 for information on password protecting connection items.

## Configuring host callers

As the host PC, you control who can connect to the host PC and limit the amount of control for each individual caller. You can grant full access rights

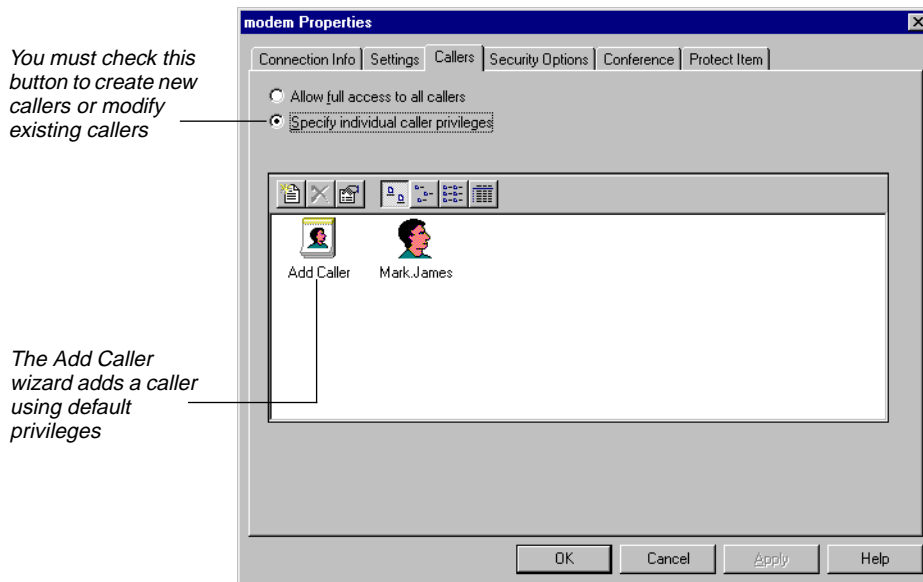
to all callers, or you can specify rights for each individual caller. When the Specify Individual Caller Privileges option is selected, only the callers selected by the host user can connect to the host item. Each caller is assigned a password and login name that identifies the remote caller to the host. Security of the host is significantly enhanced when the host enables the individual caller privileges option.

If you are running Windows NT, you can use the Windows NT user and group security features. In addition, access to the host can be monitored using the security facilities in the Windows NT User Manager. See [“To configure Windows NT caller privileges:”](#) on page 58 for details.

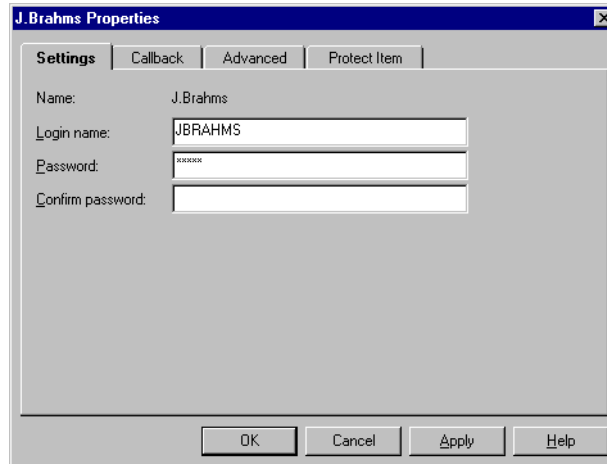
### To configure caller privileges:

- 1 Click the Be A Host action button.
- 2 Do one of the following:
  - Choose NEW from the File menu to create a new host connection item.
  - Right-click an existing connection item and choose PROPERTIES from the context menu.
- 3 Click the Callers tab in the Host Properties sheet.

**Figure 4-5**



- 4 Click Specify Individual Caller Privileges to enable caller security.
- 5 Do one of the following:
  - Right-click in the caller window and choose NEW from the context menu.
  - Click the New button in the toolbar.

**Figure 4-6**

## New Caller wizard

The New Caller wizard creates a caller entry containing the caller's login name and password. If you want to assign special rights to the caller, you must modify the caller item's properties.

### To run the New Caller wizard:

- 1 Double-click the Add Caller icon.

Figure 4-7



- 2 Enter a name for this caller in the text box and click Next.
- 3 Enter a login name for this caller to use to log into the host after connecting.
- 4 Enter a password for this caller to use after connecting to the host.
- 5 Enter the password again to confirm it and click Next.
- 6 Click Finish to save the new caller.

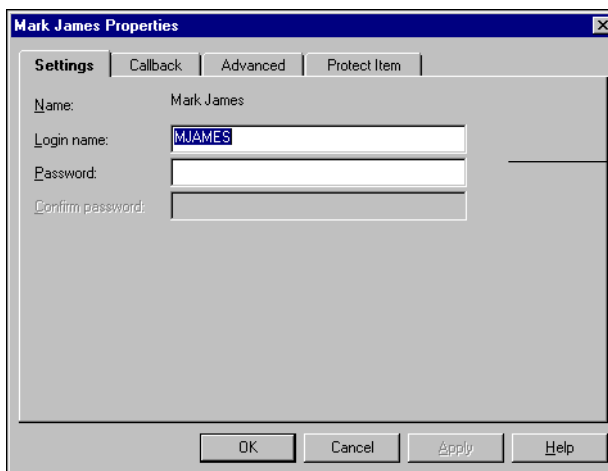
## Modifying caller properties

The new caller item created by the wizard contains pcANYWHERE's default property settings. You can customize these settings for a particular caller item, granting additional rights or limiting the rights the caller has on the host PC.

### To modify the caller's properties:

- 1 Right-click the caller connection item and choose PROPERTIES from the context menu.

Figure 4-8

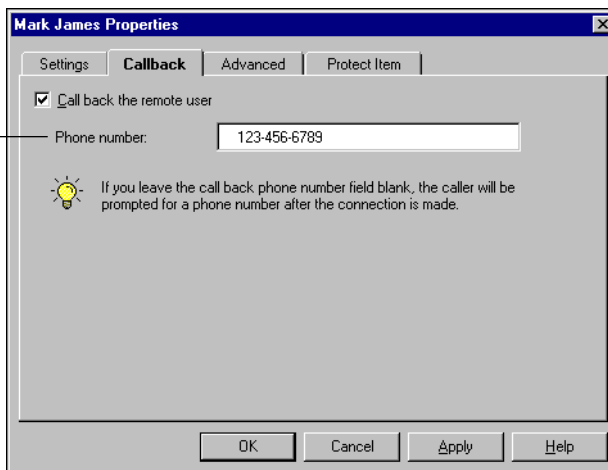


Use the Settings property page to change the caller's login name and password

- 2 Click the Callback tab.

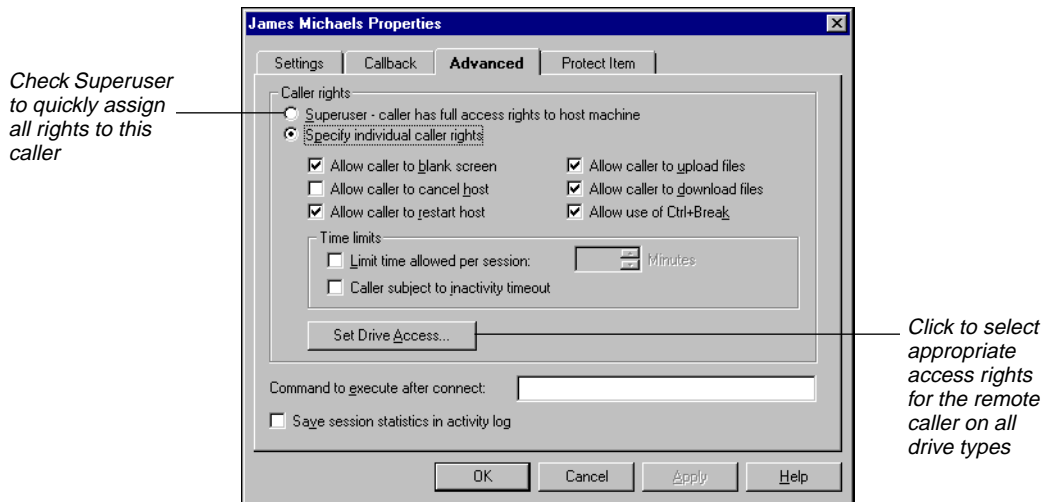
Figure 4-9

The callback feature can be used to reverse phone charges or as an additional security measure



- 3 Check Call Back The Remote User if you want the host to disconnect and call back the remote.
- 4 Enter the phone number of the remote caller. If left blank the remote user will be prompted for one after connection.
- 5 Click the Advanced tab.

Figure 4-10



- 6 Check any or all of the following privileges to enable them for this remote caller:
- **Superuser:** Provides full capability to the caller. When this box is checked, the caller is automatically granted all privileges. All other options except for Command To Execute After Connect and Save Session Statistics In Activity Log are grayed because it is not necessary to select them individually.
  - **Allow Caller To Blank Screen:** Permits the remote caller to blank the screen on the host PC. If the host PC is unattended, this option is used to prevent others from viewing the activities occurring on the host during the session.
  - **Allow Caller To Cancel Host:** Allows the remote user to cancel the host, prohibiting other connections.
  - **Allow Caller To Restart Host:** Allows the remote user to restart the host PC remotely.
  - **Allow Caller To Upload Files:** Permits the remote caller to send files to the host PC. If this option is not enabled, the remote caller is also prohibited from performing any operation that modifies the host drive, such as synchronization and cloning.
  - **Allow Caller To Download Files:** Permits the remote caller to retrieve files from the host PC. If this option is not enabled, the



remote caller is also prohibited from performing any operation that modifies the host drive, such as synchronization and cloning.

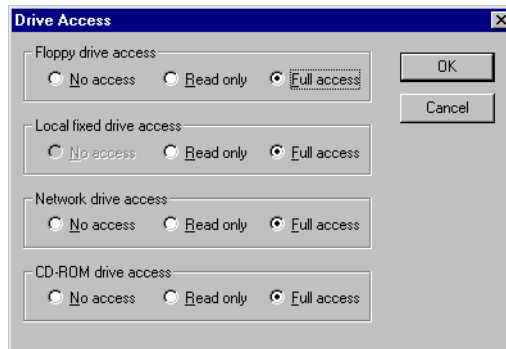
---

**NOTE:** Both upload and download privileges must be checked for the caller to use the file synchronization and file cloning features. (See [Chapter 7, “File transfers and session management,”](#) on page 91 for more information on synchronization and cloning of files and folders.)

---

- **Allow Use Of Ctrl+Break:** Permits the remote caller to use the Ctrl+C or Ctrl+Break key combinations to halt certain applications running on the host.
- **Limit Time Allowed Per Session:** Allows the host user to set a time limit for the session. pcANYWHERE ends a remote computing session after the specified time expires.
- **Caller Subject To Inactivity Timeout:** Enforces the timeout set in the Disconnect If Inactive option of the Security Options property page of the host properties sheet. (See [“Configuring host security options”](#) on page 47.) If the remote caller is inactive for the specified period, the host disconnects the remote computing session.
- **Set Drive Access:** Restricts the remote caller’s access to drives on the host PC. Select the appropriate option buttons to indicate availability of host drives. For example, the host can deny remote users access to the network drives, and allow read and write access to the floppy drives.
- **Command To Execute After Connect:** Allows a program to automatically run on the host PC after the remote caller logs on.
- **Save Session Statistics In Activity Log:** Enables the host activity log. (For more information on activity logs, see [Chapter 11, “Utilities,”](#) on page 173.)

Figure 4-11



---

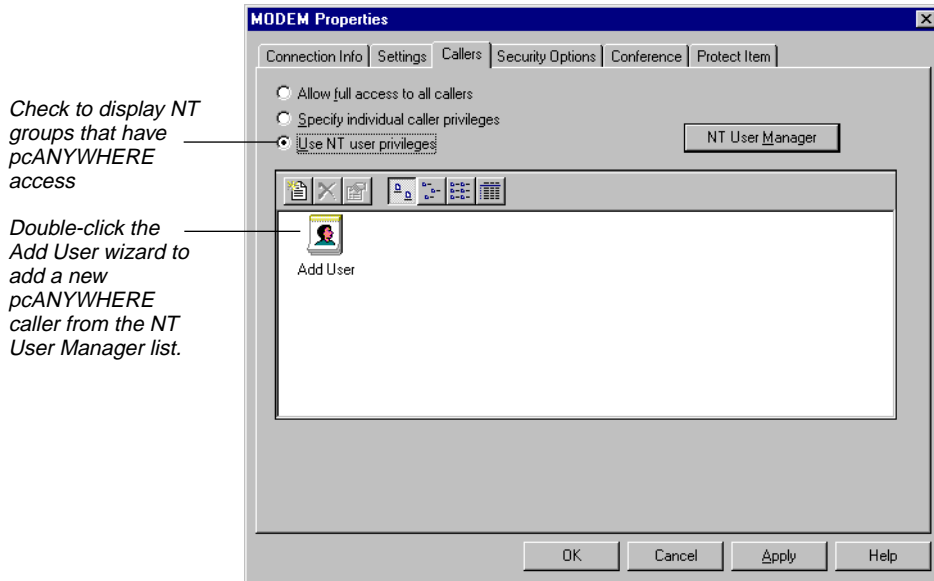
**NOTE:** Drive Access is not available in Windows NT since Windows NT provides its own drive security.

---

**To configure Windows NT caller privileges:**

- 1 Click the Be A Host action button.
- 2 Do one of the following:
  - Choose NEW from the File menu to create a new host connection item.
  - Right-click an existing connection item and choose PROPERTIES from the context menu.
- 3 Click the Callers tab in the Host Properties sheet.

Figure 4-12



- 4 Click Use NT User Privileges to enable Windows NT caller security.

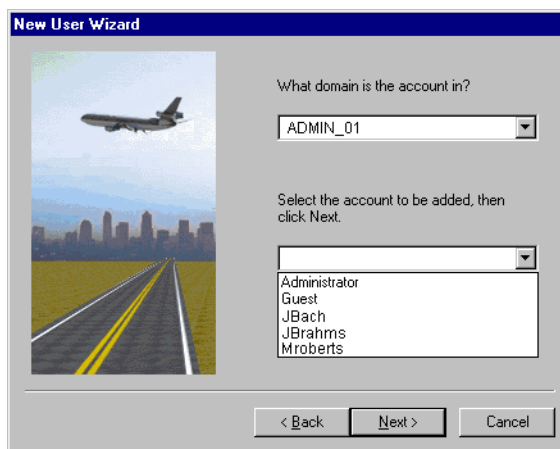
---

**NOTE:** This option is grayed if the Run As A Service option is not checked. See [“To configure host settings:”](#) on page 45.

---

- 5 Double-click the Add User wizard to add a new pcANYWHERE caller.
- 6 Do one of the following procedures:
  - Click the User button to add a Windows NT user to the pcANYWHERE caller list.
  - Click the Group button to add a Windows NT group to the pcANYWHERE caller list.
- 7 Click Next.

Figure 4-13



- 8 Select the workstation or domain to use to add users or groups to the pcANYWHERE caller list.

---

**NOTE:** You must be signed on to a domain for the domain name to appear.

---

- 9 Choose a user account or a group account from the drop-down list and click Next.
- 10 Click Finish to add the user or group to the pcANYWHERE caller list.
- 11 Click NT User Manager if you have Windows NT administrator privileges and want to add or delete users to the workstation or domain.

---

**NOTE:** You must have Windows NT administrator privileges to add or delete users to the Windows NT User Manager list.

---

#### To configure pcANYWHERE caller privileges:

- 1 Right-click the caller item and choose PROPERTIES from the context menu.
- 2 Click the Callback tab.
- 3 Check Call Back The Remote User if you want the host to disconnect and call back the remote.

- 4 Enter the phone number of the remote caller. If left blank, the remote user will be prompted for one after connection.
- 5 Click the Advanced tab. (See “[To modify the caller’s properties:](#)” on page 54 for detailed information on pcANYWHERE caller privileges.)

---

**NOTE:** pcANYWHERE caller privileges are specific to pcANYWHERE connections and are in addition to the Windows NT privileges configured for the caller.

---

## Protect the caller item

Each caller item can be password protected from use by others. Caller items can have the same password or each item can be given a unique password.

---

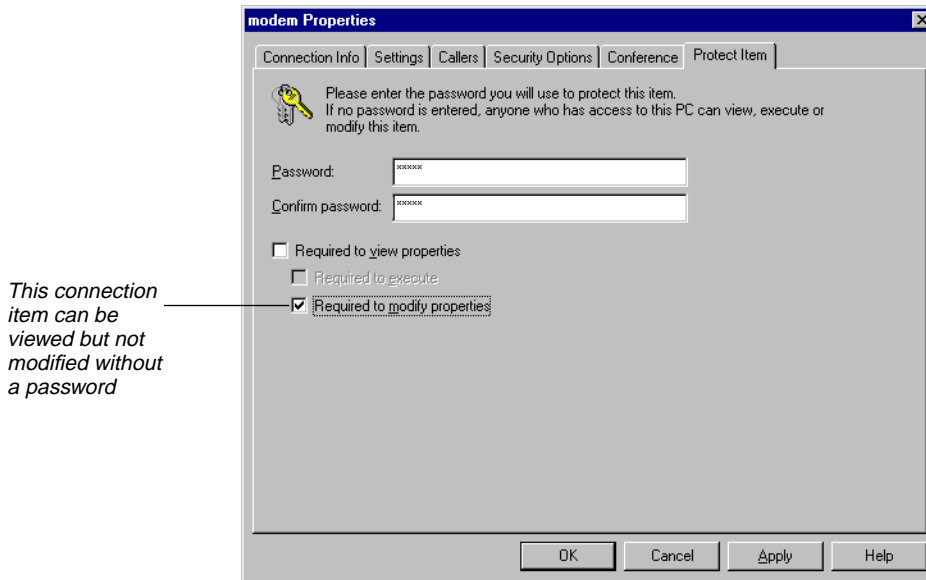
**TIP:** The protect item password protects the caller item from being viewed or modified by another user. It is not the password the caller uses to log into the host PC. You may want to consider using the same password to protect all caller items to avoid having to remember multiple passwords.

---

### To password-protect a caller item:

- 1 Click the Protect Item tab.

Figure 4-14



- 2 Type a password for this caller item.
- 3 Confirm the password.
- 4 Check the level of protection you want by choosing one of three available options.
- 5 Do one of the following:
  - Click Apply to save the settings and leave the caller properties sheet open.
  - Click OK to save the settings and close the caller properties sheet.

## Starting a session

pcANYWHERE32 makes the connection using information in the connection item's Connection Info property page, the session configuration used by the host PC, and any caller privileges set by the host PC.

There are three ways the host PC can begin a remote control session:

- **Launch Host:** Causes the host PC to wait for a call using the connection devices selected in the Connection Info property page of the host connection item.

- Call Remote: Causes the host PC to dial the remote PC and make the connection. After connecting, the remote PC controls the activities on the host.
- Voice First: Allows the host and remote caller to use the same phone line and have a voice conversation before switching to data mode.

#### To wait for a call from a remote PC:

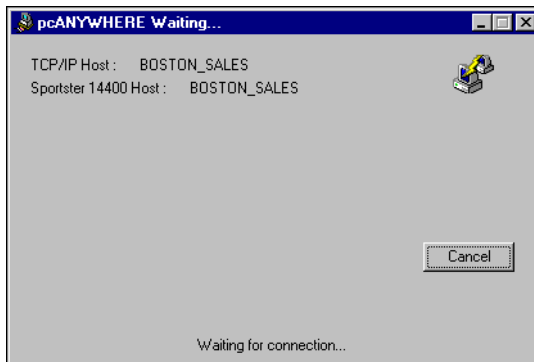
- 1 Click the Be A Host PC action button.
- 2 Do one of the following:
  - Double-click a host connection item that uses the same connection device as the remote PC.
  - Right-click a host connection item and choose LAUNCH HOST from the context menu.

---

**NOTE:** If two devices were chosen in the host item's Connection Info property page, the host waits for a call on both devices (Figure 4-15). When the host connects to a remote device, the other device is not available until the first session ends.

---

**Figure 4-15**



#### To call a remote PC:

- 1 Click the Be A Host PC action button.
- 2 Right-click a host connection item that uses the same connection device as the remote PC and choose CALL REMOTE from the context menu.

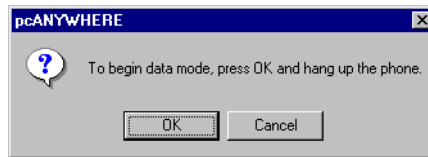
- 3 Do one of the following:
  - Enter a phone number for the remote PC in the Phone Number text box and click OK.
  - Choose a network host from the Network host list box.

After connecting to the host PC, the remote user controls the activities on the host.

**To wait for a voice first call from the remote:**

- 1 Click the Be A Host PC action button.
- 2 Right-click a host connection item that uses the same connection device as the remote PC and choose VOICE FIRST from the context menu.

**Figure 4-16**



- 3 When finished with the voice conversation with the remote caller, click OK and hang up the receiver to begin the remote control session.



# Remote control

# 5

Before you can begin a remote computing session with a host, you must first create one or more remote control connection items. Each connection item is a file containing dialing instructions and other settings that the remote PC uses to connect to a particular host. You may add to or modify this list of connection items at any time.

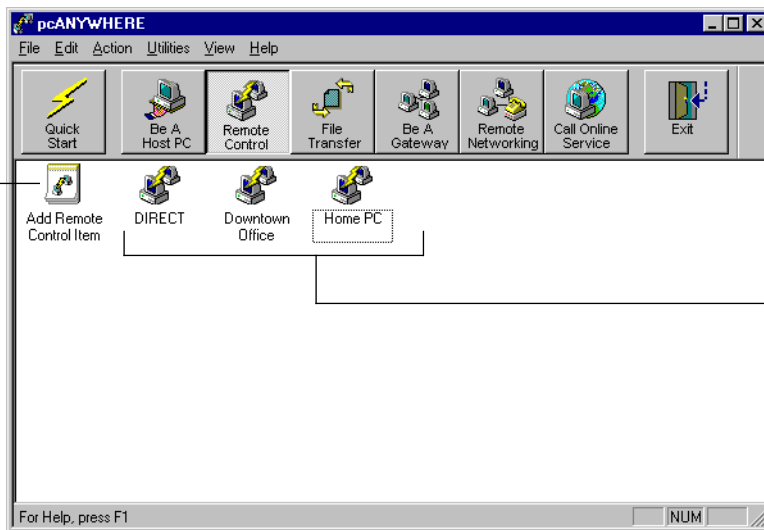
## Creating remote control connection items

You can create connection items manually or you can run the Add Remote Control Item wizard (Figure 5-1). The wizard allows you to configure the name and connection device for the connection item, and uses default settings in the remaining property pages. (See “Quick Start wizards” on page 13 for information on using pcANYWHERE’s wizards.)

To customize the wizard’s default settings, you can edit the connection item’s properties.

**Figure 5-1**

*The remote control wizard uses default settings in the item’s property pages*



*Remote control connection items*

### To create a new remote control connection item:

- 1 Click the Remote Control action button.
- 2 Do one of the following:
  - Double-click the Add Remote Control Item icon to create a new item using the wizard.
  - Choose NEW from the File menu.
  - Right-click in the remote control window and choose NEW from the context menu.

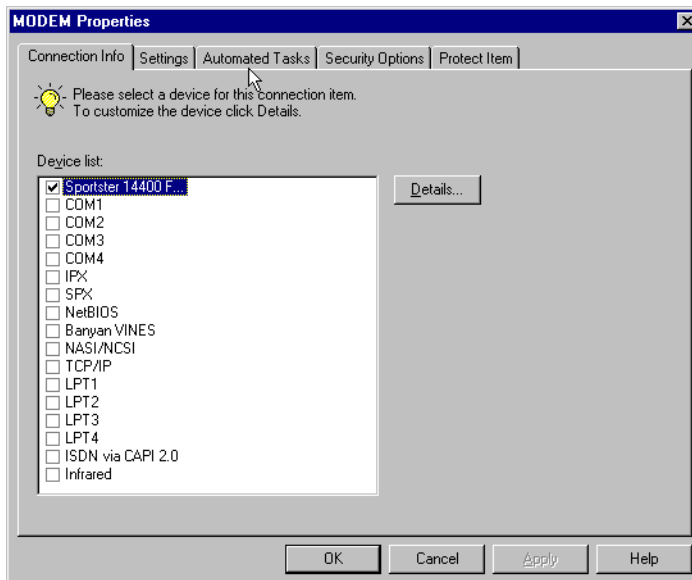
The New Host To Call Properties sheet appears. Please read the following section, “To modify a connection item’s properties,” for property page details.

### To modify a connection item’s properties:

Do one of the following:

- Right-click the connection item and choose PROPERTIES from the context menu.
- Click the connection item and choose PROPERTIES from the File menu.

**Figure 5-2**



The connection item's properties sheet contains five property pages:

Connection Info:	Use this page to select the hardware device this remote control connection item will use for each session.
Settings:	Use this page to configure optional settings to automate your connections to the selected host.
Automated Tasks:	Use this page to configure the automated tasks used during sessions with the selected host.
Security Options:	Use this page to configure the level of data encryption to use for each session.
Protect Item:	Use this page to protect the selected remote connection item with a password.

**To configure remote control connection information:**

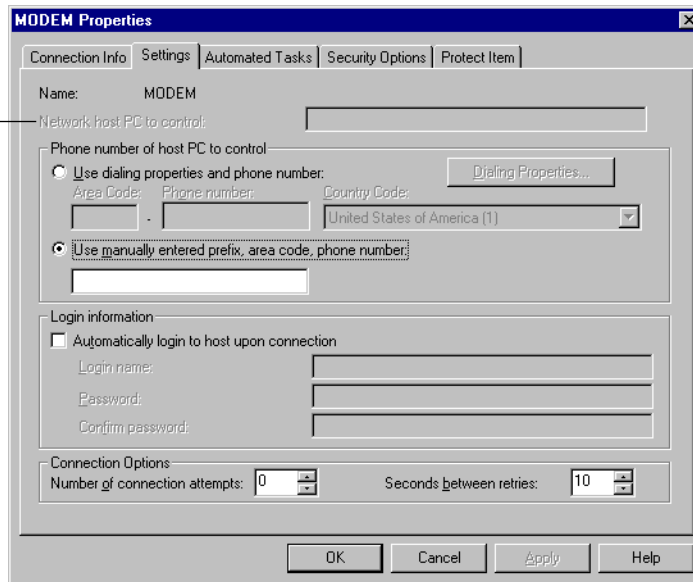
- 1 Open the remote control item's properties sheet (see ["To modify a connection item's properties:"](#) on page 66).
- 2 Select the communication device this remote control item uses to make a connection.  
(See ["Connection devices"](#) on page 31 for information on configuring connection devices.)

**To configure remote control settings:**

- 1 Open the remote control item's properties sheet.
- 2 Click the Settings tab.

Figure 5-3

*The network host PC name is grayed if a modem connection device is chosen*



### For network connections:

Enter any of the following information in the Network Host PC To Control text box:

- Host name: Causes pcANYWHERE to automatically connect to that network host.
- Host name with wildcards: Causes pcANYWHERE to display a list of only those hosts matching the wildcard name.

In addition to the above, the following information can be used for TCP/IP connections:

- DNS name: Use a host DNS (Domain Name Service) name if the network administrator has assigned DNS names and IP addresses to all hosts on the network.
- Host IP address: Causes pcANYWHERE to connect to either a TCP/IP host not on the local subnet or to a host on the Internet.
- Specific group IP address: Substitute 255 for the last portion of an IP address to display a list of hosts with IP addresses containing the first three portions of the group address. For example, an address of 120.45.62.255 causes pcANYWHERE to list all hosts on the subnet with IP addresses beginning with 120.45.62.

Use this addressing method when the host PC is connecting to the Internet through an Internet Service Provider.

---

**NOTE:** Host names and addresses listed in the Application Options TCP/IP property page are ignored when a host name is provided in the Network Host PC To Control field. Leave this field blank to display the hosts defined in the TCP/IP property page. (See “TCP/IP Hosts” on page 131 for information on creating a list of TCP/IP hosts.)

---

**For modem connections:**

- 1 Perform one of the following procedures:
  - Enter the area code, phone number, and any required prefix, in the Use Manually Entered Prefix, Area Code, Phone Number field.
  - Click Use Dialing Properties And Phone Number to enter the area code and phone number. Use the dialing properties configured in the My Locations property page.

If a phone number is not provided in either of the above locations, you are prompted for one when you launch the connection item.

- 2 Click Dialing Properties to view the dialing properties of your current location or to create a new dialing properties location.
- 3 Enter values for any of the following options:
  - Automatically Login To Host Upon Connection: Instructs pcANYWHERE to use the information contained in the Login Name and Password fields to automatically login upon connection to a host.
  - Login Name: Displays the login name used when connecting to this host PC.
  - Password: Contains the password used when connecting to this host PC. Caller passwords are optional on the host PC and this field can be left blank if a password is not required. However, if this field is left blank and a password is required, the host will prompt you for both a login name and password. The connection will not be automatic.
  - Number Of Connection Attempts: Sets the number of times pcANYWHERE will attempt to dial the host after a failed call.
  - Seconds Between Retries: Instructs pcANYWHERE how long to wait before attempting to redial the host after a failed call.



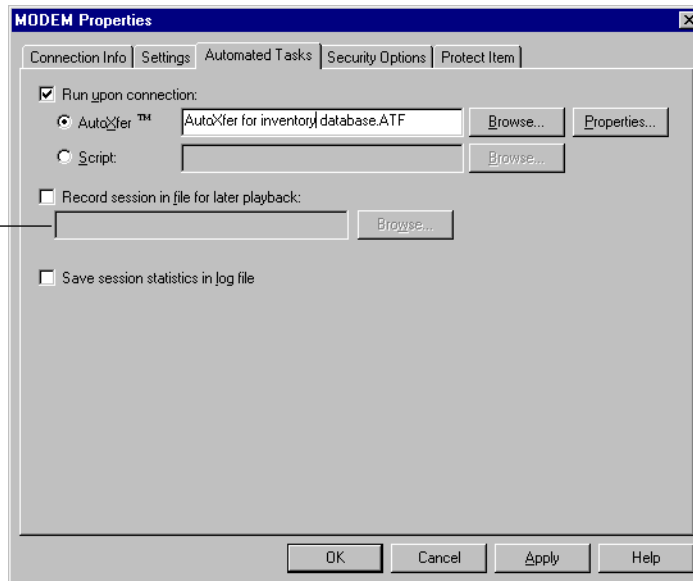
**NOTE:** Use Dialing Properties And Phone Number is not supported in Windows NT, version 3.51, and the option is grayed. Include the area code and any other dialing requirements in the Use Manually Entered Prefix, Area Code, Phone Number field.

### To configure automated tasks:

- 1 Open the remote control item's properties sheet (see [“To modify a connection item's properties:”](#) on page 66).
- 2 Click the Automated Tasks tab.

**Figure 5-4**

*You can enter a new filename or use an existing file to append this session to the end of the existing file*



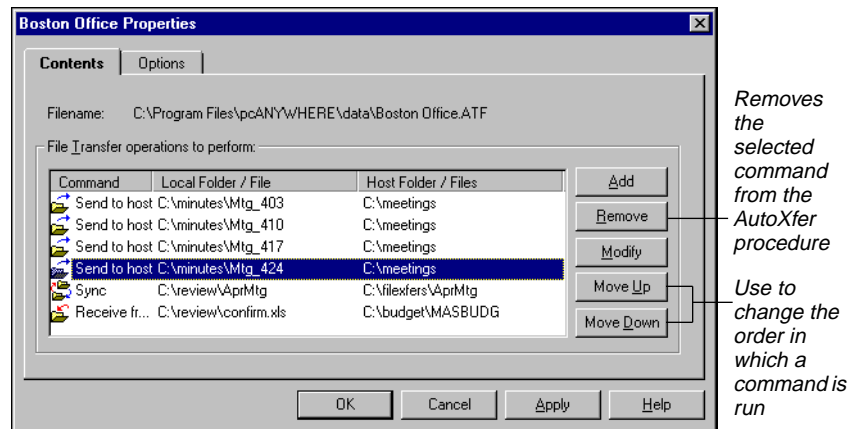
- 3 Check the options you want to use when calling this host:
  - Run Upon Connection: Causes the execution of either a script file or AutoXfer procedure when the session starts.
  - Record Session In File For Later Playback: Causes recording of the activities of the remote control session to a file for playback later. You can type a new filename in the text box or you can use the Browse button to locate and select an existing record file. The new session is appended to the end of this existing file. (See [“Recording sessions”](#) on page 175 for information on session recording and playback.)

- Save Session Statistics In Log File: Causes session statistics such as host name, start and end time of session, and files transferred, to be saved in a log file. If a filename is not entered here, you are prompted for one after disconnecting the session. (See Chapter 11, “Logging remote control and online service sessions” on page 180 for information on log files and reports.)

### To create or modify an AutoXfer procedure:

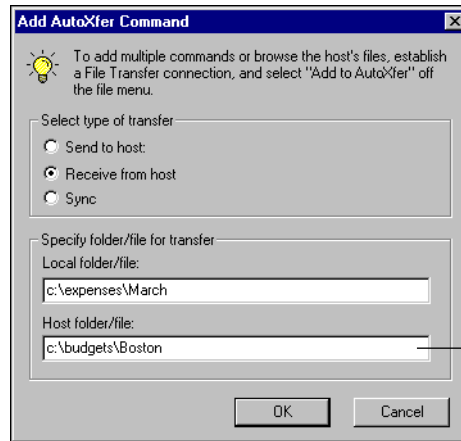
- 1 Check Run Upon Connection.
- 2 Click AutoXfer.
- 3 Do one of the following:
  - Click Properties to add or modify commands to the procedure displayed in the text box.
  - Type a new name for the procedure and click Properties
  - Click Browse to select a different procedure, then click Properties.

Figure 5-5



- 4 Do any of the following:
  - Click Add to add file transfer commands to the procedure.
  - Click Modify to change a command in the procedure.

Figure 5-6



*To view and select files and folders on the host create the AutoXfer procedure from the File Manager window*

- 5 Choose the type of file transfer command:
  - Send To Host: Sends a file or folder from the local remote PC to the host PC.
  - Receive From Host: Sends a file or folder from the host PC to the local remote PC.

---

**NOTE:** Subfolders are not included when you file transfer a folder. Add a separate command to include the contents of subfolders.

---

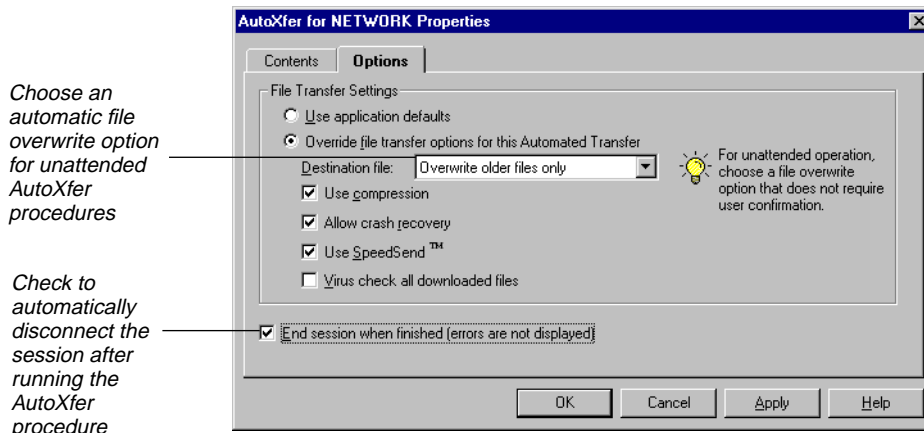
- Sync: Synchronizes a file or group of files. Synchronization ensures that both the host and local PC contain the same files. When a duplicate filename exists, the file with the most current date and time is copied. See [“File transfers and session management”](#) on page 91 for more information on synchronization.
- 6 Enter the following information:
    - Local Folder/File: Folder and name of the file being sent or received by the remote PC.
    - Host Folder/File: Folder and file being sent or received by the host PC.



**TIP:** To view the host folder and files and add them to an AutoXfer procedure, begin a file transfer session with the host and select the folders or files from the File Manager window. (See “AutoXfer procedures” on page 97 for more information.)

- 7 Click the Options tab.

**Figure 5-7**



- 8 Do one of the following:
  - Click Use Application Defaults to use the settings configured in the Application Options, File Transfer property page.
  - Click Override File Transfer Options For This Automated Transfer to change the default settings for this AutoXfer procedure.

**NOTE:** Select a file overwrite option that does not require user confirmation if you want this AutoXfer procedure to run uninterrupted.

- 9 Check End Session When Finished to disconnect automatically after the AutoXfer procedure ends.

---

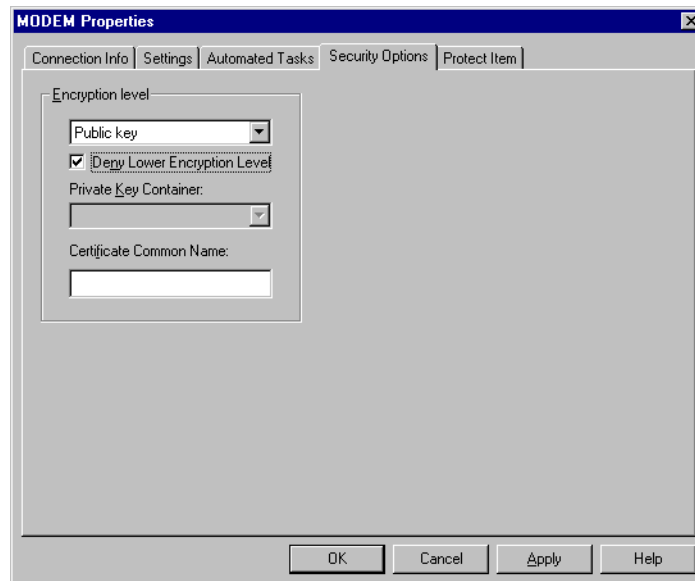
**TIP:** If an error occurs when transferring a file, the file is not transferred and the procedure continues with the next command. To confirm if a file was successfully transferred, enable the remote's session log. See [“To configure automated tasks:”](#) on page 70 for details.

---

### To configure security options:

- 1 Open the remote control item's properties sheet (see [“To modify a connection item's properties:”](#) on page 66).
- 2 Click the Security Options tab.

**Figure 5-8**



- 3 Choose the encryption level from the drop down list box:
  - Public Key: Provides the highest level of security and is used when a certificate authority makes public keys available to the Cryptographic Service Provider (CSP) on both host and remote sides of the session.
  - Symmetric: Provides the next level of security and is used when there is no certificate authority available but there is a CSP available.

- pcANYWHERE: Provides minimum encryption capability and is used when there is no CSP available. It is the only level compatible with pcANYWHERE versions 2.0, 5.0, and 7.x.
- 4 Check Deny Lower Encryption Level to have the remote deny connection to computers not using the same level of encryption as the remote. If not checked, the remote connects to computers even when they are using a lower level of encryption.

---

**NOTE:** Earlier versions of pcANYWHERE do not support all levels of encryption and connections from them are denied if this option is checked.

---

- 5 Type the following information:
- Private Key Container: Type the name used when your key was obtained from the certificate authority.
  - Certificate Common Name: Type the name you provided to the certificate authority at the time the certification was requested. This option is case sensitive; type the name in the same case as you provided the certificate authority.

## Password-protect an item

You can protect a remote control connection item from being modified, viewed, or executed by another user when you assign a password to the item. The same password can be used to protect all your connection items, including those under the other action buttons.

(Please see “[pcANYWHERE32 connection items](#)” on page 11 for information on password-protecting connection items.)

---

**NOTE:** The Remote Control and File Transfer buttons use the same connection items. Any password set for a remote control item also affects the duplicate connection item appearing in the file transfer window.

---

## Making the connection

Whether you are connecting over phone lines to a computer in another city, or over a local area network to a computer down the hall, the connection procedures are very similar. The host screen appears on the remote PC and, in general, the remote user can access any of the host’s files and applications.

pcANYWHERE makes the connection using information in the connection item's Connection Info property page, the automated tasks information used by the remote PC, and any caller privileges set by the host PC. Be sure to complete the necessary installation and configuration procedures described in "Installation" on page 19 and "Configuring the host" on page 43 before beginning.

## Starting a session

Remote control sessions are usually initiated by the remote PC. Using the connection information contained in the remote control connection item, the remote PC connects to a host PC and, after connecting, controls the session activities on the host PC. A remote control session can also be initiated by the host, however, it is still the remote PC that controls the session after connecting.

There are four ways to initiate a connection with a host PC:

- **Connect:** Causes the remote PC to connect to the host PC in remote control mode. This is the most commonly used method.
- **Start File Transfer:** Causes the remote PC to connect to the host PC and automatically begin the session in file transfer mode.
- **Wait For Connection:** Causes the remote PC to wait for a call from a host PC. After connecting, the remote PC controls the remote computing session.
- **Voice First:** Allows the host and remote caller to use the same phone line and have a voice conversation before switching to data mode.

### To make a modem connection to the host:

- 1 Click the Remote Control action button.
- 2 Do one of the following:
  - Double-click a host connection item that uses a modem connection device.
  - Right-click a host connection item and choose CONNECT from the context menu.

The call is started by the remote and is answered by the waiting host PC. The host's screen appears in a pcANYWHERE remote session window and the remote computing session begins.

---

**NOTE:** If your login information was specified in the settings property sheet of the host connection item you are calling, they are entered automatically upon connection, and the remote user is not prompted for them. (See “[To configure remote control settings:](#)” on page 67 for details.)

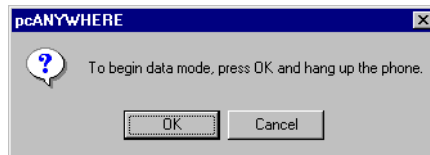
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**To make a voice first modem connection to the host:**

- 1 Do one of the following procedures:
  - Click the Remote Control action button on the remote PC.
  - Click the Be A Host PC action button on the host PC.
- 2 Click once to select a connection item that uses a modem connection device.
- 3 Right-click the connection item and choose VOICE FIRST from the context menu.

**Figure 5-9**

*Both the host and remote PC must start the connection in voice first mode*



- 4 When finished with the voice conversation, click OK and hang up the receiver to begin the remote control session.

---

**NOTE:** VOICE FIRST must be selected on both the host and remote computers.

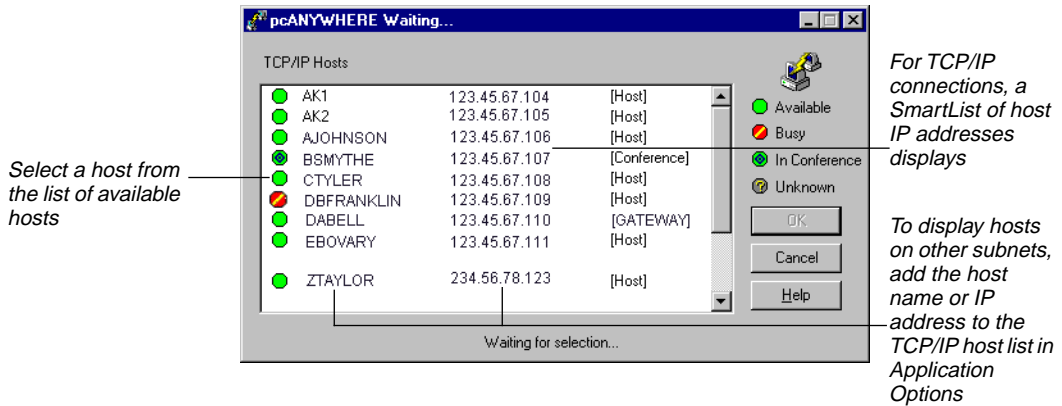
---

**To make a network connection to the host:**

- 1 Click the Remote Control action button.
- 2 Do one of the following:
  - Double-click a host connection item that uses a network connection device.
  - Right-click a host connection item and choose CONNECT from the context menu.

If you did not enter a host name in the Settings property page of the connection item's properties, a list of available hosts appears.

Figure 5-10



- 3 Select the host from the list of available hosts.



**NOTE:** The list of available hosts is not supported for SPX connections in Windows NT, version 3.51, unless you are running Novell IntraNetWare. When using SPX connections in Windows NT, specify the host name in the Settings property page.

#### To wait for a call from the host:

- 1 Right-click the remote control connection item you want to use.
- 2 Choose WAIT FOR CONNECTION from the context menu.

The remote control connection item waits for a call from a host.

Upon connection, the host's screen appears in a pcANYWHERE session window on the remote, and the remote computing session begins. The remote PC, however, still controls the session. (See Chapter 7, "File transfers and session management" on page 91 for information on session control and file transfers.)

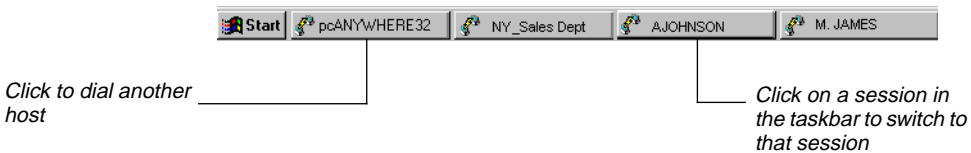
#### To connect to multiple hosts:

- 1 Make a connection to the first host. (See "To make a modem connection to the host," or "To make a network connection to the host," earlier in this chapter.)
- 2 Do one of the following:
  - If the Allow Connection To Multiple Hosts option in the Application Options, Remote Operation property page, is left

unchecked, minimize the first session and run pcANYWHERE again. (See “Remote Operation” on page 126 for information on remote options.)

- If the Allow Connection To Multiple Hosts option is checked, pcANYWHERE remains open after calling the first host. Click the pcANYWHERE32 icon in the task bar to open the application.

**Figure 5-11**



- 3 Make a connection to another host.
- 4 Repeat for each host you are connecting to.

Each session is displayed in the taskbar (see Figure 5-11). Click on a session to switch to that session.

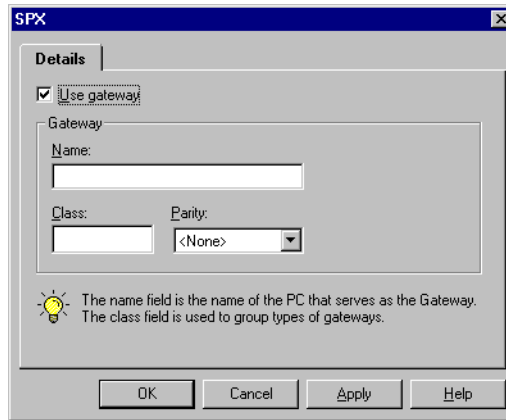
## Connecting through a gateway

A pcANYWHERE gateway is a PC on the network that allows network users to share a single communications device attached to the gateway PC and allows callers outside the network to call the gateway PC’s modem to connect to a network host. Because the gateway operates in the background, the CPU on which the gateway is configured can devote up to 90 percent of its processing time to other tasks. (See “Gateways” on page 147 for information on configuring a gateway PC.)

### To use a gateway modem to call a host:

- 1 Click the Remote Control action button.
- 2 Do one of the following:
  - Create a new connection item. (See “To create a new remote control connection item:” on page 66.)
  - Right-click on an existing connection item and choose PROPERTIES from the context menu.
- 3 Choose the network device you use to connect to the gateway PC from the device list on the Connection Info property page.
- 4 Click Details.

Figure 5-12



- 5 Check Use Gateway.
- 6 If you know the name of the gateway you want to use, type the name in the Name text box on the Details property page. If you leave this field blank, pcANYWHERE displays a list of available gateways to choose from.




---

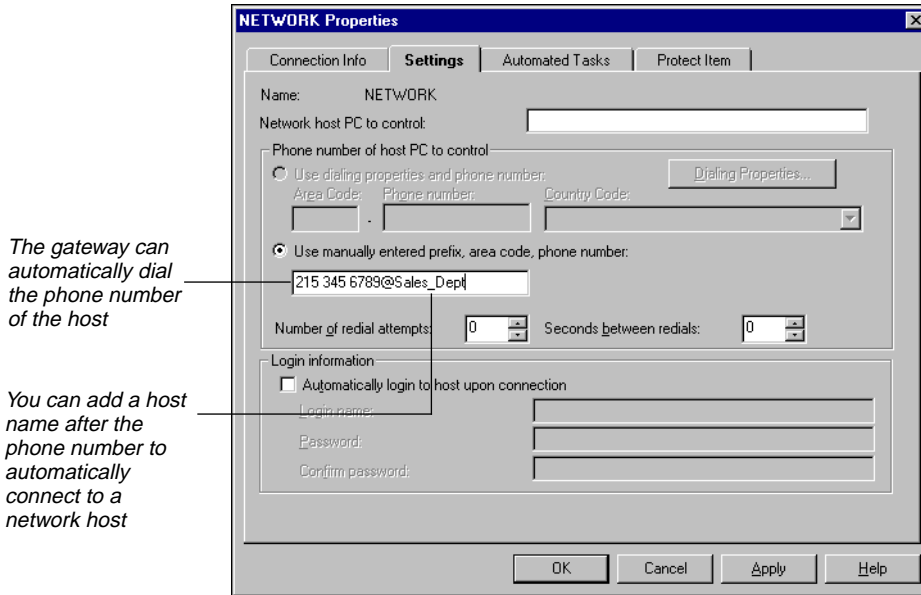
**NOTE:** The list of available gateways is not supported for SPX connections in Windows NT, version 3.51. When using SPX connections in Windows NT, you must specify the gateway name. If there is a class assigned to the gateway, you must specify the Class in addition to the name.

---

- 7 Click OK to save settings and return to the properties sheet.
- 8 Click the Settings tab.



Figure 5-13



- 9 Type the phone number of the host you want to call. If you do not enter a phone number here, you are prompted for one after connecting to the gateway PC.
- 10 Click OK to close the properties sheet and return to the pcANYWHERE main menu.
- 11 Do one of the following:
  - Double-click the remote control item.
  - Right click the remote control item and choose CONNECT from the context menu.

If you provided a gateway name in the Details property page you are automatically connected to that gateway PC. If you did not provide a gateway name in the Details property page you can select one from the list of available gateways (see Figure 5-10).

- 12 Select a gateway to connect to from the list of available gateways and click OK.

If you provided a phone number of the host in the Settings property page, the gateway dials that host. If you did not enter a phone number in the Settings property page, the gateway prompts you for one.

**To call a gateway modem and connect to a network host:**

- 1 Click the Remote Control action button.
- 2 Do one of the following:
  - Create a new connection item. (See “[To create a new remote control connection item:](#)” on page 66.)
  - Right-click on an existing connection item and choose **PROPERTIES** from the context menu.
- 3 Click the Settings tab (see Figure 5-13).
- 4 Type the phone number of the gateway PC in the phone number field.

---

**NOTE:** If you know the name of the host you want to connect to after calling the gateway PC, you can add the host name after the phone number, using the @ symbol as a separator (see Figure 5-13).

---

- 5 Click **OK** to return to the Remote Control main window.
- 6 Do one of the following:
  - Double-click a host connection item that uses a modem connection device.
  - Right-click a host connection item and choose **CONNECT** from the context menu.
- 7 Enter your password and login information if required.

If you added a host name after the phone number in step 4 above, you are automatically connected to that host.

If you did not add a host name after the phone number in step 4 above, you can choose a host from the list of available network hosts.

# Remote networking

# 6

There are two methods for providing access to a computer or local area network (LAN) from a remote location: remote control and remote networking.

The two methods differ significantly and each offers advantages for certain types of applications. pcANYWHERE32 for Windows 95 and Windows NT combines the two technologies to meet a full range of remote access requirements.

## Overview of remote control

Remote control technology allows a remote PC to connect to a host PC and use the host PC as though the user were at the host site. Using remote control, you can call a host PC that is on the network and access any file or application that is on the network or host PC.

Applications are executed on the host PC and only the keyboard, mouse, and screen information are transferred between the remote and host PC, minimizing information transfer across telephone lines. Because minimal data is being communicated back to the remote PC, the performance in a remote control connection closely matches that of a locally attached network workstation.

## Overview of remote networking

Remote networking technology, or dial-up networking in Windows 95 and remote access service (RAS) in Windows NT, allows a PC to connect to a network by dialing into a dial-up networking server. Using remote networking, you can call from your home PC or laptop from any remote location, connect to the office network and log on. The remote PC works as though it were cable-connected to the network, giving the remote user access to any file or application that the remote user has permission to use.

Applications, however, are executed on the remote PC and all information and data required by the application must be communicated over the telephone line to the remote PC. Even with high-speed modems, telephone lines are much slower than direct LAN connections, and performance could

be an issue, especially if you are transmitting a large executable file. Dial-up networking connections are better suited to applications that perform the majority of processing on the local PC, making only limited queries to the network server.

## Combining remote control with remote networking

When you are connected to a network as a network workstation, you can establish a remote control session with a PC on that network using an IPX, SPX, or NetBIOS network connection device. In remote control connections, applications are executed on the local host PC, making it unnecessary to transfer executable files and other large files to the remote PC.

## Creating remote networking connection items

---

**NOTE:** If the Remote Networking action button is grayed, you must add Dial-Up Networking in Windows 95 or Remote Access Service (RAS) in Windows NT before continuing.

---

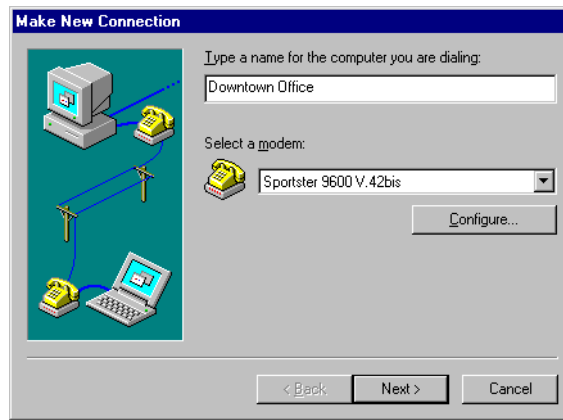
Remote networking connection items are created using the Add Remote Networking Item wizard. The wizard allows you to configure the item's name and connection device, using default settings in the remaining property pages.

To customize the default settings, you can modify the connection item's properties.

### To create a new remote networking connection item:

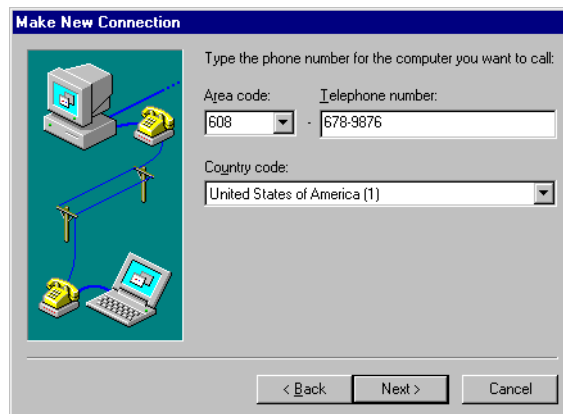
- 1 Click the Remote Networking action button.
- 2 Do one of the following:
  - Double-click the Add Remote Networking Item icon.
  - Choose NEW from the File menu.
  - Right-click in the remote networking window and choose NEW from the context menu.

Figure 6-1



- 3 Enter a brief but descriptive name for this connection item.
- 4 If your operating system has not added a custom modem name in the Select A Modem text box, select your modem from the drop-down list.
- 5 Click Configure to customize your modem settings. See your modem's manual for information on how to customize these settings.
- 6 Click Next.

Figure 6-2



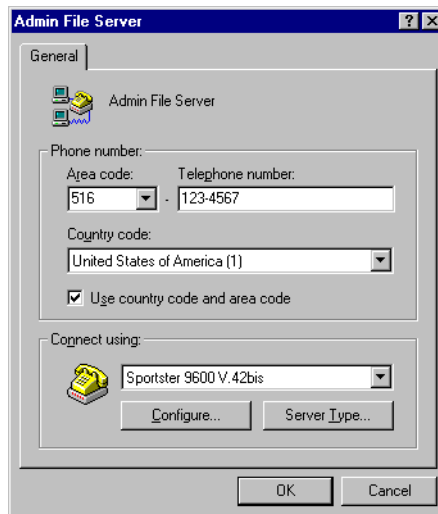
- 7 Enter the area code and telephone number of the computer this connection item calls.

- 8 Choose a country code for this computer and click Next.
- 9 Click Finish to save this connection item and return to the remote networking window.

### To modify a connection item's properties:

- 1 Do one of the following:
  - Right-click the connection item and choose PROPERTIES from the context menu.
  - Click the connection item and choose PROPERTIES from the File menu.

**Figure 6-3**



- 2 Enter the area code and phone number of the dial-up networking server in the Area Code and Telephone Number text boxes.
- 3 Choose the country code of the server you are calling from the Country Code drop-down list box.
- 4 Check Use Country Code And Area Code if either of these are needed to call the server.
- 5 If your operating system has not added a custom modem name in the Connect Using text box, select your modem from the drop-down list if you are making a modem connection.

- 6 Click Server Type to choose the dial-up networking server type. See the network administrator for information on selecting server types.
- 7 Click OK to save settings and return to the remote networking window.

## Windows NT connection items



In Windows NT, remote networking connection items must be created and modified in the Windows NT Remote Access Service (RAS) group box. The connection items appear in the pcANYWHERE32 remote networking window and can be executed. However, the connection item's properties cannot be modified in pcANYWHERE. Refer to your Windows NT user manual for information on how to configure remote access service items.

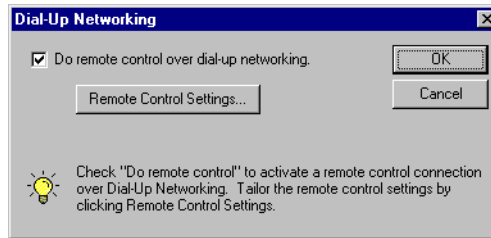
## Making the connection

The remote network connection is made using the information contained in the connection item's property page. After connecting to the server, you are prompted for your login name and password and logged on to the network. You can access the same network drives that you access when you are working on-site. You can also connect to a pcANYWHERE network host after connecting. This allows you to work on a host PC as though you were physically at that PC. The performance of the session is faster because the host PC is locally attached to the network and it is not necessary to transfer data over a phone line.

### To start a remote networking session:

- 1 Click the Remote Networking action button.
- 2 Do one of the following:
  - Double-click the remote networking connection item.
  - Right-click the remote networking connection item and choose CONNECT from the context menu.

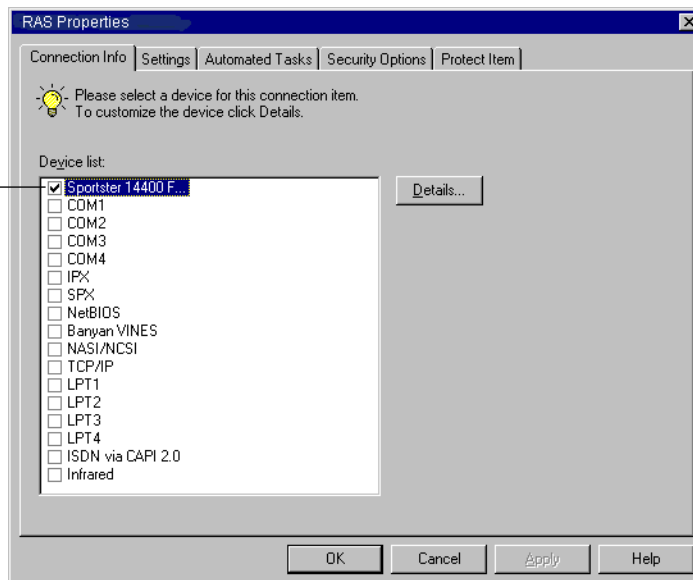
Figure 6-4



- 3 Check Do Remote Control Over Dial-Up Networking if you want to connect to a pcANYWHERE network host after connecting to the file server.
- 4 Click Remote Control Settings to configure the properties of the remote control connection.

Figure 6-5

*Select a network device that your remote access server supports*



- 5 Select a network device supported by your remote access server.  
The remaining RAS property pages are the same property pages used for remote control connection items. (For complete details on configuring connection information, see [“To configure remote control connection information:”](#) on page 67.)



---

**NOTE:** If you do not check the remote control option, you can run pcANYWHERE after connecting to the network and connect to a network host. (For information on connecting to network hosts, see [“To make a network connection to the host:”](#) on page 77.)

---

- 6 Click OK to save the selections and return to the Dial-Up Networking dialog box.
- 7 Click OK to start the remote networking connection.



# File transfers and session management

# 7

This chapter explains how to change session options and access pcANYWHERE program functions during remote control sessions.

---

**NOTE:** This chapter covers remote control sessions only. See [Chapter 10, “Online services,”](#) on page 153 for information on managing a session with an online service.

---

## Managing the remote control session

After connecting, a remote PC controls the activities on the host PC. The remote caller can run programs on the host PC, use pcANYWHERE File Manager to send or receive files, chat with the host user by typing a conversation on the computer, and use options to help navigate the host screen.

### Online menus

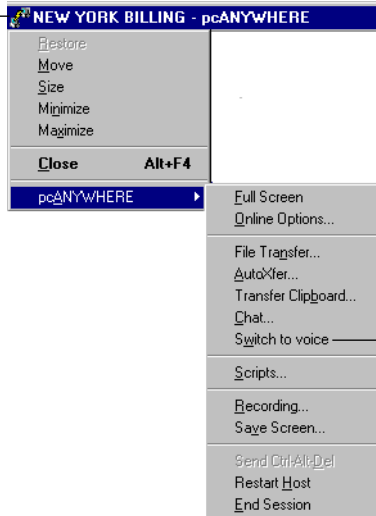
Online menus are available only after a session is started. Both the host and remote user can access an online menu and execute commands on the host PC. The online menus however, are not the same for the host and remote. Since the remote PC controls the host PC during a connection, the remote’s online menu offers more options than the host’s online menu.

#### **To view the online menu on the remote PC:**

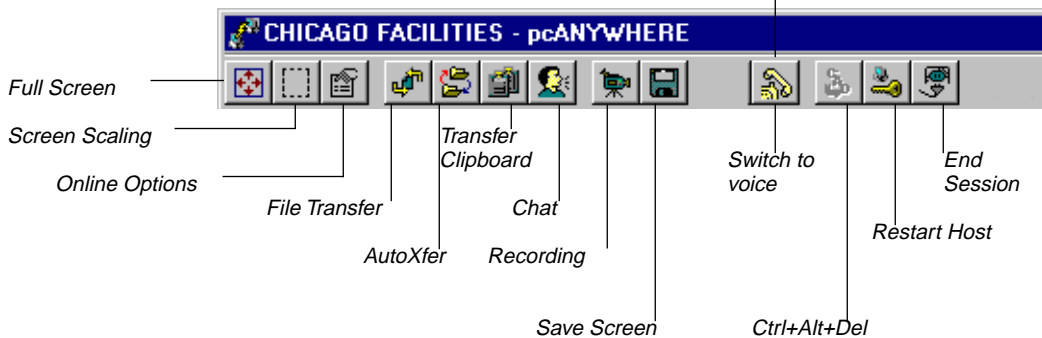
- 1 Make a remote control connection with a host PC. (See [“Making the connection”](#) on page 75 for more information.)
- 2 Click the remote control menu-box and choose PCANYWHERE from the drop-down menu.

Figure 7-1 Remote online menu

Click the control box to access the remote's online menu



Most online menu commands are also available from the remote's online toolbar



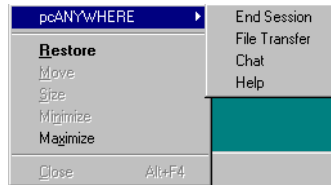
### To view the online menu on the host PC:

- 1 Make a remote control connection.
- 2 Right-click the pcANYWHERE [In session] icon and choose pcANYWHERE from the menu.

**Figure 7-2** Host online menu

Right-click the host session icon to view online menu

pcANYWHERE [In Session]



## Host and remote online menu options

Both host and remote users are able to initiate a typed conversation (chat), start a file transfer, and end the session.

### Chatting with the other user

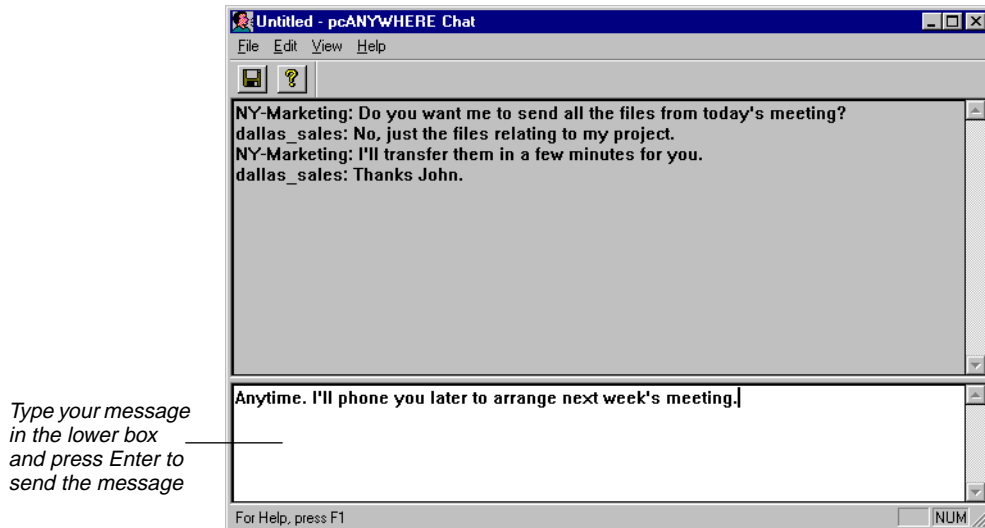
During a chat—a typed conversation initiated by either the host or remote user—a dialog box called a chat window displays on both the host and remote screens. This feature is particularly helpful for sending or receiving brief messages or instructions.

Both the host and remote user can type their messages in the lower chat window and press Enter to send the completed message to the upper chat window.

#### To use the chat window:

- 1 Choose **CHAT** from the remote or host online menu (see “[Online menus](#)” on page 91 for details).

Figure 7-3



- 2 Type your message in the lower window and press Enter when finished.

#### To save the contents of a chat window:

- 1 Choose SAVE AS from the File menu.
- 2 Select a folder for the file.
- 3 Enter a filename in the File Name text box and click Save.

#### To exit chat mode:

- Choose EXIT CHAT from the File menu.

## Ending the remote control session

Either the host or remote user can end the session. The remote caller can change the mode to which the host returns, providing the caller was granted this privilege.

#### To end the session from the remote:

- 1 Choose END SESSION from the remote online menu (see [“To view the online menu on the remote PC:”](#) on page 91 for details).
- 2 Click Yes to confirm that you want to disconnect the session.

The Host Accepts Another Call check box displays only if the caller has been granted the right to restart the host. (See “[Modifying caller properties](#)” on page 54 for information on caller privileges.)

---

**NOTE:** If the remote does not choose to have the host accept another call, the host operation on the host PC is canceled. The host user must load pcANYWHERE and wait for another call.

---

#### To end the session from the host:

- Choose END SESSION from the host’s online menu (See “[To view the online menu on the host PC:](#)” on page 92 for details.)

The session disconnects and the host reinitializes and waits for another call.

## Remote online menu commands

Because the remote user is the one controlling the session, there are more online options available on the remote’s online menu. Many of these options can be selected by clicking the icon in the online toolbar. (See “[Online menus](#)” on page 91 for details on accessing commands from the toolbar.)



- Full Screen: Causes pcANYWHERE to display the host’s full-screen on the remote computer. When full screen is selected, the remote control menu box is not available. To access the online menu, right-click the pcANYWHERE session icon. Press Alt+Enter to change back to window mode.



- Screen Scaling: Causes the host to scale down to fit in the remote’s window when the host’s screen resolution is higher than the remote’s. If screen scaling is not selected, the remote user must scroll to view portions of the host screen that are too large to fit in the remote window.












- Online Options: Allows the remote caller to change session options for the active session.




- File Transfer: Displays pcANYWHERE’s File Manager to allow the selection and transfer of files. (For more information on File Manager options, see “[pcANYWHERE file manager](#)” on page 107.)



- Run AutoXfer: Allows the remote caller to run an existing AutoXfer procedure or create a new procedure. (See “[To run an AutoXfer procedure from the online menu](#)” on page 97 for details.)

- 
  - Transfer Clipboard: Allows the transfer to the other PC of information contained in either PC's clipboard. (See "Transferring the clipboard" on page 102 for details.)
- 
  - Chat: Allows the host and remote caller to communicate by typing a conversation in a chat window. (See "Chatting with the other user" on page 93 for more information.)
- 
  - Recording: Records the session activities to a file for later playback. (See "Playing back recorded sessions" on page 176 for details on playing back recorded files.)
- 
  - Save Screen: Saves a screen shot during a session for later viewing. (See "To play back recorded screens:" on page 179 for details on viewing saved screens.)
- 
  - Switch To Voice: Causes pcANYWHERE32 to suspend the data session to allow a voice conversation using the same phone line.
- 
  - Send Ctrl+Alt+Del: Sends a Ctrl+Alt+Del command to the host that opens the Windows task box. The remote user can then switch tasks on the Windows NT host PC.
- 
  - Restart Host: Allows the remote caller to restart the host PC, providing the host has granted the caller the right to do so in the caller's properties. (See "Configuring host callers" on page 51 for details.)
- 
  - Scripts: When selected from the online menu it allows the execution of a pcANYWHERE script file. Use the Browse button to display the Scripts dialog box from which you can select a script to run. Refer to the *Creating pcANYWHERE Scripts* manual for information on creating scripts.
- 
  - End Session: Causes pcANYWHERE to disconnect the session. The mode the host returns to after ending a session is determined by the settings found in the host's Settings property page. (See "To configure host settings:" on page 45 for more information.)

The following indicators appear on the far right side of the online toolbar:

- 
  - Encryption Level Indicator: Displays the level of encryption used during the session. The color of the padlock indicates the encryption used:
    - Red: None
    - Yellow: pcANYWHERE encryption
    - Blue: Symmetric encryption





- Green: Public/Private Key encryption
- Session Status Indicator: Monitors incoming and outgoing data activity, and displays the length of time you are online.

## AutoXfer procedures

An AutoXfer procedure is a file containing commands to automatically transfer files to the host, receive files from the host, or synchronize files on both host and remote PCs.

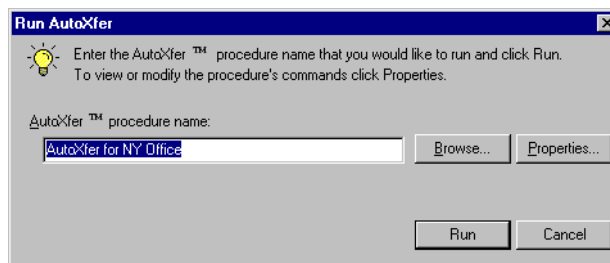
You can create AutoXfer procedures using any of the following methods:

- Automated Tasks property page: Allows you to create an AutoXfer procedure to automatically run when the remote control connection item connects to the host PC. (For more information on automated tasks, see “[To create or modify an AutoXfer procedure:](#)” on page 71.)
- Remote online menu or online toolbar: Allows you to create, modify, and run an AutoXfer procedure during a session with the host PC (see Figure 7-1).
- File Manager: Allows you to view the folders and files on both the remote and host PC, and select the files or folders to be included in the AutoXfer procedure. In addition to the advantage of displaying the host files for selection, creating a procedure from the file manager window allows you to select more than one file or folder at a time.

### To run an AutoXfer procedure from the online menu

- 1 Choose AUTOXFER from the remote online menu or click the AutoXfer icon on the remote online toolbar.

**Figure 7-4**

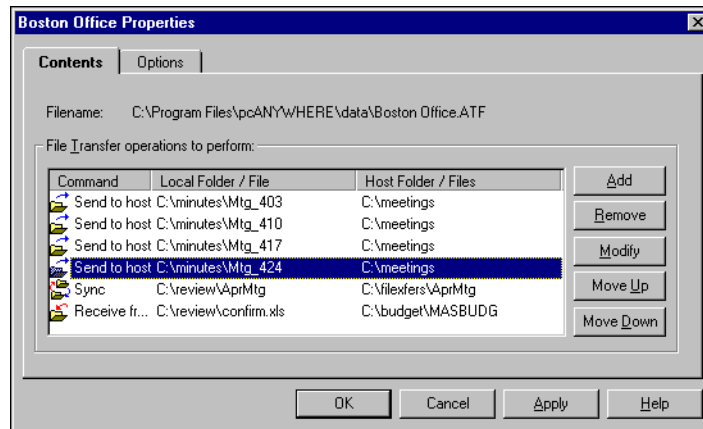


- 2 Do one of the following:
  - Click Run to run the procedure displayed in the AutoXfer procedure name text box.
  - Click Browse to select a different procedure to run.

**To create or modify an AutoXfer procedure from the online menu:**

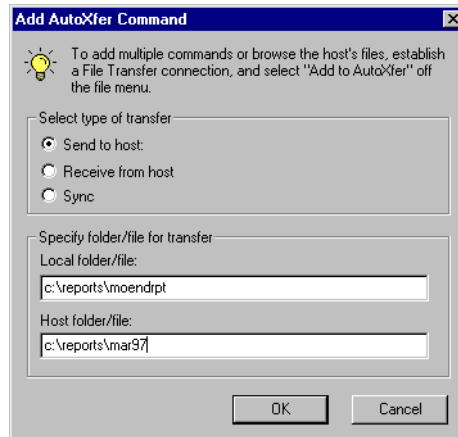
- 1 Choose AUTOXFER from the remote online menu or click the AutoXfer icon on the remote online toolbar.
- 2 Do one of the following:
  - Click Properties to add or modify commands to the procedure displayed in the text box.
  - Type a new name for the procedure and click Properties.
  - Click Browse to add commands to a different procedure.

**Figure 7-5**



- 3 Click Add to add file transfer commands to the procedure.

Figure 7-6



- 4 Choose the type of file transfer command.
  - Send To Host: Sends a file from the local remote PC to the host PC.
  - Receive From Host: Sends a file from the host PC to the local remote PC.
  - Sync: Synchronizes a file or group of files. Synchronization ensures that both the host and local PC contain the same files. When a duplicate filename exists, the file with the most current date and time is copied.

---

**NOTE:** Use caution when synchronizing files over different time zones to avoid overwriting the wrong file.

---

- 5 Type the following information:
  - Local Folder/File: Folder and name of the file being sent or received by the remote PC.
  - Host Folder/File: Folder and name of the file being sent or received by the host PC.

---

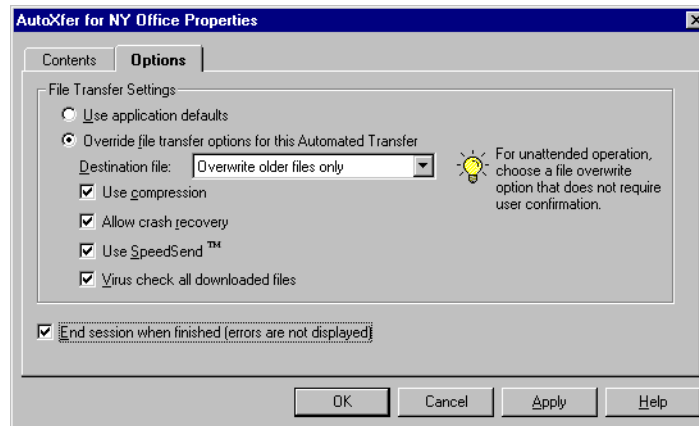
**TIP:** To view and select folder and files on the host PC, create the AutoXfer procedure from the pcANYWHERE File Manager. See [“To create an AutoXfer procedure from the file manager:”](#) on page 101.

---

- 6 Click OK to return to the properties page.

- 7 Click the Options tab.

**Figure 7-7**



- 8 Do one of the following:
  - Click Use Application Defaults to use the settings configured in the Application Options, File Transfer property page.
  - Click Override File Transfer Options For This Automated Transfer to change the default settings for this AutoXfer procedure.

---

**NOTE:** Select a file overwrite option that does not require user confirmation if you want this AutoXfer procedure to run uninterrupted.

---

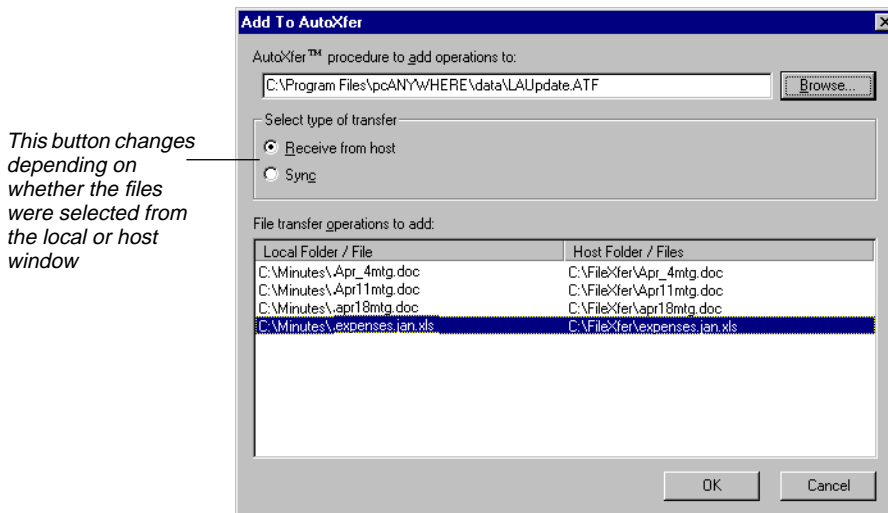
- 9 Check End Session When Finished to disconnect automatically after the AutoXfer procedure ends.
 

If an error occurs when transferring a file, the file is not transferred and the procedure continues with the next command. To confirm if a file was successfully transferred, enable the remote's session log. See [“To configure automated tasks:”](#) on page 70 for details.
- 10 Click OK to accept settings and return to the Run AutoXfer dialog box.
- 11 Do one of the following:
  - Click Run to run the procedure.
  - Click Cancel to return to the remote control session without running the procedure.

### To create an AutoXfer procedure from the file manager:

- 1 Choose FILE TRANSFER from the remote online menu or click the File Transfer icon on the remote online toolbar (see Figure 7-1).
- 2 Select the file or group of files you want to add to the AutoXfer procedure. See “Selecting files and folders” on page 109 for information on selecting files and folders.
- 3 Choose ADD TO AUTOXFER from the File menu or click the Add AutoXfer button on the file manager button bar.

Figure 7-8



- 4 Do one of the following:
  - Click OK to add the file transfer commands to the selected AutoXfer procedure and return to the File Manager window.
  - Click Browse to add the file transfer commands to different AutoXfer procedure.
  - Enter a filename in the AutoXfer Procedure To Add Operations To text box to add the selected file transfer commands to a new procedure.

---

**NOTE:** To view or modify the contents of an AutoXfer procedure, choose MODIFY AUTOXFER from the File menu.

---

## Transferring the clipboard

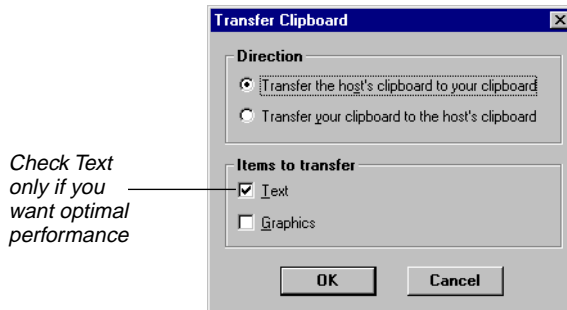
The Windows clipboard contains information that is cut or copied from another application. You can use the clipboard to transfer information between Windows and non-Windows applications. See your Microsoft Windows 95 or Windows NT documentation for details.

During a remote control session you can transfer text or graphics contained in the host's clipboard to the remote or the remote's clipboard to the host. Remember, copying information into the clipboard overwrites any existing information in the clipboard.

### To copy clipboard text:

- 1 Choose TRANSFER CLIPBOARD from the remote online menu or click the clipboard icon on the remote online toolbar.

**Figure 7-9**



- 2 Click which clipboard you want to transfer.
- 3 Do one of the following procedures:
  - Click Text if you want to transfer only the text in the clipboard, ignoring any graphics.
  - Click Graphics if it is necessary to transfer the bitmaps in the clipboard and performance is not an issue.

## Viewing clipboard contents

The Clipboard Viewer must be installed on the host or remote PC to access it. If Clipboard Viewer is not available in the Accessories menu, add it using the Windows 95 or Windows NT Control Panel. (Refer to your Windows manual for details.)

**To view the contents of the host's clipboard:**

Do one of the following:

- Click the Windows Start button on the host and choose CLIPBOARD VIEWER from the Accessories group.
- Double-click the clipboard shortcut if it exists on the host desktop.

**To view the contents of the remote's clipboard:**

Do one of the following:

- Click the Windows 95 Start button on the remote and choose CLIPBOARD VIEWER from the Accessories menu.
- Double-click the clipboard shortcut if it exists on the remote desktop.

---

**NOTE:** The remote Windows Start button is not visible if the remote is using full-screen display to view the host. Press Alt+Enter to return to window mode.

---

## Online Options

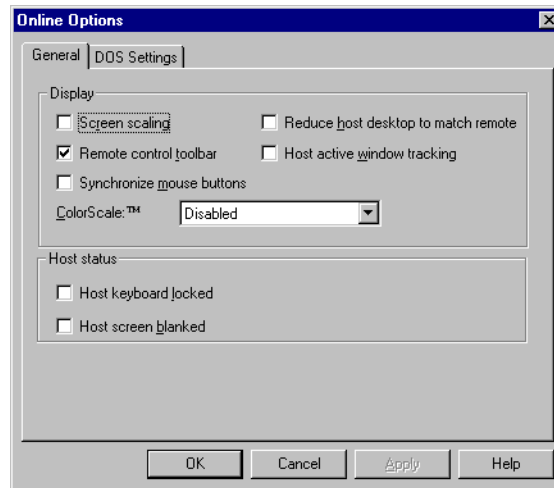
Online options include options for remote host screen and keyboard states, DOS session options, screen display, and special keyboard handling.

Changes made to any of these options during a remote control session affect only the current session and do not change the settings configured in the application options properties or the remote control connection item properties.

**To access online options:**

- Choose ONLINE OPTIONS from the remote's online menu or click the online options button on the remote online toolbar.

Figure 7-10



## General options

Options for screen scaling, color scaling, and the host's screen and keyboard status are found in the General property page.

### To change the host's general options:

- 1 Choose ONLINE OPTIONS from the remote's online menu.
- 2 Check to enable the following options:
  - **Screen Scaling:** Causes the host screen to scale down to fit in the remote's terminal window. If left unchecked, the remote user must scroll to view portions of the screen if the host image is too large to fit in the remote's window.
  - **Remote Control Toolbar:** Displays the online toolbar on the remote PC. This toolbar contains icons that provide quick access to online menu options such as file transfer, chat, recording sessions, and running scripts. If left unchecked, the toolbar does not display and the user must select options from the online menu.
  - **Synchronize Mouse Buttons:** Allows the remote caller to control the host using the same mouse configuration used on the remote computer. For example, if the remote caller is using a left-hand mouse configuration, the host mouse adjusts to allow left-hand mouse control of the session.



- **ColorScale™:** Allows the user to reduce the number of colors the host uses when translating bitmaps to improve the screen display performance. Choose 2 or 4 colors to optimize the screen display on the remote during the session. When this option is disabled, the host translates the highest number of colors that it supports.

---

**NOTE:** To use the ColorScale option effectively, the color palette on the host PC must be set to 256 colors or greater.

---

- **Reduce Host Desktop Area To Match Remote:** Causes the host to reduce screen resolution to match the resolution used by the remote PC.
- **Host Active Window Tracking:** Automatically moves the remote's view to any currently active window on the host. For example, a remote caller could be unaware of an error message if it is displayed beyond the remote's viewing area. When this option is checked, the remote's viewing area is automatically focused on the error message.

#### To change the host's status options:

- 1 Choose **ONLINE OPTIONS** from the remote's online menu.
- 2 Check to enable the screen and keyboard state you want to use for the host during the session:
  - **Host Keyboard Locked:** Allows you to disable the host's keyboard and mouse to prevent interruptions. The host user can only observe the remote control session.
  - **Host Screen Blanked:** Blanks the host screen during the session to protect your privacy. Use this option when the host PC is unattended and is running confidential applications. As a host security option, the host user may configure the host screen to automatically blank upon connection. (See "[Configuring host security options](#)" on page 47 for details.)

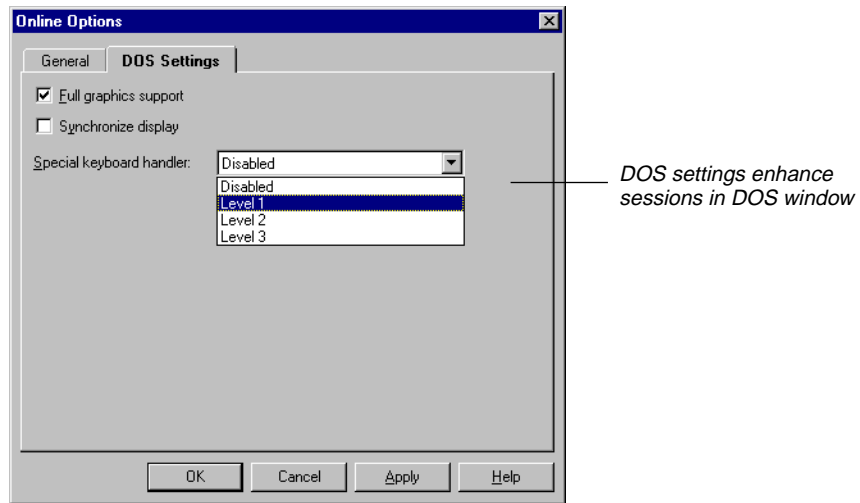
If the host has not granted the remote user the privilege of blanking the host screen, this option is dimmed and cannot be checked.

## DOS settings

When the host is running DOS in a full-screen window, or when the host user has exited to DOS, the host screen may contain characters or graphics that differ from the screen display when the host PC is running Windows. The options available in the DOS Settings property page (Figure 7-11), allow

the remote user to make adjustments to several DOS display characteristics if the remote PC experiences problems reading and displaying the host screen.

**Figure 7-11**



Check the desired check boxes in the DOS Settings property page.

- **Full Graphics Support:** Select when you want the most accurate representation of DOS graphics possible. Leave unchecked to improve screen display speed if an approximation of graphics is acceptable.
- **Synchronize Display:** Select to slow the host application to the rate at which the remote can display screen activity. If unchecked, some lines of text may scroll off the screen before the remote is able to display them. Uncheck this option if the speed of the application is more important than a complete display of all characters, such as with a lengthy database indexing procedure.
- **Special Keyboard Handler:** Select the keyboard handler type and level you want to use. Keyboard handlers allow the remote user to operate the host PC effectively while executing host applications that handle keyboard input in a non-standard fashion. Keyboard handlers are divided into two types, Type 1 and Type 2. See the [“Glossary”](#) for a detailed explanation of keyboard handling functions.

## pcANYWHERE file manager

You can use the pcANYWHERE file manager to transfer files between a remote and a host during remote computing sessions, and to manage folders and files on both host and remote computers. Some of the more frequently used functions can also be accessed from the file manager button bar at the bottom of the window.

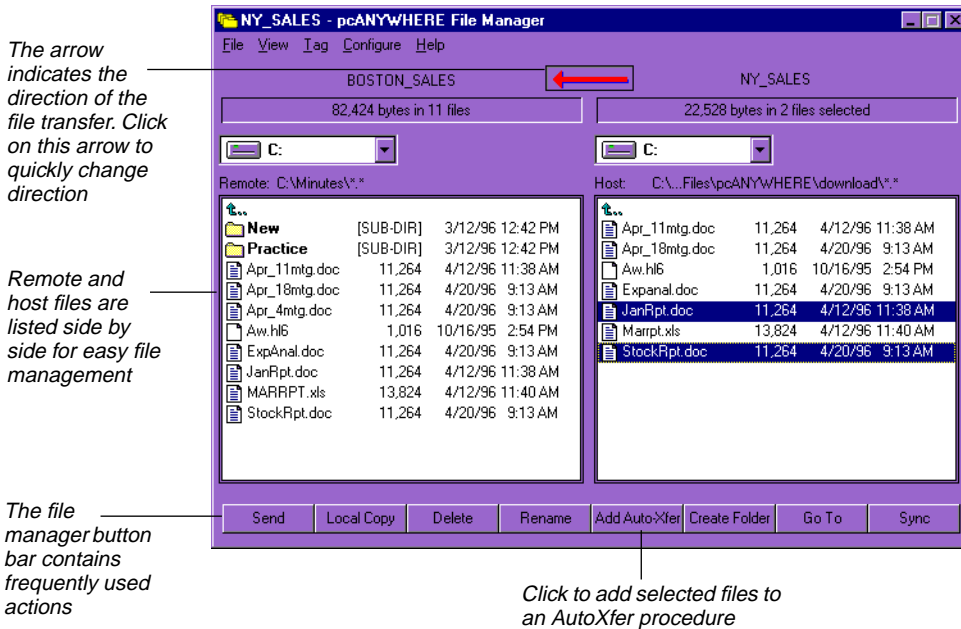
### To access the file manager from the remote:

- 1 Begin a remote computing session. (See “[Making the connection](#)” on page 75 for instructions on starting a session.)
- 2 Choose FILE TRANSFER from the remote online menu or click the file transfer icon on the remote online toolbar (see Figure 7-1).

### To access the file manager from the host:

- 1 Begin a remote computing session. (See “[Making the connection](#)” on page 75 for instructions on starting a session.)
- 2 Right-click the pcANYWHERE In Session icon and choose FILE TRANSFER from the pcANYWHERE menu.
- 3 Select CONTROLLED BY HOST from the submenu. (See “[Sending files](#)” on page 111 for details.)

Figure 7-12



- 4 Choose EXIT FILE MANAGER from the File menu to exit the file manager and return to the remote computing session.

## Setting file manager options

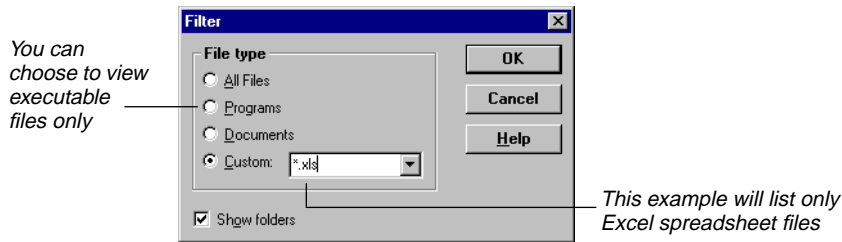
pcANYWHERE file manager options include file sorting, file detail, and file transfer preferences.

### Selecting file sorting options

By default, the files in the host and remote file list boxes are sorted alphabetically by name. You can change the sort criteria using the View menu. You can specify file sorting by name, extension, date, or size. For example, sorting by extension places .DOC files near the top of the list. Sorting by date places your most recently modified files at the top of the list.

You can select the FILTER command from the View menu to sort files by type. For example, you can choose to view only program files (Figure 7-13).

Figure 7-13

**To change file sorting for the active file list box:**

- 1 Choose FILE TRANSFER from the remote or host online menu.
- 2 Choose how you want to list the files from the View menu.

**Selecting file details options**

You control the amount of detail displayed for each file listed in the host and remote file list boxes. All listings must contain the filename, but you can choose whether or not to display file date, time, and size.

**To change file details for the active file list box:**

- 1 Choose FILE TRANSFER from the remote or host online menu.
- 2 Choose from SHOW DATE, SHOW TIME, and SHOW SIZE on the View menu.

**Selecting files and folders**

You must select one or more files or folders before performing file transfer or some file management operations. You can select from either the remote or host list box. Only one of the two list boxes may be active at a time.

The two drop-down list boxes in the file manager window display the names of the currently selected remote and host drives. The contents of these drives appear in the remote and host list boxes.

**To select a different drive:**

Do one of the following:

- Click the prompt button in the drive drop-down list box and select a drive letter from the list.

- Choose CHANGE FOLDER from the File menu and type the new drive letter and folder in the New Folder text box.

**To display folder contents:**

- Double-click the name of the folder that you want to display.

**To select a single file or folder:**

- 1 Click the name of the file or folder.
- 2 Click the name of a second file or folder. Note that the previously selected file is no longer selected.

**To select two or more files in sequence:**

- 1 Choose the first file by clicking its filename.
- 2 Press Shift and click the last filename in the group you want to select.

**To select multiple files not in sequence:**

- 1 Click the first filename.
- 2 Press Ctrl while clicking each of the other filenames. Only the files selected are highlighted.

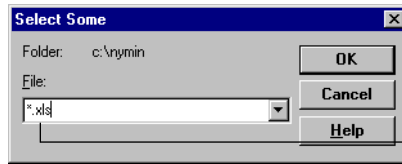
## Using the Tag menu to select files

The pcANYWHERE file manager Tag menu lets you select all or some of the files or folders in the active file list box.

The options available in the Tag menu are:

- TAG ALL: Selects all files and folders in the active list box.
- TAG FILES: Selects all files in the active list box, omitting folders.
- TAG FOLDERS: Selects all folders in the active list box and the files contained within the folders. Files listed in the active file list box are not included in the selection.
- CLEAR TAGS: Clears all file and folder selections.
- REVERSE TAGS: Deselects the tagged files and folders while selecting the unselected files and folders.
- TAG BY: Selects files and folders based on a filter you specify.

Figure 7-14



*You can easily tag all files having the same extension*

## Deselecting files

You can deselect a file by holding down the Ctrl key and clicking on the files you want to deselect.

### To deselect a file in a group of selected files:

- Press Ctrl while clicking the name of any selected files or folders you want to deselect.

## Sending files

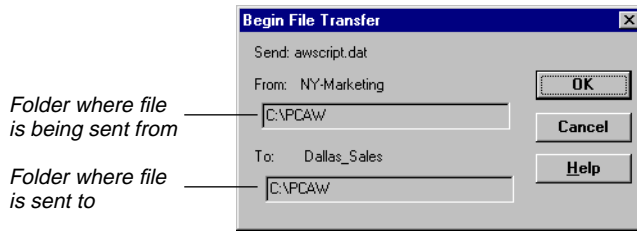
This section covers file transfers for remote control sessions. For information on online service file transfers, see [“Uploading and downloading files”](#) on page 169.

A file transfer can be started by either PC. (For information on setting file transfer options, see [“Selecting file transfer options”](#) on page 113.)

### To start a file transfer from the remote:

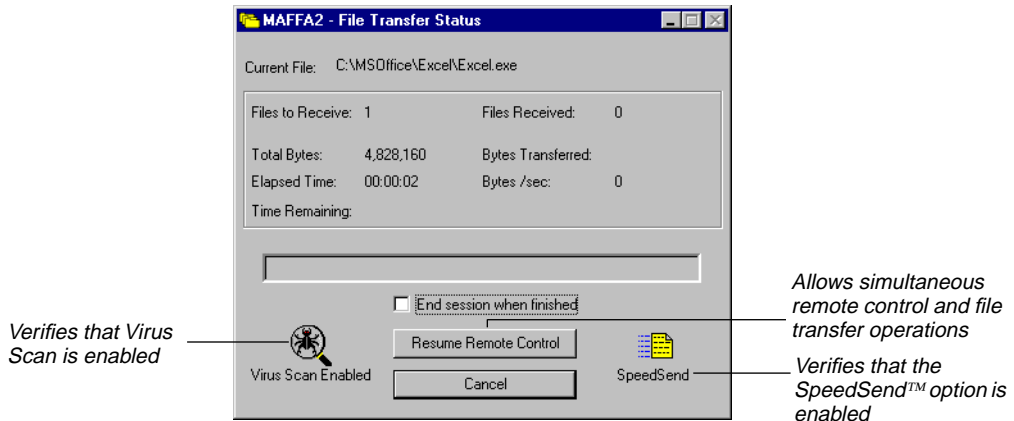
- 1 Choose FILE TRANSFER from the remote or host online menu.
- 2 Select the desired source files or folders in the remote file list box. (See [“Selecting files and folders”](#) on page 109.)
- 3 Do one of the following:
  - Choose SEND from the File menu.
  - Click the Send button on the file manager’s button bar.
  - Use the mouse to drag and drop the selected files to the host list box.

Figure 7-15



- 4 Click OK to confirm the selections in the dialog box.

Figure 7-16



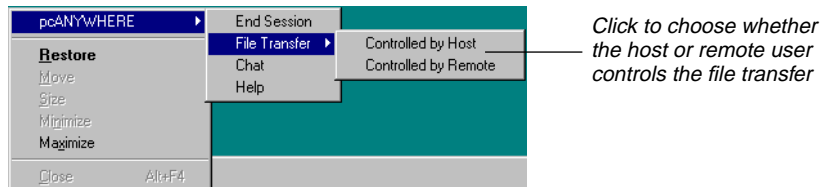
**NOTE:** If the Pause Remote Control To Maximize File Transfer Performance option in the Application Options, File Transfer property page is not checked, the file transfer window automatically minimizes when the file transfer begins. See “[File Transfer](#)” on page 133 for information on file transfer options.

#### To start a file transfer from the host:

- 1 Choose FILE TRANSFER from the host online menu. (See “[To view the online menu on the host PC:](#)” on page 92.)



Figure 7-17



- 2 Choose one of the following options:
  - CONTROLLED BY HOST: Allows the host user to access the File Manager and transfer files. The remote user receives the file transfer status dialog box (see Figure 7-16).
  - CONTROLLED BY REMOTE: Allows the remote user to access the File Manager and transfer files. The host user receives the file transfer status dialog box (see Figure 7-16).

## Selecting file transfer options

File transfer options include file overwrite preferences, file compression, and crash recovery settings.

File overwrite preferences allow you to specify whether or not you want to confirm before a file is overwritten during the file transfer process. Normally you should require verification before overwriting files. If you intend to overwrite a large number of files, or if you are running an AutoXfer procedure, you may want to choose to overwrite automatically, or to overwrite older files only.

You can use file compression to improve file transfer speed. Files compressed by pcANYWHERE are automatically uncompressed to their original states before being written to the target drive. If files have already been compressed by a compression scheme such as PKZIP, there will be no noticeable improvement in the speed of the file transfer.

When enabled, crash recovery allows a file transfer that was interrupted before completion to continue transferring at the point of the interruption. If crash recovery is not enabled, an interrupted file transfer starts again at the beginning of the file. You should consider using crash recovery when you transfer very large files.

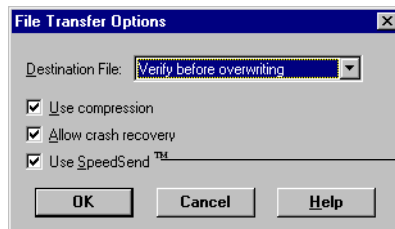
File transfer performance is enhanced when SpeedSend is enabled because it causes pcANYWHERE to compare files with duplicate filenames and transfer

only the information that is different in the source file. If SpeedSend is not enabled, pcANYWHERE transfers the entire file.

### To set file transfer options:

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing the online menus.)
- 2 Choose FILE TRANSFER OPTIONS from the Configure menu.

**Figure 7-18**



*Use SpeedSend when you want pcANYWHERE to compare duplicate files and transfer only the data that is different in the source file*

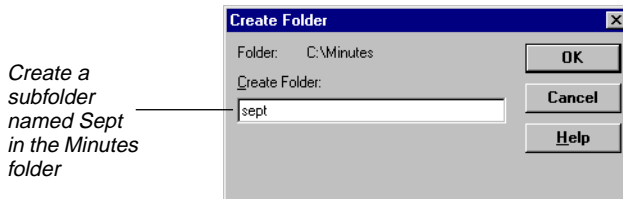
- 3 Click the Destination File prompt button and select a file overwrite preference from the drop-down list.
- 4 Check Use Compression to compress files during transfer.
- 5 Check Allow Crash Recovery to enable crash recovery.
- 6 Check Use SpeedSend to compare duplicate files and transfer only the data that is different in the source file.
- 7 Click OK to save the settings and return to the pcANYWHERE File Manager window. The selections remain in effect for all sessions until you change them.

## Managing folders and files

The pcANYWHERE file manager gives you control over folders and files on both the host and the remote computers, which is useful when transferring files. For example, you may have connected to a host for the purpose of transferring one or more files to your remote computer, but once connected you realize that there is not a suitable folder in which to place these new files. The CREATE FOLDER command allows you to create a new folder during a session. If you had been sending files to the host, you could just as easily have created a new folder on the host computer.

**To create a new folder:**

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose the folder or drive in which you would like to create the new folder.
- 3 Choose CREATE FOLDER from the File menu or click the Create Folder button on the file manager button bar.

**Figure 7-19**

- 4 Type name of the new folder.
- 5 Click OK.

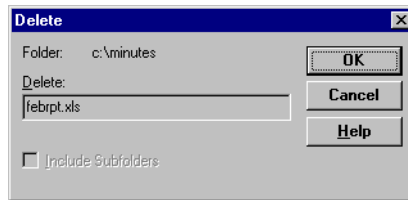
The new folder appears in the active list box.

## Deleting files and folders

You can delete files and folder contents anywhere on any host or remote drive with the Delete command.

**To delete folders or files in folders:**

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose the files or folders you want to delete.
- 3 Choose DELETE from the File menu or click the Delete button on the file manager button bar.

**Figure 7-20**

If you selected a single file or folder, its name appears in the Delete text box. If you selected multiple files or folders, the text box is replaced with an information line that indicates the number of selected files.

- 4 Click OK.

The file or folder selected is deleted.

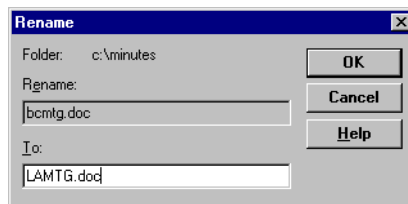
## Renaming files and folders

You can rename files and folders anywhere on any host or remote drive with the RENAME command.

### To rename a file or folder:

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “[Online menus](#)” on page 91 for instructions on accessing online menus.)
- 2 Choose the file or folder you want to rename. (See “[Selecting files and folders](#)” on page 109 for details.)
- 3 Choose RENAME from the File menu or click the Rename button on the file manager button bar.

The name of the selected file or folder appears in the Rename text box.

**Figure 7-21**

- 4 Type the new file or folder name in the To text box and click OK.

## Copying files

You can make a local copy of files anywhere on any host or remote drive with the LOCAL COPY command. The new copy of the file can be given a new name or be located in a different folder or drive on the local system.

---

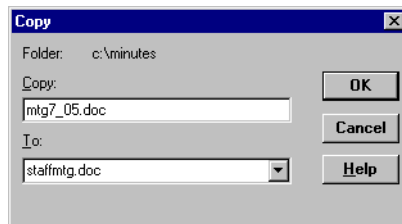
**NOTE:** Local copy does not transfer files between host and remote computers. A copy of the selected file is made on the same computer as the original file.

---

### To copy files and folders:

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose the file you want to copy. (See “Selecting files and folders” on page 109 for details.)
- 3 Choose LOCAL COPY from the File menu or click the Local Copy button on the file manager button bar.

**Figure 7-22**



- 4 Type the destination pathname in the To text box and click OK.

## Comparing folders

The Compare Folders feature looks at both host and remote folders and informs you if they are the same. If the folders differ, the files that are different or missing are highlighted in both folders. The compare folders function only informs you of the differences; no action is taken.

It is a good idea to use the compare folders function before executing a synchronization or cloning command to verify the files that will be transferred during these procedures.

---

**NOTE:** The compare function does not include comparing files in subfolders at the same time.

---

**To compare folders:**

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose host and remote folders to compare from the list.
- 3 Choose COMPARE FOLDERS from the File menu.

pcANYWHERE compares the two folders and reports the results of the comparison. If the folders are different, the affected files are highlighted. Double-click the arrow between the computer names to switch between host and remote list boxes and view highlighted files.

## Synchronizing and cloning folders

The processes of synchronizing and cloning folders are similar and both produce the same end result: host and remote folders will be identical to each other. The action taken and the effect upon the folders, however, is very different, and you should read this section carefully before using either feature.

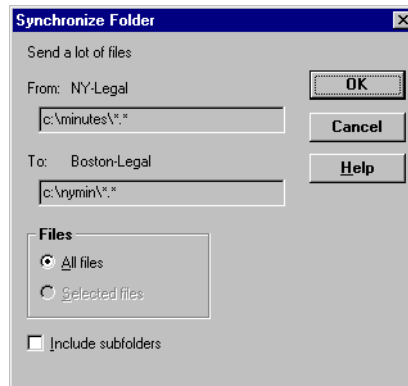
Synchronization changes both host and remote folders by copying files in both folders to make the two folders identical to each other. Files that exist on the host but are missing on the remote are copied to the remote, and files that exist on the remote but are missing on the host are copied to the host. When duplicate filenames are encountered, the date and time stamp of the file are compared and the file with the most current date and time is copied. No files are deleted in a synchronization process.

In addition to synchronizing folders, you can synchronize selected files. For example, you may want to synchronize only the \*.DOC files. Synchronization on selected files ensures that both host and remote directories contain identical files.

Cloning transfers and deletes files to make both folders identical to the source folder, that is, the folder you are in when you choose the CLONE menu command. Files that are in the source folder but are missing on the destination folder are transferred. Files that exist in the destination folder that are not in the source folder are *deleted* from the destination folder.

**To synchronize folders:**

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose the host and remote folders you wish to synchronize.
- 3 Choose SYNCHRONIZE from the File menu or click the Sync button on the file manager button bar.

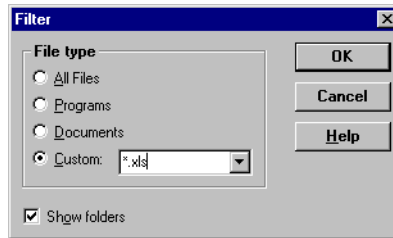
**Figure 7-23**

- 4 Verify that both the host and remote folders are correct in the Synchronize Folder dialog box.
- 5 Click OK to begin synchronization.

**To synchronize selected files in a folder:**

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “Online menus” on page 91 for instructions on accessing online menus.)
- 2 Choose the remote and host folders that contain the files you wish to synchronize. (See “Selecting files and folders” on page 109 for details.)
- 3 Choose FILTER from the View menu.

Figure 7-24



- 4 Click the button for the file type you want to synchronize or type a specific filter in the Custom text box.
- 5 Click OK.  
The folder lists only the files specified in the filter.
- 6 Set a filter for the other list box following steps 3 and 4 above.

---

**TIP:** Click the arrow between the computer names to easily switch between list boxes. The arrow indicates the direction of the file transfer.

---

Synchronization affects the files listed in each list box at the time you execute the command. You must create a filter for both host and remote directories to restrict the synchronization process to those specific files.

#### To clone a folder:



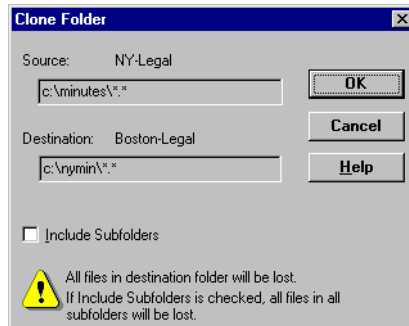
**WARNING!** Cloning could result in data loss. Files in the destination folder that are not in the source folder will be deleted from the disk. If you are unsure of the files that will be deleted, perform a folder compare first. Comparing folders creates a display of the file differences (See “[Comparing folders](#)” on page 117).

---

- 1 Choose FILE TRANSFER from the host or remote online menu. (See “[Online menus](#)” on page 91 for instructions on accessing online menus.)
- 2 Select the folder that you want to duplicate (the *source*), then select the folder to be adjusted so that it becomes an exact match of the source folder (the *destination*).
- 3 Choose CLONE from the File menu.



Figure 7-25



- 4 Verify that the source and destination folders are correct.
- 5 Click OK to begin the cloning process.

**To exit file manager and return to the remote control session:**

- Choose EXIT FILE MANAGER from the File menu to exit file manager and return to the remote computing session.



# Customizing application options

## 8

Application options are global settings used in pcANYWHERE's various modes of operation. pcANYWHERE uses default settings for these options unless the user customizes them. These default settings are the most commonly used and it may not be necessary to change them.

Options configured in the Application Options properties sheet affect all sessions on the PC. Some options can be temporarily changed during an individual remote control or online service session, but the changes affect only the current session and do not modify the configured settings.

The Application Options properties sheet contains nine property pages:

**System Setup:** Use this page to name your computer and configure your PC's dialing properties.

**Remote Operation:** Use this page to configure options to use during all remote computing sessions.

**Remote Printing:** Use this page to add remote PC printer definitions to allow the remote caller to print to the local printer during a session.

**DOS Sessions:** Use this page to configure settings to optimize the remote's display when displaying some DOS characters.

**Host Operation:** Use this page to set global host options to use for every host session.

**TCP/IP:** Use this page to create a list of TCP/IP hosts.

**File Transfer:** Use this page to set file transfer options for the ZMODEM, ASCII, and pcANYWHERE file transfer protocols.

**Terminal Emulation:** Use this page to adjust terminal settings for any of the supported terminal types and to configure macro keys and translation tables to use during terminal emulation connections.

**Button Bars:** Use this page to customize the pcANYWHERE action bars and toolbar with only the functions you want to access.

## System Setup

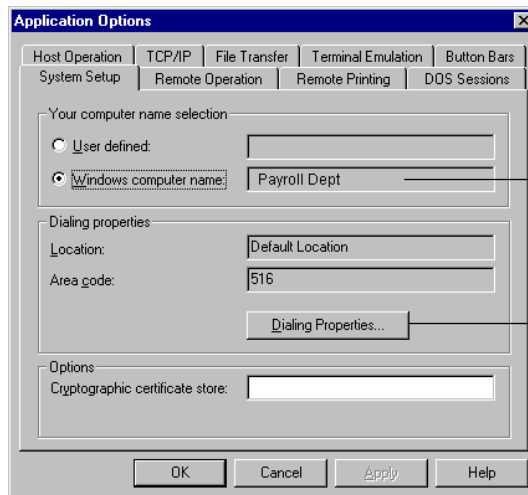
Use the System Setup property page to name your computer and configure your PC's dialing properties. When you are a host PC, your computer name appears in the title bar on the remote PC's screen. Your computer name is also used to identify your PC as an available host on the network.

pcANYWHERE allows you to create and maintain one or more dialing configurations. For example, when making calls from your office PC, you may use a configuration that dials 9 first to obtain an outside line, but when making calls from your home PC, you would use a configuration that does not use the dial 9 option.

### To configure system setup options:

- 1 Choose APPLICATION OPTIONS from the File menu.

**Figure 8-1**



*Text box displays computer name entered during the Windows 95 and Windows NT installation*

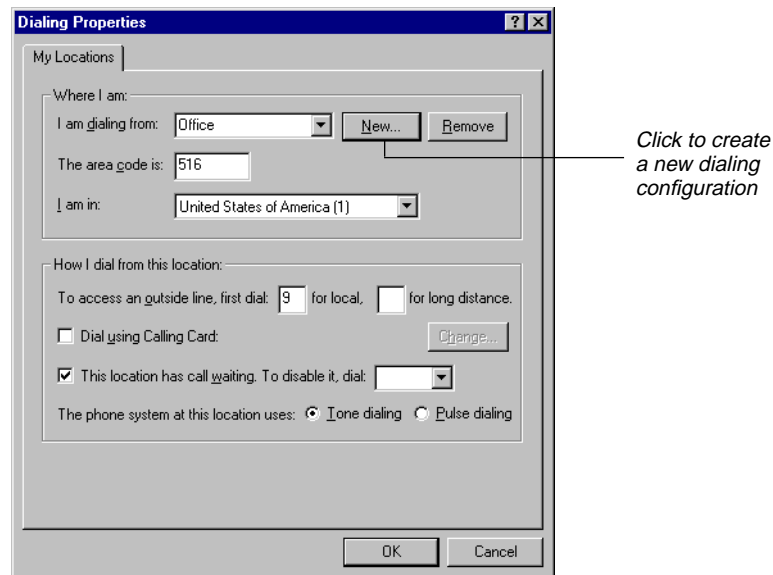
*Click to change or add dialing information*

- 2 Do one of the following:
  - Click User Defined and type a name for your PC.
  - Click Windows Computer Name to use the name displayed in the text box. This is the name you entered when you installed Windows 95 or Windows NT.

**NOTE:** If the network administrator has disabled the user-defined computer name option, you only will be able to view either your Windows computer name or your network address, depending on which name the administrator used.

- 3 Verify that the location and area code listed in the dialing properties group box is correct.
  - If it is correct stop here.
  - If it is not correct for your location, proceed to step 4.
- 4 Click Dialing Properties.

**Figure 8-2**



- 5 Set the dialing properties for your PC and click OK.  
You return to the Application Options properties sheet.
- 6 Type the name of the cryptographic certificate store to use for encryption. A certificate store is created by the network administrator and contains certificate authorities.
- 7 Check Use NT Event Log to use the Windows NT Event Viewer to monitor the server security events.



## Remote Operation

The settings configured in the Remote Operation property page affect every remote control session on the PC or workstation. These options can be changed during a session. The changes affect only the current session, however, and do not change the settings configured in the Remote Operation property page. (See “[Online Options](#)” on page 103 for information on changing these options during a session.)

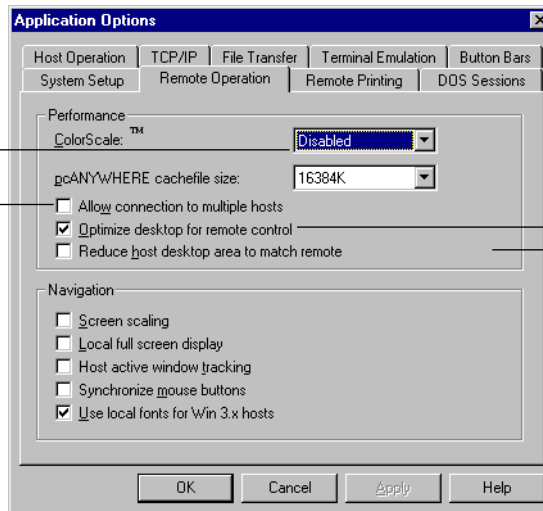
### To configure remote control operations:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Remote Operation tab in the Application Options properties sheet.

**Figure 8-3**

*Improves performance by reducing the number of colors used when transmitting bitmaps*

*Check if you want to make simultaneous connections to multiple hosts*



*Improves the performance of all sessions by disabling desktop accessories on the host PC*

*Improves the performance of sessions with earlier versions of Windows*

- 3 Set the following remote options as needed.
- ColorScale™: Specifies the number of colors the host uses when translating bitmaps. Choose two or four colors to optimize the screen display on the remote during the session.

---

**NOTE:** To use this option effectively, the color palette on the host PC must be set to 256 colors or greater.

---

- pcANYWHERE Cache File Size: Specifies the amount of disk space pcANYWHERE uses when caching bitmap information during a remote control session. If the bitmap is in the cache when a Windows screen is redrawn, the data does not have to be resent, which results in better performance. The default value is set by the Smart Setup wizard the first time pcANYWHERE is run and is based on the disk space available on the PC.

You may want to reduce the cache file size when connecting to multiple hosts to ensure that cache is available for all the sessions. pcANYWHERE32 never uses more than fifty percent of available disk space for a cache file.

- Allow Connection To Multiple Hosts: Causes the pcANYWHERE application to remain open after making the first connection, allowing the remote PC to connect to multiple hosts. Each session occurs in a separate window and, when minimized, each session appears as a separate task in the taskbar. See “pcANYWHERE Cache File Size” above for information on using cache files in multiple sessions.

---

**TIP:** Leaving the pcANYWHERE application open uses memory resources. Leave this option unchecked to increase available memory. To quickly connect to additional hosts, drag the connection item to the Windows 95 desktop. (See “[To connect to multiple hosts:](#)” on page 78 for details.)

---

- Optimize Desktop For Remote Control: Improves the performance of a session by disabling any desktop wallpaper, desktop pattern, full screen drag, screen saver, and power saver, configured on the host PC.
- Reduce Host Desktop Area To Match Remote: Causes the host to reduce screen resolution to match the resolution used by the remote PC. (This option is not supported under Windows NT, 3.51.)

- **Screen Scaling:** Causes the host screen to scale down to fit in the remote terminal's window. Check the box to enable this feature. If left unchecked, the remote user must scroll to view portions of the screen if the host image is too large to fit in the terminal's window.
- **Local Full Screen Display:** Displays the host image full-screen on the remote PC. If unchecked, the host screen appears in a window. Press Alt+Enter to return to a windowed display.
- **Host Active Window Tracking:** Automatically moves the remote's view to any currently active window on the host. For example, during a session between computers using different screen resolutions, an error message on the host may appear out of the remote's viewing area.
- **Synchronize Mouse Buttons:** Allows the remote caller to control the host using the same mouse configuration used on the remote computer. For example, if the remote caller is using a left-hand mouse configuration, the host mouse adjusts to allow left-hand mouse control of the session.
- **Use Local Fonts For Win 3.x Hosts:** Improves the performance in a Windows 3.x session by having the remote use a local font that closely matches the font used at the host. This option is checked by default. If text is not displayed correctly on the remote, uncheck this check box.

## Remote Printing

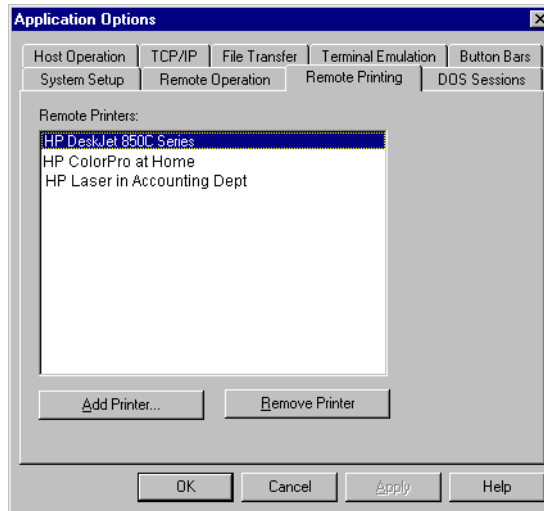
Remote printing allows the remote caller to print to the printer at the remote's location as well as to the host printer during a session.

### To add remote printer definitions on the host PC:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Remote Printing tab.



Figure 8-4



- 3 Click Add Printer to add a remote printer definition to the list.
- 4 Do one of the following procedures:
  - Select the remote printer driver from the list of Currently Installed Drivers and click Next.
  - Select the manufacturer and model of the remote printer from the Manufacturers and Printers list boxes and click Next.
- 5 Type a name that identifies the owner or location of the remote printer and click Finish. The remote caller selects this name to print to the local printer during a session.
- 6 Click OK to return to the pcANYWHERE main window.

---

**NOTE:** If the remote printer driver is not listed in the Manufacturers list box, install it following the manufacturer's instructions. After installation, you can select it as a remote printer from the Currently Installed Driver list.

---

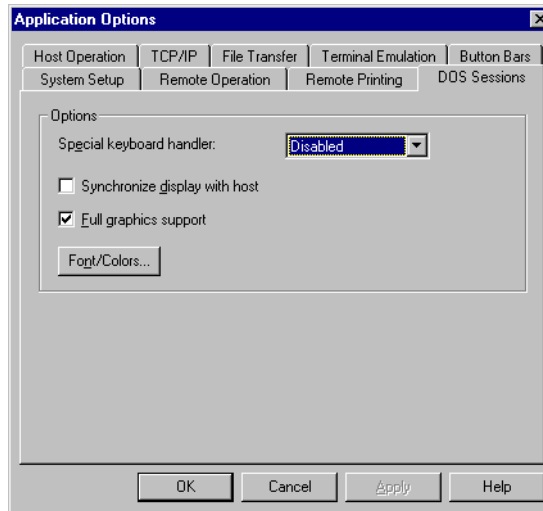
## DOS Sessions

When the host is running DOS in a full-screen window, or when the host user has exited to DOS, the host screen may contain characters that differ from the screen display when the host PC is running Windows. The following options allow the remote user to make adjustments to several DOS display characteristics if the remote PC experiences problems reading and displaying the host screen.

### To change settings for DOS sessions:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the DOS Sessions tab.

**Figure 8-5**



- 3 Configure the DOS session options you want to use.
  - **Special Keyboard Handler:** Specifies which special keyboard handler to use during a session. This option can be changed during a session by accessing the remote online menu. For more online menu and keyboard handling information, see [“File transfers and session management”](#) on page 91.
  - **Synchronize Display With Host:** Slows the host application to the rate at which the remote can display screen activity. If this option is unchecked, some lines of text may scroll off the screen before the remote is able to display them. If the speed of the application

is more important than a complete display of all characters, such as with a lengthy database indexing procedure, uncheck this option.

- Full Graphics Support: Provides the best possible representation of DOS graphics. Uncheck to improve speed, when an approximation of graphics is acceptable.
- Fonts/Colors: Determines the background and foreground colors to use during the session as well as the font style and size.

## Host Operation

The options on the Host Operation property page control the ring number on which the host answers incoming calls and the video mode used for all sessions.

### To configure host operation options:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Host Operation tab.
- 3 Type the number of rings after which the host answers an incoming call. Any number from 1 through 99 can be used.
- 4 Select the host's video mode:
  - Default (Accelerator Enabled): Maximizes the performance of a pcANYWHERE<sup>32</sup> remote control connection. This is the preferred video mode and should be selected unless you experience video problems on the host.
  - Accelerator Disabled: Select this option if the host is using a 3D accelerator video card.
  - Compatibility: Select this option if you experience incomplete or distorted video display when connected to the host.

## TCP/IP Hosts

Use the TCP/IP host list to add the names or addresses of pcANYWHERE hosts available on your TCP/IP network or the Internet. pcANYWHERE<sup>32</sup> uses this information to generate an Internet host list. The host names and IP addresses appear in the Network Hosts dialog box after you launch a remote control connection item. For additional information, see [“To make a modem connection to the host:”](#) on page 76.

You can create a list of TCP/IP hosts using any of the following identifiers:

- **pcANYWHERE Host Name:** Use a pcANYWHERE host name if the host is located on the local subnet. The host name appears in the Network Hosts dialog box.
- **DNS Name:** Use a DNS name if the network administrator has assigned a DNS name and an IP address to the host PCs.
- **Host IP Address:** Use an IP address to connect to a host regardless of the subnet it is located on. The host IP address appears in the Network Hosts dialog box.
- **Specific Group IP Address:** Substitute 255 for the last portion of an IP address to display all hosts having an IP address containing the first three portions of the group address. For example, an address of 120.45.62.255 in the TCP/IP list causes pcANYWHERE to list all hosts with IP addresses beginning with 120.45.62.

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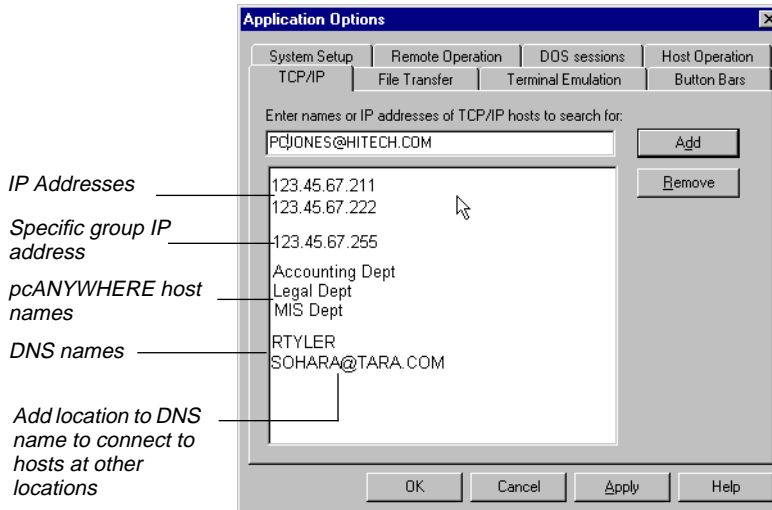
**TIP:** Use this addressing method when the host PC is connecting to the Internet through an Internet service provider.

---

### To create a list of TCP/IP hosts:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the TCP/IP tab.

**Figure 8-6**



- 3 Enter the TCP/IP host name, IP address, DNS name, or specific subnet address in the TCP/IP Hosts To Search For text box.

---

**NOTE:** A pcANYWHERE host name can be used only for hosts on the local subnet.

---

- 4 Click Add.
- 5 Repeat steps 3 and 4 for each host you want to add.

**To remove a TCP/IP host name from the list:**

- 1 Click the address or name of the TCP/IP host you want to remove.
- 2 Click Remove.

## File Transfer

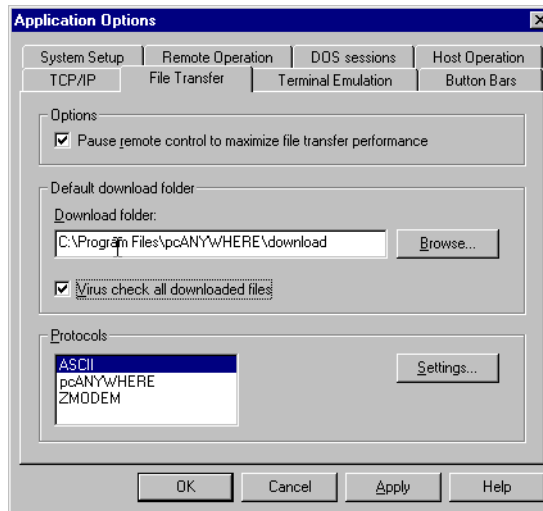
The File Transfer property page allows you to specify a default folder for your downloaded files, enable virus checking on all files transferred, and customize options for three file transfer protocols. If you do not specify a default download folder, your transferred files are downloaded to the folder where pcANYWHERE is installed.

If pcANYWHERE detects a virus on the file you are attempting to download, the file transfer process is canceled.

**To specify a default download folder:**

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the File Transfer tab.

Figure 8-7



- 3 Check Pause Remote Control To Optimize File Transfer Performance. Leave unchecked if file transfer speed is not a priority and you want to run remote control and file transfer simultaneously.

This feature can be enabled and disabled during a connection. (See [“To start a file transfer from the remote:”](#) on page 111 for additional information.)

- 4 Do one of the following:
  - Enter a path in the Download Folder text box.
  - Click Browse to select a folder.
- 5 Check Virus Check All Downloaded Files to cause Norton AntiVirus to scan all files for viruses before downloading.

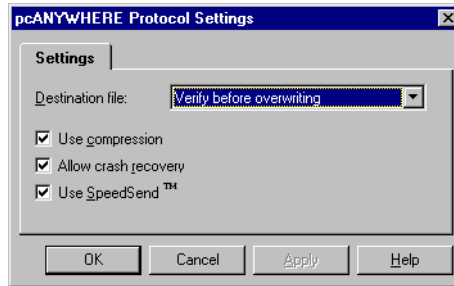
## File transfer protocols

File transfer protocols are used by computers to reduce errors when exchanging data. In any type of connection, both computers must use the same protocol. When making a remote control connection, pcANYWHERE uses its own file transfer protocol. When making connections to online services, pcANYWHERE uses the protocol that is supported by the online service. ZMODEM is commonly used, but many systems also support such protocols as XMODEM and Kermit. Check with your system administrator to determine which type to use.

### To configure the pcANYWHERE file transfer protocol:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the File Transfer tab.
- 3 Select pcANYWHERE from the Protocols group box and click Settings.

**Figure 8-8**



- 4 Click the Destination File prompt button and select a file overwrite option from the drop-down list:
  - Never Overwrite Duplicate Files: Prevents pcANYWHERE from transferring a file if a duplicate filename is found in the destination folder.
  - Always Overwrite Duplicate Files: Allows pcANYWHERE to transfer the file and automatically overwrite any duplicate file found in the destination folder.
  - Verify Before Overwriting: Warns you that a duplicate filename exists in the destination folder, and asks you to confirm the file transfer.
  - Always Ask For Destination: Causes pcANYWHERE to always ask you what folder to place the file in.
  - Overwrite Older Files Only: Allows pcANYWHERE to automatically overwrite duplicate files if they are older than the file being transferred.
- 5 Check one or all of the following options:
  - Use Compression: Improves file transfer speed. Files compressed by pcANYWHERE are automatically uncompressed to their original states before being written to the destination drive. If files are already compressed by a compression scheme such as PKZIP,

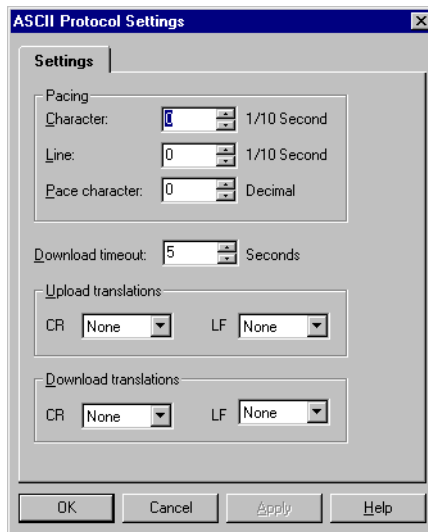
there will be no noticeable improvement in the speed of the file transfer.

- Allow Crash Recovery: Allows an interrupted file transfer process to restart at the point at which the file transfer was previously disconnected. If crash recovery is not selected, an interrupted file transfer starts at the beginning of the file. Crash recovery should be considered when transferring very large files.
  - Use SpeedSend: Enhances the performance of a file transfer of files with duplicate filenames by comparing the two files and transferring only the data that is different in the source file.
- 6 Click OK to save settings and return to the File Transfer property page.

### To configure the ASCII file transfer protocol:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the File Transfer tab.
- 3 Select ASCII from the Protocols group box and click Settings.

**Figure 8-9**



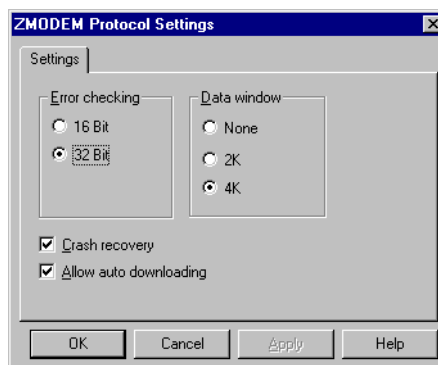


- 4 Set the appropriate ASCII settings.
  - Pacing: Changes the pace at which characters and lines are transmitted and the character that is used as the pace character between lines. The transmitting computer sends a line then waits for the pace character before sending another line.
  - Download Timeout: Sets the number of seconds of idleness after which the download activity will be terminated.
  - Upload Translations: Determines how carriage returns and linefeeds are translated while uploading information. For example, if data files on the host computer end lines with single carriage returns, you may want to strip the linefeeds when uploading these files.
  - Download Translations: Determines how carriage returns and linefeeds are translated while downloading information. For example, if data files on a host computer end lines with single carriage returns, you may want to interpret each carriage return as a carriage return/linefeed when downloading the files.
- 5 Click OK to accept settings and return to the Application Options property sheet.

#### To configure the ZMODEM file transfer protocol:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the File Transfer tab.
- 3 Select ZMODEM from the Protocols group box and click Settings.

**Figure 8-10**



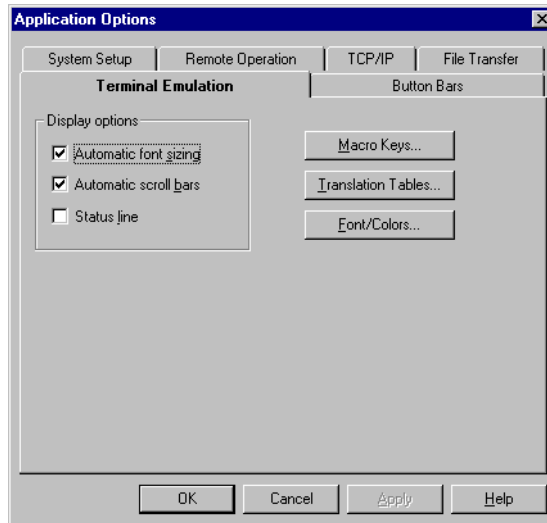
- 4 Set the appropriate ZMODEM settings:
  - Error Checking: 32-bit error checking provides the most accurate results.
  - Data Window: Transmitting computer waits for acknowledgment of each buffer or window content before sending more data. When using a modem with error-checking capability, data is transmitted more quickly without a window. When using a window for the most possible accuracy, the larger the window the better, because there are fewer acknowledgments to make. Start with the 4K window, then reduce to the 2K if you have problems.
  - Crash Recovery: Allows an interrupted file transfer process to restart at the point at which the file transfer was previously disconnected. If crash recovery is not selected, an interrupted file transfer starts at the beginning of the file. Crash recovery should be considered when transferring very large files.
  - Allow Auto Downloading: When you download files, ZMODEM can start the transfer automatically. You tell the online service what you want to download and the status box for ZMODEM displays.

## Terminal Emulation

pcANYWHERE for Windows 95 and Windows NT includes a wide variety of the most commonly used terminal emulators. Although most users do not need to adjust terminal settings, you can customize each of the terminal emulators to your needs and preferences. Terminal settings specify how each type of emulation operates on your computer. These settings involve both display and keyboard performance. To configure a terminal emulator:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Terminal Emulation tab.

Figure 8-11



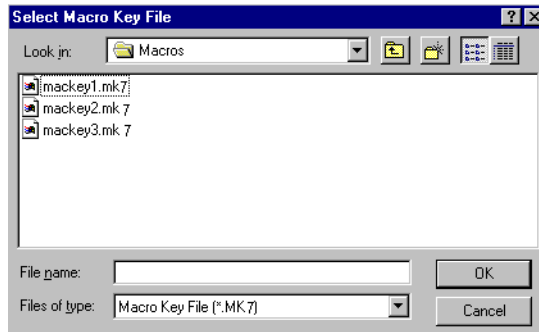
- 3 Choose any of the following display options:
  - Automatic Font Sizing: Causes pcANYWHERE to automatically select the font size displayed on the remote screen, based upon the size of the terminal window.
  - Automatic Scroll Bars: Causes the screen to display horizontal and vertical scroll bars.
  - Status Line: Causes display of a status line at the bottom of the screen. This status line contains the terminal type, communication port, data rate, parity, and flow control being used.
- 4 Do one of the following:
  - Click Apply to save settings and leave the Applications Options properties sheet open.
  - Click OK to save settings and return to the pcANYWHERE main window.

## Macro keys

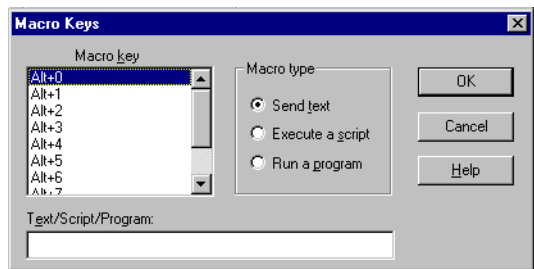
Macro keys are key combinations for user-defined functions associated with them, such as keyboard commands, running a script file, or executing a program. You may specify up to ten different macro keys for use during pcANYWHERE terminal emulation sessions. Macro keys are stored in files with the .MK7 extension.

**To configure macro keys:**

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Terminal Emulation tab.
- 3 Click Macro Keys to display the Select Macro Key File dialog box.

**Figure 8-12**

- 4 Select a folder for the macro key files. You can accept the default folder (where pcANYWHERE is installed) or select a new folder from the drop-down list box.
- 5 Do one of the following:
  - Choose an existing macro key file.
  - Create a new macro key file by typing a new filename in the File Name text box.
- 6 Click OK.

**Figure 8-13**

- 7 Choose a key combination from the Macro Key list box.

- 8 Choose an option button in the Macro Type group box to specify the macro type:
  - Send Text: Indicates the macro is a command or group of keystrokes to be transmitted.
  - Execute A Script: Indicates the macro is a pcANYWHERE script to be executed.
  - Run A Program: Indicates the macro is a program to be executed.
- 9 In the Text/Script/Program text box, enter macro keystrokes or a complete path and filename for the pcANYWHERE script to run or program to execute.
- 10 Click OK to save the macro key settings and return to the Terminal Emulation property page.

## Translation tables

Translation tables translate one character to another. You can translate characters you are sending, receiving, or both. Translation tables are stored in files with the .TRN extension. You can have several .TRN files, and you can assign the same .TRN file to more than one session object.

---

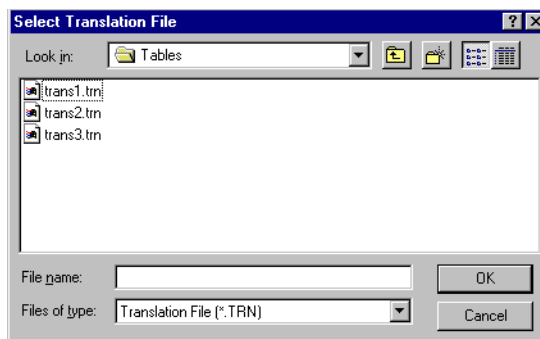
**CAUTION:** This is an advanced feature intended for users who are experienced with communication programs. You probably do not need to edit translation tables. This feature is used only when the keyboard does not behave as expected because of an incompatibility between an online service and a pcANYWHERE terminal emulator, or to filter certain codes sent by the host.

---

### To set up a translation table:

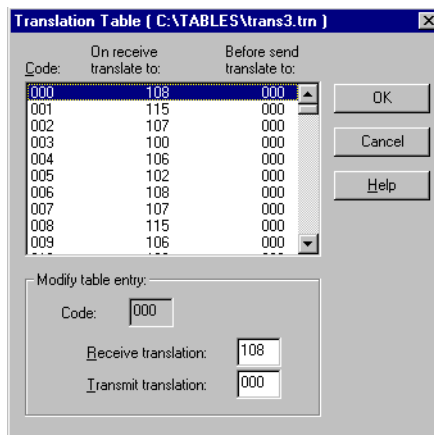
- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Terminal Emulation tab.
- 3 Click Translation Tables to display the Select Translation File dialog box.

Figure 8-14



- 4 Do one of the following:
  - Choose an existing translation table file.
  - Create a new translation file by typing a new filename in the File Name text box.
- 5 Click OK.

Figure 8-15




---

**NOTE:** When you enter a new filename to create a translation table, pcANYWHERE loads a default table that does not specify any translations. You must edit this default table and specify the translations needed.

---

- 6 Click the code you want to change.

The selected code number and current hexadecimal values appear in the Modify Table Entry group box (see Figure 8-15).

- 7 Enter the new hexadecimal translation values for the selected code.
- 8 Repeat steps 6 and 7 to enter additional values.
- 9 Click OK to return to the Terminal Emulation property page.

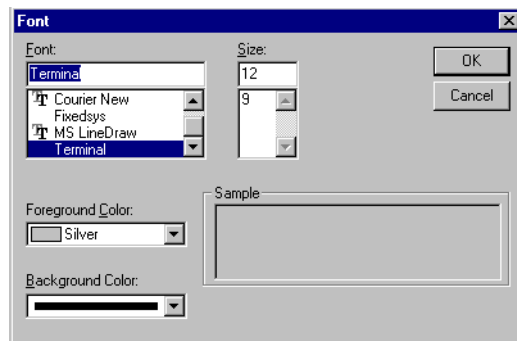
## Fonts and colors

You can select your preference of background and foreground colors your monitor uses during a connection with an online service, as well as choose a font and size to improve the readability of the text on your screen.

### To customize your display's color and font:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Terminal Emulation tab.
- 3 Click Font/Colors to display the Font dialog box.

**Figure 8-16**

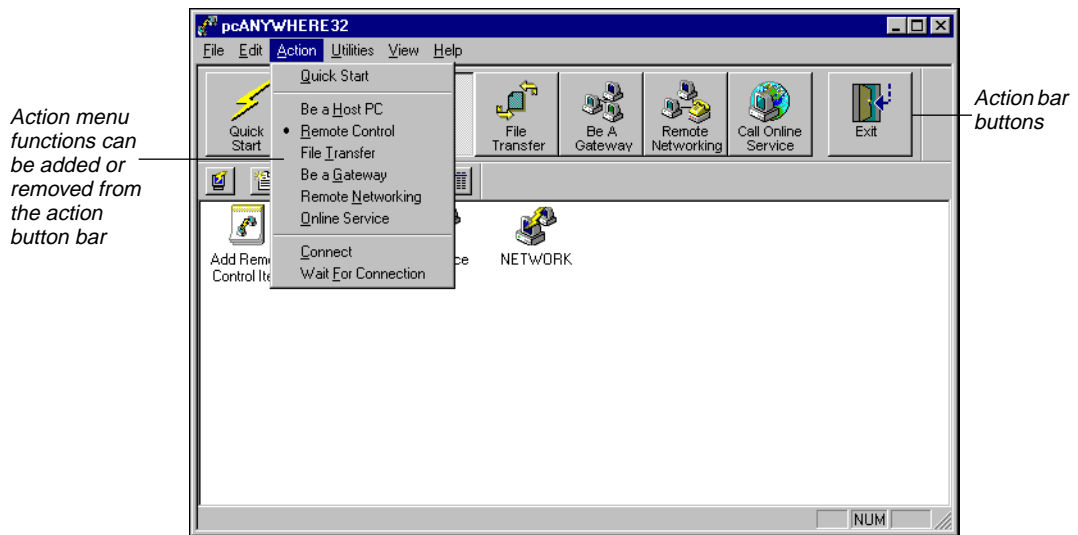


- 4 Choose a font style and size to use from the Font and Size drop-down list boxes.
- 5 Choose the colors to use from the Foreground Color and Background Color list boxes.
- 6 Click OK to save the settings and return to Terminal Emulation property page.

## Customizing the action bar and toolbar options

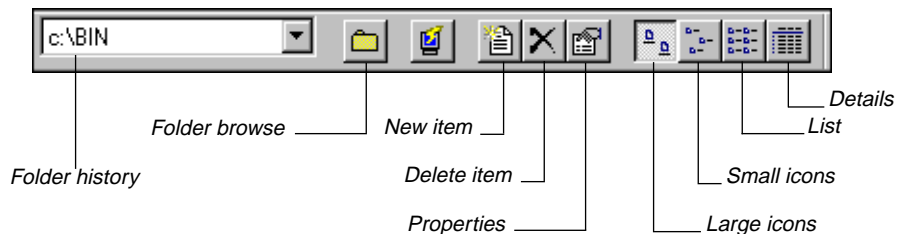
The action bar is a graphical representation of the pcANYWHERE functions listed in the Action menu (Figure 8-17). The action bar can be customized to display only the actions you want. In addition, you can customize the size of the action buttons by choosing to display the button with the icon only for a small button or icon with text for a larger button.

**Figure 8-17** Action bar and Action menu



The toolbar is a graphical representation of the options available in the View and File menus (Figure 8-18). The toolbar can be customized to hide the folder history, the folder browse box, or both.

**Figure 8-18** Toolbar

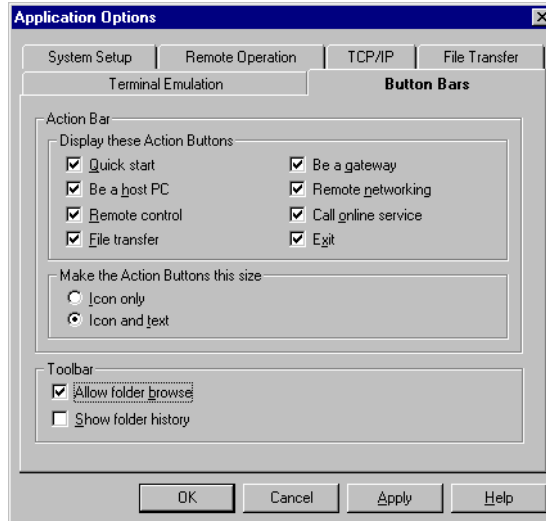




### To customize the action buttons and toolbar options:

- 1 Choose APPLICATION OPTIONS from the File menu.
- 2 Click the Button Bars tab.

**Figure 8-19**



- 3 Check the actions you want to appear on the action bar.
- 4 Choose the size of the button by clicking Icon Only for a smaller button, or Icon And Text for the larger button.
- 5 Check the toolbar options you want to display.
  - Allow Folder Browse: Check to display the folder browse box allowing you to change folders.
  - Show Folder History: Check to display a list of the most recently selected folders.
- 6 Do one of the following:
  - Click Apply to save the settings and leave the Application Options properties sheet open.
  - Click OK to save the settings and return to the pcANYWHERE main window.



# Gateways

# 9

pcANYWHERE's gateway feature allows network users to share a communications device, usually a modem, attached to any PC on the network. The gateway provides dial-in and dial-out services that allow network users access to systems off the local area network (LAN) and allows off-LAN users to access the network. For example, a network user can call someone who is connected to a different network—even if neither user has a modem—as long as both networks have gateways.

The gateway can be either unidirectional or bidirectional. A unidirectional gateway waits for either incoming calls from the modem or for outgoing calls from the network, but not both types. A bidirectional gateway accepts calls from either the network or the modem.

## Gateway concepts

A pcANYWHERE gateway takes the information from one communications device, converts it, and sends it out through the other communications device. The gateway is designed to operate completely in the background and allows network users at gateway stations to continue operating their PCs without interruption.

To properly set up a gateway PC, you must specify two connection devices: one for the network and one for the modem (or other communications device). For example, if users on a network want to access a gateway PC on the network to use its modem to dial an online service such as a electronic bulletin board system (BBS), the gateway PC should be set up as follows:

- Network as the incoming connection device (because the gateway receives calls from users on the network).
- Modem as the outgoing connection device (because the gateway's modem is used to dial the online service).

For a unidirectional gateway, the incoming configuration indicates what device the gateway accepts data from and the outgoing configuration indicates what device the gateway sends data to.

Using bidirectional gateways on the network allows outside users access to the network and network users access to host PCs and online services. Using

two unidirectional gateways, each sending data in the opposite direction, also provides this functionality; however, this requires two PCs.

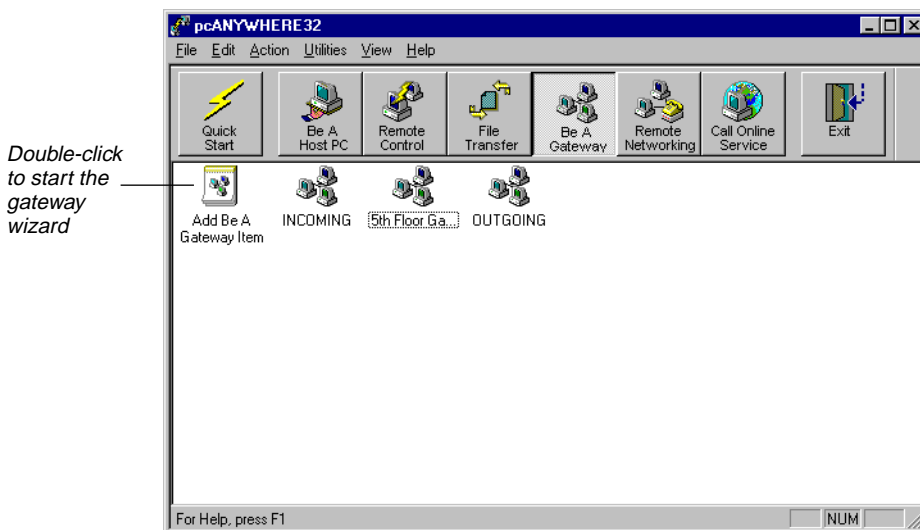
A single unidirectional gateway allows you to restrict calls to only incoming or only outgoing calls. For example, with a unidirectional gateway that receives calls from the network and sends data over the modem, you allow network users to make connections to each other and call off-LAN but prevent any outsiders from accessing (dialing into) the network.

## Configuring gateway connection items

You can create connection items manually or you can run the Add Be A Gateway Item wizard (Figure 9-1). The wizard allows you to configure the name and connection devices for the connection item, and uses default settings in the remaining property pages. See “[pcANYWHERE32 connection items](#)” on page 11 for information on connection items.

To customize the wizard’s default settings, you can edit the connection item’s properties.

**Figure 9-1**



### To create a new gateway connection item:

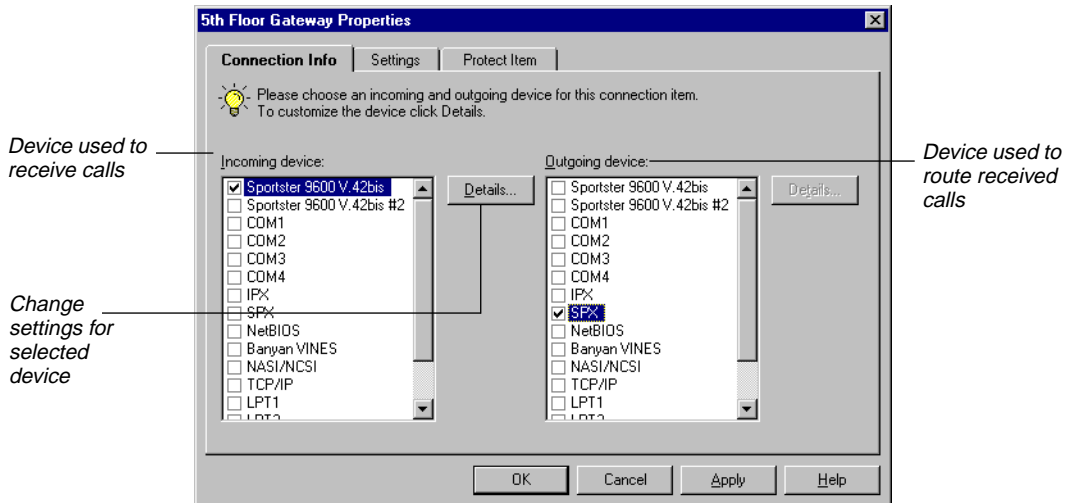
- 1 Click the Gateway action button.
- 2 Do one of the following:
  - Choose NEW from the File menu.
  - Right-click in the gateway window and choose NEW from the context menu.

### To modify a connection item's properties:

Do one of the following:

- Right-click the connection item and choose PROPERTIES from the context menu.
- Click the connection item and choose PROPERTIES from the File menu.

**Figure 9-2**



The gateway connection item's properties sheet contains three property pages:

**Connection Info:** Use this page to select the incoming and outgoing hardware device this gateway connection item will use for each session.

**Settings:** Use this page to configure the gateway for bidirectional operation and assign an optional classification for the gateway.

**Protect Item:** Use this page to protect the selected gateway item with a password.

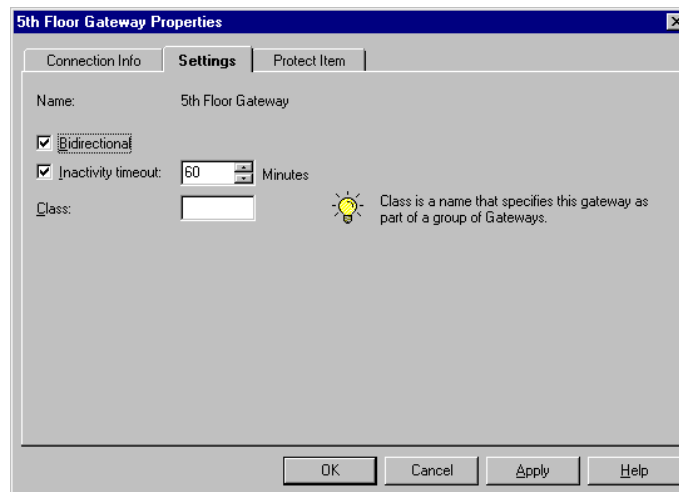
**To configure gateway connection information:**

- 1 Open the gateway item's properties sheet. (See "To modify a connection item's properties:" on page 149 for information.)
- 2 Select the connection device the gateway uses for incoming and outgoing calls. (See "Connection devices" on page 31 for more information.)

**To configure gateway settings:**

- 1 Open the gateway item's properties sheet. (See "To modify a connection item's properties:" on page 149.)
- 2 Click the Settings tab.

**Figure 9-3**



- 3 Check one or both of the following options:
  - **Bidirectional:** Designates whether the gateway allows both incoming and outgoing calls. Unchecked, the gateway restricts calls to only incoming or only outgoing.
  - **Inactivity Timeout:** Specifies the maximum period of inactivity allowed before the gateway automatically ends the idle session.

- 4 Enter a name for a gateway classification if you want this gateway to be part of a group of gateways. Gateway classes are commonly based on the speed of the modem. For example, a network administrator might create a class of 9600-bps gateways called "9600."

## Password-protect item

You can protect a gateway connection item from being modified, viewed, or executed by another user when you assign a password to the item. The same password can be used to protect all your connection items, including those under the other action buttons.

See "Protecting connection items" on page 12 for more information on password-protecting connection items.

## Starting a gateway session

The pcANYWHERE32 gateway makes connections using the connection device information in the Connection Info property page and the settings configured in the Settings property page.

### To load the gateway:

- 1 Click the Be A Gateway action button.
- 2 Do one of the following:
  - Double-click the gateway connection item that contains the settings you want to use.
  - Right-click the gateway connection item you want to use and choose LAUNCH GATEWAY from the context menu.

The gateway loads into memory and routes incoming and outgoing calls as configured in the gateway connection item properties sheet.

For information on making connections using a gateway PC, see "Connecting through a gateway" on page 79.





# Online services

# 10

An online service is a service such as CompuServe, Dow Jones, MCI Mail, or an electronic bulletin board service (BBS) such as the Symantec BBS. The service may be on another PC, a mainframe, or a minicomputer. Online services offer information on a vast variety of topics. Each service usually has its own set of procedures by which you identify yourself and log in. During an online session, your PC mimics, or emulates, the type of terminal that the service uses to communicate. pcANYWHERE provides several terminal emulation types and file transfer protocols commonly used by online services. Each service will tell you which of these to use.

Before you can connect to an online service, you must first create one or more online service connection items. Each connection item is a pcANYWHERE file containing dialing instructions and other settings that are used to connect to a particular online service.

Whether you are using an online session to connect directly to a mainframe computer or to connect to a BBS over telephone lines, the procedures are similar. pcANYWHERE makes the connection using information contained in the online service connection item's properties sheet.

## Creating online service connection items

You can create connection items manually or you can run the Add Online Service wizard (Figure 10-1). The wizard allows you to configure the name, connection device, and terminal emulation for the connection item, and uses default settings in the remaining property pages. (See “[Quick Start wizards](#)” on page 13 for information on pcANYWHERE's wizards.)

To customize the default settings used by the wizard you can edit the connection item's properties.

Figure 10-1



### To create a new online service connection item:

- 1 Click the Call Online Service action button.
- 2 Do one of the following:
  - Double-click the Add Online Service Item icon to run the wizard.
  - Choose NEW from the File menu.
  - Right-click in the online service window and choose NEW from the context menu.

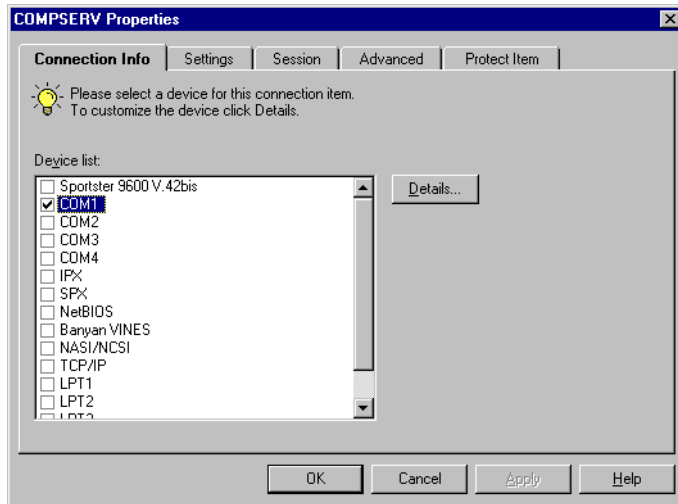
### To modify a connection item's properties:

Do one of the following:

- Click the connection item to select it and choose PROPERTIES from the File menu.
- Right-click the connection item and choose PROPERTIES from the context menu.

The selected online service connection item's properties sheet displays with the Connection Info page on top.

Figure 10-2



The online service properties sheet contains five property pages:

**Connection Info:** Use this page to select the hardware device this online service connection item will use for each session.

**Settings:** Use this page to configure terminal emulation and a file transfer protocol to automate your connections to the online service.

**Session:** Use this page to configure session options such as recording a session in a file, running a script, using translation tables or macro keys, and creating an activity log.

**Advanced:** Use this page to configure special settings for the terminal you are emulating such as line wrap, screen wrap, or translation of carriage returns.

**Protect Item:** Use this page to protect the selected online service item with a password.

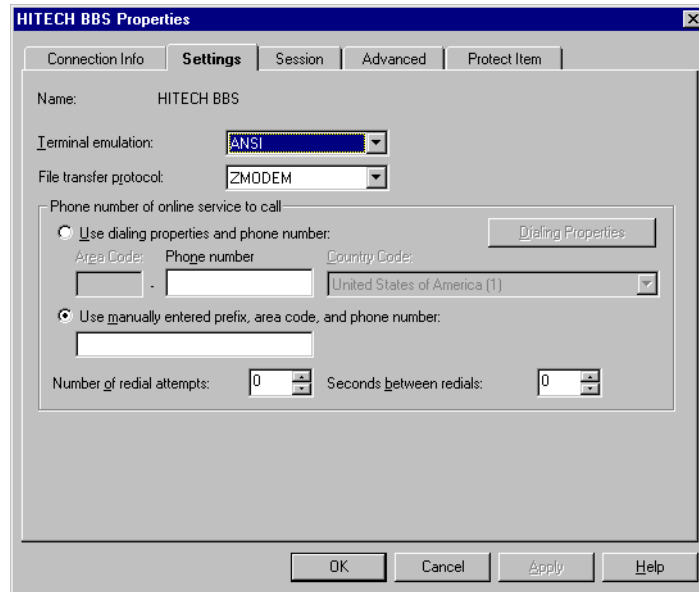
#### To configure online service connection information:

- 1 Open the online service item's properties sheet. (See "To modify a connection item's properties:" on page 154.)
- 2 Select the communication device this online service item uses to make a connection from the Device list. (See "Connection devices" on page 31 for information on configuring connection devices.)

### To configure online service settings:

- 1 Open the online service connection item's properties sheet. (See [“To modify a connection item's properties:”](#) on page 154.)
- 2 Click the Settings tab.

**Figure 10-3**



- 3 Select a terminal emulation to use from the Terminal Emulation drop-down list box. Most bulletin boards and online services use ANSI. If the screen is not clear or accurate, try another emulation, or contact the bulletin board administrator or online service and ask which terminal type to use.
- 4 Choose a file transfer protocol to use from the File Transfer Protocol drop-down list box.
- 5 Do one of the following:
  - Enter the area code, phone number, and any required prefix, in the Use Manually Entered Prefix, Area Code, And Phone Number field.
  - Click Use Dialing Properties And Phone Number to enter the area code and phone number. Use the dialing properties configured in the Location property page.

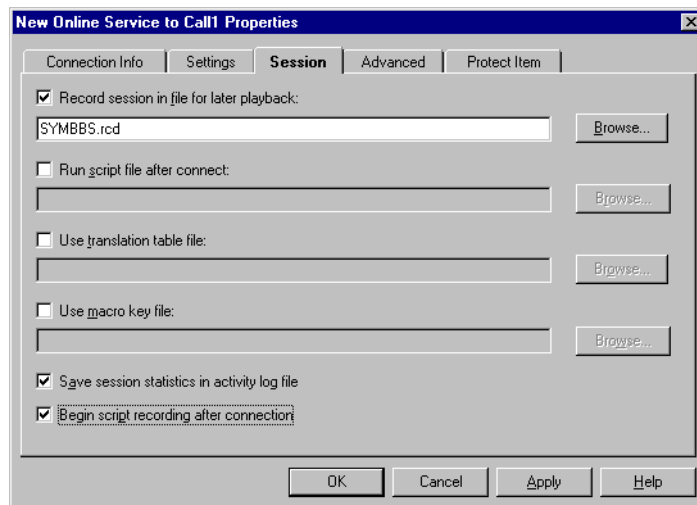
If the phone number is not provided in either of the above locations, you are prompted for one when you launch the connection item.

- 6 Click Dialing Properties to view the dialing properties of your current location or to create a new dialing properties location.
- 7 Enter values for either of the following options:
  - Number Of Redial Attempts: Sets the number of times pcANYWHERE will attempt to dial the host after a failed call.
  - Seconds Between Redials: Instructs pcANYWHERE how long to wait before attempting to redial the host after a failed call.

#### To configure online service session options:

- 1 Open the online service connection item's properties sheet. (See [“To modify a connection item's properties:”](#) on page 154.)
- 2 Click the Session tab.

**Figure 10-4**



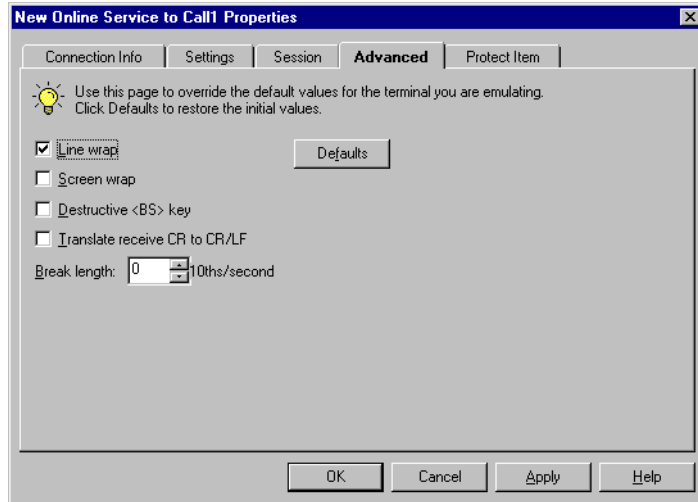
- 3 Check any or all of the following options:
  - Record Session In File For Later Playback: Causes recording of the activities of the session to a file for playback later. You can type a new filename in the text box or you can use the Browse button to locate and use an existing record file. The new session is appended to the end of this file. (See [“Utilities”](#) on page 173 for information on session recording and playback.)

- **Run Script File After Connect:** Causes execution of a script file when the session starts. Use the Browse button to display the Scripts dialog box from which you can select a script to run. Refer to online help or the *Creating pcANYWHERE Scripts* manual for information on creating and using scripts.
- **Use Translation Table File:** Enables a translation table to be used for this session. Use the Browse button to view and select from available translation (.TRN) files.
- **Use Macro Key File:** Enables special macro keys to be used during the session. Use the Browse button to view and select from available macro (.MK7) files. (See “[Macro keys](#)” on page 139 for information on creating macro key files.)
- **Save Session Statistics In Activity Log File:** Causes session statistics to be saved in a log file. (See “[Utilities](#)” on page 173 for more information on log files and reports.)
- **Begin Script Recording After Connection:** Creates a script file automatically from the activities occurring during this session. Refer to online help or the *Creating pcANYWHERE Scripts* manual for information on script commands.

**To configure online service advanced options:**

- 1 Open the online service connection item’s properties sheet. (See “[To modify a connection item’s properties](#)” on page 154.)
- 2 Click the Advanced tab.

Figure 10-5



- 3 Click Defaults to see the default values for the terminal you are emulating.
- 4 Check any of the following options to enable them:
  - **Line Wrap:** Determines how your monitor displays lines that exceed the width of the terminal display window. If Line Wrap is checked, lines that exceed the width of the display window continue on the next line. When the cursor reaches the far right side of the screen, the next character appears in the first position on the next line. If Line Wrap is unchecked, the cursor remains on the same line until a line feed is received.
  - **Screen Wrap:** Controls what happens when the entire screen is filled. If Screen Wrap is unchecked, the display scrolls, discards the top line of the display, and displays the new line at the bottom of the screen. If Screen Wrap is checked, the next line overwrites the top line when the cursor reaches the last position on the last line of the terminal display window.
  - **Destructive <BS> Key:** Causes the backspace key to act as a destructive backspace, that is to delete characters as it passes over them. If this option is unchecked, the backspace key will move the cursor to the left without deleting characters.
  - **Translate Receive CR To CR/LF:** Causes the cursor to move to the left side of the terminal display window and to advance one line

each time a carriage return character is received. Check this option only if the display does not scroll vertically as expected.

- **Break Length:** Specifies the length of the break signal used to interrupt programs running on a mainframe or minicomputer. (This break should not be confused with the Ctrl+Break key combination, which sends a control character. This break is a sustained low signal used in online communications.) Do not alter the default break length setting of 5 unless required to by a specific online service.

## Password-protect item

You can protect an online service connection item from being modified, viewed, or executed by another user when you assign a password to the item. You can use the same password for each of your connection items, including other action button connection items.

For more information on password-protecting connection items, see [“To password protect a connection item:”](#) on page 12.

## Starting an online service session

Once you have established one or more online service connection items, starting a session with an online service is easy.

### To call an online service:

- 1 Click the Call Online Service action button.
- 2 Do one of the following:
  - Double-click an online service connection item.
  - Right-click an online service connection item and choose **CONNECT** from the context menu.
- 3 Enter the phone number of the online service. If you entered the phone number in the Settings property page, the number is dialed automatically and you are not prompted for one. (See [“To configure online service settings:”](#) on page 156.)
- 4 If you are connecting to the online service through a pcANYWHERE gateway, choose the gateway name from the list of available gateways. If you entered a gateway name in the Details property page for the selected network device, pcANYWHERE automatically connects to that gateway and a list of gateways is not provided.



(See “[Connection devices](#)” on page 31 for information on network configurations.)

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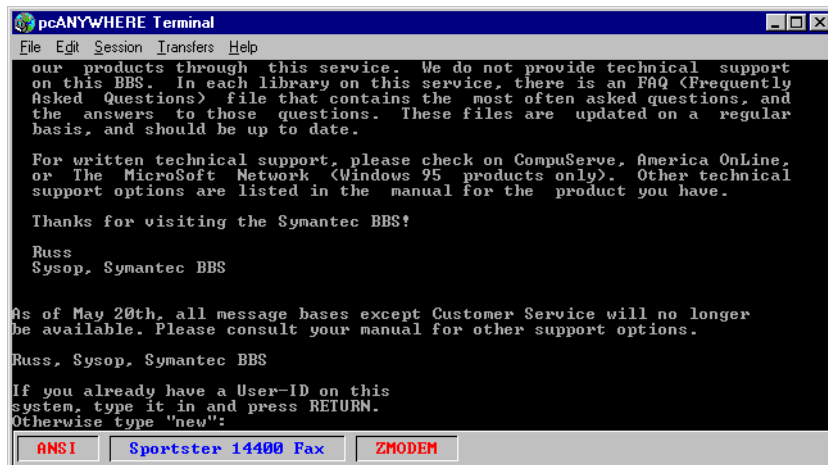
**NOTE:** Log-on procedures vary from system to system. You can automate the log-on procedure by creating a custom script file that logs you onto the specified online service. Refer to online help or the *Creating pcANYWHERE Scripts* manual supplied with your software for information on script commands.

---

## Managing the online service session

While you are connected to an online service, all session activities take place within the terminal window. You can access the pcANYWHERE Terminal menu bar, which is located near the top of the window, any time during and after completion of an online service session (Figure 10-6). These menus contain groups of related commands used to access pcANYWHERE’s features and options during a session.

**Figure 10-6**



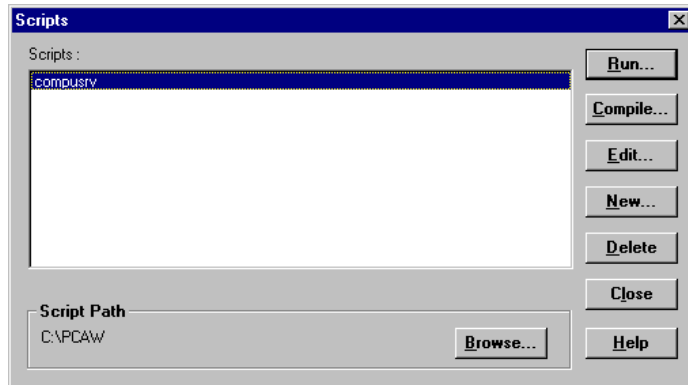
## Running scripts

A script is an executable file used to automate online service connections. pcANYWHERE scripts automate a variety of online service session activities. Scripts can be executed when a session starts or at any time during a session. For more detailed information on scripts, refer to online help or the *Creating pcANYWHERE Scripts* manual included on the pcANYWHERE32 CD.

### To start a script file during an online service session:

- 1 Begin an online service session.
- 2 Choose SCRIPTS from the File menu.  
The Scripts dialog box displays.

**Figure 10-7**



- 3 Choose a script file to execute from the Scripts list box.
- 4 Click Run to execute the selected script file.

## Script recording

pcANYWHERE can create a script automatically by recording the activities of a session and saving them to a script file. For example, with a script you can streamline a connection with an online service or electronic bulletin board, navigate the appropriate menus, upload your electronic mail, or post messages to a bulletin board.

**To create a script file automatically:**

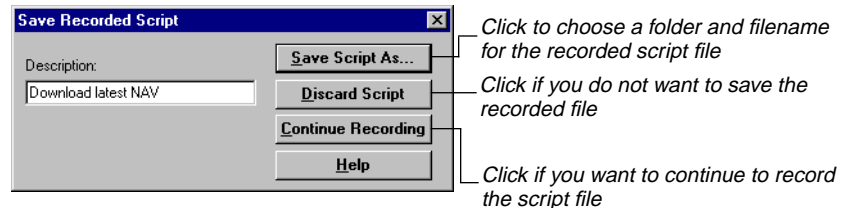
- 1 Begin an online service connection.
- 2 Choose RECORD SCRIPT from the File menu.

A cassette tape symbol appears in the title bar indicating that the procedures executed during the session are being recorded to a script file.

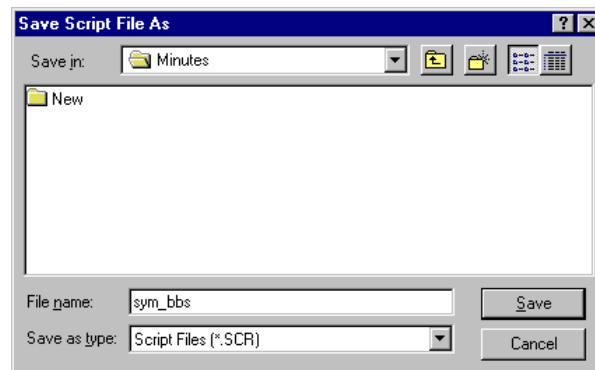
- 3 Proceed with the online service activities.

**To stop the script recording:**

- 1 Uncheck RECORD SCRIPT from the File menu.

**Figure 10-8**

- 2 Enter a description that clearly defines what the script file accomplishes.
- 3 Click Save Script As.

**Figure 10-9**

- 4 Choose the folder in which you want to save the script file.

- 5 Enter a filename for the script file in the File Name text box.
- 6 Click Save to save the script file.

## Printing from the terminal window

Sometimes you need a printed copy of an online session or screen. Instead of using session recording to save the screen or session to a file, you can print directly from the terminal window. (See “Recording sessions” on page 175 for more information.)

### To print from the terminal window:

- 1 Begin an online service session. (See “Starting an online service session” on page 160.)
- 2 Do one of the following:
  - Choose PRINT ONLINE from the Sessions menu to enable session printing. Terminal window output is sent to your printer continuously during the session.
  - Choose PRINT SCREEN from the File menu to print only the current terminal display.

### To end terminal window printing:

- Choose PRINT ONLINE from the Sessions menu to disable session printing.

---

**NOTE:** A checkmark appears next to the PRINT ONLINE menu command when session printing is enabled. Printing a session is like using a camcorder or VCR; you need to start and stop the recording. Alternatively, when you choose PRINT SCREEN from the File menu, the action is more like taking a snapshot.

---

## Editing terminal window text

The terminal window supports the use of the Windows clipboard. You can cut, copy, and paste text from the clipboard to the pcANYWHERE terminal window or you can upload clipboard contents directly to the online service, providing the Windows application from which you are copying the text supports the Windows clipboard.

You can copy clipboard text to the local terminal window or you can upload it to the online service. You use standard Windows editing keys to edit text in the clipboard.

**To copy and paste text from an application to the terminal window:**

- 1 Switch to another Windows application (Alt+Tab).
- 2 Mark the text you want to copy or move by dragging the mouse cursor over it.
- 3 Do one of the following:
  - Choose COPY from the Edit menu of the other Windows application to copy the selected text to the clipboard.
  - Choose CUT from the Edit menu of the other Windows application to move the selected text to the clipboard.
- 4 Switch to the pcANYWHERE terminal window (Alt+Tab).
- 5 Do one of the following:
  - Choose PASTE from the terminal window's Edit menu to place the text in the local terminal window.
  - Choose PASTE TO HOST from the terminal window's Edit menu to send the text to the connected online service.

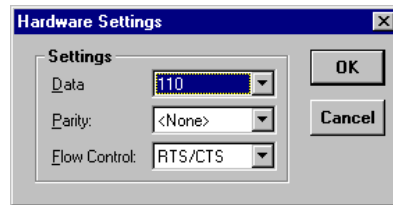
## Adjusting session options

You can adjust hardware, terminal, and display options during a session with an online service. The ability to modify your settings during the session allows you to override the settings configured in the Terminal Emulation property page on the Application Options properties sheet. These modifications affect only the current session and do not change the settings configured in the Terminal Emulation property page. Check with your online service administrator or sysop for the correct session settings.

**To adjust hardware settings during an online service session:**

- 1 Begin a session with an online service. (See [“Starting an online service session”](#) on page 160.)
- 2 Choose HARDWARE from the Session menu.

Figure 10-10

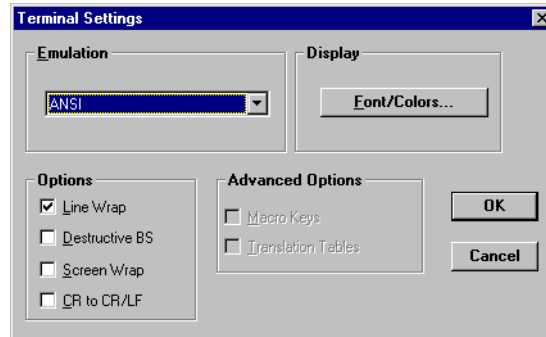


- 3 Choose the desired data rate, parity, and flow control for the session and click OK. (See “[Connection devices](#)” on page 31 for information on data rate, parity, and flow control.)

### To adjust terminal emulation settings during an online service session:

- 1 Begin a session with an online service. (See “[Starting an online service session](#)” on page 160.)
- 2 Choose TERMINAL from the Session menu.

Figure 10-11



- 3 Select the desired terminal settings.
  - Emulation: Click the prompt button to select a different type of terminal emulation if your screen is not clear or accurate after connecting.
  - Font/Colors: Click to display the Windows Font And Colors dialog box, which allows you to change the font, font style, and point size, of characters in the Terminal window.
  - Line Wrap: Check this box to determine how your monitor displays lines that exceed the width of the terminal display

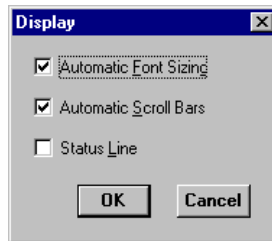
window. If Line Wrap is checked, lines that exceed the width of the display window continue on the next line. When the cursor reaches the far right side of the screen, the next character appears in the first position on the next line. If Line Wrap is unchecked, the cursor remains on the same line until a line feed is received.

- Destructive BS: Check this box to cause the Backspace key to act as a destructive backspace, that is to delete characters as it passes over them. If this option is unchecked, the backspace key will move the cursor to the left without deleting characters.
- Screen Wrap: Check this box to control what happens when the entire screen is filled. If Screen Wrap is unchecked, the display scrolls, discards the top line of the display, and displays the new line at the bottom of the screen. If Screen Wrap is checked, the next line overwrites the top line when the cursor reaches the last position on the last line of the terminal display window.
- CR TO CR/LF: Check this box to cause the cursor to move to the left side of the terminal display window and to advance one line each time a carriage return character is received. Check this option only if the display does not scroll vertically as expected.
- Macro Keys: Check this box to enable special macro keys to be used during the session. Use the Browse button to view and select from available macro (.MK7) files. (See “[Macro keys](#)” on page 139 for information on creating macro key files.)
- Translation Tables: Check this box to enable a translation table to be used for this session. Use the Browse button to view and select from available translation (.TRN) files. (See “[Translation tables](#)” on page 141 for more information on translation tables.)

4 Click OK.

#### To adjust display settings:

- 1 Begin a session with an online service. (See “[Starting an online service session](#)” on page 160.)
- 2 Choose DISPLAY from the Session menu.

**Figure 10-12**

- 3 Check the desired display options.
  - Automatic Font Sizing: pcANYWHERE selects a font size based upon the size of the terminal window.
  - Automatic Scroll Bars: Causes horizontal and vertical scroll bars to appear on the screen.
  - Status Line: Causes the status line to appear at the bottom of the screen. This status line contains the terminal type, communication port, data rate, parity, and flow control currently used.
- 4 Click OK to close the dialog box and save the changes.

## File transfer protocols

You can receive files (download) from or send files (upload) to an online service. To do so, you must follow the procedures for receiving or sending files required by the online service and by pcANYWHERE.

You must be sure that both the online service and your PC use the same file transfer protocol. Normally, you specify the name of the protocol as part of the session configuration.

pcANYWHERE terminal mode offers a selection of the most popular file transfer protocols for use with online services. Most online services offer a number of different file transfer protocols, so finding a match should not be a problem.

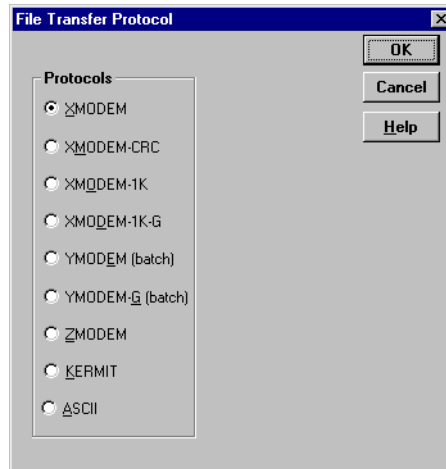
Some online services let you register a preferred protocol that is used automatically whenever you download a file. Others prompt you to select from a list of available file transfer protocols. If you want to establish a protocol as the default for this online service, you can add this information to the Settings property page in the online service connection item's properties sheet. (See ["To configure online service settings:"](#) on page 156.)



### To change the default file transfer protocol during a session:

- 1 Choose PROTOCOL from the Transfers menu in the pcANYWHERE Terminal window.

**Figure 10-13**



- 2 Select a file transfer protocol from the list provided and click OK.

---

**NOTE:** You can customize the ZMODEM and ASCII protocols supported by pcANYWHERE, although this is usually not necessary. For example, you can increase the level of error-checking the ZMODEM protocol uses. (See “[File transfer protocols](#)” on page 134 for details.)

---

## Uploading and downloading files

Whether you are downloading (receiving files) or uploading (sending files), file transfer is a cooperative effort between two computers. To download files after establishing a connection, select one or more files and initiate a file transfer using commands dictated by the online service. To complete the operation you need to initiate file receiving at your end of the connection. Uploading files is much the same, except for the direction of the data flow.

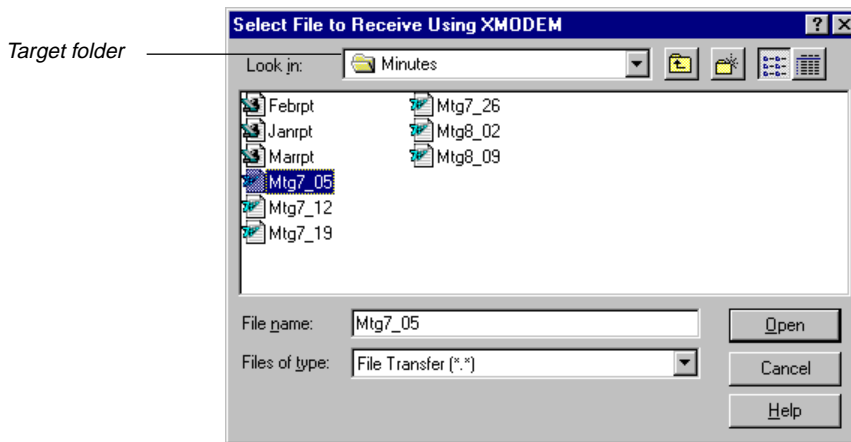
When you transfer files from online services, they are placed in the pcANYWHERE program folder by default. You can change the default by specifying a download, or target, folder. The target folder is the folder that

will receive the file, while the source folder is the folder from which the file is being sent.

**To download files from an online service:**

- 1 Begin an online service session.
- 2 Select a file for transfer and initiate a download by following the online service's instructions.
- 3 Choose RECEIVE FILE from the Transfer menu.

**Figure 10-14**



- 4 Select the drive and folder in which you want the downloaded file to be sent. If the protocol dialog box for the particular protocol you are using provides a File Name text box, you can provide a name for the downloaded file. Otherwise, the file will be downloaded with the original filename.

---

**TIP:** If the online service supports ZMODEM you can use it to automate file downloading by enabling the pcANYWHERE Auto Download Protocol Option (see “[File transfer protocols](#)” on page 134 for information on protocol settings). When you use ZMODEM with this feature enabled, pcANYWHERE anticipates incoming files and handles the download procedure automatically. Many online services that support this protocol also support automatic downloading of multiple files and optional automatic logoff upon completion of file transfer. For more information, contact your online service sysop or system administrator.

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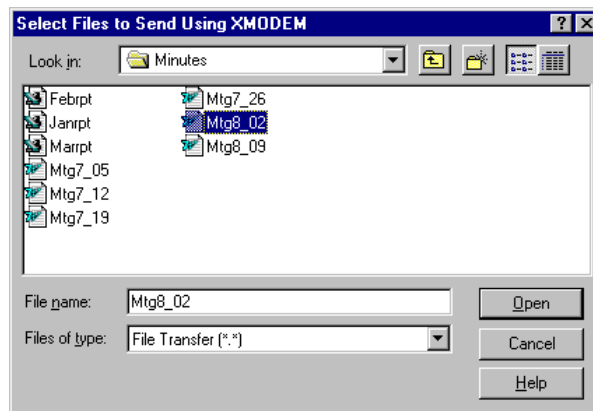
- 5 Change the target folder, if desired.
- 6 Click OK.

The file is transferred to the specified download folder.

#### To upload files to an online service:

- 1 Begin an online service session.
- 2 Initiate an upload according to the online service's instructions.
- 3 Choose SEND FILE from the Transfer menu.

**Figure 10-15**



- 4 Choose a file for uploading.
- 5 If desired, change the target folder or edit the filename.
- 6 Click OK to send the file to the online service.

#### To end an online service session:

- Choose EXIT from the File menu in the pcANYWHERE Terminal window to end the session and return to the pcANYWHERE main window.



This chapter explains pcANYWHERE's utility functions. These utilities are accessed from the Utilities menu:

- **LIVEUPDATE:** Automatically downloads available pcANYWHERE32 updates and installs them on your computer.
- **PLAYBACK SESSIONS/SCREENS:** Plays back recorded remote control and online service sessions or specific screens you have saved from these sessions.
- **ACTIVITY LOG PROCESSING:** Manages the session data by creating log files that record the time, date, and duration of sessions, as well as other information. You can create a report, delete old log information, or move information to a history file for archiving.
- **SCRIPTS:** Allows you to create a new script, edit or compile an existing one, and run it. For information, see the *Creating pcANYWHERE Scripts* manual.
- **DATA CONVERSION:** Converts configuration files from previous versions of pcANYWHERE to connection items in pcANYWHERE32.

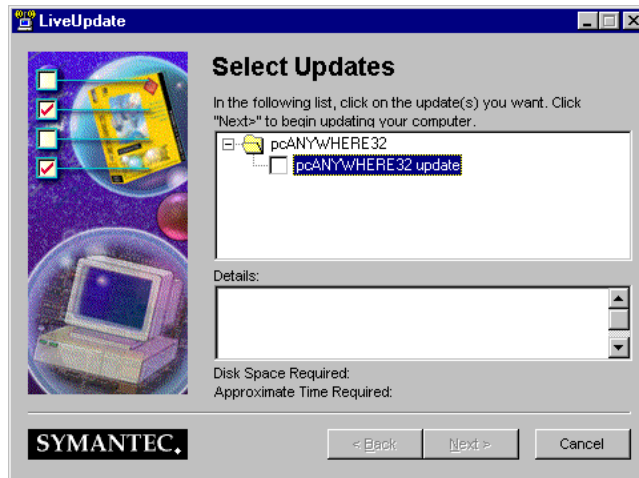
## Downloading pcANYWHERE32 updates using LiveUpdate

The LiveUpdate program connects to a Symantec LiveUpdate server and checks for any available pcANYWHERE32 updates.

### **To download pcANYWHERE32 updates:**

- 1 Choose LIVEUPDATE from the Utilities menu.
- 2 Select the device to use to connect to the LiveUpdate server and click OK.
- 3 Select the update you want to download from the Select Updates dialog box.

Figure 11-1



- 4 Click Next to continue.

Live Update downloads the selected upgrade and automatically updates your version of pcANYWHERE32.

## Capturing remote control and online session information

pcANYWHERE32 offers two utilities for obtaining and saving information from remote control or online service connections:

- **Recording Files:** Allows you to record all activities occurring during a session. Recording a session is similar to operating a VCR or audio tape recorder. You turn recording on and off as needed. Each start and stop defines the beginning and ending of a recorded session. Sessions are numbered in the recording file beginning with one.
- **Log Files:** Allows you to capture information about remote control or online service sessions for curiosity, historical, or security purposes. For example, you may want to know just how often you call a particular host PC or online service to keep track of your total time online.

## Recording sessions

It is often helpful to have a recording of a remote control or online service session. For example, as the host user demonstrates a complex program or procedure, you can record the host screen instead of taking notes. You then can play back the recording to review the exact steps demonstrated.

Recording a session can be started in two ways:

- **Automatically Upon Connection:** When recording is enabled in the Session property page of the remote control or online service connection item, recording begins immediately after the connection is established.
- **During A Session:** Recording can be enabled during a remote control session from the remote online menu and during an online service session from the File menu.

### To start recording automatically:

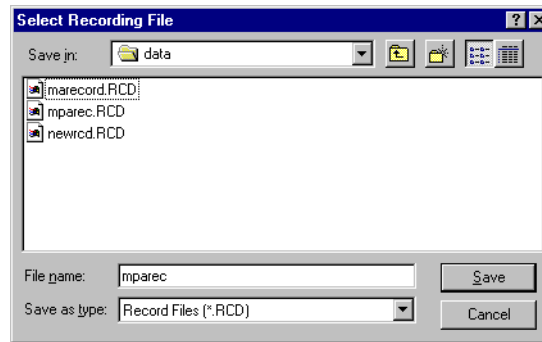
- 1 Right-click a remote control or online service connection item and choose **PROPERTIES** from the context menu.
- 2 Click the **Session** tab.
- 3 Check **Record Session In File For Later Playback**.
- 4 Type a name for the recorded file. If you leave this text box blank, you are prompted for a filename when you stop the recording or end the session.
- 5 Click **OK**.

Recording starts immediately after a connection is made.

### To start recording during a session:

- 1 Do one of the following:
  - In a remote control connection, choose **RECORDING** from the remote control online menu.
  - In an online service connection, choose **RECORDING** from the terminal window's **File** menu.

Figure 11-2



- 2 Do one of the following:
  - Choose an existing record file to add the current recorded session to the end of that file.
  - Enter a new filename to save the session in a new record file.
- 3 Click Save to save the session to the selected recording file.

### To stop recording during a session:

Do one of the following:

- In a Remote Control connection, choose RECORDING from the remote control online menu to disable the record option.
- In an Online Service connection, choose RECORDING from the terminal window's File menu to disable the record option.

## Playing back recorded sessions

When you play back a recorded session, you need to specify which file and which session within that file you want to replay. The sessions in a file are numbered in the order of their occurrence. pcANYWHERE automatically assigns an .RCD extension to record files.

During a replay of a session, you can do any of the following:

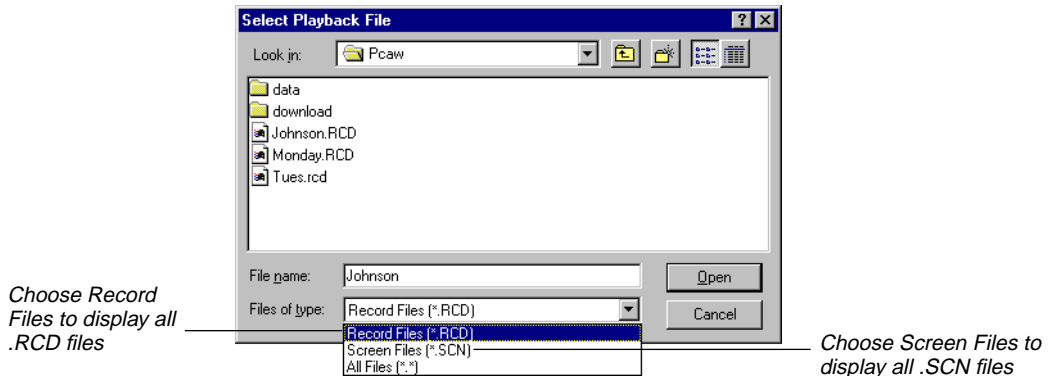
- Copy a session or partial session to a new file.
- Save a recorded session as a raw binary file so you can process the text data in an application that requires binary files.
- Save a displayed screen from a recorded session as a screen shot.



## To play back recorded sessions:

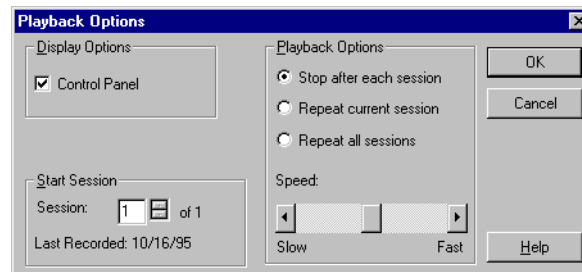
- 1 Choose PLAYBACK SESSIONS/SCREENS from the Utilities menu.

**Figure 11-3**




- 2 If you saved the recording file to a specific folder, choose that folder from the Look In drop-down box. The default folder for screen files is the pcANYWHERE32 install folder.
- 3 Choose Record Files (\*.RCD) from the Files Of Type drop-down box.
- 4 Choose the name of a recording file to play back and click Open.

**Figure 11-4**



- 5 Select the options you want to use during the playback.
  - **Control Panel:** Check to use the Playback Control Panel. If unchecked, the Playback Control Panel does not appear and you must select the options from the Controls menu.
  - **Stop After Each Session:** Click to cause the playback to stop after each recorded session. Choose NEXT from the Controls menu or

- click the  button on the Control Panel to continue with the next session.
- Repeat Current Session: Click to cause the session indicated in the Start Session group box to play back continuously.
  - Repeat All Sessions: Click to cause all the sessions in the recorded file to continuously play back.
  - Speed: Move the slider to the left to cause the playback speed to decrease and to the right to increase the playback speed. You can use the speed control during a playback.
- 6 Click OK to start the playback.

The Playback Control Panel appears if you checked the Control Panel option in step 5 above. If you did not check this option you can select the playback options from the Controls menu.

**Figure 11-5**

*You can control playback using the control panel*





*You can select playback options from the Controls menu*



*Click OPTIONS to display the control panel during a playback*

The Playback Control Panel offers the following options:

**Skip To Next Session:** Choose NEXT from the Controls menu or click the  button on the Control Panel.

**View Previous Session:** Choose PREVIOUS from the Controls menu or click the  button on the Control Panel.

**Pause Playback:** Choose PAUSE from the Controls menu or click the Pause button on the Control Panel.

**Resume Playback:** Choose PLAY from the Controls menu or click the Play button on the Control Panel.

**Stop Playback:** Choose STOP from the Controls menu or click the Stop button on the Control Panel.

**Save Session To Another File:** Choose RECORD from the Controls menu or click the Record button on the Control Panel. Type a new filename or append the session to an existing file.

**Save Session To A Binary File:** Click Save Session on the Control Panel and type a filename for the binary file.

## Saving screens

Capturing the contents of the screen during a session is like taking a snapshot with a camera. pcANYWHERE32 stores screen shots in a file with an .SCN extension. They appear in the order of occurrence, beginning with one.

### To save session screens:

- 1 Begin a remote control or online service session.
- 2 Do one of the following:
  - In a remote control session, choose SAVE SCREEN from the remote online menu. (See “[Online menus](#)” on page 91 for more information.)
  - In an online service session, choose SAVE SCREEN from the terminal window’s File menu.
- 3 Type a filename to save the screen to a new file or select an existing filename to add the screen to the end of the file.

Repeat the above steps for each screen you wish to save. The screens are saved in the selected file in the order they are captured, starting with one.

### To play back recorded screens:

- 1 Choose PLAYBACK SESSIONS/SCREENS from the Utilities menu.
- 2 If you saved the screen file to a specific folder, choose that folder from the Look In drop-down box. The default folder for screen files is the pcANYWHERE32 install folder.
- 3 Choose Screen Files (\*.SCN) from the Files Of Type drop-down box.
- 4 Select the screen file you want to play back and click Open.
- 5 Choose NEXT or PREVIOUS from the Controls menu to view other screens captured in that file.

## Logging remote control and online service sessions

A pcANYWHERE32 log file contains information on every session the host or remote PC participates in. The host user can track who has made connections to the host, the session start and end times, and how the session was ended. The remote user can track hosts called, file transfer activities, and review comments from the remote user.

### To log sessions on the remote PC:

- 1 Right-click a remote control or online service connection item and choose PROPERTIES from the context menu.
- 2 Click the Session tab.
- 3 Check Save Session Statistics In Log File on the Session property page and click OK.

Repeat the above steps for each connection item you want to log.

### To log sessions on the host PC:

- 1 Right-click a host connection item and choose PROPERTIES from the context menu.
- 2 Click the Callers tab.
- 3 Choose Specify Individual Caller Privileges on the Callers property page.
- 4 Right-click a caller connection item and choose PROPERTIES from the context menu.
- 5 Click the Advanced tab.
- 6 Check Save Session Statistics In Activity Log on the Advanced property page and click OK.

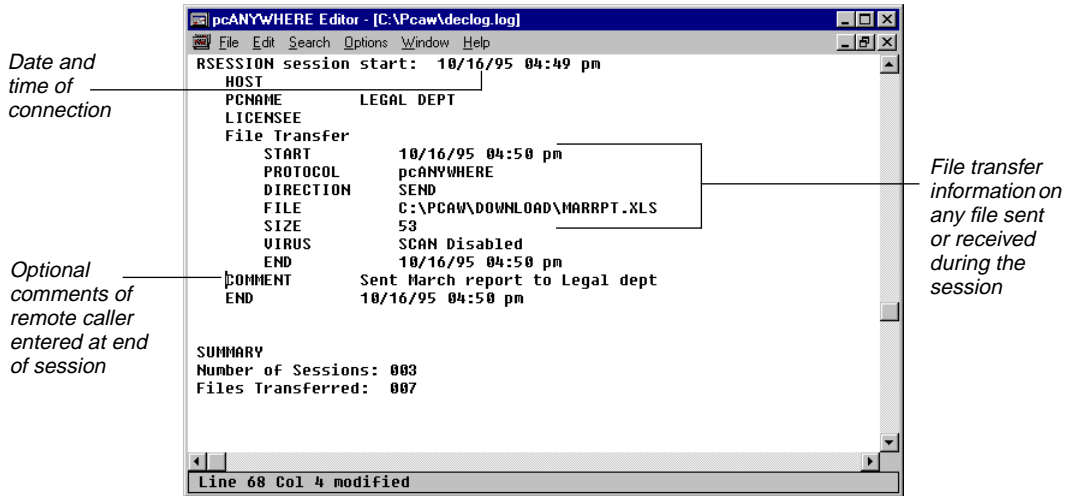
Repeat this procedure for every caller you want logged.

## Creating an activity log report

From the information stored in log files, you can create a chronological listing of connections called an activity log report. You can display this report on screen or write it to a text file to print later.

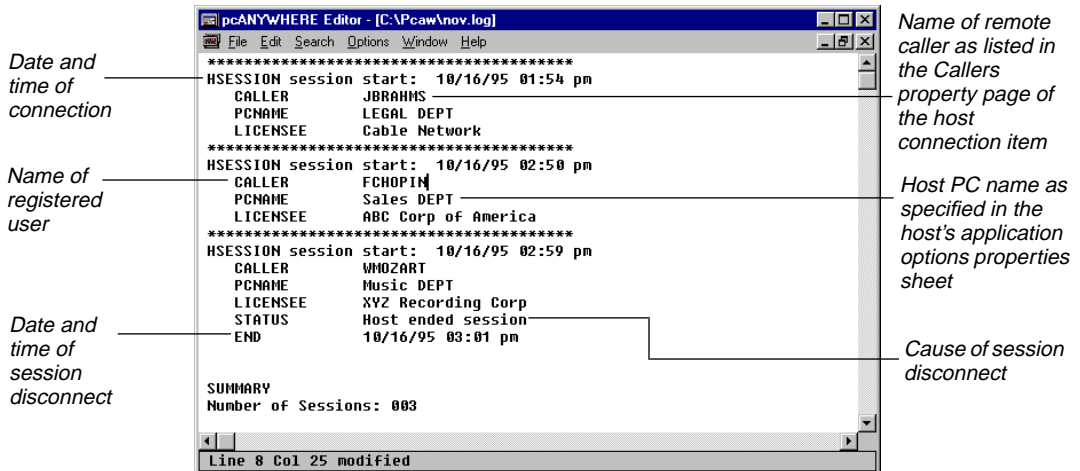
Remote logging of host connections includes data for each logged session.

Figure 11-6



Host logging of remote connections includes data for each logged session.

Figure 11-7

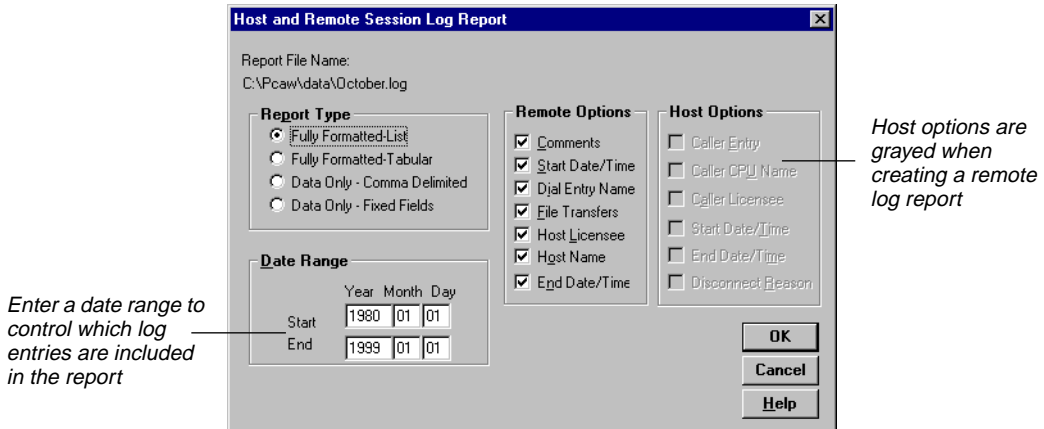


### To create and view a log report:

- 1 Choose ACTIVITY LOG PROCESSING from the Utilities menu.
- 2 Do one of the following:
  - Choose Remote Session Log to create a report of host connections made by this remote PC.

- Choose Host Session Log to create a report of remote calls made to this host PC.
- 3 Click Report
  - 4 Type a filename for the report and click Open.

**Figure 11-8**



- 5 Check the remote or host options you want to include in the log report.
  - 6 Enter a date range if you want a report that covers only a specific period of time.
  - 7 Click OK then click Yes to view the log file.
- The log report displays in the selected format.

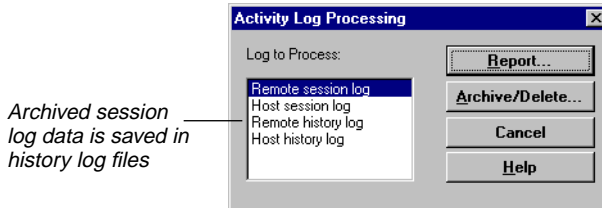
## Deleting and archiving logged information

The pcANYWHERE32 log files are named AW.RL6 for the remote and AW.HL6 for the host. New log information is appended to these log files, causing them to increase in size. When a log file becomes too large, you can delete or archive some of the older data to a history log file. History log files are named AW.RH6 for the remote and AW.HH6 for the host.

### To delete or archive log file data:

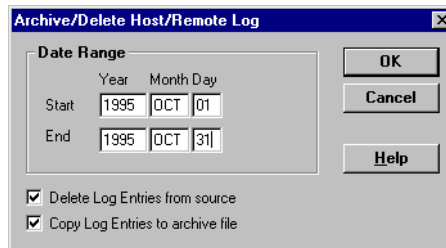
- 1 Choose ACTIVITY LOG PROCESSING from the Utilities menu.

**Figure 11-9**



- 2 Do one of the following:
  - Select Host Session Log to archive a host log file.
  - Select Remote Session Log to archive a remote log file.
- 3 Click Archive/Delete.

**Figure 11-10**



- 4 Enter start and end dates for the data you want to archive or delete in the Date Range group box.
- 5 Check one or both of the following:
  - Copy Log Entries To Archive File: Copies data in specified date range to a compressed archive file.
  - Delete Log Entries From Source: Deletes data in specified date range from the log file.
- 6 Click OK.

### To create a log report using archived data:

- 1 Choose ACTIVITY LOG PROCESSING from the Utilities menu.
- 2 Do one of the following:

- Choose Remote History Log to create a report using archived data of host connections made by this remote PC.
  - Choose Host History Log to create a report using archived data of remote calls made to this host PC.
- 3 Create the report as described in “To create and view a log report:” on page 181.

## Data conversion

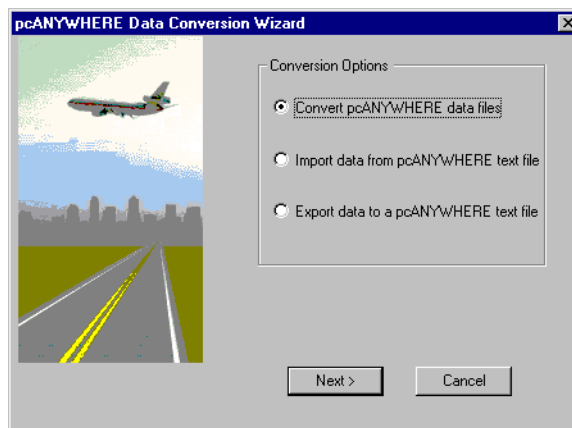
You can use the data conversion utility to convert data configuration files from earlier versions of pcANYWHERE to pcANYWHERE32 format. The data conversion utility in pcANYWHERE32 can be used to:

- Convert configuration files from a previous version of pcANYWHERE so that they can be used as connection items in pcANYWHERE32 for Windows 95 and Windows NT.
- Export configuration files from a previous version of pcANYWHERE to a text data file for report generation.
- Import data from a pcANYWHERE text data file into pcANYWHERE32 connection items.

### To convert configuration files:

- 1 Choose DATA CONVERSION from the Utilities menu.

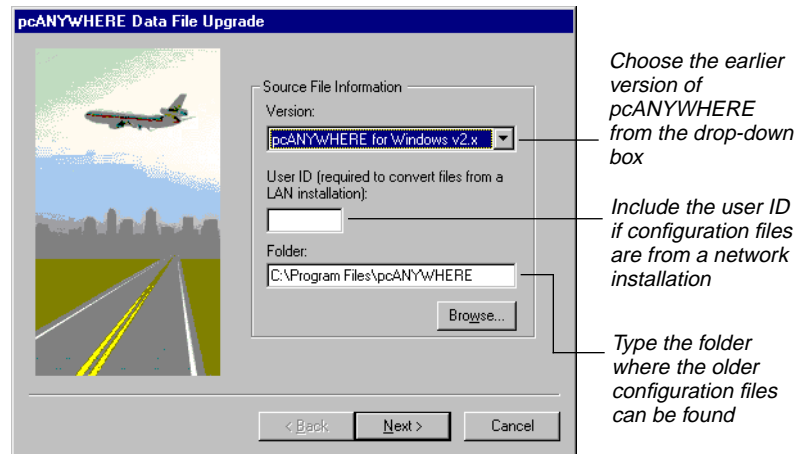
**Figure 11-11**



- 2 Click Convert pcANYWHERE Data Files and click Next.

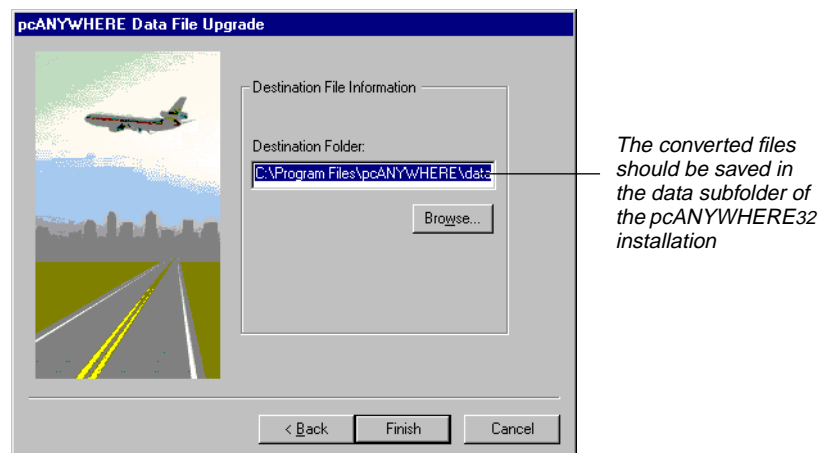


Figure 11-12



- 3 Choose the previous version of pcANYWHERE from the Version drop-down box.
- 4 If the configuration files are from a network installation of pcANYWHERE, type the configuration file's user ID.
- 5 Indicate which folder the old configuration files can be found in and click Next.

Figure 11-13



- 6 Indicate the folder where you want to save the converted files by typing a folder name in the Destination Folder text box. Click Browse to locate and select a folder.
- 7 Click Finish to complete the conversion.

# Data encryption



This version of pcANYWHERE32 encrypts data using any of the following encryption methods:

- **Public Key:** Provides the highest level of session security by using pre-defined keys distributed by a certificate authority.
- **Symmetric:** Uses similar session security options as Public Key, however, it does not use certificate authority issued certificates for authenticating callers.
- **pcANYWHERE:** Provides minimum data security by using a simple transformation of data to prevent data interception by third parties.

## Basic encryption concepts

Modern encryption methods rely on a cryptographic key—typically a long string of alphanumeric characters—to determine how an encryption algorithm scrambles and unscrambles the data. A cryptographic system that uses key pairs, that is, a Public Key and a matching private key, is known as public key cryptography. A system that uses a single key to encrypt and decrypt data is known as symmetric cryptography.

pcANYWHERE32 uses a combination of Public Key and symmetric encryption methods. By combining both techniques, pcANYWHERE32 takes advantage of the strengths of each method:

- Symmetric encryption is fast but requires sharing the key if the encrypted data is given to others.
- Public Key encryption is slower but the private key (the key used to decrypt data) is not shared.

## Public key encryption

Public key encryption uses key pairs— a public key that encrypts data and a corresponding private key that decrypts data. A unique public key and private key are generated for each user. These key pairs, along with the user's name, are stored in a certificate issued by a certificate authority.

- When one person needs to send encrypted data to another, the sender encrypts the data using the public key of the recipient. Since

only the private key can decrypt data, the public key can be shared with anyone.

- To decrypt the data, the recipient uses his or her own private key.

Some pre-configuration is required to ensure that both the host and remote have access to the appropriate key pairs.

When public key encryption is selected, pcANYWHERE32 uses public key encryption to authenticate the caller and establish a connection, then uses the faster symmetric encryption to secure the session.

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**NOTE:** Public Key encryption requires CryptoAPI, 2.0, available in Windows NT 4.0 Service Pack 3, or Microsoft Internet Explorer 4.0.

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## Public Key components

The following components comprise the total public key encryption method:

- Microsoft-compatible certificates: You may obtain personal certificates (or key pairs) from a commercial certificate authority or through an internal certificate server.

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**NOTE:** Private keys must be compatible with Microsoft's CryptoAPI.

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After the certificate has been installed, it appears in the Private Key list box on the host and remote security options property page. (See [“Configuring host security options”](#) on page 47 and [“To configure security options:”](#) on page 74 for details.)

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**NOTE:** If the host is running as a Windows NT service, the private certificate must be installed on the host PC as a machine key, not a user key. The Private Key list box displays machine keys only. Consult your key administration system documentation for details on creating machine keysets.

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- Certificate store: A certificate is a data document containing a person's name, public key, and the signature of the certificate authority that issued the certificate. A certificate store is a secure database containing one or more certificates. To locate the public key for a session, pcANYWHERE32 searches a certificate store for the certificate belonging to the current caller.

pcANYWHERE32 uses certificate stores in any of the following formats:

- A Microsoft-compatible certificate store.
- A standard PKCS#7 cryptographic message.
- A single encoded certificate.

The host needs access to a certificate store containing the remote's certificate, and the remote needs access to a certificate store containing the host's certificate. You must specify the filename of the certificate store in the Application Options, System Setup property page. (See [“To configure system setup options:”](#) on page 124.)

- Certificate common name: Every host and remote caller should be configured with the common name from its own certificate. This name is provided on the Security Options property page of the host and remote connection item. When a connection is attempted, the common name for the host and the remote are verified for authenticity.

## Symmetric encryption

When symmetric encryption is selected, pcANYWHERE32 generates a unique public key and uses this key to encrypt and safely pass the symmetric key used to encrypt the session. Because the public key is not obtained from a certificate authority it does not provide the level of caller authentication that total public key encryption does.

To enhance caller authentication when using symmetric encryption, use pcANYWHERE's individual caller privileges options. (See [“Configuring host callers”](#) on page 51 for details.)

The Symmetric encryption level is available on any operating system that supports CryptoAPI such as Windows NT 4.0. For the Windows 95 operating system, CryptoAPI 1.0 is available with OSR2 or with Microsoft Internet Explorer 3.0 and higher.

## pcANYWHERE encryption

pcANYWHERE encryption applies a simple transformation to data so that the datastream cannot be easily interpreted by a third party. This encryption level is compatible with earlier versions of pcANYWHERE.

## Technical Information

With CryptoAPI, cryptographic functions are actually performed by a Cryptographic Service Provider (CSP), or low-level cryptography driver, which functions as part of the operating system. Microsoft provides a basic CSP as part of Windows NT and Internet Explorer. This basic CSP can be replaced by third-party products.

pcANYWHERE32 uses the default Prov\_RSA\_FULL CSP and the RC4 symmetric algorithm. Any CSP classed as PROV\_RSA\_FULL that provides RC4 can support pcANYWHERE32.

Many important parameters are determined by the CSP in use. For example, the basic Microsoft CSP uses 512-bit public keys and 40-bit session keys. Other CSPs use different key lengths.

Please visit the Microsoft website for more details on CryptoAPI and available CSPs.

# Security features

# B

This appendix summarizes the security features available in this version of pcANYWHERE32:

- Table B-1: Lists options used to protect the host PC from unauthorized users at the host site.
- Table B-2: Lists options to protect the host PC from unauthorized callers making a connection.
- Table B-3: Lists remote caller privileges that restrict the activities of the remote caller on the host PC. You can assign unique privileges and restrictions to each remote caller allowed to connect to the host PC.
- Table B-4: Lists options that monitor remote control activities on the host PC.

**Table B-1** Security options that protect the configurations

<b>Use this option</b>	<b>On page</b>	<b>To</b>
Protect Item	51, 75	Password protect connection items to prevent unauthorized users from changing or using the connection item.
Lock NT Workstation	46	Lock a Windows NT workstation with a password to prevent unauthorized users from accessing the host PC.
Use Windows 95 Screen Saver	46	Lock a Windows 95 workstation by assigning a password to your Windows 95 screen saver to prevent unauthorized users from accessing the host PC.
End Of Session or Loss Of Connection		Choose the mode to which the host PC returns after a session disconnects. You can also choose to log off the user on the host PC.
Blank The Host Screen	48	Blank the host screen after a connection to prevent users at the host site from viewing the activities on the host.

**Table B-1** Security options that protect the configurations (continued)

<b>Use this option</b>	<b>On page</b>	<b>To</b>
Lock Host Keyboard/Mouse	45	Lock the host or remote PC's keyboard and mouse during a remote control session to prevent unauthorized users from using the PC during a session.

**Table B-2** Security options that control connections to the host PC

<b>Use this option</b>	<b>On page</b>	<b>To</b>
Use NT User Privileges	58	Use the Windows NT User Manager to control caller access to the host PC.
Caller Password	44	Assign remote callers a password that allows connecting to the host PC.
Case-sensitive Passwords	49	Increase password security by making them case-sensitive.
Callback	55	Use a callback phone number to verify the remote caller connecting to the host PC.
Prompt to Confirm Connection	48	Allow the host user to acknowledge the remote caller and permit connection to the host PC.
Limit Login Attempts	49	Restrict the number of times a remote caller can attempt to log in to the host PC.
Limit Time To Complete Login	49	Restrict the amount of time a remote caller has to establish a connection to the host PC.
Encryption	47, 74	Choose one of three levels of data encryption to protect the integrity of data being transferred by the host PC.
Allow Any Caller To Reconnect	49	Restrict a reconnection to the host PC to the caller that was signed on to the host at the time of an abnormal disconnect. This prevents unauthorized viewing of information that may have been left on the host screen during the previous session.



**Table B-3** Security options that control remote caller privileges on the host PC

<b>Use this option</b>	<b>On page</b>	<b>To</b>
Individual Caller Rights	54	Choose whether to allow a remote caller to:  Blank the host screen  Cancel the host, preventing other connections  Restart the host PC  Upload or download file on the host PC  Access drives on the host PC
Limiting The Session	57	Control the amount of time a remote caller is connected to the host PC.
Subject Caller To Inactivity Timeout	48	Disconnect the caller after a specified time of inactivity.

**Table B-4** Security options that monitor activities on the host PC

<b>Use this option</b>	<b>On page</b>	<b>To</b>
Log Failed Connection Attempts	48	Create a log file with information on unsuccessful attempts to connect to the host PC.
Save Session Statistics In Activity Log	57	Create log files that record the time, date, caller, and duration of sessions, as well as other information.
Use NT Event Log	125	Log pcANYWHERE32 session events to the Windows NT event log.



# Glossary

<b>ACS</b>	Asynchronous Communications Server. Communications server that manages a pool of modems. The server directs outgoing messages to the next available modem and directs incoming messages to the appropriate workstation. <i>See also</i> asynchronous transmission; NASI/NCSI.
<b>ANSI</b>	American National Standards Institute. <b>1.</b> Organization of American industry and business groups that develop trade and communications standards. <b>2.</b> Terminal emulation that enables the use of ANSI commands (escape sequences) to control the screen and keyboard. These escape sequences have been standardized by ANSI.
<b>attribute</b>	Property of an object, such as a file or display device.
<b>baud rate</b>	Number of times per second a signal changes in a communications channel. This rate varies in the number of bits it represents. For example, a 300-baud modem that transmits one bit per baud (300 x 1) is also a 300-bps modem. However, what is often called a 1,200-baud modem is really a 300-baud modem that transmits four bits per baud (300 x 4) or 1200-bps.
<b>BBS</b>	Bulletin Board Service. Online service that allows messaging, electronic mail, and file transfer between computer through modems. Generally, users of a bulletin board share a particular interest. <i>See also</i> online service.
<b>caller privileges</b>	All the information and access privileges for remote users. The information includes login name, password, and drive access.
<b>carrier</b>	Signal generated by a modem that is used to transmit data. The scratchy sound you hear when you initially connect with another modem is the carrier signal.
<b>certificate</b>	File used by cryptographic systems as proof of identify. It contains your name and your public key.
<b>certificate authority</b>	Office or bureau that issues security certificates.
<b>certificate store</b>	Database containing security certificates.

<b>chat mode</b>	Way for the host and remote user to communicate online during a remote control session. A dialogue window appears on each screen. Both user messages appear on both screens.
<b>class</b>	Way to group gateway hardware configurations that have similar characteristics. When you create the gateway, you assign it to a class. The class is specified in a network hardware configuration when you want to use the gateway.
<b>communications protocol</b>	Set of rules designed to allow computers to exchange data with one another with as little error as possible. Some protocols, such as RS-232-C, refer to hardware standards; others, such as XMODEM, refer to file-transfer protocols.
<b>compression</b>	Method by which data is compacted for more efficient transmission. Data is compressed before transmission and decompressed afterwards.
<b>connection item</b>	Files represented by an icon and a name. These files contain connection information, such as the device used to make a connection, and commands or options used during a session.
<b>context menu</b>	Menu that appears when you right click over an interface object, and that provides options and information specific to that object.
<b>crash recovery</b>	Way to salvage data partially transmitted at the time a connection ends abnormally. One of the preferences that can be set for the AWSEND program or the ZMODEM file-transfer protocol.
<b>CSP</b>	Cryptographic Service Provider operating system software that provides cryptographic services compliant with the Microsoft CryptoAPI. Base-level CSPs are shipped with Windows NT 4.0 and with Microsoft Internet Explorer 3.0 and up.
<b>data transfer</b>	Movement of information from one location to another. The speed of transfer is called the “data rate” or “data transfer rate.”
<b>Device/Port</b>	Option in all hardware configurations that allows you to select a type of device or device driver for communications or the port used by such a device.
<b>dial-up networking</b>	Connection in which a PC calls a server and operates as a local workstation on the network. <i>See also</i> RAS; remote networking.
<b>display device attribute</b>	Characteristics of a monitor or other display device that control color, underlining, blinking cursor, and so on. <i>See also</i> attribute; file attribute; video attribute.

<b>direct connection</b>	Form of data communication in which one computer or terminal is directly connected to another, usually via a null modem cable. <i>See also</i> null modem cable.
<b>download folder</b>	Folder in which files received during file transfer are stored.
<b>encryption</b>	Method or algorithm used to scramble data being transferred to protect the data from being intercepted by unauthorized persons.
<b>error-checking method</b>	Method of error correction. For example, for the ZMODEM file-transfer protocol, you can specify 16-bit CRC or 32-bit CRC error checking.
<b>error correction</b>	Retransmitting data until it is received correctly. “Noisy” lines or faulty connections sometimes cause errors that translate into erroneous characters on the screen and in transferred files.
<b>file attribute</b>	Setting for a file that indicates the size of the file and the date and time it was created or modified. <i>See also</i> attribute; display device attribute; video attribute.
<b>file transfer</b>	Process of using communications to move or transmit a file from one computer to another. In communications, a protocol must be agreed upon by sending and receiving computers before file transfer can take place. <i>See also</i> FTP.
<b>File Transfer Protocol</b>	<i>See</i> FTP.
<b>flow control</b>	Signal acknowledging that communication or the transfer of information can take place. When a modem or computer receives data at a faster rate than it can be processed, data is stored in a special area of memory called a data buffer. Flow control prevents data loss by temporarily halting data transmission when the buffer approaches its capacity. Also an option in serial hardware configurations. <i>See also</i> communications protocol; handshake; hardware handshake; protocol.
<b>FTP</b>	Method of file transfer understood and used by both the remote and the host computer. For online sessions, you select a file-transfer protocol acceptable to the online service as part of the session configuration. You can change your selection during a session. <i>See also</i> file transfer; TCP/IP.

<b>gateway</b>	PC on a LAN with a modem. The PC runs a small TSR in the background, which allows users on the network to dial out or off-LAN users to dial in to the LAN through the modem.
<b>inactivity timeout</b>	Time period (in minutes) of inactivity after which a remote control session is ended. Inactivity is the absence of keystrokes, mouse movements, and data transmission between PCs. Establishing such a timeout period keeps the telephone line free in case remote users forget to end their sessions when finished with the host PC.
<b>initialize</b>	<b>1.</b> To prepare for use. <b>2.</b> In communications, to set a modem and software parameters at the start of a session.
<b>Internet Protocol</b>	<i>See</i> IP.
<b>interrupt request</b>	<i>See</i> IRQ.
<b>IP</b>	Internet Protocol. Network layer for the TCP/IP protocol suite widely used on Ethernet networks. This layer is a connectionless, best-effort packet-switching protocol. It provides packet routing, fragmentation, and re-assembly through the Datalink layer. <i>See also</i> client-server; Internet; protocol; TCP; TCP/IP.
<b>IRQ</b>	Interrupt Request. Request for a hardware interrupt. Each request has a number corresponding to one of the fixed set of interrupts for the PC. PCs with the AT architecture have interrupts from 0 to 15.
<b>keyboard handler</b>	Device that allows the remote user to operate the host PC effectively while executing host applications that handle keyboard input in a non-standard fashion. <i>See also</i> keyboard.
<b>LAN</b>	Local area network. Group of computers and other devices dispersed over a relatively limited area and connected by a communications link that enables any device to interact with any other device on the network. This group of computers usually includes one computer, known as a server, that is specialized to store commonly needed programs and data and respond quickly to requests from network users for this information. <i>See also</i> network; WAN.

<b>leased line (Windows NT)</b>	Telephone channel leased from a common carrier for private use. A leased line is faster and quieter, but generally more expensive than a switched telephone line. Leased Line is an option in serial hardware configurations. It is set to “No” by default. Set it to “Yes” if you are using a leased line.
<b>log</b>	To record the activities and events that take place on a computer system. The records are stored in a data file.
<b>login</b>	To identify yourself to a computer after connecting to it over a communications line. During the login procedure, the computer usually requests your name and a password. On a computer used by many people, the login procedure provides a means of identifying authorized users, keeping track of their usage time, and maintaining security by controlling their access to sensitive files or actions. <i>See also</i> logoff.
<b>logoff</b>	To end a session with a computer accessed over a communications line. Also known as “logout.” <i>See also</i> login.
<b>macro</b>	Set of characters and control codes assigned to a macro key. When the macro key is typed, the assigned keystrokes are executed (played back). For example, a single macro keystroke can send a password to an online service. <i>See also</i> macro key.
<b>macro key</b>	Keystroke (from Alt+0 to Alt+9) assigned to a string of keystrokes. <i>See also</i> macro.
<b>modem</b>	Modulator/demodulator. Communications device that enables a computer to transmit information over a standard telephone line. This device translates (modulates) digital data to an analog signal for transmission over telephone lines and then back to digital (demodulates) at the other end. It can transmit at different speeds or data-transfer rates.
<b>NACS</b>	NetWare Asynchronous Communications Services. Novell device that allows any network station to share dial-up phone lines or directly connected lines to a host or other asynchronous device. In addition, remote users can access the network and transmit data over synchronous protocols.
<b>NASI</b>	NetWare Asynchronous Services Interface. Network station software used with NACS.

<b>NAS/NCSI</b>	NetWare Asynchronous Services Interface/NetWare Asynchronous Communications Services. Novell device driver for a network ACS such as an ACS2 or a NACS. <i>See also</i> ACS; NACS.
<b>network</b>	Group of computers and associated hardware that are connected together by communication lines or other means for the purpose of sharing information and hardware between users. <i>See also</i> LAN; WAN.
<b>node</b>	Computer attached to the network (server or workstation). Also known as “workstation.”
<b>null modem cable</b>	Cable that enables two computers to communicate without the use of modems. A null modem cable enables this communication by crossing the sending and receiving wires so the wire used for transmitting by one device is used for receiving by the other and vice versa.
<b>online service</b>	Computer communications system or service that allows users to dial in for information, messages, and files. CompuServe is an example of a commercial online service. <i>See also</i> BBS.
<b>parallel port</b>	Generally used for printer connections. Most computers have at least one parallel port (known as “LPT1”) for this purpose.
<b>parallel cable</b>	Special cable that is used to connect two computers to allow for data transmission without the use of modems.
<b>properties sheet</b>	Set of property pages that contain connection device information and other options or settings used by a connection item during a session.
<b>property page</b>	Single page contained within the properties sheet of a connection item. <i>See also</i> properties sheet.
<b>protocol</b>	Set of rules that enable computers to exchange data with one another with as few errors as possible. <i>See also</i> communications protocol.
<b>RAS</b>	Remote Access Service. Connection in which a PC calls a server and operates as a local workstation on that network. <i>See also</i> dial-up networking; remote networking.
<b>remote communications</b>	Interaction with a host by a remote computer through a telephone connection or another communications line.



<b>remote control</b>	To control a host PC from a remote PC.
<b>remote networking</b>	Connection in which a PC calls a server and operates as a local workstation on that network. <i>See</i> RAS; dial-up networking.
<b>serial transmission</b>	<b>1.</b> Transmission of discrete signals one after the other. <b>2.</b> In communications and data transfer, sending information over a single wire one bit at a time. This is the method used in microcomputer modem-to-modem communications over telephone lines.
<b>Speed</b>	Option found in serial port connections that specifies the bps at which data is transmitted over a modem or null modem cable.
<b>TCP</b>	Transmission Control Protocol. Most common transport layer protocol used on Ethernet and the Internet. The protocol is built on top of IP and is nearly always seen in the combination TCP/IP. It adds reliable communication, flow-control, multiplexing, and connection-oriented communication as well as full-duplex, process-to-process connections.
<b>TCP/IP</b>	Transmission Control Protocol over Internet Protocol. De facto standard Ethernet protocols. <i>See also</i> FTP; IP; protocol; TCP.
<b>terminal</b>	Device consisting of a monitor, video adapter, and keyboard. This device does little or no processing on its own. Instead, it is connected to a computer with a communications link over a cable. Terminals are used mainly with multiple-user systems (that is, with a mainframe), where they are used to monitor and receive but not store information.
<b>terminal emulation</b>	Technique of mimicking a terminal by using software that conforms to a standard such as ANSI.
<b>time-out</b>	Predetermined period of time during which a given task must be completed. If the time-out value is reached before or during the execution of the task, the task is canceled.
<b>translation table</b>	Table that specifies a conversion of specific data bytes from one code to another.
<b>video attribute</b>	Visual feature used to set off certain parts of a screen, such as highlighting or blinking. <i>See also</i> attribute; display device attribute; file attribute.

**WAN**

Wide area network. Network, usually constructed with serial lines, extending over distances greater than one kilometer. *See also* LAN; network.

**X-ON/X-OFF**

Most common of asynchronous communications protocols established to govern software flow control. Under this protocol, the receiving device sends a specific character when it wants the transmitting device to stop sending characters. It sends a different character when it wants the transmission to resume. Depending on the online service you are accessing, you may need to choose X-ON/X-OFF as the setting for flow control in a hardware configuration.

# Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical Support and Customer Service solutions vary by country. If you have questions about the services described below, please refer to the section “Worldwide Service and Support” at the end of this chapter.

## Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to (800) 800-1438 or (541) 984-8020.

## Technical Support

Symantec offers several technical support options designed for your individual needs to help you get the most out of your software investment.

Symantec *StandardCare Support* is available at no charge to all registered users of Symantec software. This support option offers 90 days of telephone technical support (from the date of your first call), and is designed for customers who need assistance getting started with their new software.

StandardCare Support is available Monday through Friday, 7:00 a.m. to 4:00 p.m. Pacific Time. See the back of this manual for the support telephone number for your product.

For more information on Symantec Support Solutions, including PriorityCare and PremiumCare Support, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070. Alternatively, visit Symantec on the World Wide Web at:

<http://www.symantec.com>

## Online support

Technical support is also available through several online services 24 hours a day. All registered Symantec customers have unlimited access to this information.

## World Wide Web and FTP

Point your Web browser to:

<http://www.symantec.com/techsupp>

to find the latest Frequently Asked Questions (FAQs), search the Symantec Knowledge Base for solutions to common situations, or post your own query to a support newsgroup. All messages posted to the discussion group receive a response from a Symantec representative (posted back to the discussion group) within 48 hours. These forums are in Usenet newsgroup (Internet news) format and require a newsreader.

You can also FTP directly to this site to download technical notes and software patches at:

<ftp://ftp.symantec.com>

## CompuServe and America Online

Exchange information and ideas with Symantec representatives and other users of Symantec products in the Symantec forums on CompuServe (GO SYMANTEC) and America Online (Keyword: SYMANTEC).

All messages posted to CompuServe and America Online receive a response from a Symantec representative within 48 hours.

For additional information, data communications settings, or to subscribe to these services, call:

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## Symantec Bulletin Board Service (BBS)

The Symantec BBS provides a customer service forum, shareware and public domain software, FAQs, file download service, and access to our Internet discussion groups. Set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669.

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## Support for old and discontinued versions

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- Subscribe to the Symantec Support Solution of your choice.
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You can also visit Customer Service online at:

<http://www.symantec.com/custserv>

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