DNS4Me Client Overview

DNS4Me is a dynamic DNS service offered from RhinoSoft.com.   It allows you to use a domain name without the requirement of having an IP address that doesn't change.   This is useful for running your own FTP server, WWW server, or any other web accessible service.   DNS4Me can use a domain name that you've already purchased or you can use a subdomain of one of the DNS4Me owned domain names (such as **DougsFTP.FTP4Me.com**).

DNS4Me can be trialed for 30 days by visiting the web at http://www.DNS4Me.com/trial/.   Click here for more information on trial domains.

Topics covered in this help file include:
Registering DNS4Me
Technical Support
Contacting RhinoSoft.com
Obtaining a Trial Domain
Frequently Asked Questions
Status Dialog
Service Settings
      Online Settings
      Offline Settings
Web Server
Customer DNS
      Overview
      Host Record Dialog
      Alias Record Dialog
      Mail Record Dialog
Client Options
      Options Dialog
      Proxy Settings
      Setting the DNS4Me Server
Menus
      File Menu
      Help Menu

RhinoSoft.com
P.O. Box 53
Helenville, WI   53137
U.S.A.

Sales: +1 (262) 560-9627
Phone: +1 (262) 560-9627
FAX: +1 (262) 560-9628
http://www.DNS4Me.com/
http://www.DNS4Me.com/sales/
http://www.DNS4Me.com/support/

Registering DNS4Me

Registration of DNS4Me is required to continue using the DNS4Me service.   Registration entitles you to dynamic DNS service for one year.

To register for DNS4Me service, please visit our web site located at http://www.DNS4Me.com/purchase/.   You can also select "Purchase DNS4Me Electronically" located under the "Help" menu from within the client application.

If you are purchasing a domain name that you have already received a trial ID for, please make sure to provide the same email address you used when entering your information for the trial ID.   This is done for identification purposes to ensure no one else can purchase the domain that you are trailing.   If your email address has changed, please contact our Sales Department through the web at http://www.DNS4Me.com/sales/ or via the phone at +1 (262)-560-9627.

To obtain a trial domain, please click here.   Once your trial ID has expired, you have **30 days** to purchase DNS4Me service for that domain before it is returned to the pool of available domain names for another user to select.   When your one year of DNS4Me service has expired, you have **60 days** to purchase another year of DNS4Me service for those domains before they are returned to the pool of available domain names.   **Only DNS4Me owned subdomain names are returned to the availability pool.   RhinoSoft.com is not a name registrar.   You must ensure that your top-level domain name has not expired either.**

If you have lost your registration ID, please visit http://www.DNS4Me.com/lostid/ to retrieve it.

More information about DNS4Me can be found at http://www.DNS4Me.com/.

Obtaining a Trial Domain

A trial domain can be obtained from our web site at http://www.DNS4Me.com/trial/.   Domains may be trialed for a period of **30 days** before they expire.   Once your trial is over, you have another **30 days** to purchase DNS4Me service for this domain before it is made available to others.

Please make note of the email address you use when trailing a DNS4Me domain name.   It will be required to identify your trial if you choose to purchase DNS4Me service for it.

If you are considering using DNS4Me service for a top-level domain name you have purchased from a name registrar, please trial a DNS4Me owned subdomain first.   We cannot allow trials for top-level domain names.

Technical Support

Have a question and need more help?   RhinoSoft.com offers a variety of support options.   For current product support policies, please refer to the DNS4Me Helpdesk at http://www.dns4me.com/helpdesk.asp.

To receive telephone technical support from RhinoSoft.com, there will be a mandatory telephone support charge of $1/minute with a minimum $10 charge.

If you have lost your registration ID, please visit: http://www.DNS4Me.com/lostid/

All support options are found at http://www.DNS4Me.com/support.asp

Free Email Support
Free technical support is available via email to all users.   During normal business hours, most emails can be answered within a few hours.   However, please allow 1-2 business days for our technical support staff to respond.   Please submit all your technical support questions at http://www.DNS4Me.com/support/ or select the "Technical Support..." option located under the "Help" menu from within the DNS4Me client application.

Knowledge Base
Our knowledge base is a dynamic support tool that you can use to research solutions to your questions and problems.   Nearly every question posed to our technical support team is answered here. Visit http://www.DNS4Me.com/kb/ or select "Knowledge Base..." located under the "Help" menu from within the DNS4Me client application to browse the knowledge base.

Telephone Support for All Users
Technical support is available via telephone from 9am-5pm US Central Standard Time at a cost of $1/minute with a minimum $10 charge.   To receive phone support, call +1 (262) 560-9627.   Please have your credit card information and license number ready when calling.   Free technical support can be received via email.

Sales Issues
Sales questions (of a non-technical nature) relative to DNS4Me should be directed to http://www.DNS4Me.com/sales/.   Sales representatives can also be reached by calling RhinoSoft.com at +1 (262) 560-9627.

Technical support options are subject to change without notice at the discretion of RhinoSoft.com.

Contacting RhinoSoft.com

If you have lost your registration ID, please visit:
http://www.DNS4Me.com/lostid/

You may contact RhinoSoft.com by snail-mail at:
RhinoSoft.com
P.O. Box 53
Helenville, WI   53137
U.S.A.

Sales: +1 (262) 560-9627
Phone: +1 (262) 560-9627
FAX: +1 (262) 560-9628

For sales inquiries:
http://www.DNS4Me.com/sales/

You may also visit our web site at:
http://www.DNS4Me.com/

Click here for information about technical support.

Status Dialog

The Status dialog displays the current status of your domains, your connection to the DNS4Me service, and your Internet connection.

DNS4Me Domain Status
When your domains are online, it will display the time you connected to the DNS4Me service. Your current IP address according to the DNS4Me service is also displayed.

Your Internet Connection
If the application can detect an Internet connection from your machine, it will tell you that you are connected to the Internet and also display the time it first detected this Internet connection. If your Internet connection is lost, the Status dialog will inform you of this.

Service Summary
The domain(s) that your registration ID entitles you to administer on the DNS4Me service are displayed in the list box at the bottom of the dialog. Communications with the DNS4Me service, errors, and other status messages are displayed in the "Recent Status".

The following actions can be performed on the Status dialog:

Go Online / Go Offline
Clicking this button will either make your domains online or offline, depending on their current status. Click here to learn more about Online Settings, or click here to learn more about Offline Settings.

Update
Clicking the "Update" button on the Status dialog will force the DNS4Me client application to update your IP address with the DNS4Me servers. The DNS4Me client monitors your IP address very carefully and keeps the servers updated automatically.

Online Settings

Your Online Settings determine how the DNS4Me servers handle your connection to the DNS4Me service.   This dialog allows you to configure your connection manually.   For information on Offline Settings, <u>click here</u>.

Online IP Address
By default, your IP address is automatically determined by the DNS4Me server when it performs an IP address update.   This method of determination allows the server to get the external IP address of a router or proxy server, which is required for other computers to connect to you.   However, you can also choose a specific IP address for the DNS4Me service to use instead.

Timeout
You can specify a value that the DNS4Me service will use to timeout your domain(s).   This is useful if your Internet connection is unexpectedly lost and does not return for an extended period of time. After the allotted amount of time, the DNS4Me service will automatically place your domain(s) offline according to your last known <u>offline settings</u>.   This prevents users of your services from getting DNS errors.

It also serves as a keep-alive value.   Before the allotted time has expired, the client application will notify the DNS4Me service to keep your domains alive.   If you do not want the DNS4Me service keeping your dial-up connection alive, set this value higher than your connection's idle timeout.

If you set your timeout value to zero, your domain(s) will never be timed out by the DNS4Me service and the client will never "ping" the DNS4Me servers to keep your domains alive.

Enable Web redirects for www subdomain
Checking this box will allow for HTTP requests sent to the www subdomain of each of your DNS4Me domains (such as <u>www.MyWebServer.DNS4Me.com</u>) to be redirected as specified by the next two radio buttons.

Redirect to alternate port
This option allows HTTP requests sent to the www subdomain to be redirected on to an alternate port number.   By default, all requests sent by a web browser are sent to port 80 on the web server. If your port 80 is blocked for some reason, this feature allows you to get around the block without forcing visitors to know about it in advance.

Redirect to alternate URL
This option allows HTTP requests sent to the www subdomain to be redirected to a different URL instead.

The default values of the Online Settings dialog are as follow:
- Automatically determine IP address (recommended): **Enabled**
- Use the following IP address: **0.0.0.0**
- Timeout: **10 minutes**
- Enable Web redirects for www subdomain: **Disabled**
- Redirect to alternate port: **8080**
- Redirect to alternate URL: **Blank**

Offline Settings

Your Offline Settings determine how the DNS4Me servers handle your domains when you are currently offline.   The DNS4Me service offers a variety of ways to inform visitors that you are offline. For information on Online Settings, click here.

Send visitors to an offline page (HTTP only)
Web browsers that visit your domain(s) will be redirected to a page on the DNS4Me web site informing them that your domain is currently offline.

Keep my last known IP address
When this option is enabled, no changes will be made to your domain(s) when you go offline.

Set my address to WW.XX.YY.ZZ
This option allows you to specify an IP address for the DNS4Me service to use for your domain(s) when they are offline.

Redirect HTTP requests to this URL
Select this option to redirect web browsers that request your domain(s) to a URL of your choosing.

The default values of the Offline Settings dialog are as follows:
- Send visitors to an offline page (HTTP only): **Enabled**
- Set my IP address to: **0.0.0.0**
- Redirection URL: **http://www.DNS4Me.com/**

Web Server

The web server allows you to configure a web server you can use to host a web site for your DNS4Me domains.   The web server is capable of serving static HTML pages, can be used with multiple domains, and supports directory browsing.

Port
The port you would like the web server to listen on is entered here.   The port usually reserved for use by web servers on a computer is 80.

Start / Stop
Click this button to start or stop your web server.   When the web server is stopped, no one can reach your web sites.   Visitors to your web site when the web server is stopped will receive a domain not found error in their browsers.

Domain Properties
In the drop-down box, all your DNS4Me domains are listed.   Select the domain you wish to configure and the settings for that domain will be loaded in to the dialog for review and modification.

Enable web site on this domain
Check this box to enable a web site for the currently selected domain.   This option allows you the flexibility to run web sites only on the DNS4Me domains of your choice.

Primary (default) domain
Checking this box will set the currently selected domain as the "primary" domain.   The domain name will be starred (*) in the drop-down box to indicate this.   When a primary domain is selected, requests received by the web server for domains or subdomains not explicitly listed in the drop-down box will be served from the primary (default) domain's pages.

Local Folder
Click the "Browse" button or type in the path you want set as the local / root folder for your web site.   This path should be where your HTML pages for the web site are located on your hard drive.   If a web site is enabled on the currently selected domain, this field cannot be left blank.

Enable directory listings
Check this box to allow the web server to generate and send a list of files and directories in the requested web site directory when a default document is not present in that local directory.

Default Documents
This box lists all documents that the web server will look for in the local directory when a document is not specified by an HTTP request.   Click the "Add" button to add another default document or click "Remove" to delete the currently selected default document.   Documents are searched for in the order they are listed in.

The default values of the Web Server dialog are as follows:
- Port: **80**
- Enable web site on this domain: **Disabled**
- Primary (default) domain: **Disabled**
- Local folder: **Blank**
- Enable directory listings: **Disabled**
- Default documents: **index.htm, index.html**

Custom DNS

The custom DNS dialog allows you to specify additional DNS records for your DNS4Me domains. These additional records can act as regular, static DNS records or take advantage of DNS4Me's added features that allows for different behavior when the client is online and offline as well as port and URL redirects.

The custom DNS dialog currently allows the creation and maintenance of three types of DNS records: Host, (A), Mail Exchange (MX), and Alias (CNAME).   Click on a DNS record type to learn more about that record type.

By default, DNS4Me implements DNS wildcarding.   DNS wildcarding means that all subdomains for a domain that aren't explicitly defined will still resolve.   Because of this, the creation of additional host records is unnecessary unless the goal is to have the subdomain use an IP address different from the one specified in your Online Settings.

Each domain in the DNS4Me namespace contains a default host record and a default mail exchange record.   Both records implement DNS wildcarding, indicated by the fact that they begin with a * when listed in the custom DNS window.   These default records cannot be modified or deleted from the custom DNS dialog as they are automatically maintained by the DNS4Me service.   You can configure the behavior of the default host record using the Online Settings and Offline Settings dialogs.

Domain Name
The drop-down box lists all of your DNS4Me domains.   Select the domain you wish to manage and it will enumerate the DNS records that exist for the selected domain.

DNS Records
This list box enumerates all the DNS records that exist for the currently selected domain.   The "Name" column lists the name of the DNS record.   The "Type" column lists the DNS record type. The "Current Data" column displays what the current data of the record is.   Click on a record and then the "Delete" button to delete the record, or the "Modify" button to modify the record.

Add
Clicking the Add button will allow you to add a host, mail exchange, or alias record for the currently selected domain.

Delete
Clicking the Delete button will delete the currently selected DNS record.   You cannot delete the default DNS4Me records that are automatically maintained by the DNS4Me service.

Modify
Clicking the Modify button will bring up the details of the currently selected DNS record and allow you to make changes to it.   You cannot modify the default DNS4Me records that are automatically maintained by the DNS4Me service.

Time to Live
Each DNS record has a time to live (TTL) value.   This value indicates how long other DNS servers can cache (store) the DNS record before it expires and they must query the DNS4Me servers to get the data again.   This value is measured in seconds.

A higher TTL value will improve performance since the number of DNS servers that must be contacted to get the data will likely be fewer.   However, if you're configuring the DNS record to use data that may change frequently (such as your current IP address), then caching the record will cause problems when your IP address changes.

Common values for the time to live are: 0 (never cache the record), 60 (the default value), and 86400 (1 day).

There are no default settings for the custom DNS dialog.

Host Record Dialog

Host records are the most common records in the domain name system.   A host record contains an IP address where the computer at the requested domain name can be contacted.   Multiple host records can exist for a domain, but duplicates cannot exist.

Subdomain Name
The name of the DNS record should be entered in this field.   If you'd like to create a DNS record for the root DNS4Me domain name, then leave it blank.

Online Setting
Use this drop-down box to configure what the data of the host record should be when your DNS4Me client is online.   Because of the DNS4Me service, you can have host records contain data that is not an IP address.   In these cases, a redirection service is contacted, which handles the translation of the host record data from IP address to the port or URL redirect of your choice.
- Use default setting (configured in Online Settings):
  This online option means the host record will use the default IP address as configured on the Online Settings dialog.
- Use specific IP address:
  Specify an IP address to use for the host record.
- Redirect WWW requests to a specific port…:
  This online option will redirect WWW requests for the host record to your current IP address on the alternate port that you specify.
- Redirect WWW requests to a specific URL…:
  This online option will redirect WWW requests for the host record to the URL of your choice.

Offline Setting
Use this drop-down box to configure what the data of the host record should be when your DNS4Me client is offline.   As with the Online Setting, you can do more than just specify an IP address due to the flexibility and control of the DNS4Me service
- Use default setting (configured in Offline Settings):
  This offline option means the host record will behave like the default host record as configured on the Offline Settings dialog.
- Use specific IP address:
  Specify an IP address to use for the host record.
- Redirect WWW requests to specific URL…:
  This offline option will redirect WWW requests for the host record to the URL of your choice.
- Redirect WWW requests to an offline page:
  This offline option will redirect WWW requests for the host record a DNS4Me hosted page that informs visitors that your domain is currently offline and to check back later.

Time to Live
More information on the time to live can be found on the Custom DNS dialog.

Alias Record Dialog

Aliases are also called CNAME (for canonical) records.   An alias is created for a domain name when you want to duplicate the records found at another domain name (called the canonical name).   This is an efficient and safe way of doing this duplication since changes at the canonical name automatically take effect at the aliases.

Because an alias indicates that the domain's records are the equivalent of another's, aliases cannot be created for domains where other DNS records already exist.   Likewise, if DNS records already exist for a domain name, then it cannot be aliased either.   These existing DNS records must be deleted before the alias can be made.

Alias (Subdomain) Name
The name of the alias should be entered in this field.

Canonical Name
The destination of the alias should be entered in this field.

Time to Live
More information on the time to live can be found on the Custom DNS dialog.

Mail Record Dialog

Mail records, called Mail Exchanges (MX), are used by applications that need to know the address of the mail server responsible for a domain. An MX record contains two fields that indicate the importance of the record (called the priority) and the name of the mail server.

Subdomain Name
The name of the DNS record should be entered in this field. If you'd like to create a DNS record for the root DNS4Me domain name, then leave it blank.

Priority
The priority of a mail server indicates the order that a mail server should be contacted relative to others. Since multiple DNS records can exist for the same domain, this allows for redundancy in the case of mail servers. A LOWER value for the priority takes precedence over mail servers with a HIGHER value priority. For example, a mail server with priority 10 will be contacted before one with a priority of 20. The only instance when the mail server with priority 20 would be contacted is if the mail server with priority 10 does not respond or encounters an error.

Mail Server
Enter the name of the responsible mail server in this field. If you're creating an MX record to allow mail to be delivered to another hosting provider, they will provide with this name.

Time to Live
More information on the time to live can be found on the Custom DNS dialog.

Options Dialog

The Options Dialog allows you to configure how the DNS4Me client application operates on your computer.

Start DNS4Me when Windows starts
Check this box to have the DNS4Me application start when Windows loads after you turn on your computer.   On Windows NT/2000/XP machines, DNS4Me will be installed as a system service and will be started even if no user logs in to the computer.   Please note that this option does not determine whether or not the application automatically places your domain(s) online with the DNS4Me service.

Minimize to systray upon startup
Checking this box will hide the DNS4Me application window when it starts.   To access the application window, you will need to double-click on the DNS4Me system tray icon or right-click on it and select "Show Window".

Go online at application start
If you would like for the application to automatically place your domain(s) online with the DNS4Me service when the application starts, check this box.   The DNS4Me application always places your domain(s) offline when the application is closed.

Warn before exiting DNS4Me
The DNS4Me application will ask you to confirm whether or not you want to place your domains offline and close the application when this box is checked.

Attempt to reconnect every 'X' minutes if connection is lost
This option allows you to configure how aggressively you want the DNS4Me client application to attempt to reconnect to the DNS4Me service if your connection is lost.   A reconnection will be attempted every 'X' minutes when this option is enabled.   The application only attempts to reconnect if your domain(s) were online when your Internet connection was lost.

The default values of the Options dialog are as follows:
- Start DNS4Me when Windows starts: **Determined by installer (Enabled)**
- Minimize to systray upon startup: **Disabled**
- Go online at application start: **Enabled**
- Warn before exiting DNS4Me: **Enabled**
- Attempt to reconnect every 'X' minutes: **Enabled**
- Reconnection time: **5 minutes**

Proxy Settings

DNS4Me supports SOCKS4, SOCKS4A, and SOCKS5 proxy servers.   If your computer is located behind a proxy server supporting one of these protocols, you should enter your proxy server's information in this dialog.

If your computer is connected directly to the Internet or is behind a router that performs network address translation (such as NAT), you should leave the selection as "Direct Internet Connection".   If you are unsure of how your computer is connected to the Internet, contact your network administrator or ISP.

If your server requires authentication, you can enter your username and password in the appropriate box.   Your proxy password is encrypted before being stored for your security.   When you have entered your proxy server information, click the "Test Proxy" button to test your proxy connection settings.   A success or failure message will be displayed above the button.

The default values of the Options dialog are as follows:
- Proxy Server Type: **Direct Internet Connection**
- Proxy Server Address: **Empty**
- Port: **1080**
- Proxy Server User ID: **Empty**
- Proxy Server Password: **Empty**

Setting the DNS4Me Server

Using this dialog, you can configure which DNS4Me server your application connects to when going online.

This option is mainly made available to users behind proxy servers or firewalls that do not support NAT or SOCKS.   To use DNS4Me on this type of network configuration, click on the "Use the server settings specified below" button and enter your proxy server or firewall's IP address and an available port that you can connect on.

You will need to add a "TCP Map" or "TCP Mapping Proxy" to your proxy server or firewall.   This map should point to "server1.DNS4Me.com" on port 1206.   This will cause all connections to the proxy or firewall on the port you specified to be properly forwarded to the DNS4Me server.

Configuring the DNS4Me server is only for advanced users.   Please do not change these settings unless directed by RhinoSoft.com technical support or your network administrator.

The default values of the DNS4Me Server dialog are as follows:
- Connect to the default DNS4Me server (recommended): **Enabled**
- Hostname or IP address: **server1.DNS4Me.com**
- Port: **1206**

File Menu

The following commands are available from the "File" menu:

Options

Clicking this menu item will make the "Options" dialog active in the application.

Exit & Go Offline

To make your domain(s) go offline and close the DNS4Me client application, select this menu item.

Help Menu

The DNS4Me Help menu provides links to obtaining help with DNS4Me, purchasing DNS4Me, and useful information about the DNS4Me application.   The following commands are available from the "Help" menu:

Help Topics (F1)
This option allows you to search for the topics or information of your choice that are contained within the help file.

Overview
This option shows you an overview of the help file.   From here, you can select topics of interest and view documentation about your selection.

Purchase DNS4Me Electronically
This option allows you to purchase DNS4Me service online.   This option will open your default web browser to http://www.DNS4Me.com/purchase/.

Pricing Information
This option gives you information on the pricing structure for the DNS4Me service.   It will open your default web browser to http://www.dns4me.com/pricing/.

Register DNS4Me
This option is used after you get your registration ID.   After you get your registration ID, your name, email address, and ID are entered here.   Instructions on to how to enter this information are contained in the email you receive with your registration ID.

Registering DNS4Me is required to continue using the DNS4Me service.   Registration entitles you to one year of free email support.

Locate Lost Registration ID
Select this option if you have purchased DNS4Me service, but have lost your registration ID.   You will be able to email your registration ID to yourself using this option.   Clicking on this option will open your default web browser to http://www.DNS4Me.com/lostid/.

Knowledge Base
Select this option to visit the DNS4Me knowledge base online.   Our knowledge base is a dynamic support tool that you can use to research solutions to your questions and problems.   Nearly every technical question posed to our technical support team is answered here.

Technical Support
Select this option to visit the DNS4Me Technical Support page online.   This page allows you to send your technical support questions to our technical support team.   During normal business hours, most question can be answered in a few hours, but please allow 1-2 business days for our technical support staff to respond.

RhinoSoft.com Customer Service Center
This option allows you to maintain your account with RhinoSoft.com.   Here you can modify your address, email address, name, and check for special offers.

Check for DNS4Me Update
Use this command to check if an update to the DNS4Me client application exists.   This option starts your default web browser and gives you information about updates.

About DNS4Me
Use this command to display the version number of DNS4Me.   If you have entered a registration ID for DNS4Me service, your name and information about your DNS4Me service is placed here.

Frequently Asked Questions

The following are the most frequently asked questions about DNS4Me:

Q: Why can't I purchase the domain I used during my trial of the DNS4Me service?
A: Make sure that you are purchasing using the same email address used for the trial.   If your trial expired more than 30 days ago, it is possible that someone else is trailing or has already purchased the domain name.

Q: Why won't your web site let me use the domain name I purchased from a name registrar?
A: You must update your domain name to use the DNS4Me nameservers.   Most name registrars allow you to update this information via a page on their web site, but you may have to call them to make this change.   Your nameservers must be "ns1.DNS4Me.com" and "ns2.DNS4Me.com" (without quotes) using IP addresses "67.37.101.147" and "67.37.101.145", respectively.   This change can take up to 72 hours to propagate throughout the DNS hierarchy, but is usually a little faster.

Q: Why is the application saying that I have no Internet connection?
A: Make sure that if you are behind a proxy server or firewall that you have configured the application appropriately for your network settings.   The DNS4Me client application supports SOCKS proxy servers and TCP mapping.

Q: I'm behind a proxy server, router, or firewall.   The application says it's connected and it's using the correct IP address, but no one can get to my computer.   Why?
A: You must configure your proxy server, router, or firewall to forward ports to your computer in order for others to reach you.   Please consult your proxy, router, or firewall documentation for instructions on how this is done.   A list of well-known port numbers used by common web services can be found here.

Q: When I start the DNS4Me application, there is no window.   Where did it go?
A: You probably have the "Minimize to systray upon startup" option enabled in the Options Dialog. Double-click on the DNS4Me icon in your system tray to restore the application's window.

Q: How do I do a **silent install**, where the installer doesn't present any dialog boxes?
A: Download the software, then start it from "Start | Run", adding **/silent** or **/verysilent** after the file name.   The **/silent** option will not ask any questions but will still show a progress dialog as the files are copied to disk.   The **/verysilent** option does not show any dialogs.

{ewl RoboEx32.dll, WinHelp2000, }