

Hints and Tips

▮ ***Make use of this file***

This file attempts to highlight some potential areas where there may be problems, for example, getting out of a full screen remote control and setting up security. If you do have problems then look in this file for a possible solution.

▮ ***Make use of the Windows Help***

WISDN provides context sensitive help based on the active dialogue box or Window. This can be very useful in explaining what is required for using a dialogue box.

▮ ***Don't forget to configure the Disk Access Control***

The default for the security settings is not to allow disk access to anyone else. If access rights are not set then the remote user will be given an 'Access denied' message.

▮ ***Don't forget to allow Remote Control access***

The default for remote control is not to allow remote access to anyone else. If the remote control service is not made available then no one can gain control.

▮ ***Only use as many security features as are necessary***

There is an administrative and support burden in ensuring that all potential users are aware of the security features in use, have access to the information they require (e.g. passwords) and are aware of the consequences of the security features (e.g. only able to view a remote machine).

▮ ***If you are using deferred dialling then automatic sending of any passwords is necessary***

Passwords can be sent automatically to a remote site when the call is connected. This feature must be used if password protection is used on the remote machine and a deferred (unmanned) transfer is made.

▮ ***Registration numbers and session identifiers***

Unregistered versions of WISDN must either be set up as Computer 1 or Computer 2 and each of these Computers will only communicate with the other. These stations swap security information when they connect for the first time and for additional security generate a 'session number' during each connection. If a second Computer 2 attempts to connect to Computer 1 then it will fail due to the differing session numbers. If the session numbers become corrupted, it will be necessary to update the 'session number=' entry in wisdnsec.ini so that it is the same on both PCs.

To set up a new pairing both station 1 and station 2 must be reinstalled on their respective machines. To be able to communicate with multiple sites, each site must be given its own unique ID, supplied upon registration.

▮ ***Remote control actions sometimes take a long time***

During remote control the cursor will change to a black circle during the potentially lengthy transfer of a bitmap or icon. Performance will be improved if no further

actions are attempted during lengthy transfers. To indicate that the connection is still in progress the cursor circle will change every few seconds, with up to 4 smaller circles appearing in the larger circle.

▮ ***Remember the software was originally written for ISDN***

The software has the features to support ISDN functions. Some features may not be applicable or may not work well over PSTN.

▮ ***What you see is what you can act upon.***

The access control security provided with WISDN file transfer means that only what is displayed can be acted upon. Therefore, you can only delete what you can see (provided you are allowed to delete at all).

▮ ***Managing Access Control***

Careful organisation and management of your hard disk can help in providing sensible access control. For example, you can create a number of additional 'drives' from directories by using the SUBST command available under DOS and these can be used as the basis for access control. Be careful not to allow access rights to directories containing sensitive files such as WISDNSEC.INI (stored in the Windows directory) or the WISDN program files.

▮ ***Setting up icons for frequently used destinations***

Automatic (unnamed) parcels used in deferred transfer can be used with or without a timer. An automatic parcel displays an icon on the screen to which files can be dragged and files will then be sent automatically. If the automatic parcel has no timer associated with it the icon will be removed at the end of the session. If a named timer is used then the next time WISDN is started the icon will be displayed.

▮ ***Using windows File Manager***

It is possible to drag and drop files between File Manager and WISDN. This is useful if automatic icons are being used as files can be dragged to these to set up and run the software.

▮ ***ISDN and PSTN***

PSTN **data** calls cannot be made to ISDN numbers and vice-versa. However, if both ISDN devices and Modems are installed then both ISDN and PSTN can be supported on the same machine. Different telephone numbers will be needed.

▮ ***Use the Hot key to Window a full screen remote control session***

A 'hot key' sequence is available to switch the display between full screen and windowed and from windowed to full screen.

The 'hot key' is set in the *Remote Control* dialogue box (default: Ctrl+Shift+S is used).

▮ ***Use the Hot key to regain control***

When used at the controlled end, the hot key will return control to the local PC and any further attempts at control by the other PC will be denied until the hot key is

used again (or until a new call is made).

▮ ***If there are problems in making a Direct/Modem Link call to another PC***

There are sometimes problems in connecting to another PC using the Direct Link if the speed of the Com Port is set too high. If problems occur in trying to connect to a remote PC then consider using a different speed over the link.

▮ ***If there are problems in communicating with another PC***

When controlling another PC, responses can be very slow. If a problem occurs with the communications, a delay of up to a minute may be experienced, during which time both PCs appear to be inactive. A delay of more than a minute indicates serious problems : it may be necessary to restart one or both PCs.