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For help on Help, press **F1**.

Introducing Artisoft i.Share

Artisoft i.Share lets all your networked computers use one Internet account. With i.Share, you no longer need a separate account with an Internet Service Provider for everyone on your network. Each person can use the Internet for his own purpose at the same time, through the one shared account.

You need to have one computer with an Internet connection, running Windows 95/98 or Windows NT 4.0. This computer becomes your i.Share server, and the other computers on your network (running Windows 3.x, Windows NT 3.51, Windows 95/98 or NT 4.0) become i.Share clients.

When someone working at a client computer wants to use the Internet, she simply opens an [Internet application](#) as if she were already logged on. Working in the background, the i.Share server automatically logs onto the Internet (if it wasn't already) and begins sharing its connection. The person at the client computer can begin using the Internet without ever interacting with i.Share.

An i.Share server can share multiple connections; for example, one to the Internet and one to a corporate Intranet. The person using a client computer can select the one he wants to connect to.

[Click here](#) to learn how to upgrade i.Share to more concurrent users.

Artisoft i.Share Connection Manager

Use this window to choose or change your computer's connection to an i.Share server and [resource](#).

What's in this window

i.Share User Name. This computer's i.Share client name. The i.Share client name is seen by the i.Share server when the client is sharing a server resource. It is distinct from this computer's network name. To change the i.Share client name, click Options.

Computer. Shows a list of i.Share servers available on the network. Pick a server from the list to connect to the Internet or Intranet through one of its resources.

i.Share Resource. Shows a list of the available resources on the i.Share server selected in the Computer field. Pick a resource from the list to connect to the Internet or Intranet.

Sessions. Shows the number of other [Internet applications](#) currently sharing the selected resource.

Status. Shows whether this computer is already sharing an i.Share resource. "In Use" indicates that a connection is open. "Waiting" indicates that no connections are open.

Options. Click to change your i.Share client name and the way i.Share connects to the Internet.

About. Click to view version and serial number information about i.Share. This About Artisoft i.Share window also contains an Upgrade button. [Click here](#) to go to information about upgrading i.Share using the Upgrade button.

Note: To update the information shown under Sessions and Status, press F5.

Options

Use this window to select how your computer should connect to an i.Share server and [resource](#) when you start an [Internet application](#).

What's in this window

Connection Options. Click one of the following options to indicate what you want to happen whenever you start an Internet application:

Manually selecting a resource. The Artisoft i.Share Connection Manager window will open, letting you select a server and resource each time.

Selecting the resource I used last time. i.Share will connect to the Internet using the server and resource currently chosen. The Connection Manager window will not appear.

Analyzing use and performance. i.Share will automatically check the available servers and resources and connect to the Internet using the one with the least amount of traffic.

Dial Only When Needed. Check to have i.Share initiate a connection with your Internet Service Provider only when you first perform an Internet action, such as viewing a World Wide Web page. If unchecked, i.Share will initiate the connection as soon as you start an Internet application, even if you're not using it to access the Internet. [Click here](#) for more information.

i.Share User Name. Type a name to be your i.Share client name. The i.Share client name is seen by the i.Share server when the client is sharing a server resource. It is distinct from this computer's network name.

Enter Resource Password

Type in a password to make a connection with an i.Share server.

Connecting to a shared Internet resource

When you run an [Internet application](#), your i.Share client program makes a connection across the network with the i.Share server in order to use its shared Internet access. Usually this is done in the background; you can start using the Internet without seeing the connection being made. However, because there may be more than one i.Share server on the network, and each one may have more than one available [resource](#), you might need to select which server and resource to use.

From the Artisoft i.Share Connection Manager window:

1. Select an i.Share server from the Computers drop-down list.
2. Select a resource of that server's from the i.Share Resource drop-down list.
3. Click OK to finalize your choice and close the window.

Notes

- n Two Internet applications on this computer cannot be connected to different i.Share resources at the same time. However, they may connect to the same resource at the same time.
- n You can specify whether your i.Share client connects to an i.Share server automatically or manually. [Click here](#) for more information.

Specifying manual or automatic Internet connection

When you start an [Internet application](#), i.Share connects you to the Internet through the i.Share server computer's Internet account. However, you might have multiple i.Share servers on your network, or multiple [resources](#) on the same server. You can specify how your i.Share client program chooses between them.

From the Artisoft i.Share Connection Manager window, click Options and select one of the following:

- n **Manually selecting a resource.** The Artisoft i.Share Connection Manager window will open, letting you select a server and resource each time you run an Internet application.
- n **Selecting the resource I used last time.** i.Share will automatically connect to the Internet using the server and resource you last used. The Connection Manager window does not appear.
- n **Analyzing use and performance.** i.Share will automatically check the available servers and resources and connect to the Internet using the one with the least amount of traffic. The Connection Manager window does not appear.

Changing your i.Share client name

The i.Share client name is the name this computer uses to identify itself when connecting to an i.Share server. It is distinct from this computer's network name, and appears only on the i.Share server program's list of client connections.

1. From the Artisoft i.Share Connection Manager window, click Options.
2. Type a new name in the i.Share User Name field. You can type up to 15 characters.
3. Click OK.

Using dial-on-demand

You can choose when your computer sends the signal to the i.Share server computer to log onto the Internet:

- n The moment you start an [Internet application](#) (the default).
- n Only when you perform an Internet action, such as sending an e-mail (dial-on-demand).

With dial-on-demand selected, you can open an Internet application for local work (such as using an e-mail program to read old mail) without causing the i.Share server to log onto the Internet.

Setting dial-on-demand

1. From the Artisoft i.Share Connection Manager window, click Options.
2. Check Dial Only When Needed.
3. Click OK.

Notes

If Dial Only When Needed is checked:

- n You must also set the i.Share server program's reconnection option. [Click here](#) for more information.
- n You will experience a pause when you first perform an action that accesses the Internet, while the i.Share server dials your Internet Service Provider.

Dial-on-demand configuration

For [dial-on-demand](#) to work properly, you must set the i.Share server program's reconnection option to Reconnect When Needed.

1. On the i.Share server computer, open the i.Share server program by clicking its icon in the system tray at the bottom right of the screen.
2. Select the Configure tab.
3. In the Dial-Up Networking area, click Modify. The Dial-Up Networking Control window appears.
4. Under Dial-Up Networking Reconnect, click Reconnect When Needed.
5. Click OK.

Tip

These instructions can also be found in the i.Share server program's online Help. Select "Dial-on-demand configuration" in the Index.

Troubleshooting common problems

If you have any problems making a connection from an i.Share client to a server, or from a server to your Internet service provider, follow these steps:

1. Go to the i.Share server, open Dial-Up Networking and manually make a dial-up connection to your Internet service provider.
2. Open a TCP/IP application on the server and make sure it runs properly.
3. Go to the i.Share client and select the Internet resource associated with the application running on the server.

This procedure usually corrects i.Share connection problems. If not, your Winsock file may have been overwritten. [Click here](#) for more information.

See also

[Understanding error messages](#)

Replacing i.Share's Winsock file

If you recently installed another [Internet application](#) on computer that already had the i.Share client program installed, it may have overwritten i.Share's Winsock file, rendering the i.Share client unable to connect to the Internet.

To replace i.Share's Winsock version:

1. Find the Winsock file you are currently using. It is called Winsock.dll, in your Windows directory.
2. Rename the file to a name of your choice to preserve it.
3. In the same directory as the Winsock file, find the file Winsock._is.
4. Copy the file and rename the copy to Winsock.dll.
5. Restart your computer.

See also

[Understanding error messages](#)

Understanding error messages

Click the error message you're interested in to view a suggested solution. You may have to scroll down to find the message you need.

[Access denied](#)

[An Internet resource has already been selected](#)

[Attempting an operation on an invalid adapter number](#)

[Can no longer communicate with the i.Share server](#)

[COM port already in use by another application](#)

[Connection manager is out of memory](#)

[Could not locate the correct function call](#)

[Dial-Up connection - Authentication failure](#)

[Dial-Up connection - Cannot find connection in phone book](#)

[Dial-Up connection - Error in command](#)

[Dial-Up connection - Line busy](#)

[Dial-Up connection - No answer](#)

[Dial-Up connection - No carrier](#)

[Dial-Up connection - No dial tone](#)

[Dial-Up connection - Unable to establish connection](#)

[Dial-Up connection - Voice answer](#)

[Error creating a thread on the server](#)

[General Error](#)

[Insufficient system resources exist to complete the request](#)

[Invalid channel handle](#)

[Invalid command sent/received](#)

[Invalid memory handle](#)

[Invalid parameter](#)

[Invalid session handle](#)

[i.Share is busy waiting for you to connect another application](#)

[No i.Share servers were found](#)

[No memory is available](#)

[The Client and Server versions are incompatible](#)

[The Client cannot continue this session - shut down your application](#)

[The data area passed to a system call is too small](#)

[The logon session does not exist. It may already have been terminated](#)

[The Internet connection is already in use](#)

[The memory control block address is invalid](#)

[The number of sessions permitted for this i.Share server has been exceeded](#)

[The password entered is not correct](#)

[The request was aborted](#)

[The requested service has not been started](#)

[The selected resource is not connected](#)

[The service did not respond to the request in a timely manner](#)

[The specified network resource is no longer available](#)

[There is not enough memory available for this operation](#)

[This network connection does not exist](#)

[Transport no memory](#)

[Server has returned out of memory](#)

Unable to access this connection

Your previous i.Share server and resource are not currently available

Unable to access this connection

There is a problem connecting to the i.Share server and [resource](#).

If you have another server and resource available, you can connect to it. You can also try stopping and restarting the server.

i.Share is busy waiting for you to connect another application

i.Share is busy waiting for you to connect another application. Please complete that connection before running this application.

1. Click OK in the error message window.
2. In the i.Share Connection Manager window, select the i.Share resource that you want to use to run the application you tried to start first. Then click OK.
3. Restart the other application.

Troubleshooting General System Problems

Note: This solution applies to several error messages.

1. First, try ending and restarting the application.
2. If the error persists, quit and restart Windows. Then restart an Internet application and reselect your i.Share server.
3. If you're still having problems, try restarting the i.Share client and i.Share server computers.

The specified network resource is no longer available

The server is no longer functioning or has been stopped, or the dial-up resources were modified as you were making your selection.

Exit your application. Then go to the Artisoft i.Share Connection Manager window, choose the i.Share icon and make a new Internet resource selection.

The password entered is not correct

Passwords can be required for each Internet resource on the server.

Check with your system administrator to ensure that you're using the correct password. Or reset the Internet resource password on the i.Share server.

COM port already in use by another application

Another program on the i.Share server is using the modem/com port. The other program must release the com port before it can be used by i.Share.

If Modem Share is installed on the same server, the com port may be allocated to another client.

The Client and Server versions are incompatible

The software versions of the i.Share server and client are different.

Update Artisoft i.Share on all your computers. See Artisoft's World Wide Web site at <http://www.artisoft.com> for the latest updates.

Troubleshooting Application Problems

Note: This solution applies to several error messages.

The session between your i.Share client computer and the i.Share server no longer exists. This could be because the server was stopped, or because someone at the server disconnected your client session, or because of a problem on your network.

Exit all Internet applications on the i.Share client computer. Then go to the Artisoft i.Share Connection Manager window, choose the i.Share icon and make a new Internet resource selection.

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

Troubleshooting Dial-Up Connection Problems

Note: This solution applies to several error messages.

There's a problem with the Dial-Up connection settings or your modem or your phone line or your Internet Service Provider (ISP) equipment.

1. Stop the i.Share server. At the server, make sure all your Dial-Up Networking settings are correct and that your modem and telephone line are working correctly.
2. Then invoke a manual Dial-Up connection by clicking the connection entry. Make sure the Save Password option is checked and that you have the correct modem settings required by your Internet Service Provider (ISP).
3. Connect to your ISP, then disconnect and start the i.Share server.
4. Then, at an i.Share client computer, re-establish your application's connection.

Dial-Up connection - Authentication failure

The Internet Service Provider (ISP) account name and password are incorrect.

1. Check the Dial-Up Networking phone book entry for your account and password. Then stop the i.Share server.
2. At the server, invoke a manual Dial-Up connection by clicking the connection entry. Make sure the Save Password option is checked and that you have the correct modem settings required by your ISP.
3. Connect to your ISP, then disconnect and start the i.Share server.
4. Then, at an i.Share client computer, re-establish your application's connection.

Your previous i.Share server and resource are not currently available

The server and [resource](#) you connected to last time can no longer be found on the network.

This could be because the i.Share server was stopped, or because the resource no longer exists on the i.Share server, or because there's a problem with your network.

If other resources are available, you can connect to them now. Otherwise, check the i.Share server computer and your network for the above problems, then try again.

No i.Share servers were found

No active i.Share servers were found on your network.

Check the i.Share server to make sure that the computer is turned on and the server program is started. Once the server is started, press F5 on this computer to refresh the display of available resources.

Upgrading i.Share

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

To check your current maximum number of users, click the i.Share server's Status tab and look for Maximum.

Note: Regardless of whether you have the 3-user, 10-user or 32-user version, i.Share will support 32 concurrent Internet sessions. In other words, 32 Internet applications can be connected to the Internet at the same time, but they can only be run from the quantity of computers allowed by your i.Share license (3, 10 or 32).

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

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

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

Upgrade i.Share

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

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

Note: Regardless of whether you have the 3-user, 10-user or 32-user version, i.Share will support 32 concurrent Internet sessions. In other words, 32 Internet applications can be connected to the Internet at the same time, but they can only be run from the quantity of computers allowed by your i.Share license (3, 10 or 32).

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

- 1 In the Upgrade i.Share window, enter your new serial number and verification key.
- 2 Click OK, then restart your computer to make the upgrade take effect.

resource

An Internet or Intranet connection being shared by an i.Share server computer. An i.Share server can have several available resources.

Internet application

Any software program that interacts with the Internet; for example, an e-mail program or a web browser.

