



HLMS PROBLEMS AND SUPPORT

This section describes common problems in running HLMS and instructions how to get support.

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MAINTAINING YOUR DATABASES

The databases in HLMS are the repository of all of the information and so regular maintenance will avoid most problems.

DATABASE MAINTENANCE

From the Main Screen on the HLMS Server type <M> (Maintain) #8. Database Maintenance. These options are ONLY available on the HLMS Server.

The menu has the following options:

1. Re-Index Databases

The databases are indexed to allow for fast retrieval of data. As indexes are regularly changed, it may be necessary to Re-Index them on a regular basis. This operation makes no changes to the actual data. Only the HLMS server can be logged in for this process to be run.

Note: Whenever you have a situation where the correct information is not displayed in HLMS, perform the Re-Index routine IMMEDIATELY.

2. Archive Data Files

Saves a copy of the main data files to a compressed file called DATA.LZH in the \HLMS directory. This is useful to perform before such activities as purging and compacting, or when a copy of your data must be sent to BTM Innovation for analysis. Only the HLMS server can be logged in for this process to be run.

3. Restore Archived Files

Restores a previously saved Archive file to the live data. Only the HLMS server can be logged in for this process to be run.

Note: This option will PERMANENTLY write over your existing data with the contents of DATA.LZH and so it must be used with extreme caution.

4. Compact Databases

Compacts and removes all redundant information from the HLMS databases. This procedure is automatically called when databases are purged. Only the HLMS server can be logged in for this process to be run.

Note: It is highly recommended that you run the Archive Databases routine before Compacting the databases, as irrevocable damage to the databases will be made if the process is interrupted in any way.

5. Export Database Definition

6. Export Database

These options are covered in Appendix II *Exporting HLMS Data*.

7. Audit Databases

This option is described in Section 5 *Other HLMS Activities*

8. Fix Orphaned Transactions

This routine repairs and removes “orphaned” composers, works, sets and transactions. Orphans occur when the link that connects data in different databases is lost. This only occurs when HLMS has not been shut down properly. The routine backs up the system, cleans up the transactions and prints a report of the actions taken.

ERROR MESSAGES

THE ERROR SCREEN.

If HLMS is unable to complete an action for any reason, an error screen is displayed. When this occurs, ALL users must log out of HLMS before you may start the program again. A copy of the error message is copied to the \HLMS directory in a file called ERROR.LOG, a copy of which should be supplied to BTM Innovation for analysis.

COMMON ERROR MESSAGES

**There are insufficient file handles.
CONFIG.SYS and AUTOEXEC.BAT files have not been altered correctly.**

This problem is due to a problem in the configuration of HLMS. HLMS opens as many as 50 files (many more if the network server) and your computers configuration must be configured to allow for this. Also if you are using HLMS with other programs such as Wordprocessors, these programs also use resources, and so changes must be made to the system. For more information on the changes, please consult the section Changes to System File in Section 1 Installation.

Your Information is Corrupt....Reindex Databases

This error message can occur for a variety of reasons. The most likely cause is a disruption of your network services. When it occurs, EVERYONE should log out of HLMS and the system should be re-started.

SUPPORT

HLMS Support is available from via phone, fax, e-mail and via the WebBoard. For extremely urgent problems, phone or fax is the best method to obtain a quick answer. Question by e-mail or the WebBoard will usually be answered within 24 hours.

Questions about using HLMS should be asked via the WebBoard unless the question contains sensitive information you do not want to share with other HLMS users.

REPORTING BUGS

When reporting an error (or bug) in the program, it is important that you supply the following information:

1. Detailed Description of the Problem. It is helpful to know exactly what procedure you were performing when the error took place, and also what other users were doing at the same time.

2. Can the problem be replicated?
Can you do the same thing again to demonstrate the problem.

3. ERROR.LOG

If the problem resulted in your leaving HLMS unexpectedly, a copy of the \HLMS\ERROR.LOG should be included.

4. DATA.LZH

You may be requested to send BTM Innovation a copy of your data. This is accomplished by sending the \HLMS\DATA.LZH file created through the Archive option described above.

ONLINE SUPPORT

There are two methods of online support; E-mail (info@btmi.com.au) and through our Website <http://www.btmi.com.au>

E-MAIL

E-mail should only be used for the passing of private and confidential information.

WEBSITE

Under the HLMS Users section (<http://www.btmi.com.au/HLMS/HLMSUser.htm>), you will find up to date information and notices about the HLMS system. This page should be reviewed regularly. The Website also hosts an online Conference Area called WebBoard which has a great number of features which are outlined below. It is in this area, in the HLMS Section that all questions should be raised.

Note: The HLMS section is only available to registered users of HLMS. To access the system, you must first enter the WebBoard and enter your details. Send me an e-mail when this is done, and I will allow access to the HLMS section by usually the next day.

WEBBOARD ONLINE CONFERENCE

WHAT IS WEBBOARD?

WebBoard is a program for Web-based online discussion groups (or conferencing) to allow the sharing of information between ALL users. This is accomplished by posting messages and files directly to WebBoard conferences (and reading responses), by e-mail or even in real-time.

BROWSER REQUIREMENTS

Some of WebBoard's features such as frames, file attachments, Cookie Authentication, and Chat have certain browser requirements. At minimum you should use a level 3 browser such as Netscape Navigator or Microsoft Internet Explorer. Note that Internet Explorer 3.0 does not support file attachments without an additional plug-in, which is available from Microsoft. In general, we recommend you use a level 4 browser such as Netscape Communicator or Internet Explorer 4.0, both of which are available from their respective vendors.

LOGGING IN TO WEBBOARD

The first time you start WebBoard you will be presented with screen with several choices.

You should have already been given a User Name and Password, and so this should be entered here.

Note: If you do not have a User Name or Password, you can create a new account by selecting the New User option (see below). Once you have completed the registration screen you will be able to participate in the conferences. As the HLMS conference is a “Closed” conference for registered users only, you must contact me to gain access. Your details may be changed at any time through the More... option explained below.

WebBoard uses a system called *Cookie Authentication* to allow you to skip the login screen in subsequent visits through a cookie (a bit of information stored safely on your own computer) which is valid for up to six months. Your browser may warn you that cookies are being sent whenever you log in to a board using Cookie Authentication. Click OK to accept the cookies. You can turn off these warnings in your browser if you like.

If you select the *Logging in as a Guest* option you will not be able to participate in any of the Conference areas.

THE WEBBOARD LAYOUT

The board's main page has three main activity areas, which are listed below and described in the next sections:

The conference list (left frame) displays the conferences, topics, and messages. This list can toggle between displaying the conference list and the list of new messages.

The menubar (top frame) has buttons for using WebBoard's commands and features.

The message window (right frame) is the working area where information and forms are displayed. For example, the message window is where you read and post messages, complete user profile information, and execute searches.

USING THE MENUBAR

You can accomplish many WebBoard tasks quickly by using WebBoard's menubar, located at the top of your browser window.

Post

Opens a form in the message window to compose and post a new topic to a conference (note, you must select a conference first).

Refresh

Updates the Conferences list. In general, WebBoard refreshes the list when new messages are posted, but you may want to manually refresh the list on occasion.

Chat

Displays the Available Chat Rooms list, which gives links to each chat room and tells how many active users are in each. If chat is not available this button does not appear.

Search

Opens the Message Search form for finding specific content in topics and/or messages (see "Searching Messages" below).

Mark All Read

Displays a list of all conferences and allows you to mark messages as read in one or all of them. Marking messages as read eliminates the NEW icon next to the message and changes the title of the message from italic to regular font. WebBoard does not automatically mark messages read; you must do it manually.

More

Opens the More Options menu from which you can select the features and functions listed below.

Edit Your Profile Displays your user profile information and allows you update it.

Email Notify Displays a list of conferences from which you can select which conferences should let you know by email that a new message has been posted.

Mailing Lists Displays a list of conferences from which you can select which conferences you want to receive all postings via email.

Current Users Lists the users who are currently logged on (updates every 60 seconds).

Today's Users Lists the names of people who have logged in today. **Search Users** Displays a form for finding active WebBoard users by first or last name. From the search results you can look at any user's profile information.

Top 10 Users Lists the top 10 users by the number of logins.

Top 10 Posters Lists the top 10 message posters.

New Messages Lists all messages that are marked New. The new messages are listed in the Conferences list frame.

Today's Messages Lists conferences that have messages posted today.

Conference Profiles Lists each conference with a brief description of its purpose.

List Boards Lists each WebBoard on this site that you have visited. Each board name is a link to that board, which lets you move easily among boards.

Login as a Different User Lets you to log in as a different user to the current board.
Help Displays Help for WebBoard features.
Logoff Ends your WebBoard **session and displays another page.**

BROWSING CONFERENCES, TOPICS, AND MESSAGES

Before you start posting messages, take a few minutes to browse through the conferences.

WebBoard's ability to let you browse by conference or topic from the Conferences list means you can either follow a subject exhaustively or pick and choose just the messages you want. The Conferences list shows all the conferences on this board. An expansion box (+ icon) to the left of a conference name indicates that the conference has topics and messages. The numbers in parentheses to the right of the conference name tells how many total and how many new messages are in it. Conferences with new messages have a NEW icon to the right of the conference name.

To display the topics in a conference, click the conference name or the expansion box. You can expand one conference at time. When you expand another conference, the previous topic list collapses. Or, you can close the conference list by clicking the expansion box again. An expansion box to the left of the topic name indicates that this topic contains more than one message. Topics and messages both have hyperlinks that you can click to open them in the right frame. To the right of each topic and message is the poster's name and date. The poster's name is also a hyperlink to that person's profile.

Notice the handy arrows and hyperlinks to quickly navigate through large conferences with many topics. Clicking a down arrow to the left of the conference name lets you see groups of topics incrementally. At the end of the group of topics, you can click Next or Bottom to bring you to the next set of messages or to the end. Previous and Top links appear at the end of the list so you can return up through the topics or back to the top of the conference.

READING MESSAGES

WebBoard's messages are arranged logically with the earliest (original topic) message at the top of each topic list. You can follow a thread from its beginning if you desire, or jump in at a later point. When you click a message on the Conferences list, the message appears in the right frame. By default, all subsequent messages in the topic are displayed so you can read them in order. This viewing mode is called the Full topic view, which you can change to a one-message-at-a-time mode by editing your user profile. Note that you cannot see messages earlier in the list; however, you can click the Previous hyperlink in the Message menu.

Follow these steps to read specific messages:

From the Conferences list, select the conference you want to view and click its name or the expansion box (+ icon).

Locate the topic you want to read and click its name or the topic expansion box. If you click on the name, the message and replies are displayed in the message window. If you click the topic expansion box, the subsequent messages are displayed.

If you expanded the topic list in step 2 but did not display the message, locate the message you want to read and click its name. The message displays in the Message window. You may need to scroll to read the entire message(s).

When you have finished reading the message, you can select another message to read or you can post a new topic or reply.

DISPLAYING NEW MESSAGES

WebBoard gives you several ways to see and read new messages quickly. Conferences that have new messages are marked with a NEW icon to the right of the conference name. The numbers in parentheses following a conference name tell you how many total messages there are in the conference as well as how many new messages. When you expand a conference, you can quickly identify new topics and messages by their italic titles.

However, looking for NEW icons and italic titles can be a bit tedious, especially in a large conference. Instead, WebBoard has three ways you can get to new messages instantly:

New Messages Link: Welcome Page

Each time you log in to WebBoard, the Welcome page in the right frame includes a link indicating how many new messages you have. Click on the link and a list of conferences with new messages appears in the Conferences list frame (to the left). Expanding any conference listed displays only the new messages in that conference.

New Messages Link: Conferences List

At the top of the Conferences list are two links: Conferences and New Messages. Clicking on these two links toggles between the full conference list and a list of conferences with new messages. To see the new messages, click the New Messages link and expand any conference listed.

New Messages Link: More Options Menu

The More Options menu (available from the More button on the menubar) includes a link labeled New Messages. Click on this link and a list of conferences with new messages appears in the Conferences list frame (to the left). Expanding any conference listed displays only the new messages in that conference.

The first time you log in to WebBoard, you will have no new messages. You will still want to read through several messages, but only once you are a registered WebBoard user, do messages appear as new.

UPDATING MESSAGE STATUS

WebBoard considers all messages to be new until you update their status. That means even if you have read a message, WebBoard thinks it is new until you manually mark it as read. Although probably more desirable from a user perspective, automatically updating message status adds huge computing overhead and has not been practical for a Web-based application like WebBoard. Automatic updates are on the list to implement when feasible.

To manually update message status from new to read, select Mark All Read from the menubar. A page opens listing the conference names. Select the conferences that you want to have marked read. WebBoard instantly updates the information and refreshes the Conferences list. To update all conferences at once (for example, if you've been away from WebBoard for a period of time or have been reading messages by email), select Mark All Conferences Read.

SEARCHING FOR MESSAGES

Sometimes you may need to find messages with specific content or titles from one or more conferences. WebBoard lets you search for content in topic titles or in both titles and message bodies. You can also request varying counts of search results and whether search results are shown in a detailed or short (standard) format. When WebBoard finds messages that match your search criteria, it lists them by date order, grouped by conference. Each entry in the list is a hyperlink, so you can click on any message and view it.

Your search request can be for a single word, part of a word, or a group of words. So, if you search for the word "boil" in topics only and standard format results, you enter the word boil and WebBoard returns the match of How to Boil Water from the Cooking conference. If you search for "spring flowers" in topics and messages detailed format results, WebBoard find matches including "lovely pink spring flowers," "buying small spring flowers," "daffodils are spring flowers," and so forth.

To search for words within topics and/or message bodies, follow these steps:

From the WebBoard menubar, select Search. The Message Search form opens.

Enter the word(s) you want to search for in the textbox field, for example, coffee. For a phrase, you may want to enclose the words in quotation marks.

Select how many matches should be displayed (Display count). For example, if you know that the word coffee is used often, specify 120. Of course, the higher the display count, the longer the search takes. Select how the matches should be displayed (Display detail).

Standard results shows the topic/message title for the matched word. Detailed results shows the matched word in partial-sentence context of the match. If the word you want to find is frequently used, specify Detailed results to see the context.

Select whether matches should be found in topics only or in topics and message bodies. Topics refers to the title of a topic or message, not just topic messages.

Select the conference(s) containing the search word. To select more than one conference, hold down the Control key as you select additional conference name(s) with the mouse. (The Shift key also works to select contiguous conferences.)

Click Search. The Message Search Results form appears displaying the conference name, the subject, and the date. If you have selected Detailed results, the details of each result appears below the conference name. Click Search Messages to return to the Message Search form.

EDITING YOUR USER PROFILE

On a board with registered users, each user has a profile, which contains information WebBoard uses in various ways. The most important way is that it stores your login name and password which WebBoard uses to give you access to a board. It also contains personal information about you that other WebBoard users can view, such as your address, professional information, hobbies, and other interests.

Your user profile is also a place for selecting how you will work with WebBoard, such as using frames or non-frames mode. When you first log in as a new user, WebBoard asks you to fill out a New User Information form. This information is part of what makes up your user profile. This section tells you how to change that information and what else makes up your user profile.

You can edit your user profile at any time. In fact, you should review your user profile shortly after logging in the first time, to ensure that all the information is complete and correct. To edit your user profile, follow these steps:

Select More from the WebBoard menubar. The More Options menu appears.

Click Edit Your Profile from the More Options menu. the User Profile page appears.

Make any changes necessary (see the rest of this section for descriptions of items on the profile). Note that you cannot leave a required field blank.

Click Save to update your profile. WebBoard responds with an Edits Saved message.

Continue with your WebBoard session.

The information you can change in your user profile includes:

Login Name (required)

This name is your unique key for entering WebBoard. You were either assigned this name or created it when you registered on WebBoard the first time you logged in as a new user. In general, this name is not displayed to other users unless the WebBoard administrator has chosen to use login names instead of real names.

First Name (required)

This name is normally your real first name. Of course, you can choose to use a pseudonym or even have more than one account under different names on the same board (you'll have to log in as a new user to create the second account). We'll tell you why a second account may be useful a bit later.

Last Name (required)

This name is normally your real last name. As with your first name, you can use a pseudonym or have a second account under a different name.

Password (required)

This entry is masked (shown as *s) for security. You can change your password to protect your postings and user information. If you do, you must enter it twice on the form to ensure you typed it correctly. The password is never shown to other users.

Email Address (required)

This address is used for WebBoard's email notification and mailing list features. It is also included with each message you post to make it easy for other board members to respond to you directly.

City/Town

Your city or town can be of interest to other members of this board. It is often fun to see how widely scattered-or how close by-WebBoard participants are. In a corporate setting, the city field may be used to identify your building location or department.

State/Province

Your state may be either the two-letter abbreviation or the full name. If you are an international user, put your province or locality in this field.

Country

Again, the country where you live can be an opportunity for more discussion on WebBoard. You can use either the two-letter country code or spell out the country name in full.

Home Page

The URL you put in this field is displayed when someone looks at your user information. If you do not have a personal home page, you can enter one that you find interesting or useful.

Hobbies

This field can hold up to 2,000 characters (about 400 words) describing interesting things about yourself. You can include HTML in the description, which is displayed whenever a user clicks on your name.

Signature

This field holds information that is attached to every message you post. Similar to an email signature, you may want to include your name, contact information, a quotation or vision statement, and so forth. Your signature can be up to 2,000 characters and contain HTML. Remember, however, that other users probably appreciate short signatures that don't take long to download over the Web.

USE FRAMES

This option allows you to switch between viewing WebBoard in frames mode or non-frames mode. The default is Yes, use frames, which means WebBoard displays both the Conferences list and the message window at the same time. If your browser does not support frames or you find frames too slow for your connection, choose No for this option.

FULL TOPIC VIEW

This option allows you switch between viewing messages in full topic mode or single message mode. The default is Yes, full topic mode, which means that all subsequent messages posted to a topic are displayed in the message window. In single message mode, only one message is shown at a time and you must click a link to show the next message in the topic. We recommend using full topic view.

MAILING LIST FORMAT

This option allows you to choose which format WebBoard uses to send you mailing lists. The three formats are non-digest, messages sent individually when they are posted; digest, messages sent once a day in a single email that is indexed by message; digest/zipped, messages put into digest format and then zipped up to compress the size of the email. Depending on the traffic and your need to respond to the conferences you participate in by email, you can select the best delivery method. For example, if you want to respond to many messages that are posted, you should select the non-digest form. If you simply need a record of messages posted on a board, select the digest/zipped format. Selecting a mailing list format does not subscribe you to any WebBoard mailing lists; you complete that task from the More Options menu. Mailing lists are described in more detail here. We recommend you read that help before changing the mailing list format.

LOGGING OFF

When you are finished with your WebBoard session, you can simply point your browser at another site on the Web or you can officially log off WebBoard. The Logoff button in the menubar takes you to another page designated by the WebBoard administrator. Often this page provides more useful information about the site or other related sites. Note that if you click the Back button in your browser, you will be returned to WebBoard without having to log in again.

PARTICIPATING IN CONFERENCES

You can participate in WebBoard conferences in two different ways. First, you can read and post messages directly at the WebBoard site using your web browser. Second, you can read and post messages indirectly using your email program.

You can also mix and match the two methods. For example, when you are at the office you may find that visiting the conference area with your browser over the high-speed office network is fast and easy. However, when you are traveling or working from home, the slower connection and expensive phone calls probably make participating by email cheaper and more convenient.

PARTICIPATING THROUGH A BROWSER

When you participate in conferences through your browser, you can take full advantage of WebBoard's many message posting features. You can read multiple messages at once and understand where the discussion has already been before jumping in. You can also preview your messages, spell check them, post anonymously, and include file attachments. You can also edit or delete messages you have already posted. These tasks and more are described in this section.

POSTING A TOPIC MESSAGE

When you post to a conference, you are either adding to a current topic or starting a new topic. This section describes how to post a new topic message. Responding to existing messages is described later.

To post a new topic, follow these steps:

Select a conference by clicking the conference name or expansion box (+ to the left of the conference name).

Choose from one of three ways to display the Post form.

From the WebBoard menubar, click Post.

From an open message, click Post on the message menu.

From the WebBoard menubar, click More to display the More Options menu. On this menu, click Conference Profiles to display a list of all conferences. Click the conference to which you want to add a new topic. From the conference profile, click Post a message to this conference.

Enter the new topic name in the Topic field. Keep the topic name short.

Choose any of the following options by checking the appropriate box(es) in the menu at the top of the message posting form:

Convert line breaks to HTML breaks to automatically turn line breaks into carriage returns or blank lines. If you deselect this option, all lines in your message are run together.

Preformatted text (No HTML) to turn off HTML features. This setting is helpful when you are inserting text from another source.

Anonymous to post anonymously. Your name is not attached to the posting.

Preview message to review your message before you post it.
Preview/Spell check to review and spell check your message-this is a default setting.

Attach File to attach a file to your message.

Type in your message. You can include HTML tags for formatting as well as links to other web pages and images. Note that any links you include must have the full URL, such as <http://www.myserver.com/linked.html>. Some WebBoards may not allow active links in messages. If you have a question about this feature, contact the WebBoard administrator.

When you complete your message, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking). Previewing and spell checking are discussed in the following sections.

When the new message is posted, the Conferences list refreshes automatically, showing the new topic. WebBoard users subscribing by to the conference's mailing list also receive the message the next time they check their email.

PREVIEWING YOUR MESSAGE

You can preview messages before you post them to ensure that they say what you really intended. Message preview comes in two flavors: without spell checking and with spell checking. Previewing without spell checking allows you to see any HTML properly converted, while previewing with spell checking allows you to catch and correct misspelled words.

To preview your message without spell checking, follow these steps::
Check Preview on the Post message form.

Enter the topic name, your message, and click Post. WebBoard displays your message exactly as it will appear to other users on WebBoard.

If you are dissatisfied with your message and want to change it, click Back on your browser. If you are using a Netscape browser, you can also right-click your mouse, and click Back to get to the previous frame.

Once you are satisfied with the appearance of your message, click Post. Your message is immediately posted to the conference and WebBoard displays it in the Message window.

SPELL-CHECKING YOUR MESSAGE

You can spell-check any message you post on WebBoard by using WebBoard's built-in dictionary. Each instance of a misspelled word is flagged as a link, which displays a list of suggested replacements. You can select a replacement or enter a different word. If you change misspelled words, you will see another preview of your message before posting it.

To spell-check your message, follow these steps:
Check Preview/Spell check on the Post message form. This is a default option.

Enter your message, and click Post. The Message Preview window opens. Your message is spell-checked, with each occurrence of misspelled words being flagged as a link.

Spell-checking does not convert HTML tags to HTML (as plain Preview does). Rather, many HTML tags are flagged as misspelled words. You should ignore these during spell checking. To preview the HTML in your message, use Preview without spell checking enabled.

Click on each misspelled word to see WebBoard's suggestions for corrections. You can either select a word from the list or enter a new one in the textbox.

Click Done to return to the message preview. The corrected word is shown in the message. Repeat Steps 4 and 5 if necessary.

If you are dissatisfied with your message after correcting the spelling errors and want to change it, click Back on your browser to redisplay the original Message form.

Once you are satisfied with your message, click Post. Your message is posted to the conference.

ATTACHING FILES TO YOUR MESSAGE

Attaching files to your WebBoard messages is a handy way to give users ready access to information that doesn't fit well in a text message. For example, you may want to provide a spreadsheet or video clip for other WebBoard users to review. You can attach one or more files to a message posting.

Your browser must support file attachment capability (Netscape Navigator 2.0 or higher; Microsoft Internet Explorer 3.0 with plug-in or higher) for uploading files. Almost any browser can download file attachments. Additionally, those who want to open the files must have the same or similar applications to open them.

To attach a file to your message, follow these steps:

Check Attach file on the Post message form

Type in your message, and click Post. If you selected Preview/Spell check or Preview, complete the preview and click Post. The Attach a File form opens.

Click the appropriate Category radio button for the file you wish to attach. The category you select causes WebBoard to display the corresponding icon next to the file attachment link in your posting, which gives other users a quick idea of the file type. The categories are as follows:

Unknown if you do not know what type of file this is.

Document if this is a text file.

Image if this is a graphics file.

Audio if this is a sound file.

Multimedia if this is a multimedia file.

Application if this is an application.

Enter the name of the file in the File to upload field.

- OR -

Click Browse to select the attachment you want to upload from your directories. A File Upload dialog opens. Navigate through your directories to select the attachment. If there is no Browse button, your browser does not support file attachments. Click Open to continue, or click Cancel to cancel the upload, which has the effect of immediately posting your message.

Enter the description of the file attachment in the File description field. If you want to attach more files, click the Upload another radio button. Click Upload Now to attach the file to your message. Depending on the size of the file and speed of your connection, this process may take a few minutes. Your message is immediately posted to the conference. The attachment appears as a hyperlink at the end of the message. An icon indicates the file type.

If you clicked Upload another, the Attach a File form appears again. Repeat steps 3-7 for each file attachment you want to upload.

POSTING A REPLY MESSAGE

You can post a reply to any message within a topic. For example, if a topic has 10 messages, you can reply to the first message or to the tenth message. Whenever you reply to a message, your new message is indented under that message in the Conferences list to show other readers the thread of the conversation. Replies are displayed chronologically within each topic. You can also reply to a posting privately, by sending an email message to the original message poster. This section describes these two types of replies: public and private. In addition, note that posting a reply message uses many of the same basic steps as posting a topic message; these steps were the topic of the previous section.

To POST A PUBLIC REPLY

To reply publicly to the message you are currently reading, use one of the following options:

Select Reply from the menu at the top of the message you wish to respond to.

Select Reply/Quote from the menu to include text from the original message.

WebBoard displays a message creation form for you to complete.

The form is the same as the one for posting a new topic except the topic from the current message is displayed. You can use this topic or change it. Otherwise the form works the same as described in "Posting a Topic Message" earlier in this chapter. Please refer to that section for details.

TO SEND A PRIVATE REPLY

Rather than post a reply to the whole conference, you may prefer to send a reply only to the individual who posted the message. Some replies need to be shared with all the participants of a conference, while others are appropriate only for the individual who posted the message. WebBoard lets you reply privately to the message author by email. Note that if a message was posted anonymously, you can not send a private response.

To reply to the author privately to the message you are currently reading, use one of the following options:

Select Email Reply from the menu at the top of the message you wish to reply to.

Click the poster's email address link in the From field of the message. WebBoard launches the email program associated with your browser with the recipient's email address included (but not the topic or any text from the message posting). You must enter a subject and your response. You may also wish to cut and paste the WebBoard posting to provide context for the recipient.

Sending email replies uses your web browser's email capability. Your browser must be set up to send email; WebBoard itself does not provide this email capability.

EDITING YOUR MESSAGES

You can edit messages that you have posted. For example, if you want to add or remove information from a message, you can edit it. Or, if you want to change the topic for a message, editing it is the way to do it. Note that if you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the editing feature is unavailable.

To edit your message, follow these steps:

From the Conferences list, locate the message you want to edit and click its name to display it in the Message menu.

From the message menu, click Edit. An Edit Message form opens.

Make the desired changes to the topic or text.

Choose any of the following options by checking the appropriate box(es) in the menu at the top of the message posting form:

Convert line breaks to HTML breaks to automatically turn line breaks into carriage returns or blank lines. If you deselect this option, all lines in your message are run together.

Preformatted text (No HTML) to turn off HTML features. This setting is helpful when you are inserting text from another source.

Anonymous to post anonymously. Your name is not attached to the posting.

Preview message to review your message before you post it.

Preview/Spell check to review and spell check your message-this is a default setting.

Attach File to attach a file to your message.

When you complete your edits, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking). Previewing and spell checking are discussed earlier in this chapter. If this conference is moderated, the message is not posted until the moderator verifies it.

DELETING YOUR MESSAGES

Once you have posted a message, you can delete it from the conference. You can only delete your own messages. For example, you posted a message to a conference that you decided would be better sent as a private email reply. You can delete the message. Note that if you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the delete feature is unavailable. If you want to delete a message you posted, contact the WebBoard administrator. To delete a message, follow these steps:

From the Conferences list, locate the message you want to delete and click its name.

From the message menu, select Delete. WebBoard displays a message asking if you are sure you want to delete the message. Click Yes if you want to delete this message. Your message is immediately deleted from the conference.

Click No if you want to keep this message in the conference.

If you accidentally delete a message, the WebBoard administrator, board manager, or conference moderator can retrieve it from the WebBoard archive. Please contact one of these persons for assistance. Usually there is a limit on how long archived messages are kept, so don't delay if you need the message back.

PARTICIPATING THROUGH EMAIL

Sometimes it is just not convenient to come to the WebBoard site. Yet, you want to be in on the discussion. With WebBoard 3.0's mailing list support, you can keep in touch by email. WebBoard sends you all messages posted to the conferences you choose and then posts your email responses (either new topic or reply messages). You might think of email participation in WebBoard much like being in a conference call. You can take part in the discussion without being in the room.

SETTING UP MAILING LIST SUPPORT

Before you can participate in WebBoard through email, you have to complete a few setup items. You must first select a format for receiving email from WebBoard and then you must subscribe to specific conference mailing lists. This section gives instructions for these tasks.

SELECTING A MAILING LIST FORMAT

You can receive WebBoard messages by email in one of three formats:

Non-digest This format sends individual messages as they are posted. This format is best if you want to participate in conferences on a real-time basis by responding .

Digest This format saves up all the messages from a conference for a day and sends them in a single email. The digest email starts with an index list of all messages in the email so you can get a quick overview of what happened. This format is best if you want to primarily read the discussion and only respond occasionally.

Digest/ZIPped This format creates a digest and then compresses it into a standard zip file, which is sent once a day as a file attachment. You must be using a mail program that handles attachments and have an unzip program (such as WinZip) to open the file. This format is useful if the conferences have high volume and you want to get the messages as compact as possible. This format is also useful if you simply want to archive conference postings.

The format you select for the mailing list format is set in your user profile and is applied across all conferences. If you want or need a different format for different conferences, you should set up multiple accounts (see the section on this topic later in online help).

To verify or change your mailing list format, you must edit your user profile. To do so, follow these steps:

Select More from the WebBoard menubar. The More Options menu appears.

Click Edit Your Profile from the menu. The User Profile page appears.

Scroll to the end of this page and select your preferred mailing list format by clicking the radio button next to it.

Click Save to update your profile. WebBoard responds with an Edits Saved message.

SUBSCRIBING TO CONFERENCE MAILING LISTS

Choosing a mailing list format is only the first step. Next you must decide which conferences you want to receive by email and then subscribe to their mailing lists. Note that not all conferences may have mailing lists; setting up mailing lists is the responsibility of the WebBoard administrator, board manager, or conference moderator. If a conference does not have a mailing list and you would like to receive email for that conference, contact the WebBoard administrator.

To subscribe to one or more conference mailing lists, follow these steps:

Select More from the WebBoard menubar. The More Options menu appears.

Click Mailing Lists from the menu. The Mailing Lists page appears.

Check the box following the conference name to subscribe to its mailing list. Repeat for each conference you wish to subscribe to. The name of the mailing list is in parentheses following the Conference name.

To unsubscribe to a mailing list, uncheck the box.

Click Save to complete the subscription process. WebBoard responds with an Edits Saved message. You will now start receiving the email for the conferences you selected.

To receive email from WebBoard, the email address you put in your WebBoard user profile must exactly match the Reply-To email address used by your email program. If these addresses don't match, WebBoard will not let you post messages via email. The Reply-To address is sometimes called the Return Address.

READING MESSAGES

Once you subscribe to a mailing list, you will start receiving messages posted to the conference for that list by email. If you chose non-digest format, the messages start arriving within seconds after being posted to the board. If you chose digest or digest/ZIPped format, you will receive an email once a day containing all messages posted in the last 24 hours. The WebBoard administrator sets the time at which digest are sent out. You read these messages just as you would any other email.

Both non-digest and digest messages will generally appear in your inbox from the listmanager account for the WebBoard site, which includes the domain name of the WebBoard server. A non-digest message includes the address information and the message body. On the other hand, a digest message begins with a list of the messages by topic and poster, followed by the individual messages or an attached zip file containing the messages.

POSTING A REPLY MESSAGE

Replying to a WebBoard message is the same as replying to any other email you receive. Depending on the format in which you receive email, the procedures differ slightly, as described below.

Non-Digest format Reply to the message using your email program's normal methods. For example, if you use Eudora, click the Reply button or select Reply from the Message menu.

Digest format Reply to individual messages in the digest by clicking the Reply To link at the end of the message. This link is a mailto link that lets you send a reply to WebBoard for that message. Do not reply to the digest itself since that email cannot be posted to the conference.

Digest/ZIPped format The zipped file contains a text version of all messages posted to the conference. The only way to respond to these messages is to cut and paste the correct Reply-To address into your mail program and craft a reply. If you want the archiving convenience of zipped files and the ability to respond to messages

easily, we recommend you set up two accounts with two different formats.

WebBoard knows which message you are responding to by the conference name and message number assigned to it.

Once you send the reply, the message is posted to the appropriate conference as a response (that is, it is indented under the message to which you were responding). Each message posted to WebBoard from a mailing list is identified by a postage icon in the top right corner

If you respond to a message or conference that has been deleted, your email will be returned (bounced) back to you as undeliverable. You should check the board directly to confirm that a message or conference has been deleted.

POSTING A TOPIC MESSAGE

You can also post new topic messages to a WebBoard conference through email. You may be reading a message and decide that you want to provide more information to the conference but that information doesn't directly respond to the current message. There are several ways to post a new topic, but the concept is the same. The preceding section noted that the Reply-To field of a WebBoard message contained a number. The number identifies a specific message. By replying to a message without including the number, you post a new topic.

The subject of your email message becomes the new topic in the conference list.

If you are using non-digest format and your email program supports hyperlinks, starting a new topic is easy. Simply click the link in the email's footer for starting a new topic.

WHAT AM I MISSING?

Participating in WebBoard conferences through email enhances your ability to stay in touch with colleagues and friends no matter where you are. However, just as being in a meeting by conference call may mean you miss out on the body language hints or the cinnamon buns one of your colleagues brought, relying strictly on email for WebBoard participation has its own limitations. Every once in a while it's smart to have a face-to-face meeting; every once in a while you should log into WebBoard directly to take full advantage of its features.

The following WebBoard features are not available through email:

Editing messages

Deleting messages

Sending or receiving file attachments

Subscribing or unsubscribing to conference mailing lists

Searching user databases

Searching message databases

Create a new user account

Editing your user profile

Marking messages read

You get the idea. Email participation is a great feature of WebBoard, but it is only one feature. To use WebBoard to its fullest, we encourage you to open your browser and point it to the WebBoard site.

CHATTING IN WEBBOARD

WebBoard's Chat lets you create real-time virtual communities. You can exchange information, questions, issues, and concerns with fellow users in conference chat rooms. In chat, you can relate more specifically with others in a conference, and be in the loop about any new developments.

CONFERENCEROOM CHAT

The standard for real-time chat on the Internet, IRC (Internet Relay Chat) supports a variety of chat client programs with a wide range of features. The ConferenceRoom program enters you automatically in the chat room you specify. Using this, you can send public and private messages to the other members in the room (also called a channel). You can also change your nickname, find out more information about others in the room, and change the current topic (if allowed by the channel operator).

To use ConferenceRoom chat, you must have a browser that supports Java and is Java-enabled (Netscape Navigator 2.0 and higher or Microsoft Internet Explorer 3.0 and higher). To use JavaScript chat, you must have a JavaScript-enabled browser such as Netscape Navigator 3.0 (or higher) or Microsoft Internet Explorer 3.0 (or higher).

ENTERING A CHAT ROOM

To enter a chat room (rooms are also called channels in IRC chat) select Chat from the WebBoard menubar to display the list of available chat rooms. The list shows all available chat rooms, a link to each room via the conference name, and the number of active users appears. The information in this list updates every 60 seconds. To enter a room, click its channel name.

When you select a chat room, WebBoard loads a new web page that includes the Java chat client. This may take a few seconds so be patient. When the client is loaded, WebBoard automatically logs you into the chat room using the same name it uses to post your messages. That is, the name is either your real name (with spaces replaced by underscores) or your login name. In IRC chat, the name you are known by is called a nickname. You can change your

nickname once you are in chat at any time, as described later in this help.

In general, the login screen passes quickly and you don't see it. However, if someone else is using your nickname, the login screen waits for you to provide a new nickname in the Nick field. After you supply a new nickname (you don't need to give an email address), click Connect and you should be in the chat room.

The Java applet has two columns, or frames. The left frame displays messages typed by members of the room as well as other activity, such as when users join or leave the room. As the conversation continues, it scrolls up. To see past conversation, simply move the scrollbar slider.

The right frame lists the users in the room. Your name is in bold, so you can easily identify yourself. If a channel operator (a person who has control over certain activity in the room) is present, that user's name appears in blue.

The field at the bottom of the applet window is for typing in messages and ConferenceRoom commands. After you type an entry, press Return to send the message or execute the command. Note that ConferenceRoom commands all begin with a /, such as /nick. The title bar of the applet shows the room's name and topic, if one is assigned.

This page also includes instructions for reaching this chat room by another IRC client. If this chat is for a private conference, that information does not appear.

FLOATING THE CHAT CLIENT

You can have the Java chat client run in a separate window, which leaves your browser free for other use. To float the window, simply click the Float link on the page that contains the chat client. You can now participate in chat while using your browser for other tasks such as posting to WebBoard or joining another chat room (just follow the steps for entering a room earlier in this help). The Java client will stay open until you close your browser or the chat window by clicking the Close button in the title bar.

CHANGING YOUR NICKNAME

When you enter a chat room, WebBoard automatically uses your real name or login name as your ConferenceRoom nickname. You can change your nickname at any time during a chat session. For example, to let others know that you are on the phone and can't respond right away, change your nickname from Fredto Fred_phone. If you are going to be away for awhile but want to read the conversation when you return by scrolling back through it, change

your name from Buffy to Buffy_errands. And, sometimes you may just want to change your nickname so others aren't completely sure who you are!

To change your nickname during a chat session, enter the following command in the input field at the bottom of the chat client and press Return:

```
/nick new_nickname
```

where new_nickname is what you want to be known by. Note that the nickname cannot have spaces. Use underscores instead of spaces if you like.

If someone else is using that nickname, a message appears in the left column telling you it is in use. Nicknames must be unique across all chat rooms, so even though the name doesn't show up in your current room's list, it means someone else chatting on this WebBoard is using that name.

If no one else is using the name, a message is sent to the room that your name has changed and your new nickname appears in the users list. Your new nickname is good until you change it or leave the chat room.

CHATTING: BASICS AND BEYOND

Engaging in a ConferenceRoom chat is quite easy. Simply type your messages in the Java client's input field and press Return. Your message appears to everyone else in the chat room, in the scrolling message frame. The input field also scrolls so you can enter a longer message.

To enter a ConferenceRoom command, you use the same input field. All commands begin with a /, such as /nick. Some commands have only one argument (such as a your new_nickname), while others require more arguments such as another user's nickname or a chat room name. This section describes various ConferenceRoom commands and how to use them to make your chats more interesting and productive.

To recall a message or command you already entered, use your up arrow key. Each time you press the up arrow, a previous message or command appears in the input field. You can edit the input or repost it as is.

WHISPERING TO OTHER USERS IN THE ROOM

Sometimes when you are in a group conversation, you want to say something just to one other person. You can do this in a chat room by whispering to a specific person. You send a message to that person and no one else in the room sees it. That person can also whisper back, if he wants to.

To whisper to someone, click the user's nickname in the User list. A red box around the user's name indicates that you are whispering. As

long as that user is selected, all your messages are sent only to that user and not to the whole room. If that person wants to whisper back, he or she must select your nickname from the user list on his or her client.

To stop whispering, simply click on the user's name again to remove the red box. Now any messages you type are shown to the whole room.

SENDING MESSAGES TO OTHER USERS

ConferenceRoom has two commands for sending messages to specific users or rooms. The users can be in the same chat room you are in or in another room at your WebBoard site (even across different boards). The room can be the current one or another one at this site. Being able to send messages to other users and rooms is handy.

For example, if a technical question arises and no one in the room can answer it, you can send a message to a user who you know can use it. If that user is logged into chat, he will receive it and can either answer the question directly or come join your chat room. On the other hand, if a discussion in your Cooking chat room turns to local restaurants, you can send a message to the EatingOut room. Users from that chat room can then switch to the Cooking room if they like. The two commands produce slightly different results, which differs depending on the recipient's client software. The two commands have similar syntax, as follows:

```
/msg
```

This command is similar to whispering. The command requires a nickname and a message:

```
/msg nickname message
```

for example,

```
/msg Fred are you around?
```

If Fred is in any chat room, he receives the message. In the Java client, the message appears as a whisper. In a PIRCH client, this command opens a separate, private chat window through which he can communicate with you.

```
/notice
```

This command is generally used for sending messages to a user in a different room or to an entire chat room. The command requires a nickname or a room (channel) name and a message:

```
/notice nickname|channel message
```

for example,

```
/notice #eatingout Come join our discussion of restaurants in  
#cooking!
```

Everyone in the other chat room sees the message. In the Java client, the message appears in a different color from the normal conversation text.

INCLUDING NON-VERBAL COMMENTS

In face-to-face discussion you can see people's gestures and get a better sense of their meaning. Even in a phone conversation you can hear the tone of voice as well as laughing and sighing. What about in an electronic chat? How can you tell if someone thinks your joke is funny? How can you tell others that you are shrugging your shoulders?

ConferenceRoom chat supports two commands to let you insert non-verbal comments to the conversation. These are also called action comments since you normally use them to express an action rather than a verbal response. These commands both work the same and produce the same results, as follows:

`/action action message`

for example,

`/action is falling off the chair laughing`

which produces the following message (action is replaced by the user's nickname):

Skippy is falling off the chair laughing

The second command works the same way, but might be a bit easier to remember:

`/me action message`

for example,

`/me shrugs her shoulders`

which produces the following message (me is replaced by the user's nickname):

Michelle shrugs her shoulders

In the Java client, an action message is displayed in a different color and starts with an asterisk (*).

CHANGING THE TOPIC

In many chat rooms, anyone can set or change the topic. The topic appears in the client's title bar right after the chat room's name and makes it easy for new comers to see the current topic of discussion. Not all rooms have topics and not all rooms are enabled to allow topic changing. The channel operator determines who can change the topic for any room.

To change the topic, use the following command, which requires a chat room and topic text:

`/topic channel new topic`

for example,

`/topic #cooking Favorite Pot Pie Recipes`

which produces the following text in the title bar:

Cooking: Favorite Pot Pie Recipes

In addition to the title bar changing, a message is displayed in the message frame noting that the topic has changed.

Finding information about other users (/who and/whois)

You can quickly get information about other users who are currently in chat. This information can be helpful for tracking down where someone comes from, what their real (or login) name is, and what ConferenceRoom privileges they have. There are two commands for finding this information, as follows:

/who

This command shows you information a specific user or all current chat users:

/who [nickname]

for example,
/who

gives information about all users. including their real login names and their domain names.

/who Buffy

gives information about the user Buffy, including her real login name and domain name.

/whois

This command gives you more detailed information about a specific user and requires a nickname:

/whois nickname

for example,
/whois Buffy

gives the same information as the /who command as well as what channels she is in and how long it has been since she communicated with the server.

LEAVING A CHAT ROOM

You can leave a chat room at any time and keep your chat client open. To do so, enter this command:

/part

You will be removed from the chat room, but the client stays open so you can easily rejoin the same chat room or another one.

JOINING ANOTHER CHAT ROOM

You can move from chat room to chat room if you know their names. You can do so directly or by first leaving a chat room using the /part command. To join a new room, enter this command:

/join channel

for example,
`/join #botany`
takes you to the botany chat room. If you have been kicked out of a chat room or disconnected somehow, you can use this command to quickly reenter the same room. Remember that you must include the chat room's name, which always starts with a #.

LEAVING CHAT

To completely leave ConferenceRoom chat, you can simply click the Close button on the chat client or enter the following command:

`/quit`

This ends your chat session and returns the Java client to its login status. You can reenter the same chat room at any time by clicking Connect.

This information has been adapted from the online help. Please consult this for more information.

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